

Fostering Well-Being Annual Report



Table of Contents

Executive Summary	1
Collaboration	2
Who is Fostering Well-Being?	3
Our Work & Services	4
Support	5
2023 Year In Review	6
Who Does FWB Serve?.	7
Partnership.	8
Contact Us	9



Executive Summary

During 2023, Fostering Well-Being continued to assist multiple agencies, case workers, caregivers, and tribes statewide by completing numerous medically fragile determinations for all children/youth in foster care, managing caseloads, and providing Apple Health benefit and clinical consultation.

Fostering Well-Being additionally embarked on several lean process improvements to streamline internal processes and prepare for program growth to continue to serve more populations across Washington. FWB also launched new state-of-the-art technological improvements and successfully developed essential external partnerships to support foster children and youth through advocacy with groups such as multiple Centers of Excellence, Seattle Children's Hospital, and the Department of Health.

Collaboration



“FWB staff are great to work with. We have been able to collaborate and reach out for resources for nursing care and questions regarding children and the foster child program. The FWB team is very supporting of progress to improve the system for some of our most vulnerable children. FWB staff is a very caring team.”

~ Janet Wakefield BSN, RN

Who is Fostering Well-Being?

Fostering Well-Being—a program of the Department of Social and Health Services' Aging and Long-Term Support Administration—provides individualized care coordination, offers expert medical consultation services, and ensures statewide and national partnership collaborations so that children in foster care and their caregivers receive the care and support they deserve.

The FWB program supports infants, children, and youth in foster care, licensed and relative caregivers, and social workers, Tribal social workers, and the Department of Children, Youth, and Families.

[Learn more about our core services and team on our website.](#)

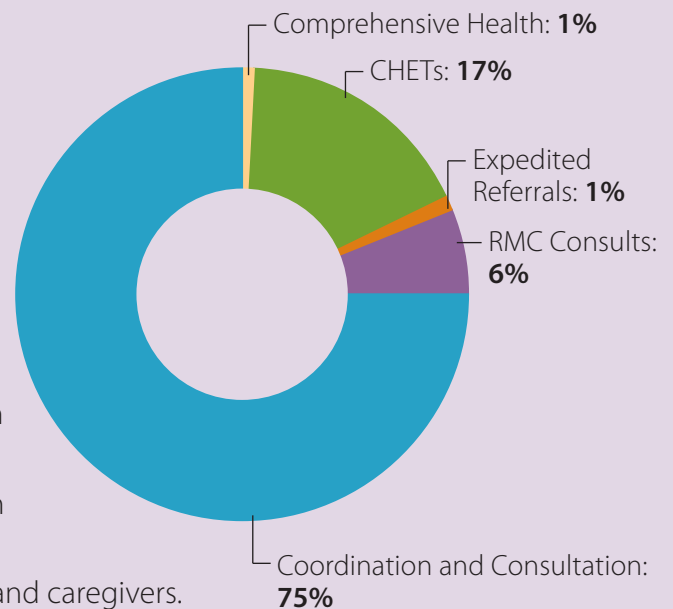




Our Work & Services

2023 Work with Clients, Partners, and Agencies

- Clinical consultation (policy & procedure review, medical record review, lab interpretation).
- Provided clinical review on Flu Management Bulletin 2022-2023.
- Provided clinical representation on behalf of DCYF at statewide committee workgroups & cross agency meetings which strengthened and created partnerships.
- Provided coordination for Medicaid denials & prior authorizations.
- Provided dental care coordination for all children and youth in foster care (whether in managed care or fee-for-service).
- Medically fragile determination screenings for every child in dependency.
- Age & condition specific health education to case workers and caregivers.
- At-Risk statements for DCYF adoption case workers.



2023 Internal Improvements

Developed/implemented the first artificial intelligence robotic process to support administratively heavy workloads previously done manually by program management staff.

Started the development of website, annual report template, program information flyers to share with case workers, caregiver and external partners. Implemented a survey of our DCYF, HCA partners and foster parents to obtain client reviews of our program services for a social media campaign.

Support

I have had nothing but positive interactions with FWB. Everyone I have had contact with is very professional and has the best interests of their client at heart. I imagine the work is difficult and filled with barriers. FWB, in my experience, does everything possible to address the barriers and gain the best outcomes for their clients.

~ Pixie Needham, Washington State Health Care Authority



2023 Year In Review

Our team reviewed:



- 1,939 CHET reports to determine medically fragile status (214 Fee-for-Service, seven medically fragile and 1,725 MCO - 32 medically fragile).
- Completed 209 expedited referrals.
- 83 Comprehensive health overviews.
- Answered 259 benefit questions.
- Reviewed 99 Medicaid denials.
- Made 8,949 contacts for coordination of services.

Our RMCs completed:



- 145 Child-specific and 558 non-child specific consultations.
- 87 Chart note reviews.
- 47 Adoption At-Risk Statements.

FWB provided 15 consultations from DCYF Medically Fragile Group Home/Licensing/Contracts.

Partnered with Seattle Children's Hospital to provide missed appointment coordination and outreach on 359 children.

FWB provided coordination for 84 age 0-to-5-year-old's prescribed psychotropic medication.



Who Does FWB Serve?

FWB's primary focus is care coordination for children/youth receiving Apple Health (fee-for-service Medicaid), including:

- Birth to 18 years old in foster care or up to 21 years old in extended foster care.
- American Indian/Alaskan Native (tribal affiliated, tribal custody payment only with DCYF), non-citizen, or enrolled in Medically Intensive Children's Program.

Referral

If you would like to make a referral to the FWB program or managed care organizations on a child/youth in dependency, please:

1. Complete our [FWB Referral Form](#)
2. Email your completed form to: fwb@dshs.wa.gov

For consent forms and more, visit our [Education & Resources](#) webpage.

Partnership

FWB is a godsend. I don't know what I would have done without FWB. FWB is making a long-term impact on my client's life and others involved. FWB plays such a powerful role in my client's life.

~ Monique Britt, DCYF Social Worker/Case Worker

Contact Us

We'd love to hear from you!

Email: fwb@dshs.wa.gov (preferred)

Phone: 1-800-422-3263 ext. 52626, option 5

Fax: 360-725-2284

Learn more about FWB and our impact at www.dshs.wa.gov/fwv



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