



Family Impact NETWORK **FY2025 Year In Review**

Families in crisis need a great deal of support to heal. No single entity can do it alone. A non-profit, mission-based organization, Family Impact Network (FIN) partners with the Department of Children, Youth and Families (DCYF) and service providers to serve as the Network Administrator in 20 counties in Eastern and Central Washington. We coordinate and oversee delivery of two services:

- Family Time visits for children in out-of-home care to maintain parent-child relationships.
- Combined In-Home Services (CIHS): in-home therapeutic and parent education services to foster stability.

Through this work, we provide resources and services to vulnerable children and families to address safety, prevention, permanency, stability and overall well-being. Guided by a dynamic board with decades of non-profit leadership, community collaboration, financial expertise, and lived experience in the child welfare system, FIN is part of a system designed to make sure children and families get what they need. We are dedicated to generating insights that drive system-wide improvements in service delivery.

FIN's FY 2025 Impact at a Glance

Supporting Providers

Our Resource, Billing, and Compliance teams handle the logistics of social worker requests for services and quality oversight so providers can focus on what they do best: *supporting families*.

In 2024, the Resource team coordinated **10,300 service requests**, the Billing Team processed and audited **\$21.8 million** in invoices, and the Compliance Team conducted Contract and Quality Assurance management for **36** child welfare service provider agencies across 20 counties.

Families Served

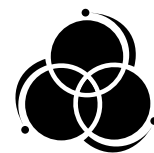
- Requests for **Family Time Services**: 7,281
 - 1,298 Families received visit services
 - Annual Parent Child Visits: **68,348**
- Requests for **In-Home Services**: 2,418
 - 1,608 Families received home-based therapeutic and parent education services
- Total Requests for Services: 10,300
- **Total Families Served: 2,305**

Strengthening our Network

Ensuring rapid referrals: accelerated processes for receiving requests, reviewing them for suitability, and getting requests for Family Time to providers within **1 day** so visits can begin immediately. FIN connected **81% of social worker referrals for Family Time services with providers in 0-1 days**.

West side collaboration : since the *Keeping Families Together Act* was implemented in July 2023, DCYF placed more children with kin, causing a big influx of referrals from West-side social workers. By March, 2024 we connected **three times as many West-side families** with Family Time services as before.

Financial Stewardship: Our billing team shortened the time for collecting payments from DCYF from 37 to 22 days, processed roughly 670 bills per month.



Family Impact
NETWORK

Quality Oversight Improvements

Data insights drive our efforts to build a network that delivers excellent services to families in crisis. In 2024, we created a Continuous Quality Improvement (CQI) Project to harness our expertise in data to offer our network high-quality technical assistance. This effort will identify each provider's strengths, needed improvements, and the mutual creation of improvement plans. To support this project, we built comprehensive CQI dashboards for both Family Time and In-home Services at network and provider levels. **These dashboards and related technical assistance to providers are our greatest efforts to date to find and repair gaps in the child-welfare safety net for families.** They allow our partners to track referral by origins, the speed of interventions, financial elements of services, and how quickly we resolve complaints. Our CQI efforts will strengthen the infrastructure of child welfare by highlighting excellence and uplifting providers looking to deliver more for families.

FIN's Mission Statement:

Family Impact Network supports restorative and empowering efforts to transition under-resourced children and families from crisis to healing.

Our Impact



Parent Engagement: our quality improvements efforts created more opportunities for parents and children to maintain the parent-child bond. Between 2022 and 2024, Family Time attendance has improved by 5%. In 2024, that 5% amounted to 4,000 visits!



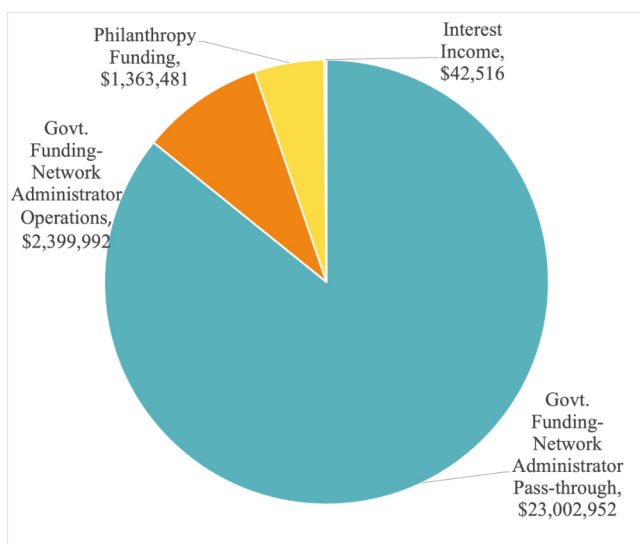
Projects for community needs: In 2024, we met with parent allies, providers, and community partners to understand the greatest obstacles to parent engagement with Family Time. We took that feedback and will soon be implementing a pilot for the Connecting Families Initiative—an effort to provide families the nutritional and transportation support they need reconnect.



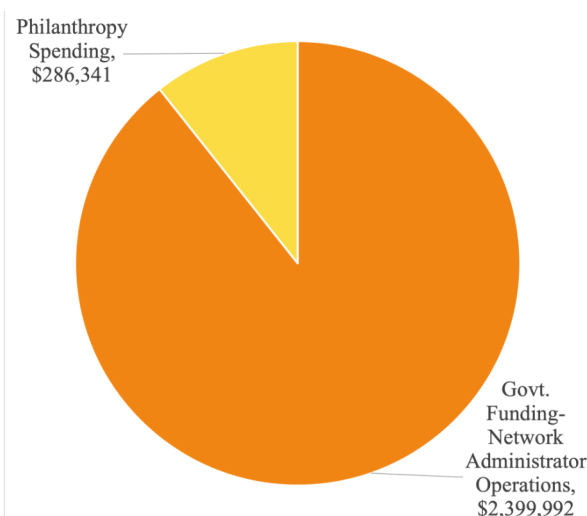
Data Pathways Project: In October 2024, the Ballmer Group funded the Data Pathways project—an effort to harness our expertise in child welfare data to collaborate more effectively with our partners.

Financial Summary

FY 2025 Revenue



FY 2025 Operating Expenses and Philanthropy Spending



*Most FIN Revenues are passthrough DCYF payments to providers for services. Most 2024 philanthropy funding is a 3-year, on-going grant from the Ballmer Group. Future Annual reports will shift to the fiscal year timeline (July-June)