

Executive Appropriations Committee
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Jonathan Ball, Fiscal Analyst

Should Every Social Service Program Be A “FACT” Program? A Review of the Families, Agencies, and Communities Together for Children and Youth at Risk Program and Its Effectiveness in Improving Service Delivery through Collaboration

Review Team: Jonathan Ball, LFA; Stan Eckersley, LFA; William Greer, LFA; Thor Nilsen, LFA; Spencer Pratt, LFA; Tim Osterstock, LAG

Proposed Query: For more than a decade, the Families, Agencies, and Communities Together (FACT) for Children and Youth at Risk Program has received funding to unite state, local, and private social service providers, to promote collaboration among such providers and with recipient families, and to inspire innovation in service provision. What models of improved service delivery has FACT generated that can be applied statewide; is it necessary to continue FACT as an independent program; and if so, in what form?

Potential Report Outline:

- I. Executive Summary including recommendations
- II. Introduction/hypotheses
- III. Historical overview
 - a. Statutory Requirements/Legislative Intent
 - b. 1996 Legislative Auditor’s report
 - c. Budget history
 - i. FACT funding by state agency/program
 - ii. Individual state agency budgets by agency/program
- IV. FACT developed systems of service and support
 - a. Number and types of systems
 - b. Measures of success/performance
 - c. Performance against measures
 - d. Case study/example
- V. Collaboration among various entities in delivering FACT service and support
 - a. Number and types of agencies involved in individual FACT systems
 - b. Coordination within agencies between FACT systems and non-FACT systems
 - c. Coordination with Federal social service programs
 - d. Case study/example

- VI. Administration Costs and Structures
 - a. Definition of “Administrative Costs”
 - i. Federal Programs
 - ii. State Programs
 - iii. FACT
 - b. Governance/Oversight Structures
 - i. Federal Programs
 - ii. State Programs
 - iii. FACT

- VII. Application of FACT concept to other state-sponsored social service delivery systems
 - a. Current tracking of clients across state agencies
 - b. Collaboration of non-FACT service delivery
 - c. Potential Innovations
 - i. FACT developed models
 - ii. Automation tools for cross-referencing service availability, qualification, and delivery

- VIII. Conclusions and Recommendations

TALKING POINTS

- Item 6, SJR 15 Master Study Resolution requests a report on “FACT Evaluation and Funding – to study the Families, Agencies, and Communities Together for Children and Youth At Risk Program, its funding levels, the effectiveness of the program in delivering services to those with special needs, and determine whether one state department should be made responsible for the program”
- To perform the study, Legislative Fiscal Analyst Massey and Legislative Auditor General Welsh propose a team of subject area experts – and me.
- I’d like to introduce the team, having them stand as I do so.
- Team members are:
 - Stan Eckersley, who covers Workforce Services;
 - Bill Greer, who’s responsibilities include Youth Corrections;
 - Thor Nilsen, our Human Services analyst;
 - Spencer Pratt, who is assigned to the Department of Health; and,
 - Tim Osterstock, who was instrumental in the Legislative Auditor’s 1996 audit of FACT.
- I’ll do my best to cover Public Education’s involvement in FACT.
- We’ve distributed to you a study proposal entitled “Should Every Social Service Program be a FACT Program?”
- Our proposal is summarized in the last sentence of the “Proposed Query” on that hand-out.
- We propose to ask “What models of improved service delivery has FACT generated that can be applied statewide; is it necessary to continue FACT as an independent program; and if so, in what form?”
- We envision a report that would follow the outline presented on the hand-out:
 - Roman Numerals I & II are self explanatory;
 - Roman Numeral III is background;

- Roman Numeral IV would be a review of what FACT calls Site Based Programs and how they compare with other state funded social services programs;
 - Roman Numeral V would look at FACT's Local Interagency Councils and explore their effectiveness as compared with other social services communication structures;
 - Roman Numeral VI explores whether FACT is administratively burdensome; and,
 - Roman Numeral VII investigates whether FACT concepts and structures can and/or should be applied across-the-board in state sponsored social services programs.
- We would like your input on this proposal, especially any suggestions on items you would like to see included, and we stand ready to answer your questions.