

Government Consultation Services



We began for several simple reasons:

1

**We believe government can be a better purchaser
in health and human services.**

2

**We believe good organizations can grow
to be great organizations.**

3

**We believe organizations that plan strategically,
spend wisely and execute in unison will thrive.**

4

**We believe we can positively and sustainably influence
the system wherein the government and private sectors
collectively work in coordinated responsibility
for service delivery to children and families.**

With those simple tenets in principle, and through the
passionate focus of seasoned professionals who form

**THE
WASHINGTON GROUP**

we set sail on an incredible journey of

Serving You, So You Can Serve Others

Government Consultation Services

ORGANIZATIONAL OVERVIEW

The Washington Group is a consulting firm serving government agencies, managed care, child welfare and behavioral health organizations in both the public and private sectors. Our goal is quite simple: **Serving You, So You Can Serve Others**. To accomplish that goal we utilize our knowledge and experience to enhance systems operations across the span of health and human services.

Perhaps our greatest asset is our understanding of state government – how it works, how it funds the work and how it evaluates the work. Under the direction of our **Managing Partner Mark A. Washington**, a former State Commissioner and Director in Kentucky and Georgia, The Washington Group works with our government agency clients to add to their bench strength, increase their knowledge base and assist them to drive systems change by focusing on three key areas: **Relationships, Purchasing and Technical Assistance**.



RELATIONSHIPS

Government administration and connections between programmatic and fiscal policy

We strive to help our government sector clients put their best foot forward with contracted providers and community-level stakeholders. We understand where government is “**coming from**” and where “**providers are going**”, which allows us to find the intersection of the two. We believe that government has a responsibility for the administration of “safety net” and protective service programs to serve our country’s most vulnerable populations. We provide **solutions** to agencies during times of transformation through our staff of seasoned subject matter experts to bring state agencies and communities together.



Mark A. Washington
presenting before the
Georgia Senate

[Click here to link to YouTube](#)



PURCHASING

Developing procurements that improve outcomes

Through our work as both employees and contractors with the public sector we have significant experience developing procurements for governmental agencies. Additionally we have authored more than **30 successful responses** to competitive procurements for child welfare, juvenile justice and behavioral health. By understanding the outcomes sought and complex nature of procurement development- and state and federal funding guidelines – **we can help – government purchase better.**

Creating performance-based contracting systems and approaches between providers and contractors

We believe that organizations should be accountable for their work and that quality should be rewarded. Our team has worked extensively across the country with public agencies, managed care organizations, child welfare lead agencies in privatized systems and foster care organizations in the private sector to identify key performance indicators. We have demonstrated excellence in designing and implementing contracts that share in the responsibility of achieving great outcomes.

Understanding strengths and weaknesses in service delivery systems across urban and rural geographies

Having the ability to accurately geo-map the service array in a targeted catchment area has helped our clients forecast and plan with greater precision. We identify the unmet needs and bring service providers and service payors into more direct alignment.

TECHNICAL ASSISTANCE

Developing child welfare training systems to promote increased workforce retention

Ensuring states maximize the lessons learned across the county in workforce retention and recruitment within its child protective services teams is imperative to sustained quality. We assist government agencies with designing and implementing public child welfare, evidence-based workforce development strategies that improve recruitment, increase retention and improve outcomes, while maximizing the federal Title IV-E funding support.



Developing privatized models of child welfare placement services that work

We assist states and interested parties in analyzing, designing and implementing models of privatization that take advantage of the current strengths while shoring up the current weaknesses. Whether through a prospective Title IV-E waiver application from the Administration of Children and Families at the federal level, or through a new model of non-waiver financing, we can help drive the funding model that works for each state to support the purchase of outcomes.

Assisting underperforming agencies in developing plans of improvement

A public agency's strength is greatly determined by the strength of its contracted partners and support to its own protective services staff. Some states have experienced success as they transitioned to a fully privatized model of foster care placement services, while others faced difficulty in the implementation and operationalization of the model. We can help government agencies analyze what model works within their respective state, and assist in designing an approach that is unique to them which preserving the components that work well.



*“We love the art and science
of serving you well.”*

Mark A. Washington
Managing Partner

MARK A. WASHINGTON MANAGING PARTNER

Mark formed The Washington Group (TWG) in 2012 in response to the wide-ranging needs of child welfare, behavioral health agencies and managed care organizations in the public and private sector. Mark modeled TWG according to the philosophy of **“Serving You, So You Can Serve Others.”** as a daily mantra that those who serve the most vulnerable can improve and perform their work more effectively through stronger contract relationships, improved planning and strategies, and efficient systems.

He previously served as the Assistant Commissioner of the Georgia Department of Human Services, overseeing the state Division of Family and Children Services (DFCS) as the state’s Director. Mark also worked with the Annie E. Casey Foundation in child welfare systems consulting, and previously led the Kentucky human service and child welfare system as the Commissioner of the Department for Community Based Services. Mark entered the world of government administration from the private sector under the service of the health and human services Secretary Mark Birdwhistell as the Executive Officer for Health. During his Kentucky service, Mark led several redesigns for the private provider community that increased prevention and family preservation services by over 200%. Mark was the recipient of the 2008 National Leadership Award from Prevent Child Abuse of America, recognizing his leadership efforts to transition systems and funding into a prevention and preservation approach across the state.

He brings a unique perspective to child welfare from his roots and early career in business. His prior background includes roles as the Director of Consulting Services for the Midwest office of a Fortune 500 firm and a former public accountant in the small business practice for Ernst and Young LLP. Mark currently serves as the Chair of United Way of Greater Atlanta Financial Stability Network Collaborative. He has authored articles for the American Public Human Services Association Policy and Practice, daily newspapers, and interviewed frequently on the merits of child welfare privatization.

A Texas native, Mark also serves as Vice Chairman of the Board of Directors of Arrow Child and Family Ministries, a Houston-based national family services agency and as a Board member of Operation Mobilization USA, an Atlanta-based international missions-sending organization serving 110 countries and over 6,200 missionaries. Mark and his wife Kristie live in Cumming, Georgia with their four daughters. He enjoys movies, dinner dates with his wife and spoiling his daughters.

THE WASHINGTON GROUP

 295 W. Crossville Road,

Suite 110, Roswell, Georgia 30075

 678-671-3900  678-671-3901

www.washingtongrp.com

Serving You, So You Can Serve Others