PBC Contract Group Annual Update

Tribal Services

Indian Child Welfare (ICW) and Community Juvenile Accountability Act (CJAA) contracts

Provider Services Quality & Availability Accountability Group & PBC Support Team

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Washington State Department of CHILDREN, YOUTH & FAMILIES

THIRD SECTOR

Developed with support from Third Sector Capital Partners, Inc.

Tribal Services

Background Information

Mission: ICW and CJAA provide services which are funded through contracts with federally recognized Indian Tribes and other Indian organizations in the state enabling providers to serve their own Tribal members and off-reservation Indians.

Clients Served (FY21): N/A

Annual Contract Spending (FY21): $3.07m (ICW) and $63,735 (CJAA)

Current Contract Cycle (FY22): July 2021-June 2023

# of Contracts (client services) (FY22): 29 (ICW) and 13 (CJAA)

Contract Group

Lead: Brandy Otto and Bob Smith

Members: Tleena Ives; Karena McGovern; Lisa Humphrey

PBC Staff: Janis Jordan

Data Partner(s): Chris Graham

Implementation Status: *Phase 2*

- PBC Service Standard: not required for system-level requirements
- ✓ PBC Quality Standard: FY21 contracts include one (1) quality metric, target & PMT
- ✓ PBC Outcome Standard: FY21 contracts include one (1) outcome metric, target & PMT

System-Level PBC Contracts

Focus on Capacity Building

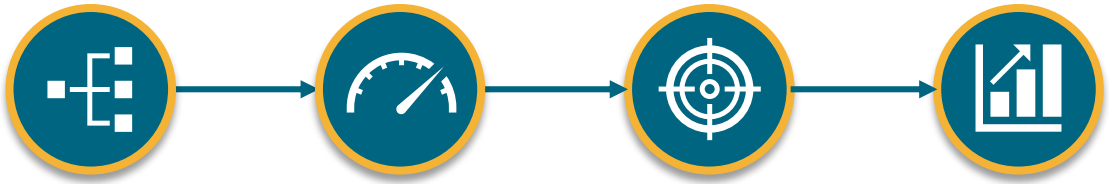
Some DCYF contracts focus on building the capacity of contractors and/or entire systems of care (e.g. juvenile justice system) rather than only funding direct service provision.

Variation in Services and/or Contractors

These contract groups operate more like grant programs, funding different services across contractors and/or significantly changing contractors each cycle, making it difficult to measure standardized PBC metrics over time.

System-Level PBC Requirements

Contract groups in this category must adopt the following PBC components:



	PBC LOGIC MODEL	PERFORMANCE METRIC	PERFORMANCE TARGETS	PERFORMANCE MANAGEMENT
Client-Level (Service, Quality, & Outcomes Standards)	-	-	-	-
Contractor-Level (Quality & Outcomes Standards)	✓	✓	✓	✓
System-Level (Quality & Outcomes Standards)	✓	✓	✓	-

Legend: ✓ PBC Requirement

Tribal Services: FY21-FY22 PBC Metrics, Targets & PMTs

QUALITY MEASURES	Metric	Target	Performance Management Tool (PMT)
Contractor Level: Timely and accurate completion of reports	Required report(s) are submitted by the established deadline	100% of required reports are submitted by the established deadline	2nd year funding distribution contingent on submission of required reports
OUTCOME MEASURES	**Metric**	**Target**	**Performance Management Tool (PMT)**
System Level: Data is used to continuously improve services	Annual report shows results over time and planned and/or implemented practice improvements based on data	*NA: Informational only for FY22-23*	*NA: Informational only for FY22-23*

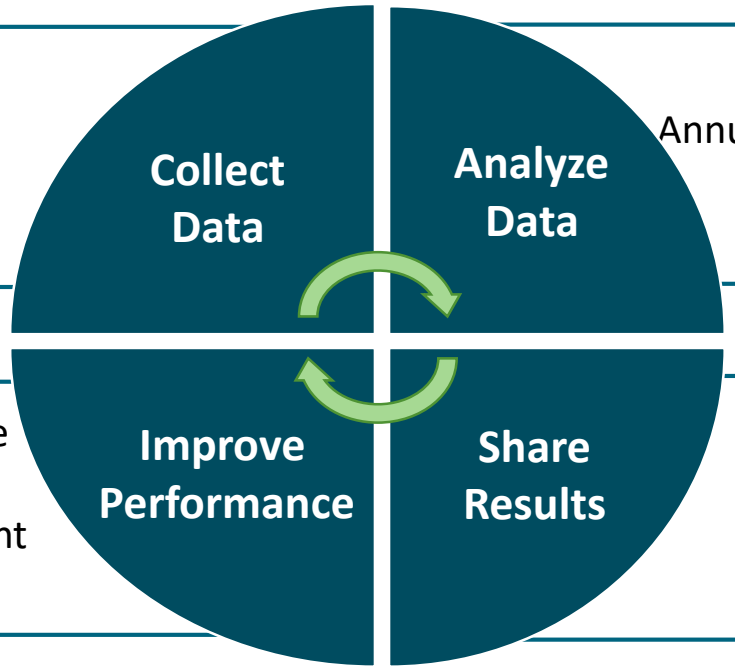
Tribal Services: FY21 PBC Results

- This is the first year that PBC quality and outcome metrics have been implemented
  - Have a year to adjust if it's not working
  - Allow time to consider contracting work

- Results for quality and outcome metrics will be ready at the end of July for both CJAA and IWA
  - Begin evaluating
  - Reach out to Tribes to get feedback as necessary

Tribal Services: Performance Feedback Loop

Data is collected on an annual basis and analyzed at an aggregate level in a spreadsheet created by Digital Innovations



Annual forms compare and analyze data on a two-year comparison

Our hope is to gather the data and allow the data to be capture for the tribes to help address improvements, barriers and highlight Their strengths.

NA: Data still being collected

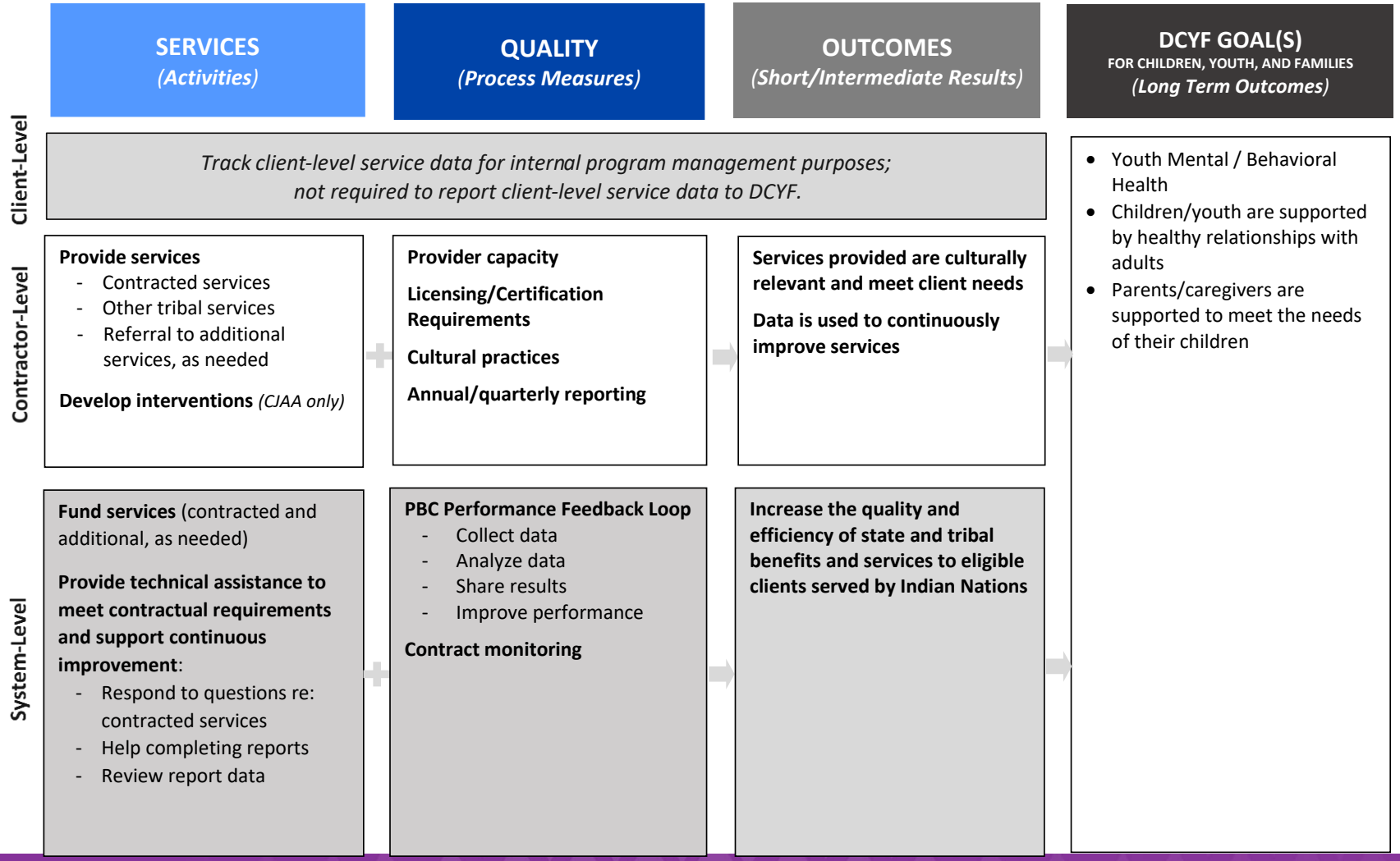
Future Plans

- Completing the literature review and theory of change, and then using those findings to drive the retrospective data analysis, updated logic model template, and feedback loop
- Data dashboard

Tribal Services System-Level PBC Logic Model

(ICW & CJAA Contracts Only)

*Draft**



Updated 03.03.21

Tribal Services: FY22 Research & Data Analysis Findings

- Tribal Services has begun the process of the literature review and theory of change
  - Will develop after gaining feedback from Tribes on logic model and their goals
  - How can we use the literature review to honor Indigenous values and current Tribal programming
  - Our goal is involvement with the Tribes and Tribal Leaders
- Once the literature review is complete, that research will:
  - Determine the need of a retrospective data analysis
  - Drive the conversation of a logic model

Tribal Services: FY22 Tribal Engagement Results

Engagement History	Summary of Feedback
Tribal Organizations • ICW Subcommittee • RAIO's	ICW Contracts and Community Justice Accountability Act • Hopeful that the data we collect this upcoming year will enlighten the collaborative work between DCYF and Tribes. Gathering data now to assist us for the historical perspective with all the new players

Next Steps

- Receive feedback and input on Literature Review findings and process
- Receive more feedback and input on the Logic Model development
- Continue to collaborate with the Tribes and offer engagement and data points

Tribal Services: FY22 Reflections

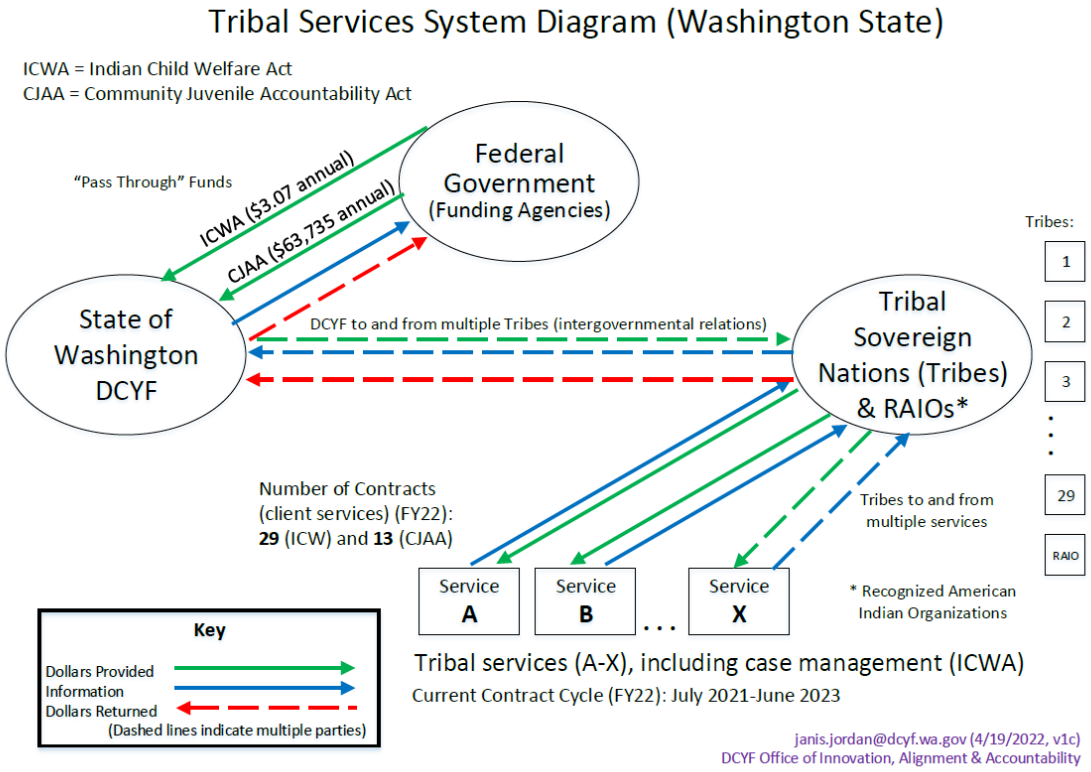
Celebrating Success

- Adopted a system-level implementation process
- Been able to implement a new form for reporting amongst all contracts and Tribes that participate
- Received comments back
- New annual report has been received and accepted ☺

Navigating Challenges

- Trying to intentionally implement this framework to various Tribal governments. Questions have not come up this year because the annual report is not due to July 31, 2022. This year we will work with the Tribes on the new forms and elicit feedback and comments from them.
- Barriers – Tribes are on their own timeline
- Covid-19 has impacted programming, service delivery, potential funding, and relations (trickle-down effect)

Support Needs

- Researcher support to continue PBC implementation
- OIAA support as first year of reporting comes in and evaluation begins

Tribal Services: Systems Diagram