



3.2.c Decrease percentage of vulnerable adult abuse and neglect investigations open longer than 90 days from 23.2% to 12.05% by 6/30/2015

Washington State Department of Social and Health Services

Transforming
Lives

Protecting Adults Who Are Vulnerable

Results Washington Goal Council

July 21, 2014

*Bill Moss, Assistant Secretary
Aging and Long Term Support Administration*



Where We Started

In March 2013, DSHS faced serious challenges in protecting adults who are vulnerable:

- Resolving abuse/neglect cases took too long for both in-home and facility-based cases.

Current Results Washington measure and DSHS Core Metric.

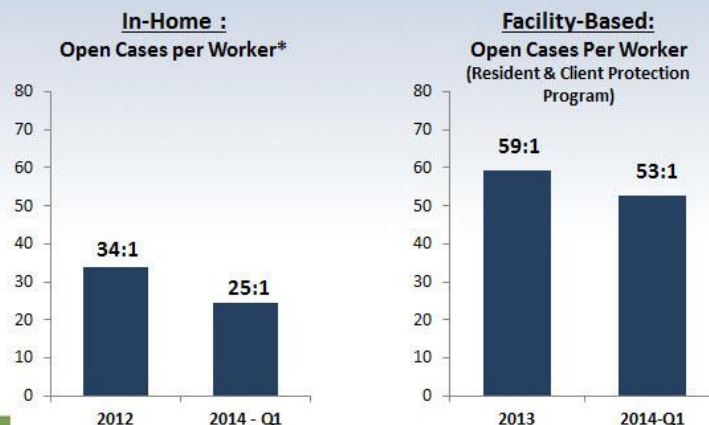
- Growing caseloads and insufficient staffing resulted in a very high ratio of cases to investigators.

Current DSHS Core Metric.



PO Box 45010, Olympia, WA 98504 | www.dshs.wa.gov

Staffing resources directly relate to performance



Source: DSHS Core Metrics

*Preliminary data for June shows a ratio of 23:1.



PO Box 45010, Olympia, WA 98504 | www.dshs.wa.gov

What We've Accomplished: In-home Abuse/Neglect

Investigations open longer than 90 days are continuing to trend downward* as staffing levels improve.

**In-Home Abuse/Neglect Investigations
Open Longer than 90 Days**



Source: DSHS Core Metrics

*Preliminary data for Q2 shows under 20% of investigations are open longer than 90 days.

PO Box 45010, Olympia, WA 98504 | www.dshs.wa.gov



Continued Work Needed: Facility-based Investigations

Transforming
Lives

- No improvement in resolution time of investigations.
- No change to inadequate staffing levels and high caseload ratios.

**Facility Abuse/Neglect Investigations
Open Longer than 90 Days
(Resident and Client Protection Program)**



PO Box 45010, Olympia, WA 98504 | www.dshs.wa.gov

Current Action Items

Transforming
Lives

- Using Lean practices to streamline intake and investigations.
- Improving prioritization of cases and response times.
 - The same standards are now required for abuse/neglect cases whether in-home or in facilities.
- Moving to new and better data for reporting and evaluation using a modernized data system (TIVA).
- Actively developing workload metrics and appropriate benchmarks for facility-based intake and investigations.



PO Box 45010, Olympia, WA 98504 | www.dshs.wa.gov

Biggest Challenges Remaining

- Establishing adequate resources and staff for facility-based abuse/neglect cases:
 - Complaints intake and investigation have no funding models.
 - Prior legislative requests have not been funded.
- Financial Exploitation investigations:
 - Number has doubled in 8 years.
 - Lacking expertise necessary to efficiently investigate.
- Cases involving individuals with diminished capacity (often self-neglect cases):
 - Requires specialized skills.
 - Often time-consuming due to facilitation of protective orders, guardianships, work with family and individual.



PO Box 45010, Olympia, WA 98504 | www.dshs.wa.gov

Support Needed from Governor & Legislature

Without adequate resources we will not be able to meet our obligations to address abuse and neglect.

- Adequate staff for facility-based investigations based on new funding models.
 - Currently calculating cost and FTEs to be included in a decision package.
- Six specialized FTEs with high-level expertise in financial exploitation investigations.
 - Cost: \$1,045,000 GF-S, \$185,000 GF-Federal.
- Three FTEs focused on the time-consuming work of facilitating protective orders and guardianships.
 - Cost: \$470,000 GF-S, \$82,000 GF-Federal.



PO Box 45010, Olympia, WA 98504 | www.dshs.wa.gov

[Contact Us](#)

[Comment Policy](#)

[Give Us Your Feedback](#)

[Legislative Reports](#)

[Apply Lean](#)

[Foster Performance Audits](#)

[Measure Results](#)

[Gov. Inslee's New Strategic Framework](#)

[Video Message from the Governor](#)

[Printable Trifold about Results Washington](#)



Powered By 