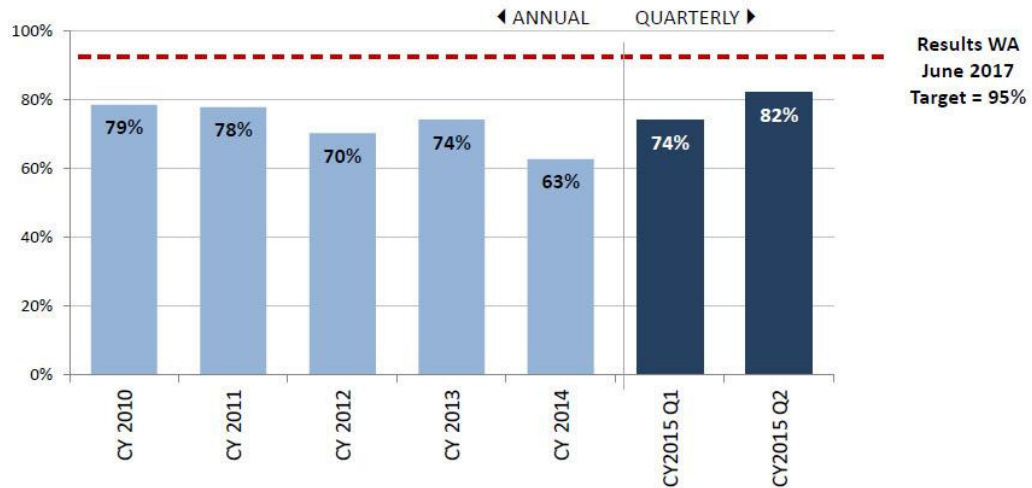




3.2.c: (Supplemental Report) Increase the percentage of adult abuse and neglect investigations completed within 90 days from 74.2% in March 2015 to 95% by June 2017.



Vision: Every Adult Protective Services (APS) investigation is closed within 90 days, *unless extended for good cause*.



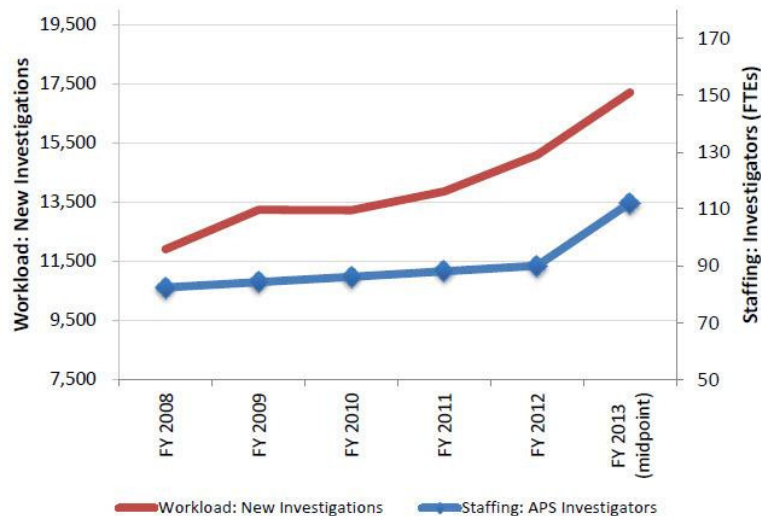
Percent of APS Investigations Closed within 90 Days, *not including Good Cause*

Note: Detailed "good cause" data is not available until August 2015. Source: 1DDR/Core Metrics.

Reality: *Adult Protective Services and Shadow-APS (the Resident and Client Protection Program) were on life-support by 2013.*



Historically, growth in APS cases has radically outpaced staff growth

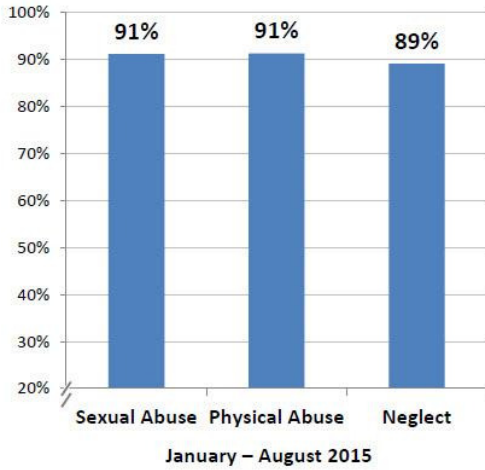


**Workload and APS Investigators:
FY 2008 – mid FY 2013**

Note: "New investigations" represents total new workload for the year. It differs from average monthly ongoing workload.
"APS investigators" represents total case-carrying APS FTEs.

We prioritize saving lives

Investigations Completed within 90 Days, Including Good Cause, by Allegation Type

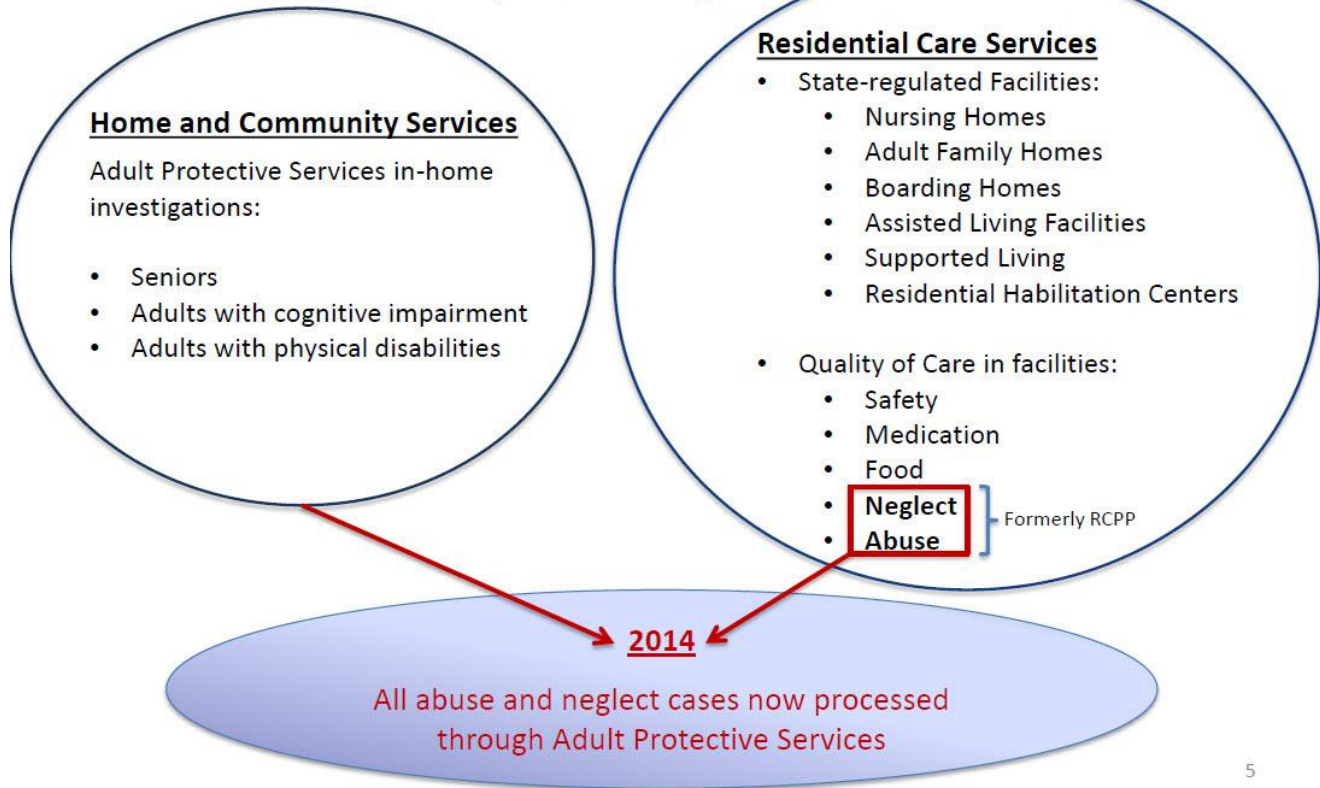


Timely Response to High Priority Intakes (24 hours)



Notes: Completed within 90 days by allegation type - most investigations have more than one allegation, and an investigation cannot be closed until all allegations are addressed. Timely response - one investigation was begun after 24 hours in each of the last two quarters. Sources: TIVA 1056 report and ad hoc queries, and 1DDR/Core Metrics.

We re-focused the system



Washington's Commitment

Washington's Commitment

Aging and Long-Term Support: **GREEN**

YARDSTICK
Be the national leader in: Providing a safe home, community and nursing facility array of long-term supports.

Measuring up Washington

	2012	2013	2014	
Safety of adults who are vulnerable.	RED	RED ↑	YELLOW	A new case management system for adult protective services positions the team for significant improvement; however, current performance targets remain unmet.
Access to home and community-based services.	★ GREEN	★ GREEN	★ GREEN	AARP ranked Washington the second-best long-term support program in the country despite funding in the bottom quartile nationally.
Improve quality in nursing facilities and other settings.	GREEN	GREEN	GREEN	Difficulty meeting timeliness standards puts green status at risk.

The summary evaluations are denoted by color as follows: green equates to strong performance and service in the area, yellow to areas of concern or unmet need, or both, and red to serious concern or serious unmet need, or both. Where there is a positive movement it is denoted by an upward arrow and where we have achieved national leadership it is indicated by our coveted gold star.

Recent "Maintenance Level" Budgets have added Safety and Quality Investigators

2013-15 Biennial Budget

Governor:..... + 41 FTEs
House:..... + 23 FTEs
Senate:..... + 0 FTEs
Final:..... + 0 FTEs

(2013-15 Maintenance Level FTE increase 28)

2014 Supplemental Budget

In the 2014 supplemental budget a change to the maintenance level formula added 19 FTEs (and promised future increases).

2015-17 Biennial Budget

Governor:..... + 24 FTEs
House:..... + 0 FTEs
Senate:..... + 6 FTEs
Final:..... + 6 FTEs

(2015-17 Maintenance Level FTE increase 59)

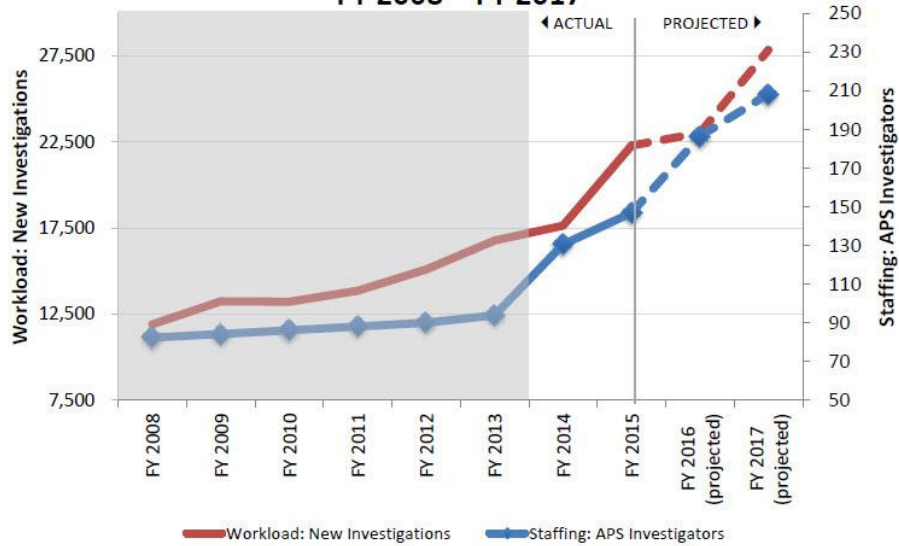


Our Partner in Protection, Education and Advocacy:
The Washington State Senior Citizens' Lobby

- Our mission is to enhance the quality of life for senior citizens through education and legislation.
- Governor Inslee has shown great leadership in funding the important work of APS and Residential Care Services.
- We have a long history of supporting legislation that enhances protections for seniors.
- We have continuing concerns over quality and the number of complaints in residential care settings.
- We believe the picture is improving. However, additional staff is necessary to address the backlog and to keep pace with complaints going forward.

Going forward APS staffing will start to keep pace

**Workload and APS Investigators:
FY 2008 – FY 2017**



Note: "New investigations" represents total new workload for the year. It differs from average monthly ongoing workload.
"APS investigators" represents total case-carrying APS FTEs.

CAUTION

DANGER

CAUTION

Backlog of

2,154

complaint investigations about health and safety in facilities, excluding identified abuse and neglect claims

Residential Care Services Provider Practice complaint investigations help ensure the general health and safety of people living in residential facilities. 2,154 complaints have not yet been addressed and are overdue as of September 23, 2015.

Seniors



People with Developmental Disabilities

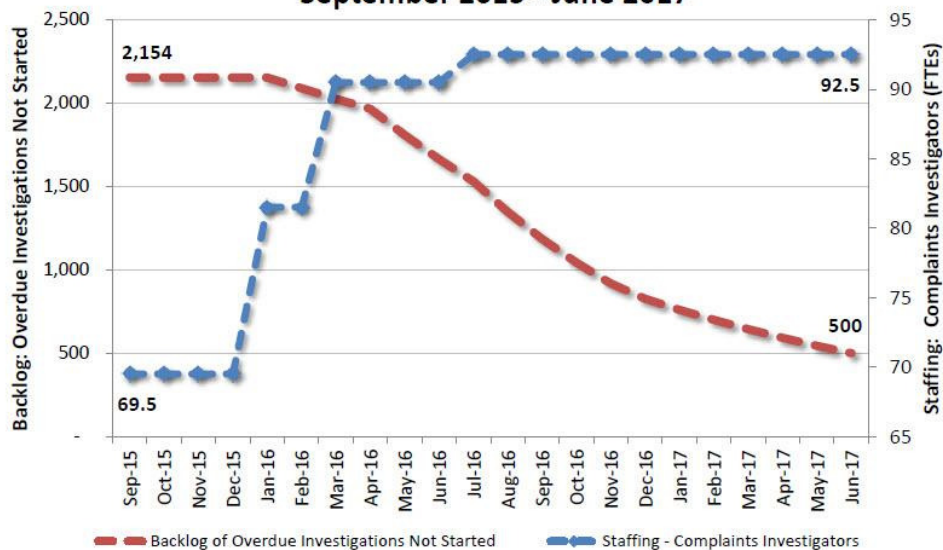


Residential Facilities



Additional staff will reduce facility complaints backlog

**Projected Monthly Backlog and Investigators:
September 2015 - June 2017**



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Performance Improvement Strategies

- Lean process for hiring new investigators - reduced open vacancies
- Lean process for intakes - reduced “touch time”
- Merged APS and Resident and Client Protection Program
- New case management data system (100% federal funding)
- Best Practices training for staff time management and other improvements to staff training
- Dedicate some new investigators to the challenging work on financial exploitation and self-neglect

Good News: *Performance is moving toward the vision*



Percent of APS Investigations Closed within 90 Days *including Good Cause*

*Detailed "good cause" data is available beginning August 2015, and shows that an additional 11% of investigations are open longer with good cause. This 11% is extrapolated to periods beginning January 2015. Sources: 1DDR/ Core Metrics, TIVA 1061 report and ad hoc reports.

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