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

“Too Little Too Late: A Call to End Tolerance of Abuse and Neglect.”

"...investigative case loads are too high to manage in a timely, qualitative manner."

**Washington State Department of Social and Health Services**

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

<table>
<thead>
<tr>
<th>Allegation Type</th>
<th>January - August 2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sexual Abuse</td>
<td>91%</td>
</tr>
<tr>
<td>Physical Abuse</td>
<td>91%</td>
</tr>
<tr>
<td>Neglect</td>
<td>89%</td>
</tr>
</tbody>
</table>

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: TIWA 2016 report and ad hoc queries, and DCCR/ODF Metrics.
We re-focused the system

Home and Community Services
Adult Protective Services in-home investigations:
- Seniors
- Adults with cognitive impairment
- Adults with physical disabilities

Residential Care Services
- State-regulated Facilities:
  - Nursing Homes
  - Adult Family Homes
  - Boarding Homes
  - Assisted Living Facilities
  - Supported Living
  - Residential Habilitation Centers
- Quality of Care in facilities:
  - Safety
  - Medication
  - Food
  - Neglect
  - Abuse

2014
All abuse and neglect cases now processed through Adult Protective Services

Washington’s Commitment

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.

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.
Additional staff will reduce facility complaints backlog

Projected Monthly Backlog and Investigators:
September 2015 - June 2017

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 period beginning January 2015. Sources: OEO/IV Core Metrics, FWA 106% report and ad hoc reports.*