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

**In-Home: Open Cases per Worker**

- 2012: 34:1
- 2014 - Q1: 25:1

**Facility-Based: Open Cases Per Worker (Resident & Client Protection Program)**

- 2013: 59:1
- 2014-Q1: 53:1

Source: DSHS Core Metrics

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

CY 2012: 29.7%
CY 2013: 23.5%
2014 Jan-Mar: 22.0%

Source: DHS Core Metrics

*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.

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

<table>
<thead>
<tr>
<th></th>
<th>CY 2012</th>
<th>CY 2013</th>
<th>2014 Jan-March</th>
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<td>40.3%</td>
<td>42.3%</td>
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</tr>
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Source: DSHS Core Metrics

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

- 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.

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.