



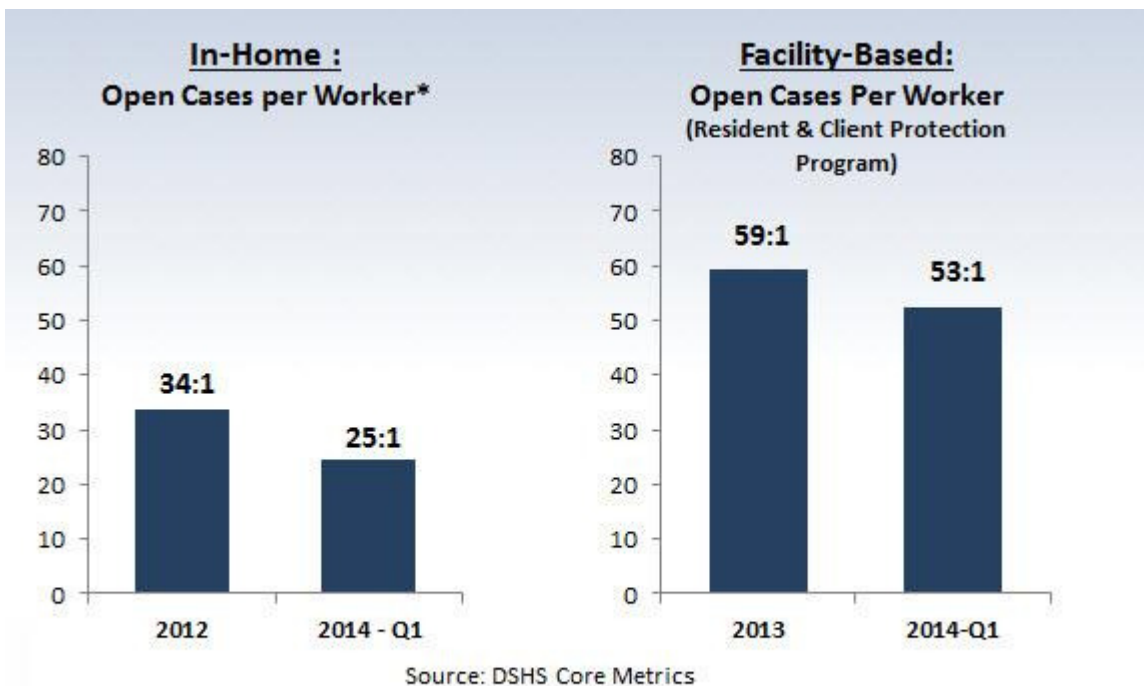
3.2.c Decrease percentage of vulnerable adult abuse and neglect investigations open longer than 90 days from 23.2% to 12.05% by 6/30/2015

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.

Staffing resources directly relate to performance

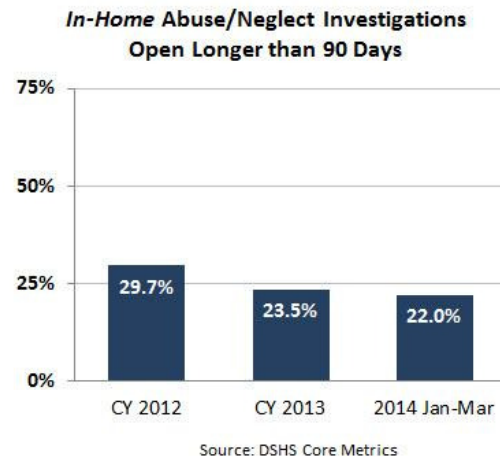


*Preliminary data for June shows a ratio of 23:1.

What We've Accomplished:

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

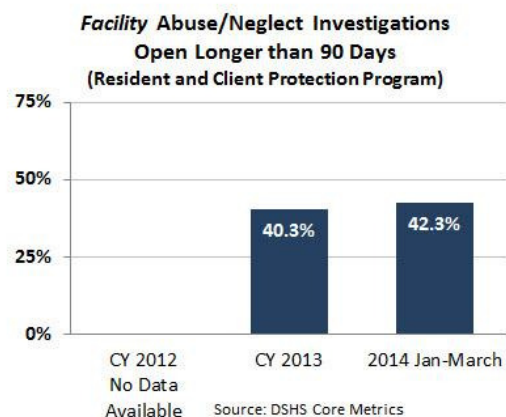
*Preliminary data for Q2 shows under 20% of investigations are open longer than 90 days.



Continued Work Needed:

Facility-based Investigations

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



Current Action Items

- 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.

Biggest Challenges Remaining:

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.

Support Needed from Governor & Legislature:

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