Aging and Long-Term Support Administration

Department of Social and Health Services

Strategic Plan Metrics 2019-2021

Transforming Lives
## Aging and Long-Term Support Administration

### Prepare For Aging Washingtonians

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Prepare For Aging Washingtonians

Percent of long-term services and support clients served in home and community-based settings

Statewide

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<tr>
<td>84.9%</td>
<td>85.3%</td>
<td>85.8%</td>
<td>86.5%</td>
<td>86.6%</td>
<td>86.9%</td>
<td>87.7%</td>
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June 2021 Target = 86.5%

SUMMARY

• This measure supports ALTSA Strategic Objective 1.1: Serve individuals in their homes or in community-based settings.

• Background: In 2017, Washington State's long-term services and supports were ranked first in the nation by the AARP Long-Term Care Scorecard.

• Importance: Developing home and community-based services has meant Washingtonians have a choice regarding where they receive care, and has produced a more cost effective method of delivering services.

• Success Measure 1.1.1: Increase the percentage of LTSS clients served in home and community-based settings from 85.6% in July 2017 to 86.5% by June of 2021.

• Action Plan: The updated action plan for this measure is located in the ALTSA Strategic Plan Strategic Objective 1.1.

• On February 29, 2020, Governor Inslee issued Proclamation 20-05, declaring a state of emergency for Washington State due to the COVID-19 outbreak. As a result, a surge of clients moved out of hospitals and into the community. CMS temporarily relaxed some areas to meet demands of the pandemic resulting in the ability to move clients into the community more quickly.

DATA SOURCE: EMIS reports using SSPS and ProviderOne; supplied by Rachel Mioni, Fiscal and Data Analyst, MSD.

MEASURE DEFINITION: Statewide percentage of ALTSA long-term care clients living in home and community settings, as defined by the average monthly caseload of clients living in home and community settings divided by the sum of the same and the average monthly caseload of clients living in nursing facilities.

DATA NOTES: 1 Nursing Home clients are counted using full-time bed occupation method: count of bed days divided by the number of days in a month instead of the old method of adjusting head count. 2 The count of clients living in nursing facilities includes State-only clients and clients in State Veteran’s Homes.  Click below for additional data notes.

DATA NOTES: 1 Nursing Home clients are counted using full-time bed occupation method: count of bed days divided by the number of days in a month instead of the old method of adjusting head count. 2 The count of clients living in nursing facilities includes State-only clients and clients in State Veteran’s Homes.  Click below for additional data notes.

https://www.dshs.wa.gov/data/metrics/AAH.1.xlsx
Aging and Long-Term Support Administration

Prepare For Aging Washingtonians

Percent of long-term services and support clients served in home and community-based settings

Clients Served in Home and Community

Clients Served in Nursing Homes

TOTAL = 70,441

TOTAL = 36,649

*As of March 2020

https://www.dshs.wa.gov/data/metrics/AAH.1.xlsx
Prepare For Aging Washingtonians

Number of clients served in the Medicaid Alternative Care (MAC) and Tailored Supports for Older Adults (TSOA)

SUMMARY

• This measure supports ALTSA Strategic Objective 1.2: Develop and expand approaches to serve adults who are older, Medicaid recipients and caregivers.

• Background: Both MAC and TSOA are innovative approaches under the Medicaid Transformation Demonstration (MTD), a five-year project with the federal centers for Medicare and Medicaid Services approved in January 2017 (actual implementation began September 2017). MTD provides the state of Washington with new investments to test innovative, sustainable and systematic low cost services that delay or divert use of traditional Medicaid long-term supports and services (LTSS).

• Importance: MAC and TSOA provide support to Medicaid eligible or low income adults who meet Nursing Facility Level of Care (NFLOC) to avoid, delay or lower use of traditional Medicaid Services.

• Success Measure 1.2.1: Implement MAC and TSOA and attain an enrollment target of 5,800 individuals by June of 2021.

• Action Plan: The updated action plan for this measure is located in the ALTSA Strategic Plan Strategic Objective 1.2.

• On February 29, 2020, Governor Inslee issued Proclamation 20-05, declaring a state of emergency for Washington State due to the COVID-19 outbreak. As a result, a surge of clients moved out of hospitals and into the community. CMS temporarily relaxed some areas to meet demands of the pandemic resulting in the ability to move clients into the community more quickly.

DATA SOURCE: MTD Power BI; supplied by Amber Johnson, Planning and Labor Management Manager, ALTSA CGER.

MEASURE DEFINITION: Count of actively enrolled individuals reported in the last month of each quarter.

DATA NOTES: 1 Target is the cumulative count for enrollments. 2 Enrollment counts are for active clients in both MAC and TSOA with or without a paid service. 3 Counts are for the last month of each fiscal year quarter.

https://www.dshs.wa.gov/data/metrics/AAH.14.xlsx
Aging and Long-Term Support Administration

Serve People In Their Home Community

Number of individuals transitioning from state psychiatric hospitals into community settings

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<thead>
<tr>
<th>Statewide</th>
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<tbody>
<tr>
<td>SFY 2018</td>
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<tr>
<td>SFY 2019</td>
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<tr>
<td>SFY 2020</td>
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July 2021 Target = 80

SUMMARY

- This measure supports ALTSA Strategic Objective 2.1: Provide new long-term services and supports for individuals transitioning from state psychiatric hospitals.
- Background: Washington has an identified gap in community options for individuals with behavioral challenges and personal care needs, particularly those ready for discharge from the state psychiatric hospitals. In response, both state law enacted in 2016 and the Governor's-directed Mental Health Transformation empower ALTSA and other pertinent state agencies to work collaboratively with shared responsibility.
- Importance: This effort ensures the development of specialized community options with an array of services to meet the needs of individuals with behavioral health challenges who are ready for discharge and have long-term care needs.
- Success Measure 2.1.1: Increase the quarterly average of state psychiatric hospital-to-community setting transitions from 74 in June of 2019 to 80 by June 2021.
- Action Plan: The updated action plan for this measure is located in the ALTSA Strategic Plan Strategic Objective 2.1.
- On February 29, 2020, Governor Inslee issued Proclamation 20-05, declaring a state of emergency for Washington State due to the COVID-19 outbreak. As a result, a surge of clients moved out of hospitals and into the community. CMS temporarily relaxed some areas to meet demands of the pandemic resulting in the ability to move clients into the community more quickly.

DATA SOURCE: ADSA Reporting-State Hospital Report; supplied by Lateisha DeLay, AA3, ALTSA HCS.
MEASURE DEFINITION: The count of clients who are actively assisted by DSHS Home and Community Service Division to transition from state psychiatric hospitals to community settings. This effort falls under the Mental Health Initiative under the State Hospital Discharge and Diversion or SHDD program.
DATA NOTES: 1 Automated report for state hospital transition. 2 Quarterly report combines baseline and any new client transitions above baseline. 3 Each quarter reports number of new transitions in that quarter reported on the 10th of the month following the end of the quarter. 4 Annual data is an average of the quarterly data for the four quarters in that fiscal year.

TO DATA: https://www.dshs.wa.gov/data/metrics/AAH.13.xlsx
Aging and Long-Term Support Administration

Serve People In Their Home Community

Number of people assisted to transition to home and community-based settings from nursing homes

Statewide - Average per Quarter

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<tr>
<td>947</td>
<td>974</td>
<td>981</td>
<td>981</td>
<td>976</td>
<td>823</td>
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June 2021 Target = 1,110

SUMMARY

- This measure supports ALTSA Strategic Objective 2.2: Support people to transition from nursing homes to care in their homes or communities.

- Background: Federal match is maximized by utilizing the federal Money Follows the Person/Roads to Community Living (RCL) program to help people who choose to relocate. RCL participants report greater satisfaction with life after transition. Lack of affordable housing and complex medical or behavioral health needs can be barriers to relocation.

- Importance: The majority of individuals who require support choose to receive help in their home or a community-based setting.

- Success Measure 2.2.1: Increase the quarterly average of nursing facility-to-community setting transitions from 950 in June of 2019 to 1,110 by June 2021.

- Action Plan: The updated action plan for this measure is located in the ALTSA Strategic Plan Strategic Objective 2.2.

- On February 29, 2020, Governor Inslee issued Proclamation 20-05, declaring a state of emergency for Washington State due to the COVID-19 outbreak. As a result, Nursing Facility Case Management work was re-prioritized. Many Nursing Facilities closed their buildings to the public to protect their residents. Partnering with Residential Care Services, the CDC and DOH, guidelines were provided to NFCMs to assist with the coordination of community transitions and to provide education and information on community resources.

DATA SOURCE: RCL SharePoint site; supplied by Julie Cope, RCL Systems Change Specialist, ALTSA HCS.

MEASURE DEFINITION: The count of clients who are actively assisted to relocate by DSHS staff from Nursing Facilities to home and community-based services. Programs are Nursing Facility Case Management & Relocation (NFCM) and Roads to Community Living (RCL, also called Money Follows the Person).

DATA NOTES: 1 SharePoint data entry is performed manually and is subject to periodic revising. 2 Prior to Jan 2014 WA Roads was tracked as a separate program. Effective Jan 2014 WA Roads are included in the NFCM. 3 Annual data is an average of the quarterly data for the four quarters in that calendar year.

TO DATA: https://www.dshs.wa.gov/data/metrics/AAH.2.xlsx
Aging and Long-Term Support Administration

**Serve People In Their Home Community**

**Percent of financial eligibility determinations completed in 45 days**

Percent processed timely (within 45 days) or late with good cause

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<tr>
<td>71%</td>
<td>65%</td>
<td>65%</td>
<td>61%</td>
<td>80%</td>
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**June 2021 Target = 96%**

**Over 45 days with good cause**
- CY 2016: 21%
- CY 2017: 30%
- CY 2018: 30%
- CY 2019: 35%
- CY 2020 Jan-Mar: 18%

**Processed within 45 days**
- CY 2016: 92%
- CY 2017: 95%
- CY 2018: 96%
- CY 2019: 95%
- CY 2020 Jan-Mar: 98%

**SUMMARY**

- This measure supports ALTSA Strategic Objective 2.4: Process financial applications, complete new assessments and reassessments, and develop service plans for those who apply for services in a timely way so that individuals can be supported in the setting of their choice.

- Importance: Providing services in a timely manner avoids problems such as loss of mobility, poor nourishment, medication errors, and other problems that can produce poor health outcomes.

- Success Measure 2.4.1: Increase the percentage of timely financial eligibility determinations from 93 percent in June of 2019 to 96 percent by June 2021.

- Action Plan: The action plan for this measure is located in the ALTSA Strategic Plan Strategic Objective 2.4.

- On February 29, 2020, Governor Inslee issued Proclamation 20-05, declaring a state of emergency for Washington State due to the COVID-19 outbreak. As a result, a surge of clients moved out of hospitals and into the community. CMS temporarily relaxed some areas to meet demands of the pandemic resulting in the ability to move clients into the community more quickly. Case managers however were tasked with several new demands including decreased access to clients and barriers to receiving required documents to complete assessments and reassessments.

**DATA SOURCE:** ACES data for medical application timeliness, SSRS report 01265; supplied by Aaron Cool, ITS 6, MSD.

**MEASURE DEFINITION:** A financial eligibility determination is conducted timely when it is completed within 45 days from the date of intake or longer than 45 days if good cause exists.

**DATA NOTES:**
1. “Good cause” includes cases where the burden of proving eligibility remains with the client, such as when client has requested extension to verify eligibility, property appraisals pending, and similar causes. “Good cause” also includes cases where the Department is waiting on a medical determination or functional eligibility approval.
2. Quarterly data is an average of the monthly data for the three months in that quarter.
3. Beginning October 2015, an improved methodology has been used to calculate “good cause” determinations back to July 2013. Click below for additional data notes.

[https://www.dshs.wa.gov/data/metrics/AAH.7.xlsx](https://www.dshs.wa.gov/data/metrics/AAH.7.xlsx)
Aging and Long-Term Support Administration

Serve People In Their Home Community

Timely initial assessments and access to services

Percent of initial assessment and service planning completed within 30 days

June 2021 Target = 80%

DATA SOURCE: 48237 Response Timeliness (HCS Initial Functional Assessment Report) via PowerBI; supplied by Amber Johnson, Planning and Labor Management Manager, ALTSA CGER.
MEASURE DEFINITION: Percentage of initial assessments completed “on-time.” “On-time” means the assessment was completed within 30 days of its creation.
DATA NOTES: 1 Quarterly data is an average of the monthly data for the three months in that quarter. 2 Annual data is an average of the quarterly numbers in that calendar year. 3 Data revised May 2019 retroactively to July 2017 due to incorrect report being used.

TO DATA: https://www.dshs.wa.gov/data/metrics/AAH.5.xlsx

SUMMARY

• This measure supports ALTSA Strategic Objective 2.4: Process financial applications, complete new assessments and reassessments, and develop service plans for those who apply for services in a timely way so that individuals can be supported in the setting of their choice.

• ALTSA policy requires that initial assessments be completed within 30 days of when they are begun. (Policy also requires an initial assessment to be fully completed within 45 days of intake; data for this latter item is currently under development.)

• Importance: Providing services in a timely manner avoids problems such as loss of mobility, poor nourishment, medication errors, and other problems that can produce poor health outcomes.

• Success Measure 2.4.2: Increase the percentage of initial functional assessments completed within 45 days of creation to 80 percent by June 2021.

• Action Plan: The updated action plan for this measure is located in the ALTSA Strategic Plan Strategic Objective 2.4.

• On February 29, 2020, Governor Inslee issued Proclamation 20-05, declaring a state of emergency for Washington State due to the COVID-19 outbreak. As a result, a surge of clients moved out of hospitals and into the community. CMS temporarily relaxed some areas to meet demands of the pandemic resulting in the ability to move clients into the community more quickly. Case managers however were tasked with several new demands including decreased access to clients and barriers to receiving required documents to complete assessments.
Aging and Long-Term Support Administration

Serve People In Their Home Community

Timely determination of functional re-assessments

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June 2021 Target = 98%

SUMMARY

• This measure supports ALTSA Strategic Objective 2.4: Process financial applications, complete new assessments and reassessments, and develop service plans for those who apply for services in a timely way so that individuals can be supported in the setting of their choice.

• Importance: Providing services in a timely manner avoids problems such as loss of mobility, poor nourishment, medication errors, and other problems that can produce poor health outcomes. Once approved for services, re-assessment occurs on an annual basis or when client needs change.

• Success Measure 2.4.3: Increase the percentage of timely functional re-assessments from 96.7 percent June of 2019 to 98 percent by June 2021.

• Action Plan: The updated action plan for this measure is located in the ALTSA Strategic Plan Strategic Objective 2.4.

• On February 29, 2020, Governor Inslee issued Proclamation 20-05, declaring a state of emergency for Washington State due to the COVID-19 outbreak. As a result, a surge of clients moved out of hospitals and into the community. CMS temporarily relaxed some areas to meet demands of the pandemic resulting in the ability to move clients into the community more quickly. Case managers however were tasked with several new demands including decreased access to clients and barriers to receiving required documents to complete reassessments.
### Serve People In Their Home Community

Number of DSHS and service providers where education and training is provided in communication access modalities for the Deaf or Hard of Hearing

<table>
<thead>
<tr>
<th>Cumulative count</th>
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<tr>
<td>SFY 2017</td>
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- **June 2020 Target = 90**

**SUMMARY**

- This measure supports ALTSA Strategic Objective 2.5: Provide education and training to DSHS staff and providers to better serve residents and clients (Office of the Deaf and Hard of Hearing).

- Importance: Providing training and education to service providers and DSHS staff on various communication modalities ensures that access points to critical services are well-equipped for effective communication. This is paramount in meeting the needs of individuals who are Deaf, Deafblind, Deaf Plus, Hard of Hearing, Late Deafened, or who have speech disabilities to support equal access to the benefits afforded to the rest of the community.

- Success Measure 2.5.1: Increase the number of DSHS and service-providers receiving education and training in communication access modalities (methods for people who are deaf, deafblind and hard of hearing) from 50 in June of 2019 to 90 in June of 2020.

- Action Plan: The updated action plan for this measure is located in the ALTSA Strategic Plan Strategic Objective 2.5.

- On February 29, 2020, Governor Inslee issued Proclamation 20-05, declaring a state of emergency for Washington State due to the COVID-19 outbreak. As a result, HHCRP trainings have not been possible due to the stay home, stay healthy policy. However the consultation component of the program is not impacted due to conference call and email options.

**DATA SOURCE:** ODHH; supplied by Deborah O'Willow, Director, ALTSA ODHH.

**MEASURE DEFINITION:** Number of DSHS and service providers where education and training is provided in communication access modalities for the Deaf or Hard of Hearing.

**DATA NOTES:**

https://www.dshs.wa.gov/data/metrics/DH1.8.xlsx
ALTSA | Office of the Deaf and Hard of Hearing

Serve People In Their Home Community

Number of clients served by the Regional Services Centers of the Deaf, Deafblind, and Hard of Hearing

SUMMARY

• This measure supports ALTSA Strategic Objective 2.6: Expand case management services (Office of Deaf and Hard of Hearing).

• Importance: Individuals who are Deaf, Deafblind, Deaf Plus, Hard of Hearing, Late Deafened, or who have speech disabilities, especially adults who are older, the underemployed and those with multiple disabilities, face barriers to various service delivery systems. These barriers affect access to communication, education, health care, employment, legal, housing, transportation, insurance, public assistance and other benefits. Case managers are available to assist these individuals in obtaining needed services by coordinating services, translating documents, advocating on their behalf and/or teaching new abilities and skills.

• Success Measure 2.6.1: Maintain the number of clients served by Regional Service Centers of the deaf, deafblind, deaf plus, hard of hearing and late deafened at 690 through June 2020.

• Background: Services are provided by 8 non-profit Regional Service Centers offices throughout Washington State. Each Center has a Board of Directors which includes representation of Deaf, Hard of Hearing, and Deafblind people.

• The updated action plan for this measure is located in the ALTSA Strategic Plan Strategic Objective 2.6.

• On February 29, 2020, Governor Inslee issued Proclamation 20-05, declaring a state of emergency for Washington State due to the COVID-19 outbreak. As a result, case management services have been provided virtually.

DATA SOURCE: ODHH; supplied by Deborah O’Willow, Director, ALTSA ODHH.
MEASURE DEFINITION: The total number of deaf, hard of hearing or deafblind persons or family members who received services through the Regional Service Centers for each Fiscal Year.
DATA NOTES: 1 To be included a client must receive at least one case management service of a minimum of 15 minutes. 2 Services can include walk-in service, telephone calls, or information and referral, but they must meet the case management criteria stated in the contract. 3 For contractors to be reimbursed they must provide ODHH with a DSHS Privacy Practices and Client Information form, a Service Delivery Plan form, as well as a monthly case management report. 4 The fiscal year count of clients served is the cumulative total of clients served in that year. Quarterly counts shown are cumulative through that quarter in the current fiscal year.

TO DATA: https://www.dshs.wa.gov/data/metrics/DH2.1.xlsx
**SUMMARY**

- This measure supports ALTSA Strategic Objective 2.7: Provide assistive communication technology services (Office of Deaf and Hard of Hearing).

- Many individuals with hearing loss depend on auditory supports and do not use sign language. Assistive communication technology, such as listening systems, aid in ensuring that effective communication occurs between people with hearing loss and employees or contractors providing DSHS services during in-person office visits. These assistive listening systems help clients to access DSHS programs and services and include tools such as hearing induction loops and pocket talkers.

- Success Measure 2.7.1: Increase the number of ACT consultation services to meet service objectives involving the public and clients with assistive listening systems from 250 in June 2019 to 350 by June of 2020.

- Action Plan: The updated action plan for this measure is located in the ALTSA Strategic Plan Strategic Objective 2.7.

- On February 29, 2020, Governor Inslee issued Proclamation 20-05, declaring a state of emergency for Washington State due to the COVID-19 outbreak. As a result of the Governor’s stay home stay healthy order, the number of ACT requests have declined.
Aging and Long-Term Support Administration

Serve People In Their Home Community

Timely initiation of facility complaint investigations

Number of complaint investigations overdue to begin (backlog)

SUMMARY

• This measure supports ALTSA Strategic Objective 2.9: Facility health and safety - investigate complaints in a timely manner.

• Importance: Protect residents from abuse, neglect and exploitation; ensure services provided meet the health and safety needs of residents; evaluate whether provider practice meets regulatory requirements; and to make quality referrals to entities that help protect victims.

• Success Measure 2.9.1: Sustain the long-term care facility complaint investigation backlog of non-immediate jeopardy complaints to 50 or fewer through June 2021.

• On February 29, 2020, Governor Inslee issued Proclamation 20-05, declaring a state of emergency for Washington State due to the COVID-19 outbreak. As a result of the Governor’s Executive Orders and the CMS directive to reprioritize work, RCS is only responding to IJ complaints and will therefore have a backlog. RCS is continuing to initiate non-IJ complaints off-site as staff resources allow, are tracking all of our complaints not initiated, initiated and not completed, and has provided budget estimates to request funding for staff to eliminate the backlog post-COVID-19 and in the recovery period.

• Action Plan: The updated action plan for this measure is located in a link in the ALTSA Strategic Plan for Strategic Objective 2.9.

DATA SOURCE: TIVA 2101 report and additional information; supplied by Jered Gunn, Business Intelligence Analyst, ALTSA RCS.

MEASURE DEFINITION: Number of complaints assigned for investigation that have not begun and are overdue to begin. DATA NOTES: 1 Sep 2015 figure adjusted through a one-time manual desk review; prior to adjustment the figure was 2,683. Each quarter reflects snapshot data for the last month of the quarter, except December 2015 reflects data from 11/23/2015. 3 Snapshot data can differ depending on the run date and time of the report, because the TIVA system is live and is continually assigning new investigations and noting whether items are becoming overdue. Due to this, history is not refreshed. Click below for additional data notes.

TO DATA: https://www.dshs.wa.gov/data/metrics/AAR.7.xlsx
Aging and Long-Term Support Administration

Serve People In Their Home Community

Timely licensing re-inspections of adult family homes, assisted living, and nursing homes

Statewide Average

Adult Family Homes

Assisted Living

Nursing Homes

SUMMARY

• This measure supports ALTSA Strategic Objective 2.10: Conduct timely oversight and compliance activities of facilities and agencies providing residential care and supports.

• Importance: Licensing re-inspections are a valuable tool to ensure the quality of care. They are unannounced, and occur periodically within statutory and federal requirements; once every 15 months for nursing homes and once every 18 months for adult family homes and assisted living facilities.

• Success measure 2.10.1: Maintain the percentage of timely re-inspection at 99 percent or higher for nursing homes, and increase the percentage of timely re-inspection to 99 percent for assisted living facilities and adult family homes by June 2021.

• Action Plan: The updated action plan for this measure is located in the ALTSA Strategic Plan Strategic Objective 2.10.

• On February 29, 2020, Governor Inslee issued Proclamation 20-05, declaring a state of emergency for Washington State due to the COVID-19 outbreak. In March of 2020 Dear Provider letters were issued explaining the re-prioritization of annual licensing inspections to be in line with CMS.


MEASURE DEFINITION: Statewide percentage of timely licensing re-inspections in adult family homes, assisted living, and nursing homes.

DATA NOTES: 1 Percentage is calculated by the number of timely re-inspections divided by total re-inspections conducted. 2 If a reinspection is not timely, it is counted in the quarter in which the re-inspection occurred, per federal report methodology. 3 Beginning in January 2017, timeliness for adult family homes and assisted living facilities is measured in the same way as the federal report methodology for nursing homes. Historical data back to SFY 2011 was redone using this method.

https://www.dshs.wa.gov/data/metrics/AAR.1.xlsx
To view in PDF: https://www.dhs.wa.gov/data/metrics/AAR.2.xlsx

Aging and Long-Term Support Administration

Serve People In Their Home Community

Timely quality assurance for Intermediate Care Facilities and Supported Living

**SUMMARY**

- This measure supports ALTSA Strategic Objective 2.10: Conduct timely oversight and quality assurance of facilities and agencies providing residential care and supports.

- Importance: This measure ensures quality assurance activities are completed timely to help promote quality of care and protect vulnerable adults from abuse and neglect.

- Success measure 2.10.2: Maintain timely quality assurance activities at 100 percent for services provided to people with developmental and intellectual disabilities.

- Background: Certification for Supported Living requires on-site visits and inspections of providers, not each client’s individual home.

- Action Plan: The updated action plan for this measure is located in the ALTSA Strategic Plan Strategic Objective 2.10.

- On February 29, 2020, Governor Inslee issued Proclamation 20-05, declaring a state of emergency for Washington State due to the COVID-19 outbreak. March 4th, 2020 ICF/IID recertification surveys were suspended by the federal government per CMS QSO 20-12. Certification Evaluations were suspended per Governor Proclamation 20-06 (an update to the previous reported 20-05 Proclamation). Supported Living and ICF/IID recertifications did not meet the target due to COVID-19 emergency proclamations and Emergency Federal rule changes.

**DATA SOURCE:** RCS records; supplied by Melissa Davis, AA3, ALTSA RCS.

**MEASURE DEFINITION:** Percent of ICF/IID and Supported Living that are re-certified within timeframes under state and federal regulations. **ICF/IID:** federal regulation requires certification at least every fifteen months with a statewide average of twelve months. **Certified Supported Living:** state law requires providers to be certified every 24 months.

**DATA NOTES:** 1 There are 11 ICF/IID facilities and 13 certifications (Rainier RHC has three separate certifications). 2 ICF/IID had no planned recertification surveys from January through March 2018 and 2019, and from July through September 2019. For the quarter ending in June 2018, the Department needed to conduct a follow up visit to verify if the facility corrected the deficiencies. This follow up visit was required to occur before the recertification survey could be conducted which pushed the Department past its recertification deadline.

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**TO DATA:** https://www.dhs.wa.gov/data/metrics/AAR.2.xlsx
Aging and Long-Term Support Administration

Serve People In Their Home Community

Timely initial response based on APS intake priority

Percent timely APS initial contact based on intake priority - Statewide

SUMMARY

• This measure supports ALTSA Strategic Objective 2.11: Abuse and neglect – respond on-time and appropriately.

• Importance: Timely response is essential if services are needed to protect the vulnerable adult, to preserve evidence when necessary, and protect vulnerable adults from perpetrators.

• Success Measure 2.11.1. Increase timely initial response to investigations based on priority to 100 percent for high-priority investigations and maintain at 99 percent for medium and low-priority investigations by June 2020.

• Action Plan: The updated action plan for this measure is located in the ALTSA Strategic Plan Strategic Objective 2.11.

• On February 29, 2020, Governor Inslee issued Proclamation 20-05, declaring a state of emergency for Washington State due to the COVID-19 outbreak.

DATA SOURCE: Pre-May 2014: APSAS. May 2014 to March 2019, TIVA 1056 report; supplied by Amber Johnson, Planning and Labor Management Manager, ALTSA CGER. May 2019 to current PowerBI report; supplied by Libby Schmit, Operations and Data Specialist, Adult Protective Services, ALTSA.

MEASURE DEFINITION: Percentage of timely initial contact for investigations based on APS intake priority.

DATA NOTES: 1 Calendar Month reflects date of initial intake. 2 Measure of timeliness:
* Percentage of high priority intakes with 24 hour response time met.
* Percentage of medium priority intakes with the 5 working day response time met.
* Percentage of low priority intakes with the 10 working day response time met.
3 Annual data is an average of the quarterly numbers in that calendar year. 4 Quarterly data is an average of the monthly data for the three months in that quarter.

Click below for additional data notes.

https://www.dshs.wa.gov/data/metrics/AAP.1.xlsx
Increase Organizational Efficiency, Performance and Effectiveness

Timely quality assurance of home and community services

Percent of Record Reviews Conducted Timely

SUMMARY

• This measure supports ALTS Strategic Objective 3.1: Conduct quality assurance (QA) activities and comply with federal, state, and program requirements.

• Importance: Timely completion of quality assurance activities helps protect the health and safety of clients, secures and maintains federal funding, and provides oversight of local operations.

• Success measure 3.1.1: Maintain 100 percent completion of Home and Community Services Division case management, Adult Protective Services and financial eligibility compliance record reviews from June 2019 through June 2021.

• Background: Activities include auditing documents for compliance, publishing policy revisions, and offering training and technical assistance to ALTS field offices. Identified deficiencies are corrected and corrective action/performance improvement plans are developed and monitored to ensure continuous quality improvement.

• Action Plan: The updated action plan for this measure is located in the ALTS Strategic Plan Strategic Objective 3.1.

DATA SOURCE: Compliance monitoring; supplied by Bill McBride, QA Unit Manager, ALTS HCS.

MEASURE DEFINITION: Maintain 100% timely completion of Home and Community Services Division case management and financial eligibility compliance record reviews each calendar year. This is calculated by two items, a) the number of HCS Regions and Area Agencies on Aging (AAAs) receiving annual social services compliance reviews timely divided by number requiring them, and b) the number of Regions and DDA LTC Specialty Units that had annual financial compliance reviews divided by the number requiring them. New in 2017 is an additional metric that looks at timely completion of Adult Protective Services quality assurance reviews, the number completed timely divided by the number required.

DATA NOTES: https://www.dshs.wa.gov/data/metrics/AAH.9.xlsx
Aging and Long-Term Support Administration

Increase Organizational Efficiency, Performance and Effectiveness

Timely quality assurance monitoring for Area Agencies on Aging (AAAs)

PERCENT OF TIMELY COMPLETION OF FINAL REPORTS
PERCENT OF AAA MONITORING VISITS COMPLETED

SUMMARY

• This measure supports ALTSA Strategic Objective 3.1: Conduct quality assurance (QA) activities and comply with federal, state, and program requirements.

• Importance: Timely completion of quality assurance activities helps protect the health and safety of clients, secures and maintains federal funding, and provides oversight of local operations.

• Success measure 3.1.2: Maintain 100 percent completion of scheduled AAA monitoring visits and timely completion of draft and final monitoring reports from June 2019 through June 2021.

• Action Plan: The updated action plan for this strategic objective is located in the ALTSA Strategic Plan Strategic Objective 3.1.

• For CY2019, MSD completed 50% of scheduled site visits and final reports. Ongoing staffing issues in MSD Fiscal unit have slowed completion of financial site visits and final reports; staffing allocations could benefit this ongoing issue and backlog.

DATA SOURCE: ALTSA Home and Community Services; supplied by Caroline Wood, Compliance Program Manager, ALTSA HCS.

MEASURE DEFINITION: 100% timely completion of the 3-year monitoring cycle for Area Agency on Aging operations as evidenced by a timely monitoring visit and a final report issued to each monitored AAA within 90 days of the monitoring exit interview. Measure is done annually.

DATA NOTES: 1 The amount of time to issue a final report depends not only on DSHS action but on the responsiveness of the AAA to the draft report. 2 For CY 2019, SUA did a pilot monitoring with Aging and Disability Services of King County, for quality process improvements for implementation of the 3 year monitoring program. Their visit and report is excluded from data CY 2019.

TO DATA: https://www.dshs.wa.gov/data/metrics/AAH.10.xlsx
Increase Organizational Efficiency, Performance and Effectiveness

Timely quality assurance for nursing homes: audited Statements of Deficiency

Statewide

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<td>June 2021 Target = 95%</td>
<td>93%</td>
<td>93%</td>
<td>98%</td>
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SUMMARY

- This measure supports ALTSA Strategic Objective 3.1: Conduct quality assurance (QA) activities and comply with federal, state, and program requirements.

- Importance: Timely completion of quality assurance activities helps protect the health and safety of clients, secures and maintains federal funding, and provides oversight of local operations.

- Success Measure 3.1.3: Sustain the percentage of audited Nursing Home Statements of Deficiency sent to the facility within the federal regulatory standard at 95% through June 2021.

- Action Plan: The updated action plan for this strategic objective is located in the ALTSA Strategic Plan Strategic Objective 3.1.

- On February 29, 2020, Governor Inslee issued Proclamation 20-05, declaring a state of emergency for Washington State due to the COVID-19 outbreak. As a result, a surge of clients moved out of hospitals and into the community. CMS temporarily relaxed some areas to meet demands of the pandemic resulting in a re-prioritization of job duties for nursing home surveyors who write Statements of Deficiency.

DATA SOURCE: Residential Care Services, ASPEN data; supplied by Shelly O’Hare, Support Operations Program Manager, ALTSA RCS.

MEASURE DEFINITION: Total for each quarter, the percent of audited Nursing Home Statement of Deficiencies (SODs) that are sent to the facility within the federal regulatory standard of 10 working days after the end of the on-site visit for complaint investigations or surveys.

DATA NOTES:

TO DATA: https://www.dshs.wa.gov/data/metrics/AAR.6.xlsx