

# PBC Contract Group Annual Update

## Independent Living Services (ILS)

Provider Services Quality & Availability Accountability Group & PBC Support Team

[www.dcyf.wa.gov](http://www.dcyf.wa.gov)



Washington State Department of  
**CHILDREN, YOUTH & FAMILIES**

# Independent Living Services (ILS)

## Background Information

**Mission:** to prepare foster and former foster youth (15 – 23 years old) to live independently by increasing their skills, knowledge, and competency in key areas.

**Clients Served (FFY21):** 1,449 clients enrolled/served

**Annual Contract Spending (FFY21):** \$2.8m

**Additional Pandemic CHAFEE funds (8/21 - 9/22):** \$3.0m

**Current Contract Cycle (FFY22):** 8/1/21 – 09/30/22

**# of Contracts (client services) (FY22):** 12

## Contract Group

**Program Lead:** Sherrie Flores, IL Program Manager

**Members:** Regional IL Leads (Donna LaFrance, Wyran Young, Monica Jenkins, Josh Koutecky, Laneta Able, Lori Van Clifford)

**PBC Staff:** Stacey Gillette

**Data Partner(s):** Tenaya Sunbury, RDA

## Implementation Status: *Phase 2*

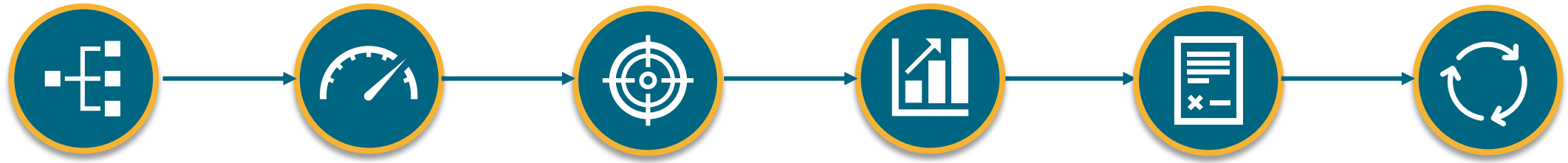
✓ PBC Service Standard

X PBC Quality Standard: ILS removed quality metric, target & PMT from FY22 contracts

X PBC Outcome Standard: FY22 contracts do not include outcome metric, target & PMT



# Performance-Based Contracting Process



## PBC LOGIC MODEL

Identify services and initial list of quality & outcome measures

## METRIC SELECTION

Prioritize initial list of measures and define metrics for contracts

## PERFORMANCE TARGETS

Draft performance targets based on historical data and stakeholder input

## PERFORMANCE MANAGEMENT

Determine accountability and continuous improvement supports

## CONTRACT LANGUAGE

Update contract with metrics, targets, and performance management tools

## CONTINUOUS IMPROVEMENT

Plan to implement PBC performance feedback loop to collect, analyze, and share data

 **STAKEHOLDER ENGAGEMENT**

 **RESEARCH & DATA ANALYSIS**



# ILS: PBC Logic Model

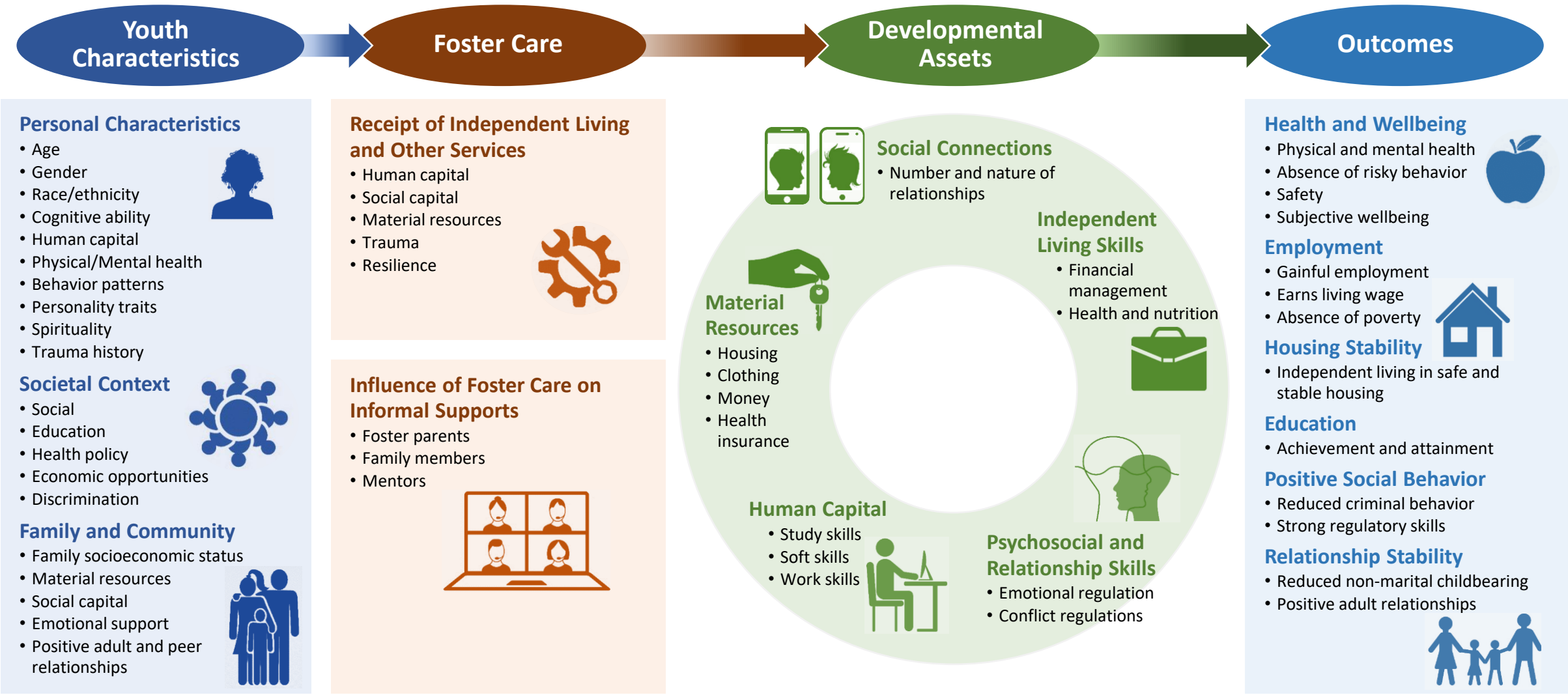
## Goals

- New PBC Logic Model by June 1, 2023
- Incorporating youth and provider input
- Determine PBC quality and outcome metrics, targets, and PMTs for FFY24 contract cycle (10/1/23 – 9/30/24)



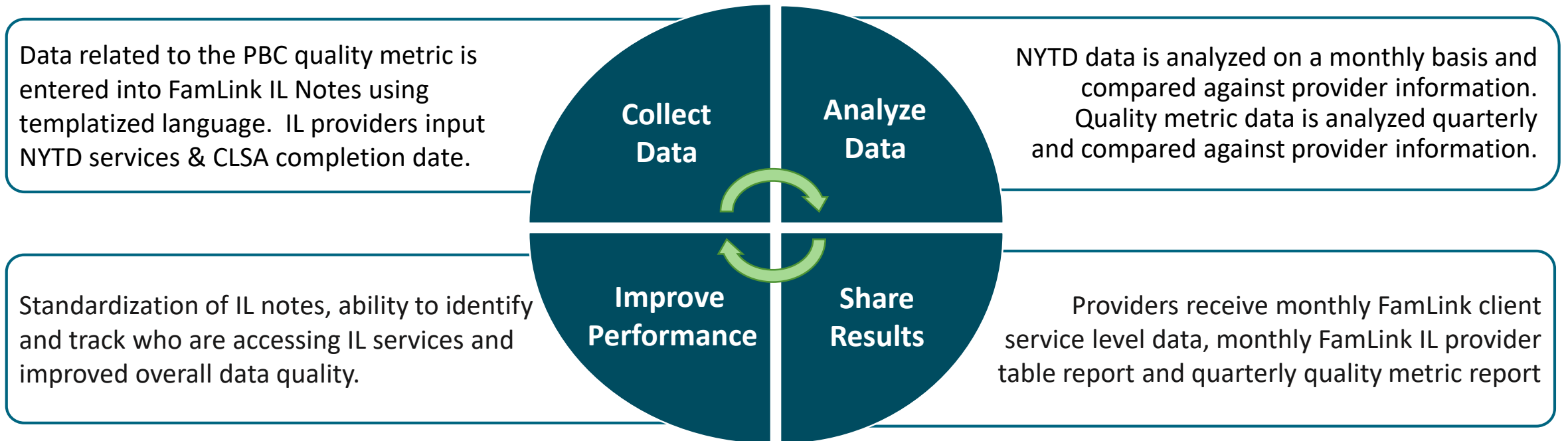
# Youth In Foster Care Transitioning to Adulthood

Conceptual Model and Literature Review



SOURCE: Preparing for a "Next Generation" Evaluation of Independent Living Programs for Youth in Foster Care. December 2014; OPRE Report No. 2014-71.

# ILS: Performance Feedback Loop (FFY21)



## Future Plans

- PBC requirements removed from FFY22 contracts; therefore, *no performance feedback loop occurred this fiscal year.*
- **Need to select new PBC metrics, targets & PMTs for FFY23 contracts.**

# ILS: FFY21 PBC Overview of Analyses

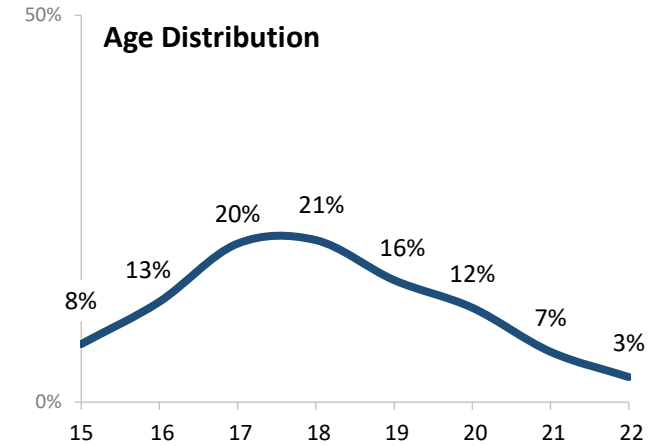
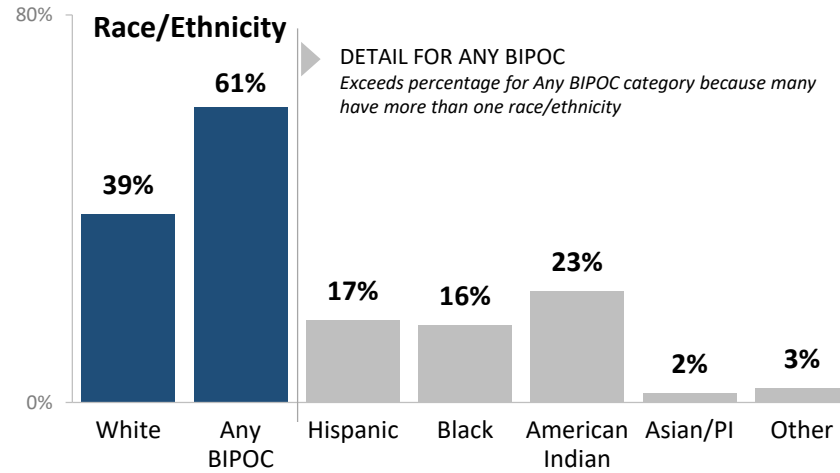
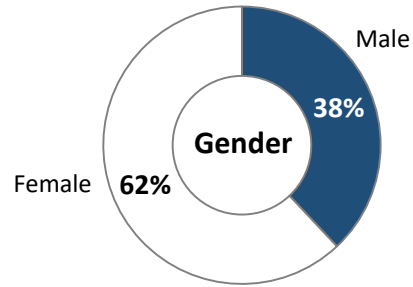
- Conceptual model informed by literature review of youth in foster care transitioning to adulthood
- Comparison of FFY 2020 and FFY 2021 demographics characteristics such as gender, race and age were similar but participation rates changed
  - Almost **10% increase** in IL youth participating from FFY20 to FFY21
  - 72% (n=1,042) of IL enrolled youth were retained from FFY20 to FFY21
  - 19% (n=277) of IL enrolled youth from FFY20 no longer received services in FFY21
  - 28% (n=407) of IL enrolled youth from FFY21 were not present in FFY20 IL program data
- Comparison of FFY 2020 and FFY 2021 National Youth in Transition Database (NYTD) services
  - Over **49% increase** in the number of NYTD services provided
  - Greatest increase in NYTD 'Family Support/Healthy Relationship Education' from FFY20 to FFY21
- Review quality metric calculation details



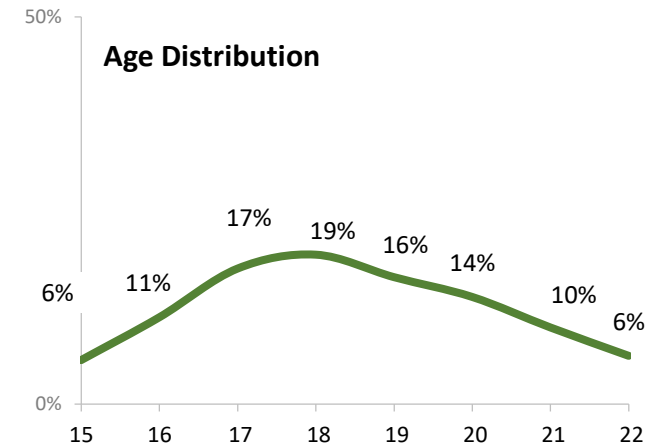
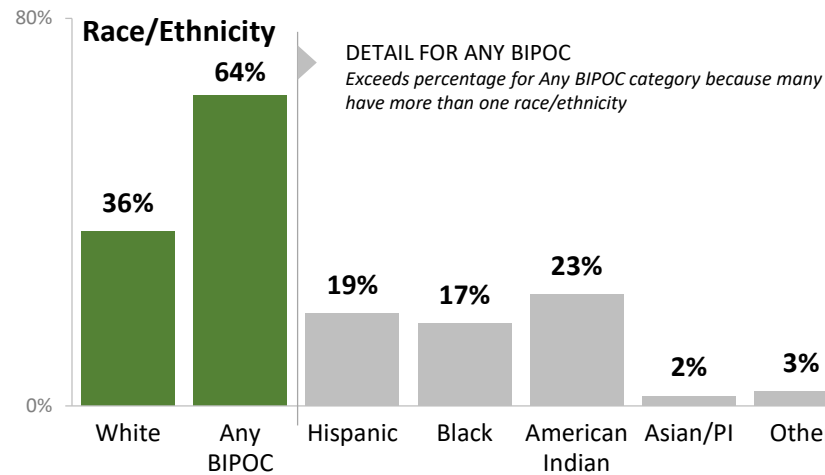
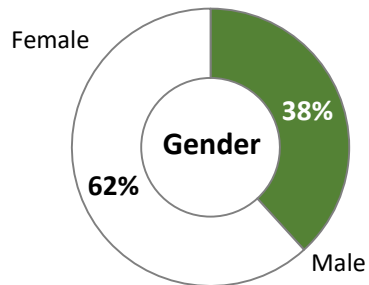
# Department of Children Youth and Families – Similar Demographics FFY 2020 vs. FFY 2021

Percent of Unduplicated Enrolled and/or Participating Clients of the Independent and Transitional Living Program

**FFY 2020** TOTAL = 1,319



**FFY 2021** TOTAL = 1,449



**SOURCE:** DSHS Research and Data Analysis Division, Integrated Client Databases, March 2022, through a contract with DCYF. **NOTE:** BIPOC stands for Black, Indigenous, and people of color. Asian/PI stands for Asian and Pacific Islanders. There were 1,319 active IL enrolled and/or participating between October 1, 2020 and September 30, 2021 receiving one or more services documented in the National Youth in Transition Database (NYTD) – 4 active IL participants were deleted from analysis because no demographic data were collected. Youth are eligible for the IL program if they are/were age 15 or older, in an established dependency through DCYF or a tribal child welfare agency, and in an out-of-home placement for at least 30 days after their 15th birthday. Age was calculated from the first day they received an IL service.



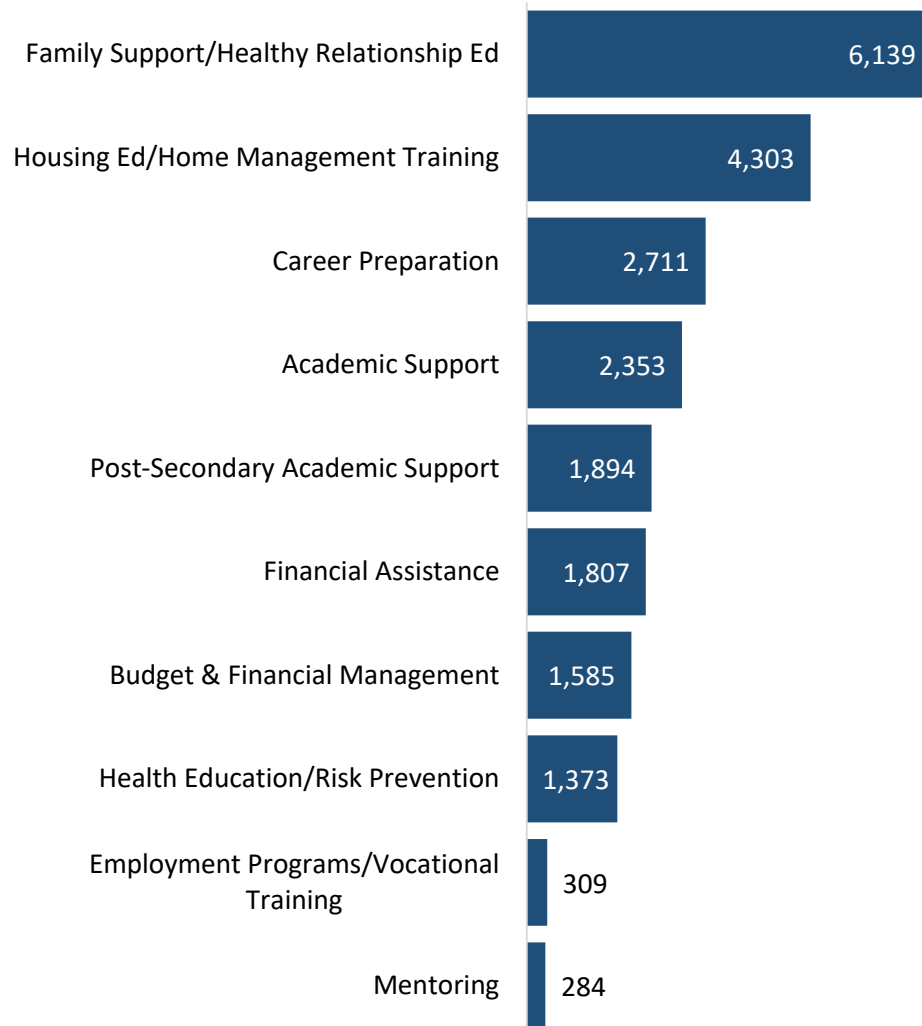
# Chafee National Youth and Transitional Database (NYTD)

45 CFR Part 1356

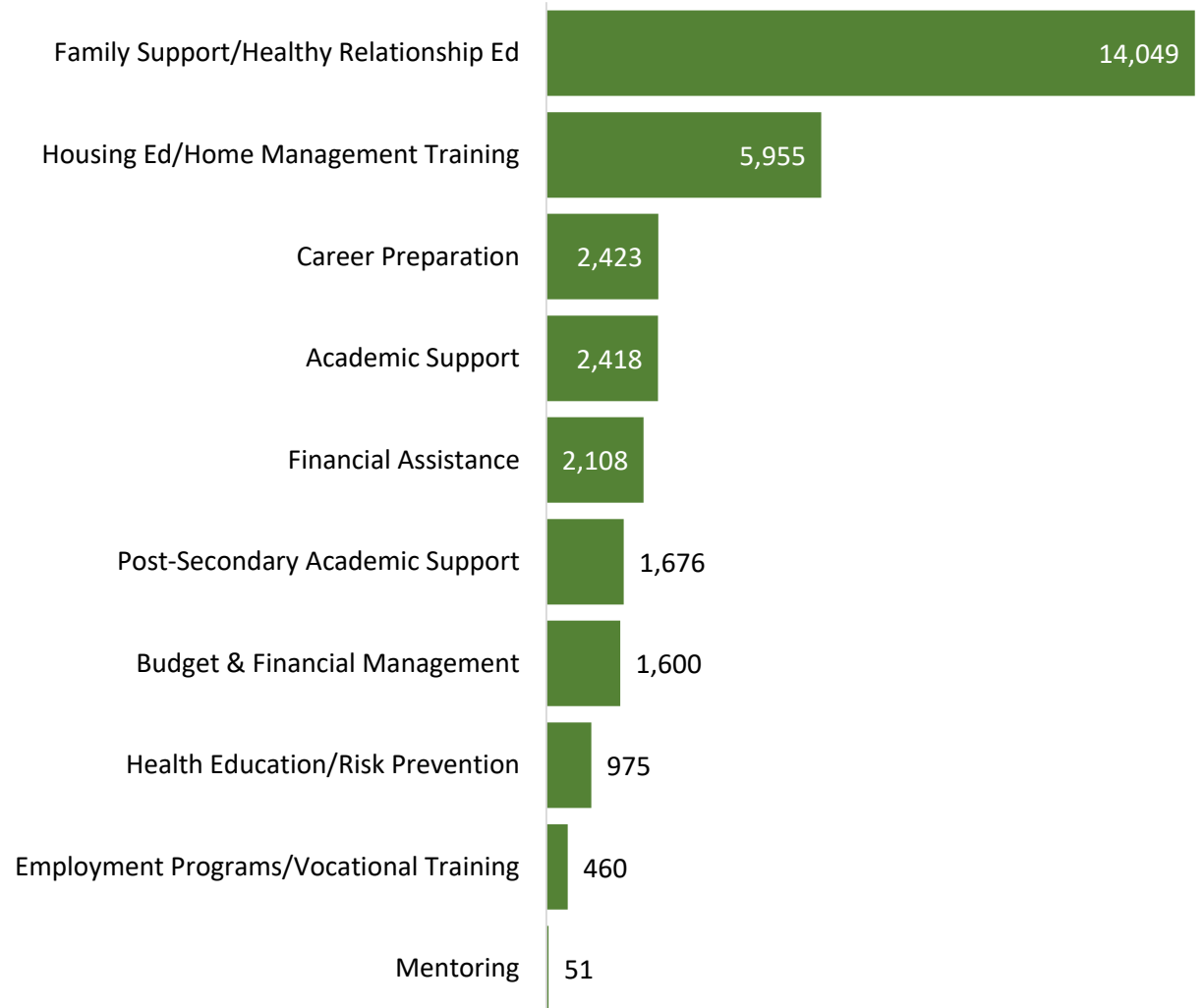
Federal Outcomes of Interest	Federal Registry - 11 broad service categories	WA State – 14 service categories
<ul style="list-style-type: none"> <li>• Increase youth financial self-sufficiency.</li> <li>• Improve youth educational (academic or vocational) attainment.</li> <li>• Increase youth connections with adults.</li> <li>• Reduce homelessness among youth.</li> <li>• Reduce high-risk behavior among youth.</li> <li>• Improve youth access to health insurance</li> </ul>	<ol style="list-style-type: none"> <li>1. Independent living needs assessment</li> <li>2. Academic support</li> <li>3. Post-secondary educational support</li> <li>4. Career preparation</li> <li>5. Employment programs or vocational training</li> <li>6. Budget and financial management</li> <li>7. Housing education and home management training</li> <li>8. Health education and risk prevention</li> <li>9. Family support and healthy marriage education</li> <li>10. Mentoring</li> <li>11. Supervised independent living</li> </ol>	<ol style="list-style-type: none"> <li>1. <b>Needs Assessment (Separate)</b></li> <li>2. Academic support</li> <li>3. Post-secondary academic support</li> <li>4. Career preparation</li> <li>5. Employment programs and vocational training</li> <li>6. Budget and financial management</li> <li>7. Housing education and home management training</li> <li>8. Health education and risk prevention</li> <li>9. Family support and health relationship education</li> <li>10. Mentoring</li> <li>11. Supervised Independent Living</li> <li>12. <b>Youth Status</b></li> <li>13. <b>Financial Assistance – Room &amp; Board</b></li> <li>14. <b>Financial Assistance – Other</b></li> <li>15. <b>Financial Assistance - Education</b></li> </ol>

# IL NYTD Services Results Overview

**FFY 2020** - N=23,127 NYTD services



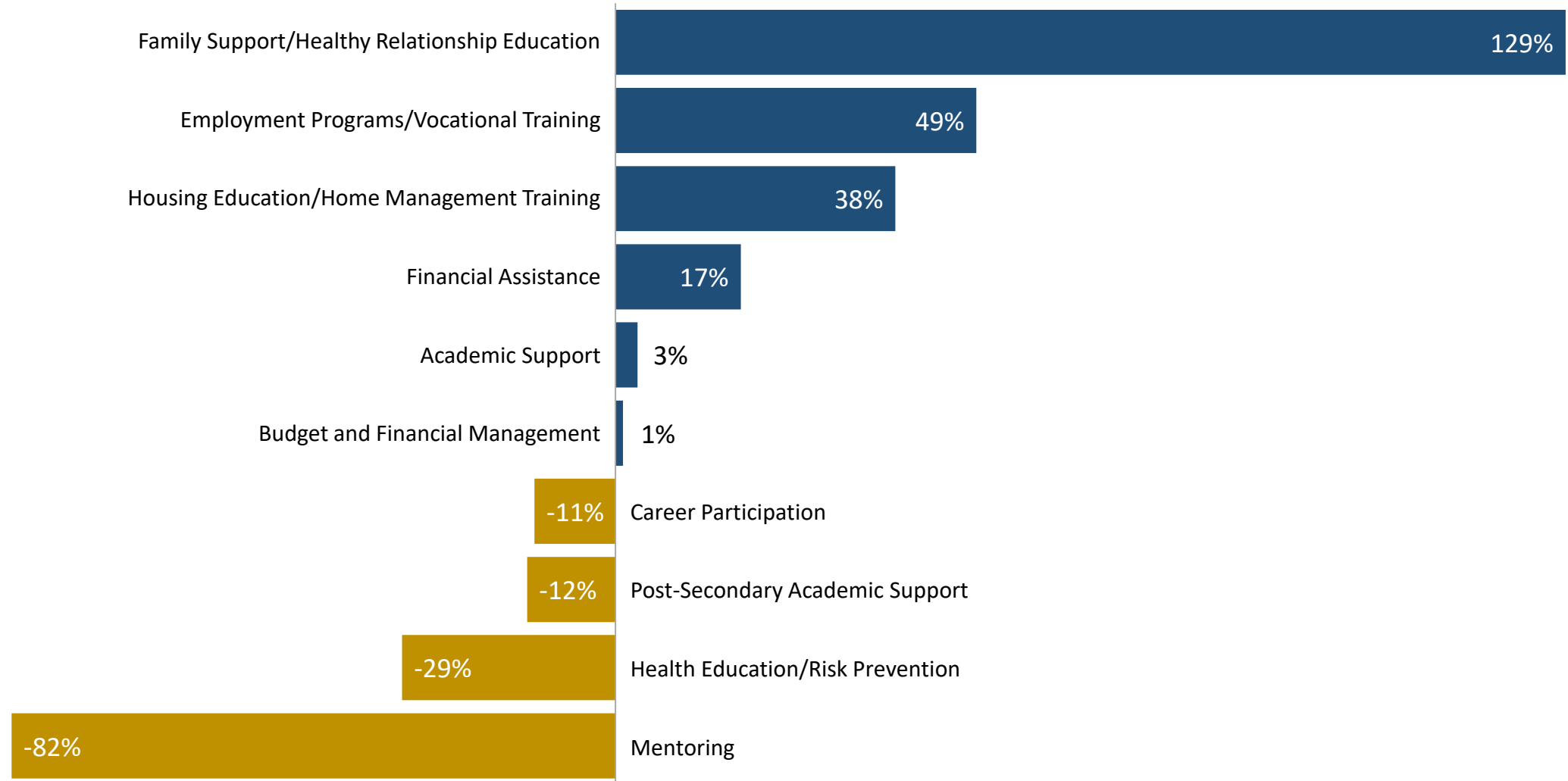
**FFY 2021** - N=34,552 NYTD services



**SOURCE:** DSHS Research and Data Analysis Division, FamLink Databases, March 2022, through a contract with DCYF. **NOTE:** There were 1,319 active IL participants between October 1, 2019 and September 30, 2020 receiving one or more services documented in the National Youth in Transition Database (NYTD) – 4 active IL participants were deleted from analysis because no demographic data were collected. There were 1,449 active IL participants between October 1, 2020 and September 30, 2021 receiving one or more services documented in the NYTD. NYTD Service Categories listed as ‘Financial Assistance – Education’, ‘Financial Assistance – Other’, ‘Financial Assistance – Room/Board’ were combined into one category, ‘Financial Assistance’. NYTD Service Categories listed as ‘Youth Status’ and ‘Supervised Independent Living’ were deleted from results.

# IL NYTD Services Provided

Percent change from FFY20 to FFY21



# ILS: FFY21 PBC Metrics, Targets & PMTs

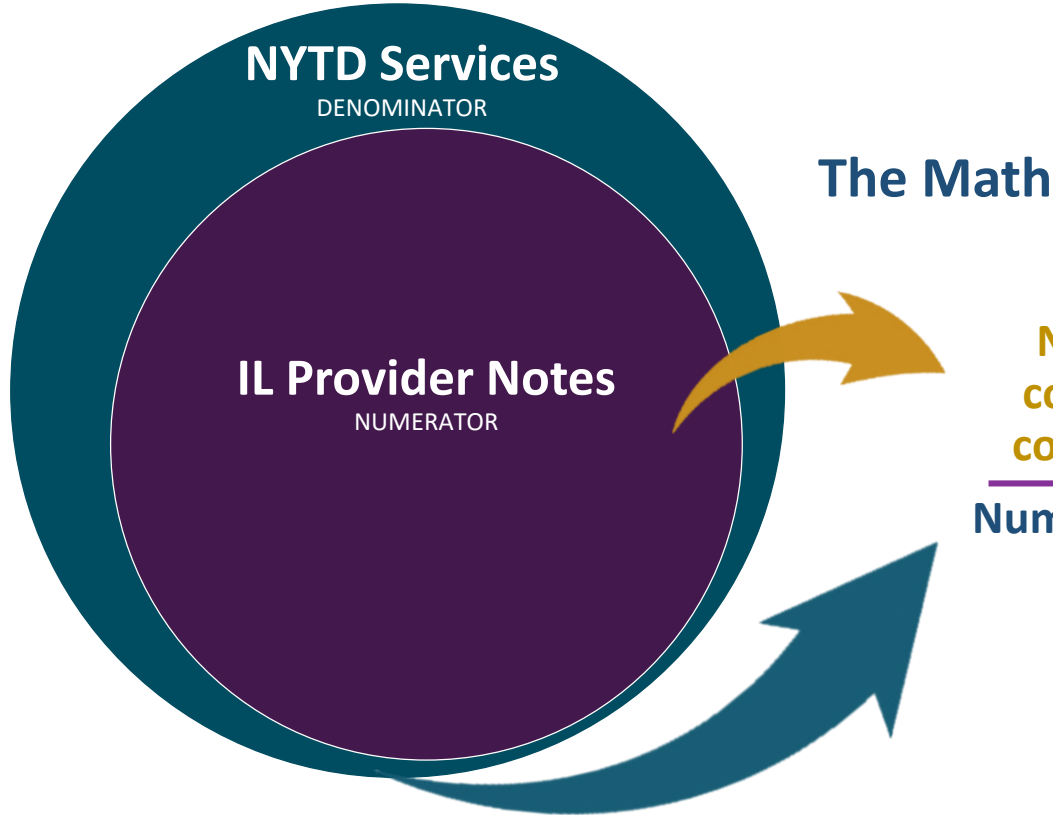
QUALITY MEASURES	Metric	Target	Performance Management Tool (PMT)
<b>Monthly contact with youth</b>	Providers establish, or attempt to establish, monthly contact with active IL youth in their service area.	90% of active youth receive an established contact each month  100% of active youth receive an established contact each month or an attempted contact each month during the contract year.	Performance Improvement Plan

OUTCOME MEASURES	Metric	Target	Performance Management Tool (PMT)
N/A			

# Monthly Contact with Youth

## Quality Performance Measure Calculation Details

All NYTD Services \*  
During Reporting Period



**Number of youth receiving monthly contact (attempts and/or established contact types) during reporting period**

**Number of youth receiving a NYTD service during reporting period**

***Measure identifies the percent of youth that received monthly contact from provider***

\* A NYTD service has a unique DCYF ID, Date of Service, and unique provider ID



# Monthly Contact with ITL Participants

Example formats of provider IL notes • Federal Fiscal Year 2020 - Quarter 1 (Oct 1 – Dec 31)

Inconsistent date format for recording contact date

10/27/19: CM AC and PC GT met with JS and discussed the ILS program. JS seemed very interested in the program and was looking forward to spending time with CM AC. JS and CM AC scheduled intake for 12/6/17 at 2:00 PM at the ILS office.

Provider is using other IL\_note template

02/06/2020 N/A N/A CM dropped off an ORCA card to OR at YAIT. n/a n/a

Mode of Contact not specified

11/13/19: Checked back in about GED results, OR responded "Passed and even earned some college credit". CM asked for results and checked in about work search. OR is still looking for housing, but her SO is now working full time.

12.28.19 Since this youth left his current placement, the contact information that he provide during his last meeting has changed. This CM has not been able to reach out to the youth. This CM emailed MD, the youth's social worker, in hopes to gain more information.

Not a contact, but client update

## TAKEAWAY:

► Measurement is challenging because existing field interface is currently inadequate

# Recommended Contact Template for ITL Participants

Example formats of provider IL notes

Consistent  
date format for  
recording  
contact date

Contact date: 10/27/2020, Contact mode: face-to-face Note: CM AC and PC GT met with JS and discussed the ILS program. JS seemed very interested in the program and was looking forward to spending time with CM AC. JS and CM AC scheduled intake for 12/6/17 at 2:00 PM at the ILS office.

Mode of Contact  
specified and  
consistent

Contact date: MM/DD/YYYY, Contact mode: face-to-face  
/text/email/call/other/none, Note: *Remaining characters for provider notes*

## TAKEAWAY:

- ▶ Recommended contact template for ITL Providers to copy and paste in IL notes.
- ▶ Reminds providers to use consistent date format, specify contact mode, and leave space for open-text.



# ILS: FFY22 Reflections and Future Directions

## Celebrating Success

- ILS service planning has provided an opportunity to engage stakeholders in development of new program standards, which will set the stage to select new PBC metrics, targets, and PMTs for FFY23 contracts.

## Navigating Challenges

- Continued COVID-19 impacts.
- Limited DCYF staff capacity to conduct meaningful PBC data analysis and reporting due to ILS service planning activities.

## Support Needs

- *Program redesign is ongoing and PBC support is needed*

