

**Aging and Long-Term Support Administration
050 - PL - EK - COMPLAINT RESOLUTION UNIT**

Agency Submittal: 11-2017-19-YR Agency Req

Budget Period: 2017-19

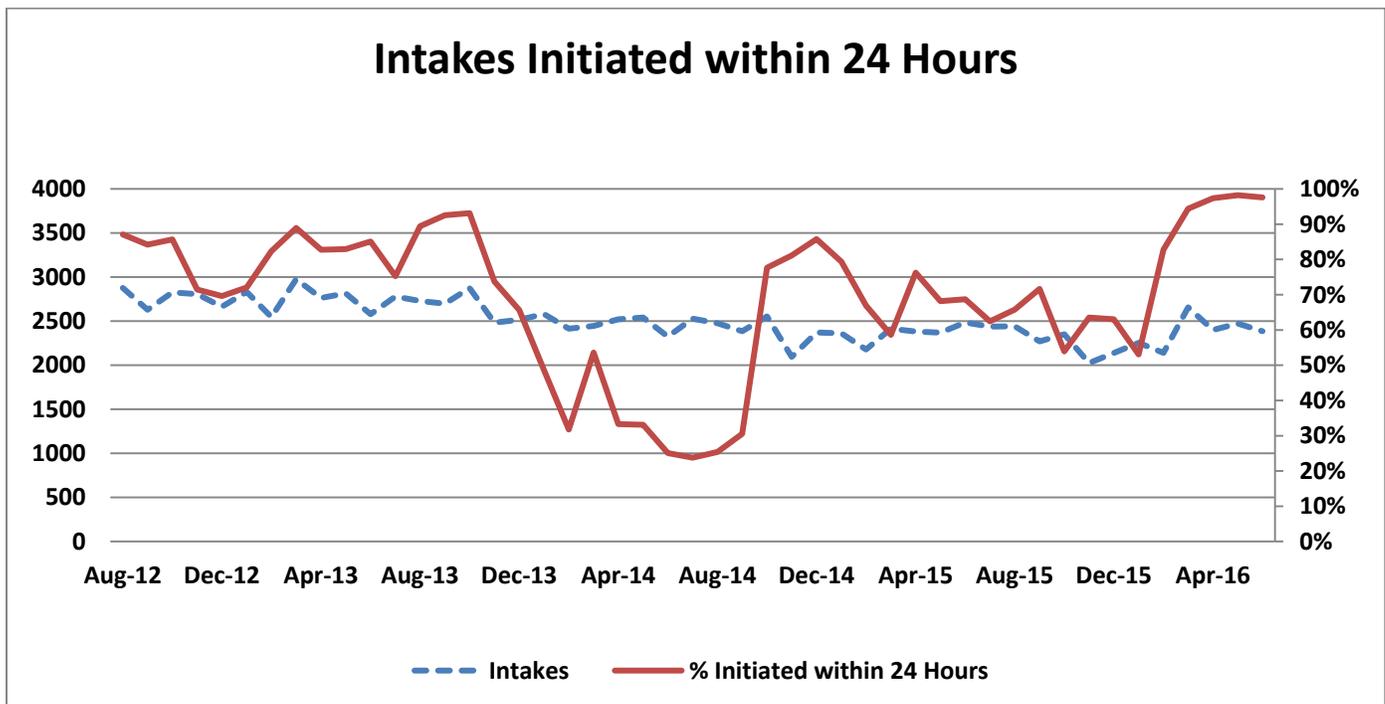
SUMMARY

The Aging and Long-Term Support Administration (AL TSA) requests 4.2 FTE, \$805,000 (\$403,000 GF-State) for the Complaint Resolution Unit (CRU) to reduce overtime and achieve a 24-hour response, as required by law, to complaints of abandonment, abuse, financial exploitation, neglect, and self-neglect of vulnerable adults living in long-term care settings. AL TSA's Residential Care Services (RCS) unit does not have the resources to meet this requirement.

PROBLEM STATEMENT

The CRU's mission is to identify incidences of abuse and neglect and protect vulnerable residents from further harm. RCW 74.34.063 states that DSHS shall initiate a response to a report of suspected abandonment, abuse, financial exploitation, neglect, or self-neglect of a vulnerable adult no later than twenty-four hours after having knowledge of an incident. Due to increased workload and processing methodologies, CRU has only met the 24-hour requirement at a 62 percent proficiency level for Fiscal Year 2015; however, improvement initiatives were since implemented, including adjusting staff work schedules, changing work flow, triaging assignments, and system changes. With these modifications, the 24-hour proficiency requirement has improved to 98 percent since May 2016.

Intakes Initiated within 24 Hours



DSHS VISION
People are healthy • People are safe • People are supported • Taxpayer resources are guarded

DSHS MISSION
To transform lives

DSHS VALUES
Honesty and Integrity • Pursuit of Excellence • Open Communication • Diversity and Inclusion • Commitment to Service

050 - PL - EK - Complaint Resolution Unit

PROPOSED SOLUTION

Provide funding for an additional 4.2 FTE Program Specialist 3 positions to meet and fulfill the department's responsibility to initiate a 24-hour response to complaints of suspected abandonment, abuse, financial exploitation, neglect, or self-neglect of a vulnerable adult living in long-term care settings.

EXPECTED RESULTS

RCS programs regulate approximately 3,600 licensed or certified long-term care residential providers who care for approximately 71,000 vulnerable residents of the state of Washington. Funding this request will result in the following outcomes:

- Ensure resident health and safety is not in jeopardy;
- Adherence to state law to initiate complaint processing within the required 24-hour response time;
- Meet state performance measures; and,
- Reduce risk of liability for the department.

If this request is unfunded, residents could continue to be at risk for health and safety issues. Additionally, AL TSA will continue to have repeat audit findings and be in jeopardy of not meeting state law and state performance measures. Currently, in order to meet requirements, DSHS is using unfunded staff positions. This is adding to AL TSA's pressure of meeting our balanced budget obligations and AL TSA cannot continue funding these positions without having sufficient resources for these purposes. The CRU is the front door to responding to reports of abuse, neglect and failed provider practice and assignment throughout the state for investigation of these allegations. By funding this request, the state is meeting its statutory and societal commitment to care for the elderly and vulnerable.

STAKEHOLDER IMPACT

This proposal is expected to have support from consumer advocate stakeholders, including Disability Rights Washington (DRW) and the Long-Term Care Ombuds. There is no known opposition.

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Program Contact: Candace Goehring, (360) 725-2401

OTHER CONNECTIONS

Performance Outcomes/Important Connections

1. Does this DP provide essential support to one or more of the Governor's Results Washington priorities?

Goal 4: Healthy & Safe Communities - Safe People - Help keep people safe in their homes, on their jobs, and in their communities.

2. The decision package meets the following DSHS' strategic objectives:

1.1: Protect adults who are vulnerable who live in their own homes and in facilities through timely responses to allegations of abuse and neglect.

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3. Identify other important connections or impacts below. (Indicate 'Yes' or 'No'. If 'Yes' identify the connections or impacts related to the proposal.)

a) Regional/County impacts? No

b) Other local government impacts? No

c) Tribal government impacts? No

d) Other state agency impacts? No

e) Responds to specific task force, report, mandate or executive order? No

f) Does request contain a compensation change or require changes to a Collective Bargaining Agreement? No

g) Facility/workplace needs or impacts? No

h) Capital budget impacts? No

i) Is change required to existing statutes, rules or contracts? No

j) Is the request related to litigation? No

k) Is the request related to Puget Sound recovery? No

l) Other important connections? N/A

4. Please provide a detailed discussion of connections/impacts identified above. N/A

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Alternatives/Consequences/Other

5. What alternatives were explored by the agency, and why was this alternative chosen?

AL TSA needs additional funding to cover these costs. RCS is using funding from other positions as a temporary workaround; however, this practice adds to AL TSA's pressure of meeting its balanced budget obligations and is unsustainable.

6. How has or can the agency address the issue or need within its current appropriation level?

AL TSA has tried to address this issue within its current appropriation. Protecting vulnerable adults from abuse and neglect is at the heart of AL TSA's mission. Staff are currently being diverted from other important work to help address this problem, but this simply shifts the need to other areas.

7. Does this decision package include funding for any IT-related costs (hardware, software, services, cloud-based services, contracts or IT staff)?

- No
- Yes (Include an IT Addendum)

Fiscal Detail

050 - PL - EK - Complaint Resolution Unit

Operating Expenditures	<u>FY 2018</u>	<u>FY 2019</u>	<u>FY 2020</u>	<u>FY 2021</u>
001-1 General Fund-State	208,000	195,000	195,000	195,000
001-C General Fund-Medicaid	207,000	195,000	195,000	195,000
Total Cost	415,000	390,000	390,000	390,000

Staffing	<u>FY 2018</u>	<u>FY 2019</u>	<u>FY 2020</u>	<u>FY 2021</u>
FTEs	4.2	4.2	4.2	4.2

Performance Measure Detail

Activity:	Incremental Changes			
	<u>FY 2018</u>	<u>FY 2019</u>	<u>FY 2020</u>	<u>FY 2021</u>
Program: 050				
E054 Investigations/Quality Assurance for Vulnerable Adults	0	0	0	0
No measures submitted for package				

Object Detail

	<u>FY 2018</u>	<u>FY 2019</u>	<u>FY 2020</u>	<u>FY 2021</u>
A Salaries and Wages	246,000	246,000	246,000	246,000
B Employee Benefits	104,000	104,000	104,000	104,000
E Goods and Other Services	26,000	26,000	26,000	26,000
J Capital Outlays	25,000	0	0	0
P Debt Service	1,000	1,000	1,000	1,000
TZ Intra-agency Reimbursements	13,000	13,000	13,000	13,000
Total Objects	415,000	390,000	390,000	390,000

DSHS Source Detail

Overall Funding

Operating Expenditures	<u>FY 2018</u>	<u>FY 2019</u>	<u>FY 2020</u>	<u>FY 2021</u>
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Fund 001-1, General Fund-State

Sources Title

0011 General Fund State	208,000	195,000	195,000	195,000
Total for Fund 001-1	208,000	195,000	195,000	195,000

Fund 001-C, General Fund-Medicaid

Sources Title

19UL Title XIX Admin (50%)	207,000	195,000	195,000	195,000
Total for Fund 001-C	207,000	195,000	195,000	195,000

Total Overall Funding	415,000	390,000	390,000	390,000
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