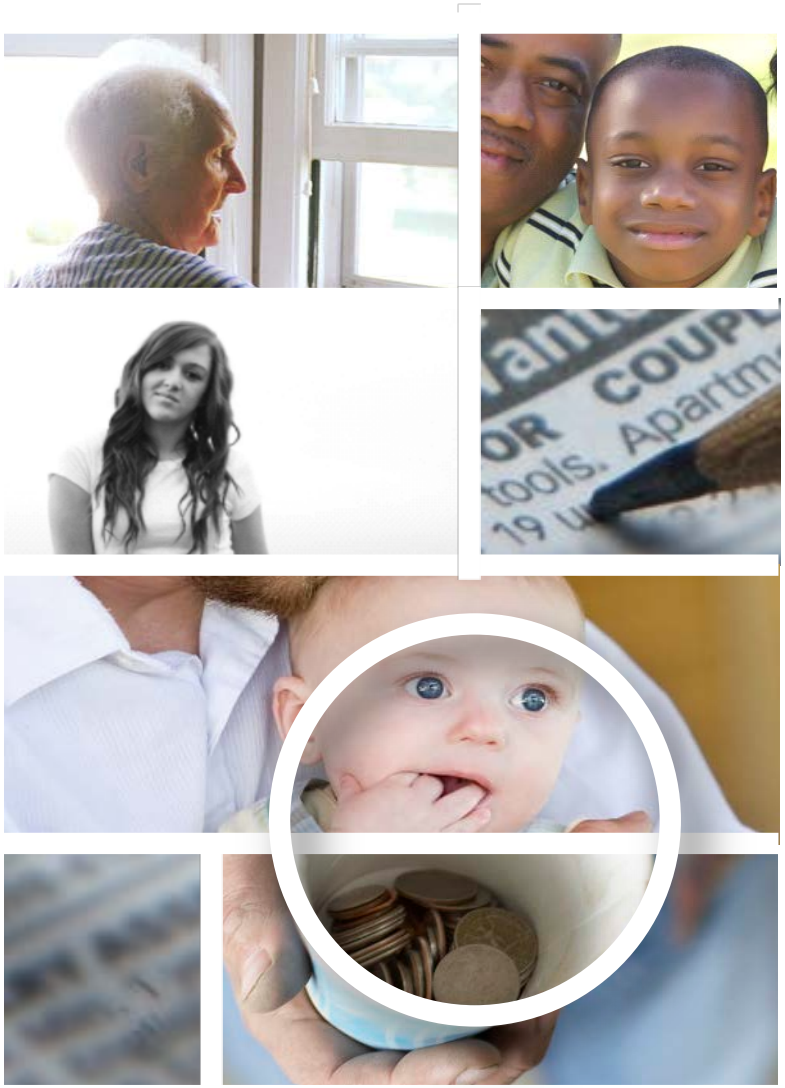

Core Metrics

Department of Social and Health Services

Aging and Long-Term Support Administration

PPA | January 2011

Aging and Long-Term Support Administration

HCS Performance Measures

AAH.1 Percent of long-term services and support clients served in home and community-based settings
AAH.2 ALTS clients who actively relocated from Nursing Facilities to Home and Community-Based settings
AAH.3 Per capita average cost of long-term care clients receiving home and community-based services
AAH.4 Per capita average cost of long-term care clients receiving nursing home services
AAH.5 Timely determination of functional eligibility and access to services
AAH.6 Percent of caregivers whose care receiver remained without paid LTC Medicaid services (60 & 90 days)
AAH.7 Percent of timely financial eligibility determinations (completed in 45 days)
AAH.8 Number of people with high medical cost or high medical risk receiving DSHS chronic care management

APS Performance Measures

AAP.1 Timely initial response based on APS case priority
AAP.2 Adult Protective Services workers by workload of cases open
AAP.3 Percent of Adult Protective Services investigations open longer than 90 days

RCS and RCPP Performance Measures

AAR.1 Timely licensing re-inspections of adult family homes, assisted living, and nursing homes
AAR.2 Timely Quality Assurance for Intermediate Care Facilities and Supported Living
AAR.3 Caseloads of Staff (investigating perpetrators of abuse and neglect in licensed or certified facilities)
AAR.4 Timely response to abuse and neglect by alleged perpetrators in long-term care facilities
AAR.5 Percent of abuse/neglect investigations open longer than 90 days (alleged perpetrators in facilities)

Office of the Deaf and Hard of Hearing

DH1.2 Number of completed Captioned Telephone Service (CTS) relay calls

Aging and Long-Term Support Administration

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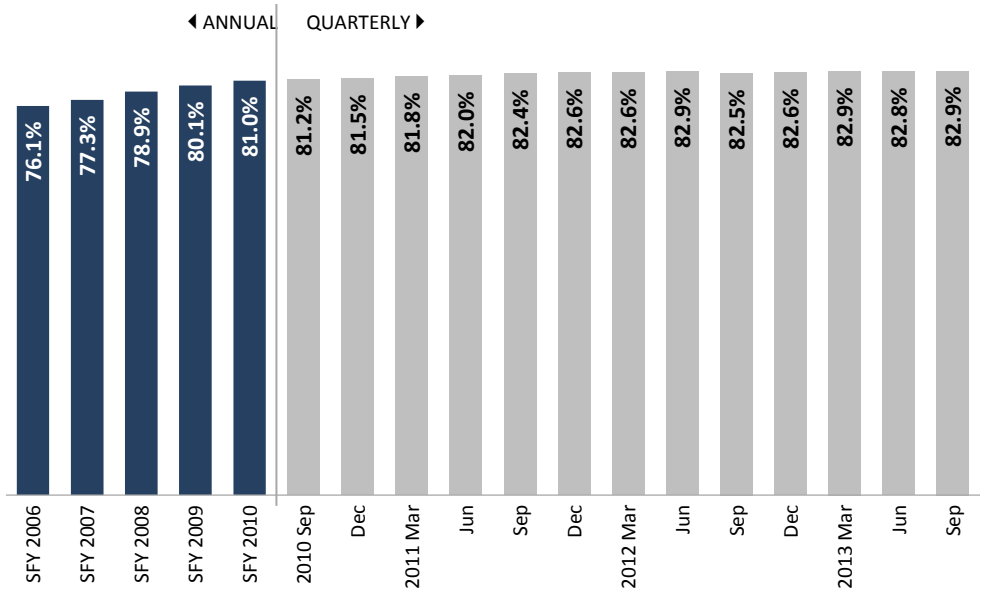
Increase access to home and community-based services

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

Statewide



DATA SOURCE: SSPS and ProviderOne/BarCode; supplied by Rina Wikandari, Management Services Division.
MEASURE DEFINITION: Statewide percdentage of long-term care clients remaining in home and community settings.
DATA NOTES: 1 The client count for the long-term care (LTC) community caseload is LTC clients living in the community. The count for the LTC total caseload is the LTC community clients plus the LTC Nursing Facility clients. The percentage is = Community caseload/total caseload. Fiscal year counts are the count of the last month of the fiscal year. Core Metrics chart shows the caseload count of the last month of each quarter of the current fiscal year. *Click below for more data notes.*

TO DATA: http://www.dshs.wa.gov/metrics/data/AAH.1.xlsx

SUMMARY

- **The use of home and community long-term care:**
  - *Reflects consumer preferences to age at home or in community settings.*
  - *Allows us to serve three people for the cost of one nursing home client.*
  - *Allows individuals to direct their own care and services.*

- **Washington State is a leader in maintaining long-term care clients in the home and community. We top the nation in measures that look at the proportion of expenses spent on home and community care.**

ACTION PLAN

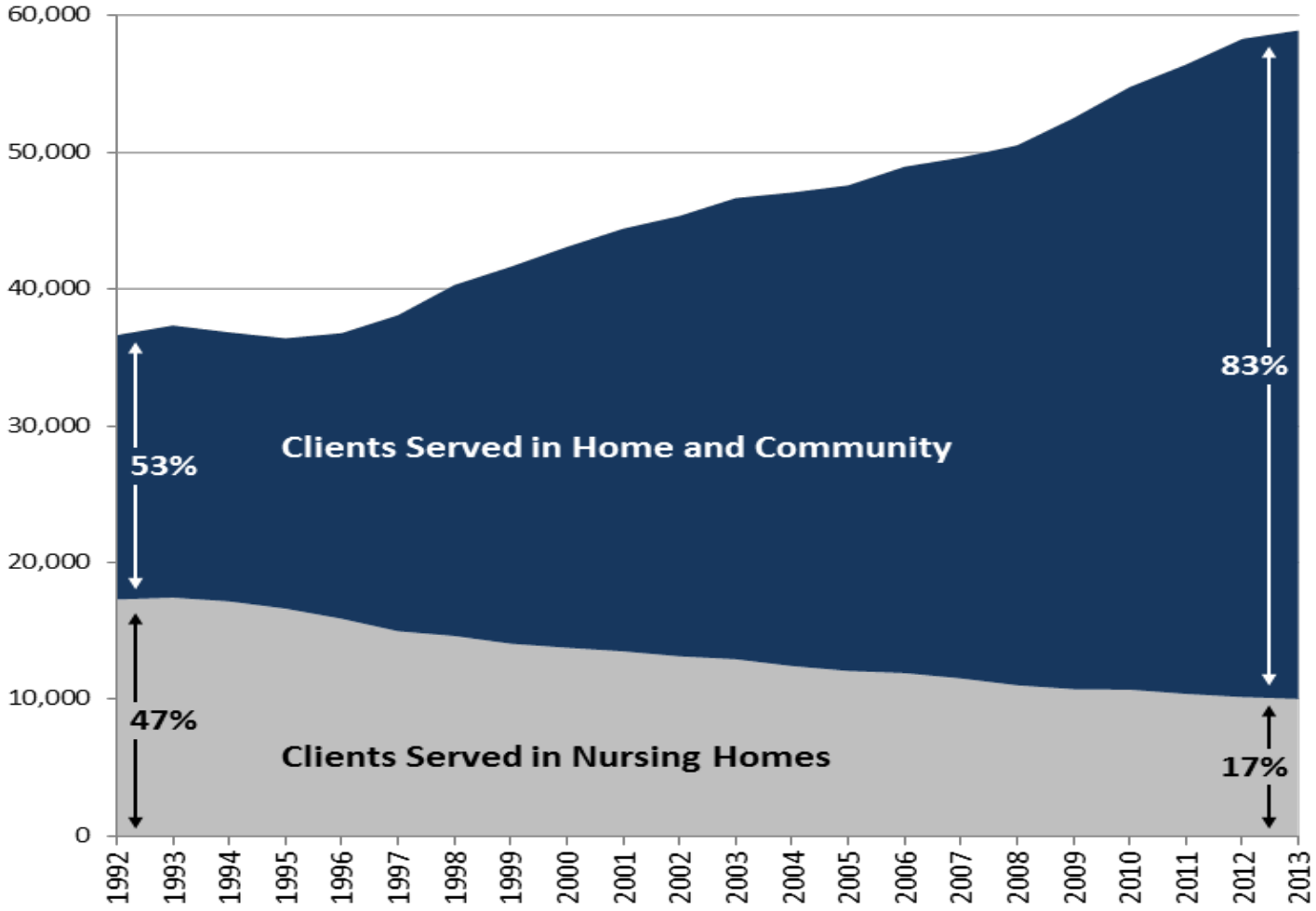
- **Continue emphasis on voluntary relocation and diversion from nursing homes.**

- **Maintenance of access to and enhancement of cost-effective community-based options including services for specialized populations.**

Aging and Long-Term Support Administration

Improve daily living supports

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



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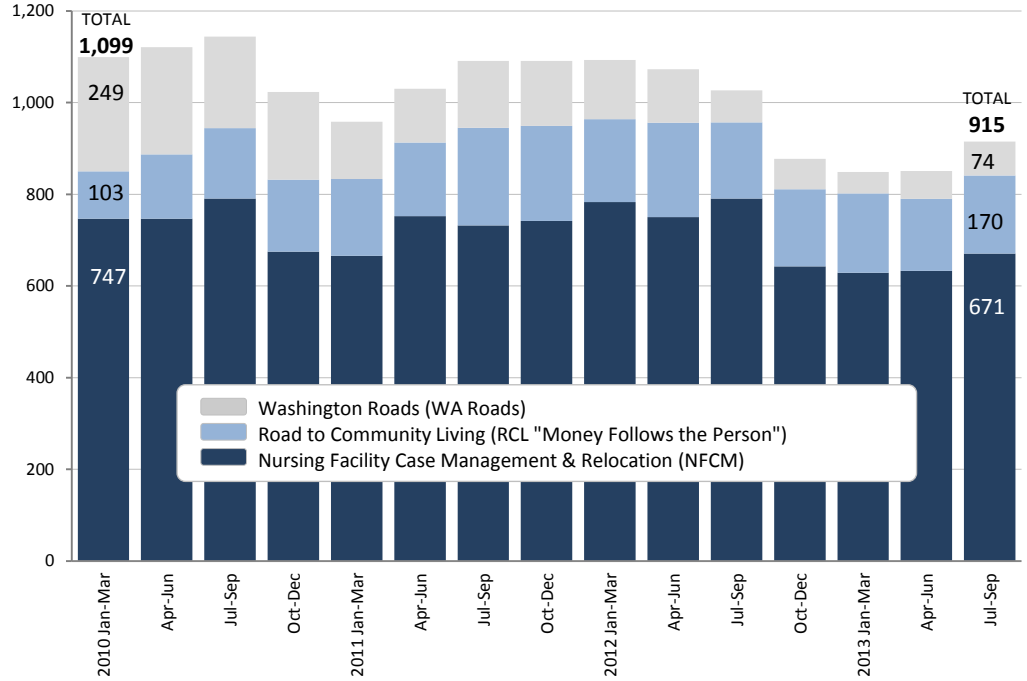
Improve daily living supports

ALTS clients who actively relocated from Nursing Facilities to Home and Community-Based settings

Statewide - By type of relocation funding



DATA SOURCE: RCL SharePoint site, supplied by Debbie Blackner.
MEASURE DEFINITION: The monthly count of clients who are actively assisted to relocate by DSHS staff from Nursing Facilities to Home and Community Based Settings. Programs are: NFCM: Nursing Facility Case Management & Relocation (NFCM); Road to Community Living (RCL; also called Money Follows the Person); Washington Roads (WA Roads).
DATA NOTES: **1** SharePoint data entry is performed manually and is subject to periodic revising.

SUMMARY

- **Measure reflects the department's work to assist nursing home residents that choose to relocate to home and community based settings.**
- **Federal match is maximized by utilizing the federal Money Follows the Person/Roads to Community Living (RCL) program.**
- **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.**
- **Recent trend reflects an exaggerated seasonality due to a challenging flu season leaving some NHs quarantined, turnover of key nursing facility case management staff, and challenges finding providers for in-home settings in our rural areas due to increased training and testing requirements.**

ACTION PLAN

- **Continue emphasis on assisting individuals who want to relocate.**
- **Continue to develop specialized community resources to serve individuals with complex needs.**
- **Provide increased focus and training on RCL.**
- **To maximize enhanced federal match provided by MFP, develop a strategy to enroll all eligible clients into the program.**

TO DATA: http://www.dshs.wa.gov/metrics/data/AAH.2.xlsx

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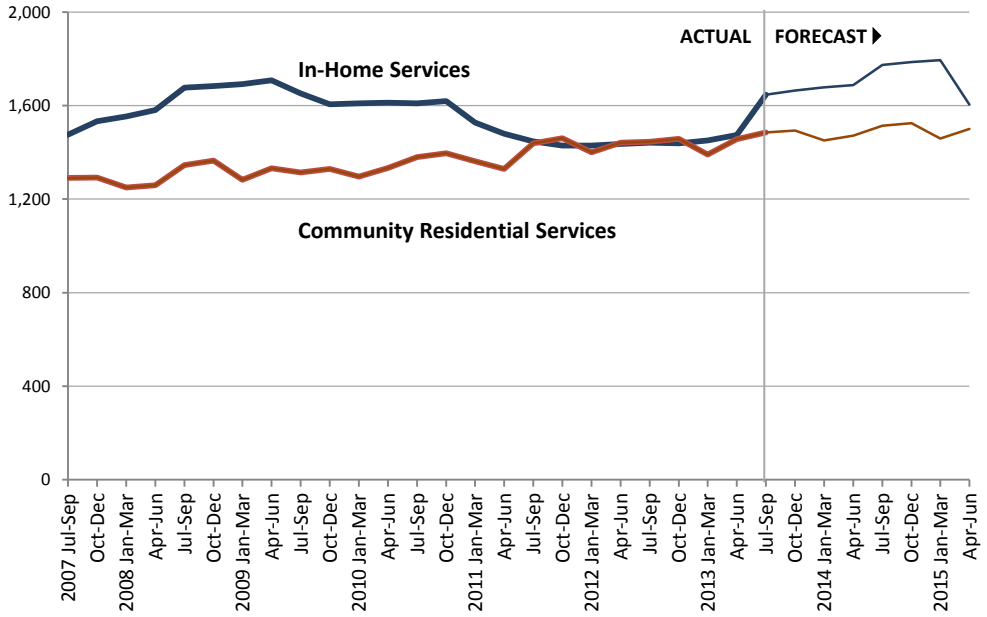
Improve daily living supports

Per capita average cost of long-term care clients receiving home and community-based services

Per capita cost of clients receiving In-Home and Community Residential Services Average



DATA SOURCE: AFRS; supplied by Rina Wikandari.
MEASURE DEFINITION: The monthly per capita average of clients receiving In-Home services.
DATA NOTES: **1** Includes In-home ancillary services, and health care insurance for in-home providers. **2** Data is updated historically as well as in the latest months. **3** Quarterly data is an average of the monthly data for the three months in that quarter.

SUMMARY

- **In-Home Services provides assistance with personal care to clients who live in their own homes. Clients chose to receive their services from either Individual Providers or Agency Providers.**

- **Community Residential Services provides clients with room, board, personal care and supervision in a setting with 24-hour staffing. Service could be provided by Adult Family Homes or Assisted Living Facilities. Clients pay room and board, and based on their income, participate toward the cost of the services.**

- **On average, three clients can be served in the community for the same cost as one client in a nursing facility. Clients generally prefer to live in less restrictive, community-based settings.**

ACTION PLAN

- **By June 2013 we will start to monitor In-Home Services per capita on a monthly basis.**

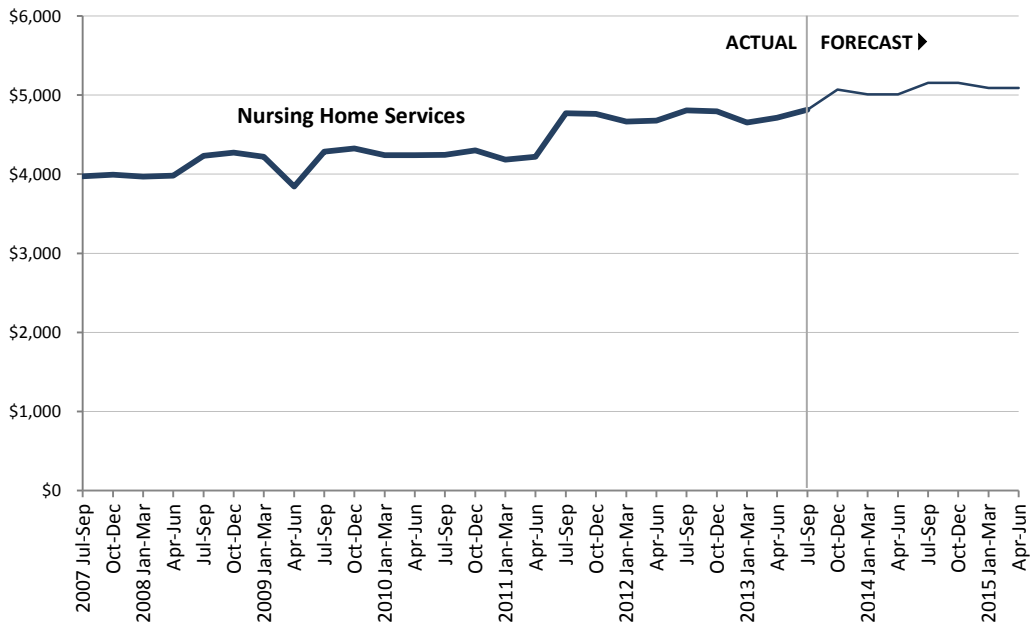
TO DATA: http://www.dshs.wa.gov/metrics/data/AAH.3.xlsx

Aging and Long-Term Support Administration

Improve daily living supports

Per capita average cost of long-term care clients receiving nursing home services

Per capita cost of clients receiving Nursing Home Services Average



DATA SOURCE: AFRS; supplied by Rina Wikandari.
MEASURE DEFINITION: The monthly per capita average of clients receiving nursing home services.
DATA NOTES: **1** Data reflect calculated budget dial paid to NF providers less client participations, plus charges outside budget-dial. **2** Data is updated historically as well as in the latest months. **3** Quarterly data is an average of the monthly data for the three months in that quarter.

SUMMARY

- **This measure shows the average per capita payment for Medicaid paid nursing home stays. Nursing home rates are mandated by state statute. Medicaid is the primary payor of nursing home services. Medicare and private payors also pay for nursing home care.**

- **Each nursing home has a unique rate, which reflects the Medicaid-allowed costs at that facility. Rate methodology is in statute.**

- **The upward trend is based upon growth in aging demographics, rebasing facility costs from 2007 to 2011 cost reports as mandated by statute, and increases in the acuity based case mix component of the rate.**

ACTION PLAN

- **Current maintenance level per capita trends include the growth assumptions for rebasing and acuity. The proposed Governor's budget would delay the rebasing for two years, but not repeal the automatic biennial rebasing. The proposed budget also would freeze acuity at the end of SFY13 for the next two years. The combined savings of the proposed budget is $36 million GFS.**

TO DATA: http://www.dshs.wa.gov/metrics/data/AAH.4.xlsx

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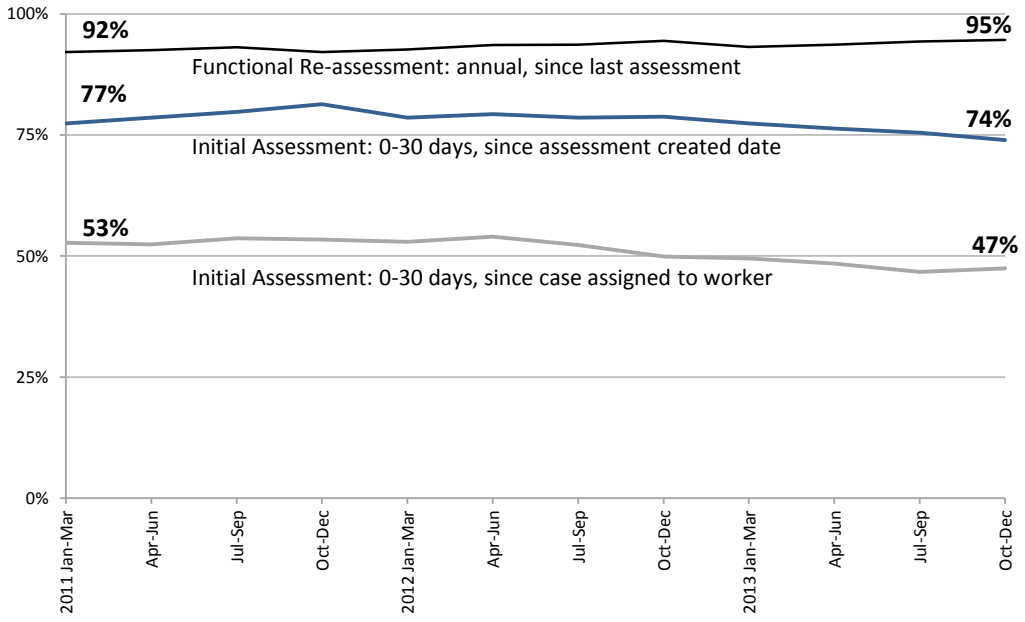
Improve daily living supports

Timely determination of functional eligibility and access to services



DATA SOURCE: CARE; supplied by Sergio Palma and Van Huynh.
MEASURE DEFINITION: Percentage of timeliness of initial assessments and service planning (completed in 30 days) & Percentage of timeliness of Functional Re-Assessment (annual).
DATA NOTES: **1** Timeliness definition of initial assessment and service planning is 30 days. Functional Reassessment needs to be done within a year since last assessment. **2** Count of days for initial and re-apply initial assessment starts when a case is assigned to a worker up to when assessment is moved to current assessment status. **3** Calendar Month definition is based on the date when assessments are moved to current assessment status, counting back to when cases were assigned. **4** Functional re-assessment calendar year definition is based on when the re-assessment is due. **5** Quarterly data is an average of the monthly data for the three months in that quarter.

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

SUMMARY

Initial Assessment:

- **The department strives to determine functional eligibility for services in a timely manner which is defined as 30 days from date of case assignment by the intake worker to completion of the assessment and service plan measured by moving it from pending to current status in the electronic assessment, CARE.**
- **Alternative measure is percentage of assessments moved to current within 30 days of the assessment creation date.**
- **The trend is below performance expectations due to difficulties recruiting and retaining staff.**

Functional Re-assessment:

- **This measures the % of time that re-assessments meet or exceed annual requirements.**
- **Federal and state policy require clients to be reassessed at times of significant change or at least annually to determine functional eligibility for long-term services and supports.**

ACTION PLAN

- **The department has prioritized recruitment efforts and will continue to develop strategies to recruit and retain quality staff.**
- **The department audits a statistically significant sample of client files annually to measure compliance.**
- **Supervisors are required to audit files to monitor compliance with policy.**
- **Use LEAN management principles and staff performance evaluations to improve quality and efficiency.**

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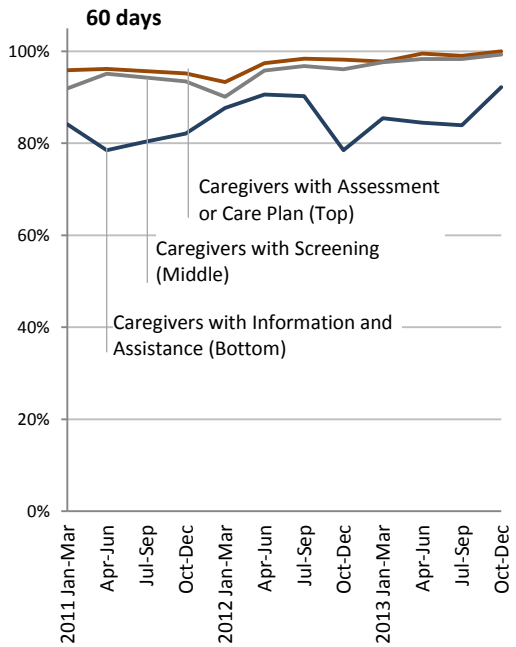
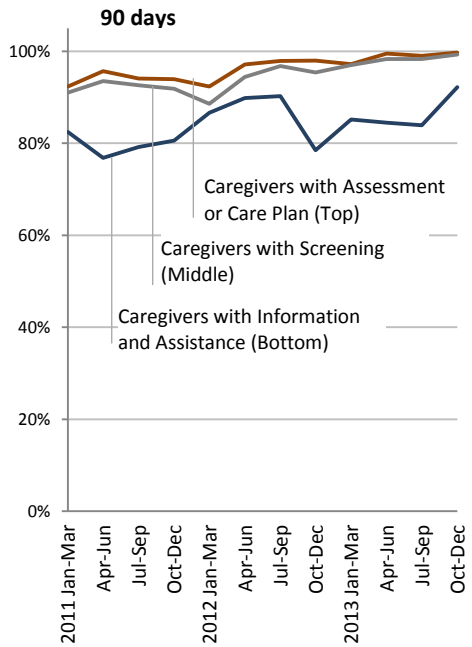
Percent of caregivers whose care receiver remained without paid LTC Medicaid services (60 & 90 days)





DATA SOURCE: T-Care; supplied by Xingguo Zhang.
MEASURE DEFINITION: From count of new FCSP caregiver intake within particular CY quarter, % caregivers whose care receivers remained without paid LTC Medicaid services within 60 and 90 days after intake.
DATA NOTES: **1** Data capture new unduplicated caregivers within certain quarters. Time measure is based on intake of caregiver date. **2** Tracking based on whether caregiver has: a) care plan; b) assessment; c) screening; d) information and assistance.

SUMMARY

- **The Family Caregivers Support Program (FCSP) provides an evidence-based assessment, coaching/consultation process which tailors services targeted to reduce depression, stress and caregiver burden. FCSP expansion took place in FY 12 and 13 to enable more caregivers (2,275) to receive services before they reached an extreme caregiver burden threshold.**

- **The FCSP expansion resulted in in a statistically significant delay in receipt of Medicaid long-term care services (WSIPP study, 2012).**

- **ALTSA data shows a trend that the more involved and invested the caregiver is in the FCSP, the less likely it is that the care receiver will access Medicaid paid long-term care services.**

ACTION PLAN

- **Continue to train and certify TCARE users.**

- **Work with partners and University of Wisconsin to translate TCARE tools into three additional languages.**

- **Continue to trend outcomes of TCARE and FCSP.**

- **We are exploring options for Federal match funding.**

TO DATA: http://www.dshs.wa.gov/metrics/data/AAH.6.xlsx

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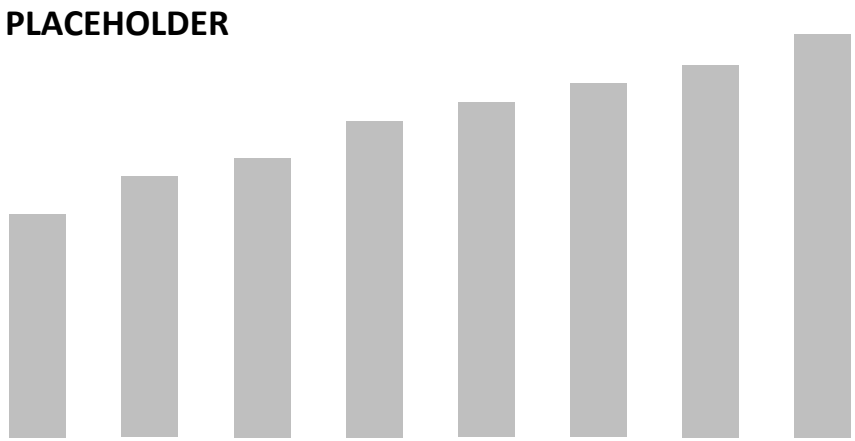
Percent of financial eligibility determinations completed in 45 days

Statewide Average



DATA SOURCE:
MEASURE DEFINITION:
DATA NOTES:

SUMMARY

- **Measure Under Development**
- **This measure shows the percentage of new applications that are completed timely.**
- **The department strives to determine financial eligibility for services in a timely manner which is defined as 45 days from date of assignment to completion of eligibility determination.**
- **When complete, will indicate whether trend is at, above or below expectations and why.**

ACTION PLAN

- **The department has prioritized recruitment efforts and will continue to develop strategies to recruit and retain quality staff.**
- **Supervisors and Subject Matter Experts (SMEs) will audit cases each month to ensure cases are processed timely.**
- **Re-emphasize training and federal requirement of processing cases within the 45 day timeframe with staff.**

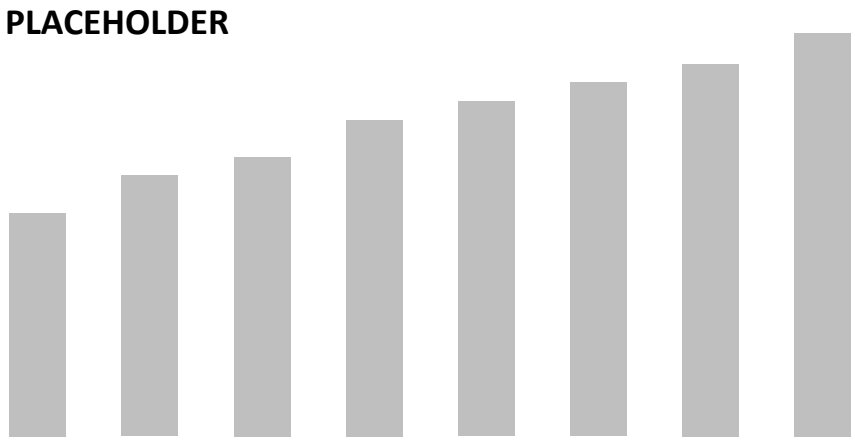
TO DATA:

Aging and Long-Term Support Administration

Improve daily living supports

PLACEHOLDER For Measure to Replace: Number of people with high medical cost or high medical risk receiving DSHS chronic care management services or health home supports

Statewide



SUMMARY

- **Reporting on this measure is suspended pending the transition to health homes. This measure will be replaced as soon as health home data is available. This measure is a shared measure with HCA and other parts of DSHS ADS.**

- **Health care reform means that Chronic Care Mangement (CCM) is now in transition to "Health Home Services" as defined in the Affordable Care Act.**

- **Health Home Services will include the coordination of primary care, acute care, behavioral health, and long-term services and supports beginning in October 2013.**

DATA SOURCE:
MEASURE DEFINITION:
DATA NOTES:

TO DATA:

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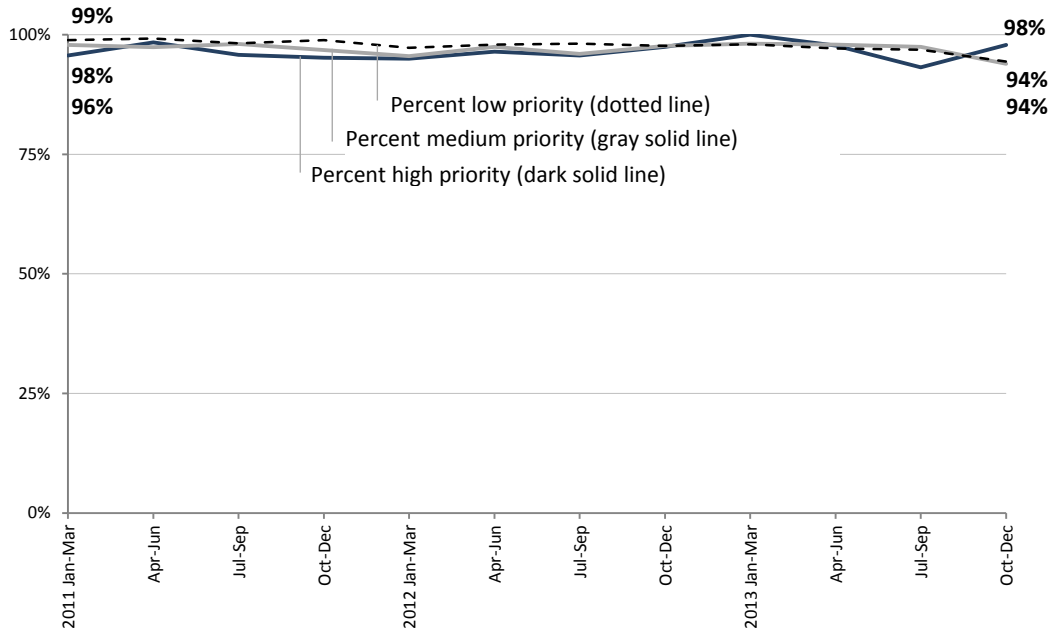
Promote safety of vulnerable adults

Timely initial response based on APS case priority

Percent timely APS initial contact based on case priority - Statewide



DATA SOURCE: APS Automated System; supplied by Michael Blonden and Sergio Palma.
MEASURE DEFINITION: Percentage of timely initial contact for investigations based on APS case priority.
DATA NOTES: **1** Calendar Month reflects date of initial intake. **2** Data is updated historically as well as in the latest quarter. **3** Measure of timeliness:
* Percentage of high priority cases with 24 hour response time met.
* Percentage of medium priority cases with the 5 day response time met.
* Percentage of low priority cases with the 10 day response time met.
4 Quarterly data is an average of the monthly data for the three months in that quarter.

TO DATA: http://www.dshs.wa.gov/metrics/data/AAP.1.xlsx

SUMMARY

- **This measure looks at how quickly workers respond to reports of abuse, neglect, abandonment and exploitation of vulnerable adults living in their own homes.**
- **This service responds to allegations against vulnerable adults for the public at large. A majority of individuals served in this program are not "clients" of DSHS.**
- **Reports are prioritized based on definitions of high, medium and low.**
- **The downward trend is due to a significant increase in reports and a staffing model that does not keep pace with the increase in workload and complexity of investigations.**

ACTION PLAN

- **Fifteen temporary staff have been hired to reduce the number of active investigations managed by each investigator and to improve response times for the first face-to-face visit.**
- **A request for additional investigative staff has been developed to ensure the staffing necessary to respond to new reports and complete investigations in a timely manner.**

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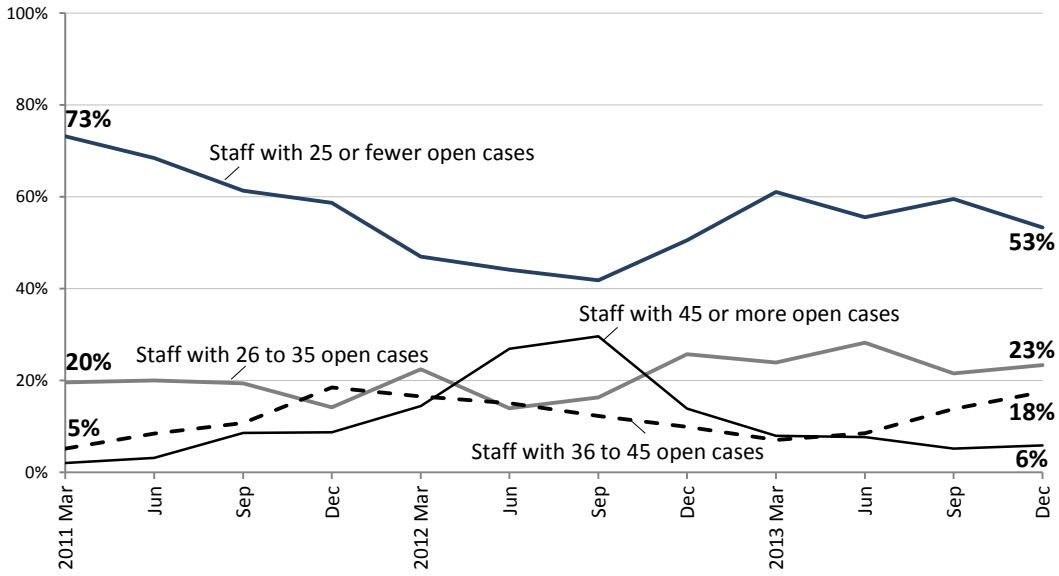
Adult Protective Services workers by workload of cases open

Statewide



DATA SOURCE: APS Automated System; supplied by Michael Blonden and Sergio Palma.
MEASURE DEFINITION: Adult Protective Services workers by workload of cases open
DATA NOTES: **1** Calendar Month is based on snapshot of last day of the month. Core Metrics chart shows the last month of each quarter. **2** Worker count is based on head count, and not FTE (some workers are part-time). **3** Supervisors, Program Managers, and intake workers (non-case carrying workers) should be excluded in the analysis. **4** Report will be run on same day each month for consistency.

TO DATA: http://www.dshs.wa.gov/metrics/data/AAP.2.xlsx

SUMMARY

- **This measure looks at the workload of Adult Protective Services (APS) social workers who investigate allegations on behalf of vulnerable adults living in their own homes.**
- **This service responds to allegations against vulnerable adults for the public at large. A majority of individuals served in this program are not "clients" of DSHS.**
- **Reports investigated include abuse, abandonment, neglect, self-neglect, and exploitation. Financial exploitation if the most complex and time-consuming to investigate and resolve.**
- **In addition to investigating the allegation, social workers will offer the vulnerable adult protective services and make referrals to long term care and community supports, if needed.**
- **Monitoring the number of active investigations open per investigative staff is important because it impacts the timeliness and quality of investigations.**

ACTION PLAN

- **Monitor open cases on a monthly basis.**
- **Fifteen temporary staff have been hired to reduce the number of active investigations managed by each investigator and to improve response times for the first face-to-face visit.**
- **A request for additional investigative staff has been developed to ensure the staffing necessary to respond to new reports and complete investigations in a timely manner.**
- **Hire additional staff from workload model quickly in July.**
- **Use LEAN management principles and staff performance evaluations to improve quality and efficiency.**

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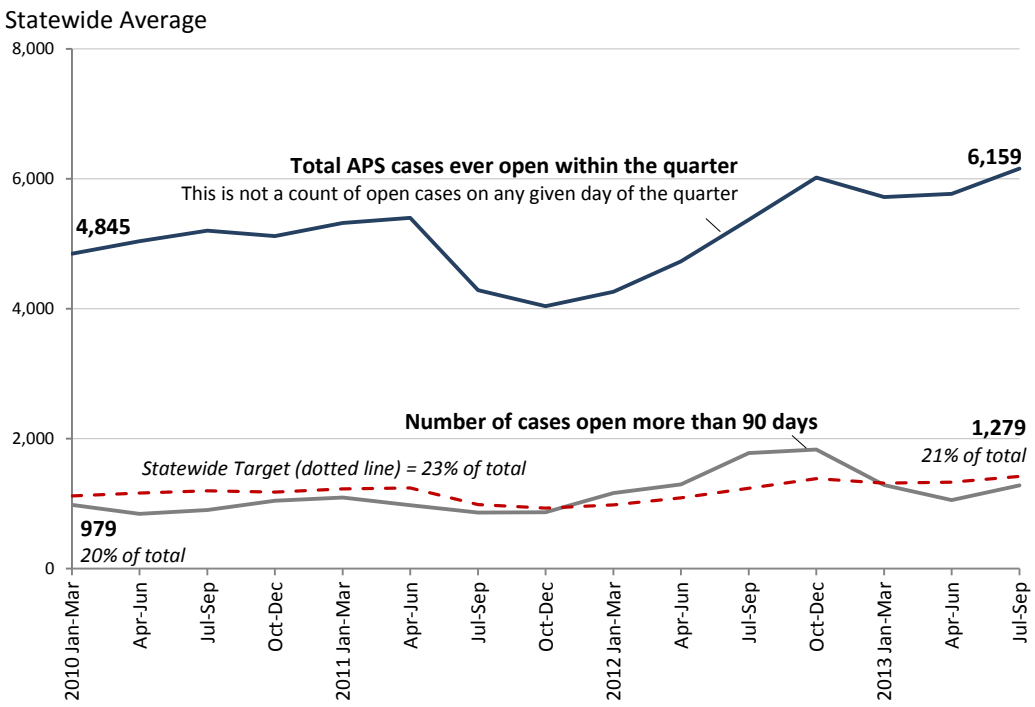
Percent of Adult Protective Services investigations open longer than 90 days



DATA SOURCE: APS Automated System; supplied by Michael Blonden.
MEASURE DEFINITION: Percentage of APS investigations open longer than 90 days.
DATA NOTES: **1** Count is of cases which were ever open during the reported calendar quarter. **2** Data is updated historically as well as in the latest quarter. **3** Data is available 10 months after the quarter in which case was open. This allows data to fully mature.

SUMMARY

- **This measures the percentage of Adult Protective Services (APS) cases that are open longer than 90 days.**
- **While in some cases the welfare of the alleged victim is best served by keeping the case open for a longer period of time, most investigations should be able to be completed and closed within 90 days.**
- **The number of cases open longer than 90 days is a result of a staffing model that has not kept pace with the significant increases in reports or with the complexity of investigations, particularly financial exploitation cases which take the longest to resolve and are the fastest growing type of APS case.**

ACTION PLAN

- **Fifteen temporary staff have been hired to reduce the number of active investigations managed by each investigator and to improve response times for the first face-to-face visit.**
- **A request for additional investigative staff has been developed to ensure the staffing necessary to respond to new reports and complete investigations in a timely manner.**
- **Continue to monitor specific cases open over 90 days.**

TO DATA: http://www.dshs.wa.gov/metrics/data/AAP.3.xlsx

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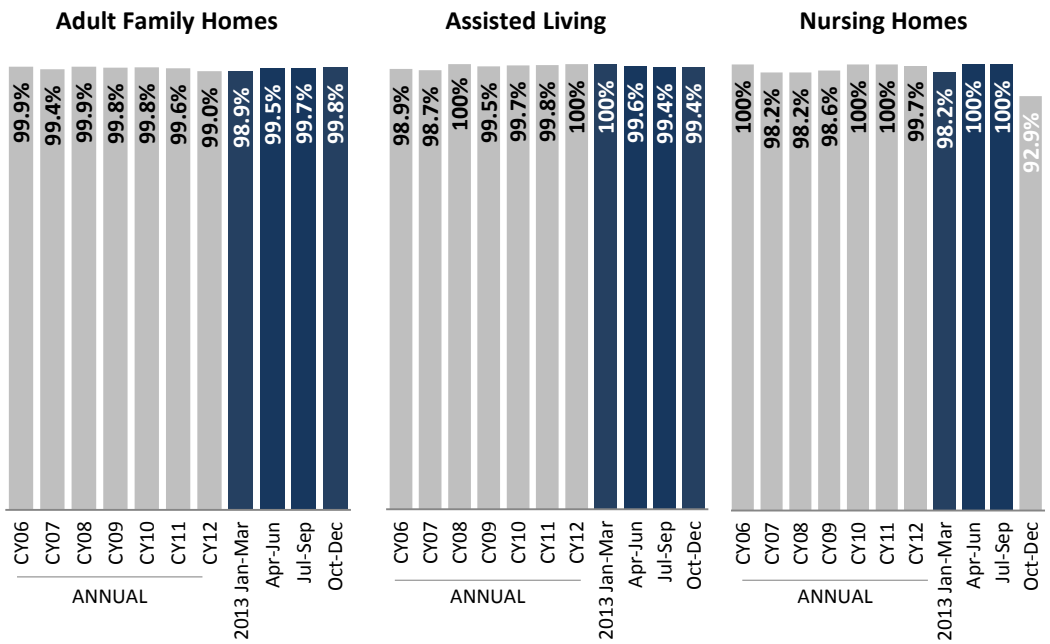
Ensure quality of licensed facilities serving vulnerable adults

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

Statewide Average



DATA SOURCE: Facility Management System and Residential Care Services documentation; supplied by Ken Luthy.
MEASURE DEFINITION: Statewide percentage of timely licensing re-inspections in adult family homes, assisted living, and nursing homes. Prior to 2012, assisted living was referred to as "boarding homes;" statute has since been updated**.**
DATA NOTES: 1 The date of the last re-inspection is used as the start date for the calculation. Allowable re-inspection timeframes vary by setting under statute. **2** Count is of cases which were ever opened during the reported calendar quarter. **3** Data is updated historically as well as in the latest quarter. *Click below for additional data notes.*

SUMMARY

- **This measures the ability to maintain active quality assurance through licensing re-inspections in adult family homes, assisted living, and nursing homes. This service is provided for the public at large.**

- **The high percentage represents success in reaching the target.**

ACTION PLAN

- **Efforts will continue to maintain staffing levels necessary to sustain the achievement.**

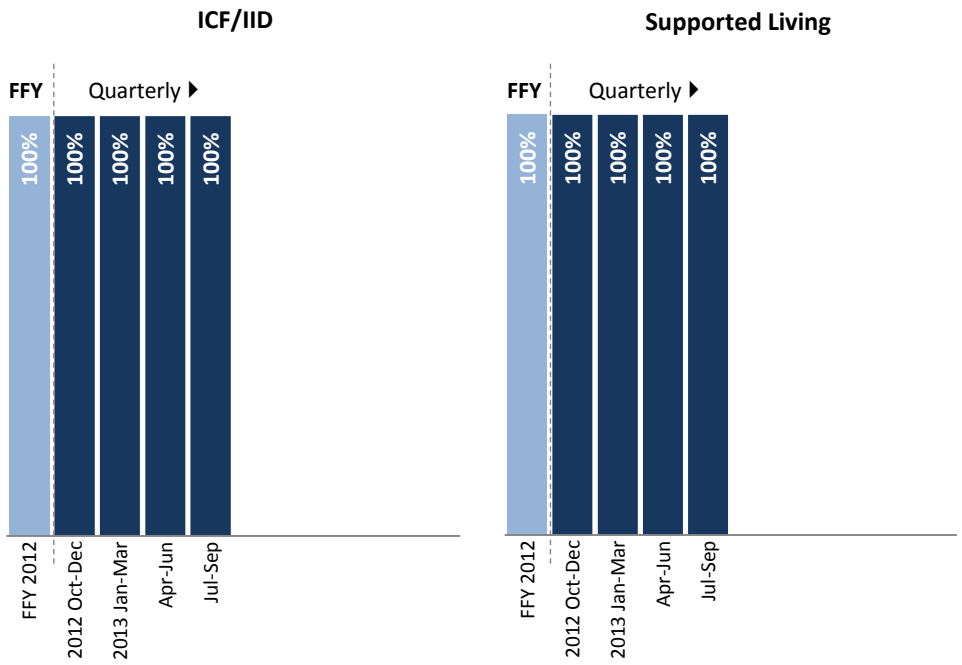
- **An additional performance measure is under development on the average inspection interval statewide for each setting.**
  - *This new measure will assist in the deployment of staff, in order to help meet the statutory requirement.*

TO DATA: http://www.dshs.wa.gov/metrics/data/AAR.1.xlsx

Aging and Long-Term Support Administration

Ensure quality of licensed facilities serving vulnerable adults

Timely Quality Assurance for Intermediate Care Facilities and Supported Living



DATA SOURCE: RCS records; supplied by Robert (Bob) McClintock.
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).

SUMMARY

- **This measure looks at two services that exclusively serve people with developmental disabilities, nearly all of whom are clients of DSHS:**
  - *Intermediate Care Facilities for Individuals with Intellectual Disabilities (ICFs/IID) and*
  - *Certified Supported Living provider*
- **ICFs/IID are primarily institutions, and include three of the four state-operated Residential Habilitation Centers (RHCs) and eight small, private facilities (925 clients total).**
- **Certified Supported Living provides support and supervision for adults with developmental disabilities living at home on their own (3,600 clients with 137 provider entities). Many have needs similar to those living in ICFs/IID.**
- **Certification requires on-site visits and inspections (for SL the provider is certified, not each client's home).**

ACTION PLAN

- **Beginning July 1, 2013, inspect ICFs/IID more frequently, per new federal standards (twelve month average, and no more than 15 months).**
- **Use LEAN management principles and staff performance evaluations to improve quality and efficiency.**
- **Review workload models and forecasts and revise if necessary, so that staffing needs can be adequately addressed in future budget requests.**

TO DATA: http://www.dshs.wa.gov/metrics/data/AAR.2.xlsx

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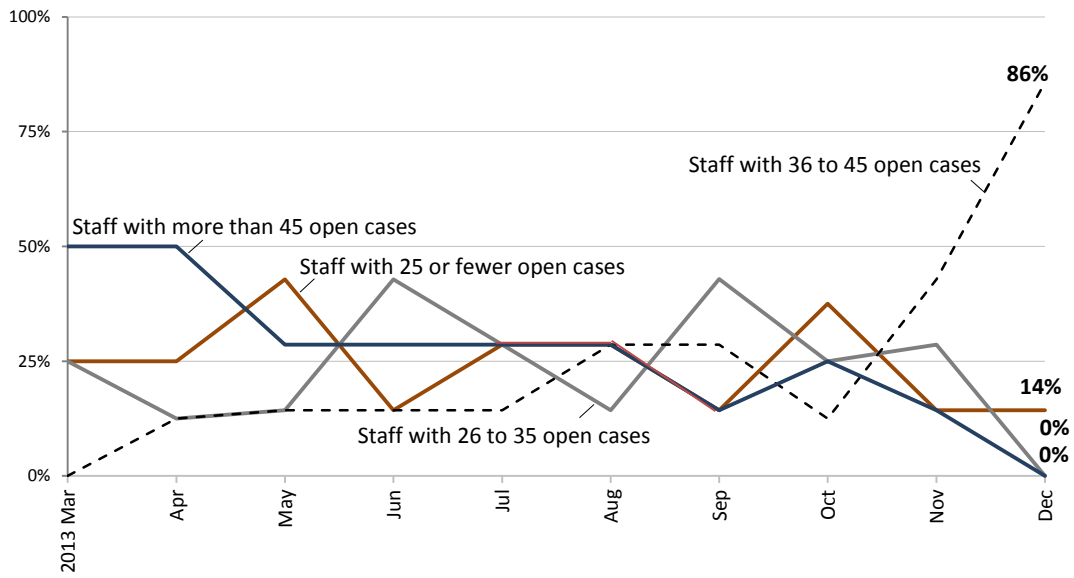
Caseloads of Staff (investigating perpetrators of abuse and neglect in licensed or certified facilities)

Statewide - Investigator Caseloads (Resident and Client Protection Program)



DATA SOURCE: RCS records; supplied by Robert (Bob) McClintock.
MEASURE DEFINITION: Percent of RCPP workers with 0-25, 26-35, 36-45, and over 45 open cases for investigation for any setting (adult family homes, nursing homes, assisted living, or certified supported living).
DATA NOTES: **1** Caseload levels are non-cumulative and add up to 100%. **2** The way this item is counted may change with the implementation of FAMLINK in summer 2014.

SUMMARY - Measure Under Development

- **This measure looks at what percent of investigative staff for the Resident and Client Protection Program (RCPP) have higher caseloads of open cases.**
- **RCPP investigates alleged perpetrators in nursing homes, adult family homes, assisted living, and supported living for people with developmental disabilities.**
- **The goal of RCPP is to prevent perpetrators of abuse and neglect from working with vulnerable adults.**
- **Facilities serve both private pay individuals and DSHS clients.**
- **RCPP has 8 FTE investigators to cover the entire state.**

ACTION PLAN

- **Request additional staff in the 2013-15 biennial budget to meet increased workoad and perform more timely investigations.**
- **Use LEAN management principles and staff performance evaluations to improve quality and efficiency.**
- **Review workload models and forecasts and revise if necessary, so that staffing needs can be adequately addressed in future budget requests.**

TO DATA: http://www.dshs.wa.gov/metrics/data/AAR.3.xlsx

Aging and Long-Term Support Administration

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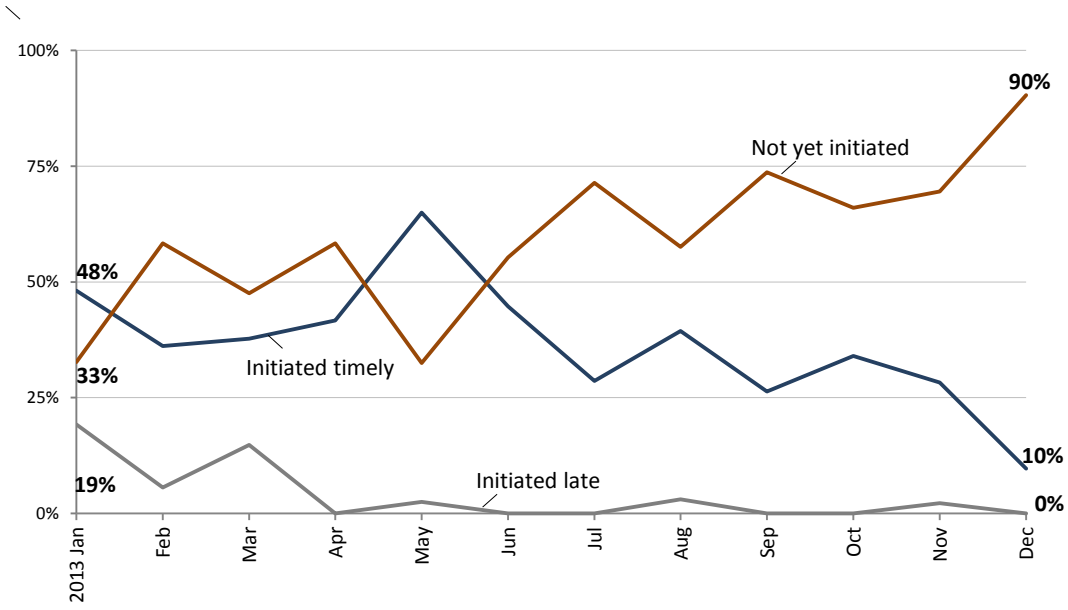
Promote safety of vulnerable adults

Timely response to abuse and neglect by alleged perpetrators in long-term care facilities

Statewide - Percentage of timely initial contact for RCPP investigations



DATA SOURCE: RCS records; supplied by Robert (Bob) McClintock.
MEASURE DEFINITION: Percentage of timely initial contact for RCPP investigations.
DATA NOTES: **1** Data collection method will change with implementation of new FAMLINK data system in summer, 2014.

SUMMARY

- **This measure looks at how quickly workers respond to allegations that a named individual perpetrated abuse and/or neglect in a licensed facility or certified setting. (Resident and Client Protection Program, or RCPP.)**
- **RCPP investigates alleged perpetrators in nursing homes, adult family homes, assisted living, and supported living for people with developmental disabilities. This service is for the public at large.**
- **The goal of RCPP is to prevent abusers from working with vulnerable adults.**
- **RCPP has 8 FTE investigators to cover the entire state.**

ACTION PLAN

- **Adopt the more responsive Adult Protective Services standard of 24 hour, five day, and ten day investigation initiation.**
- **Request additional staff in the 2013-15 biennial budget to meet increased workoad and perform more timely investigations.**
- **Use LEAN management principles and staff performance evaluations to improve quality and efficiency.**
- **Review workload models and forecasts and revise if necessary, so that staffing needs can be adequately addressed in future budget requests.**

TO DATA: http://www.dshs.wa.gov/metrics/data/AAR.4.xlsx

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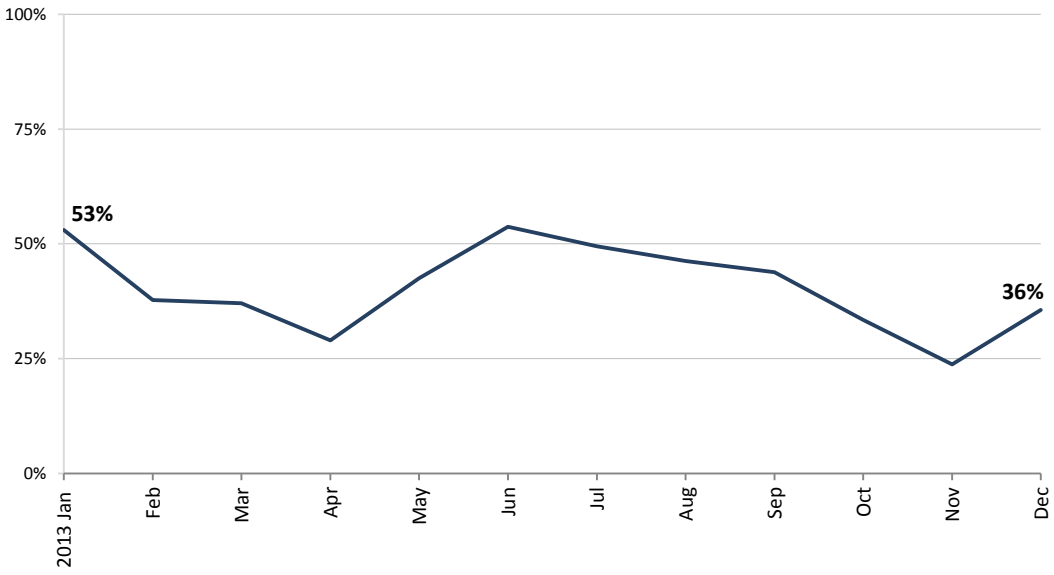
Percent of abuse/neglect investigations open longer than 90 days (alleged perpetrators in facilities)

Statewide



DATA SOURCE: RCS records, supplied by Robert (Bob) McClintock.
MEASURE DEFINITION: Percent of RCPP cases open longer than 90 days.
DATA NOTES: 1 Reflects monthly average for the quarter of all investigations open longer than 90 days. Data collection method will change with implementation of new FAMLINK data system in summer, 2014.

SUMMARY- Measure Under Development

- **This measures the percentage of Resident and Client Protection Program (RCPP) cases that are open for the longest period of time.**
- **RCPP investigates workers in nursing homes, adult family homes, assisted living, and certified supported living for people with developmental disabilities. It covers facilities that serve private pay or DSHS clients.**
- **The goal of RCPP is to prevent abusers from working with vulnerable adults.**
- **RCPP has 8 FTE investigators to cover the entire state.**
- **Goal: Only 10% open longer than 90 days (close 90% of all investigations within 90 days of initiation).**

ACTION PLAN

- **Request additional staff in the 2013-15 biennial budget to meet increased workoad and perform more timely investigations.**
- **Use LEAN management principles and staff performance evaluations to improve quality and efficiency.**
- **Review workload models and forecasts and revise if necessary, so that staffing needs can be adequately addressed in future budget requests.**

TO DATA: http://www.dshs.wa.gov/metrics/data/AAR.5.xlsx

ALTSA | Office of the Deaf and Hard of Hearing

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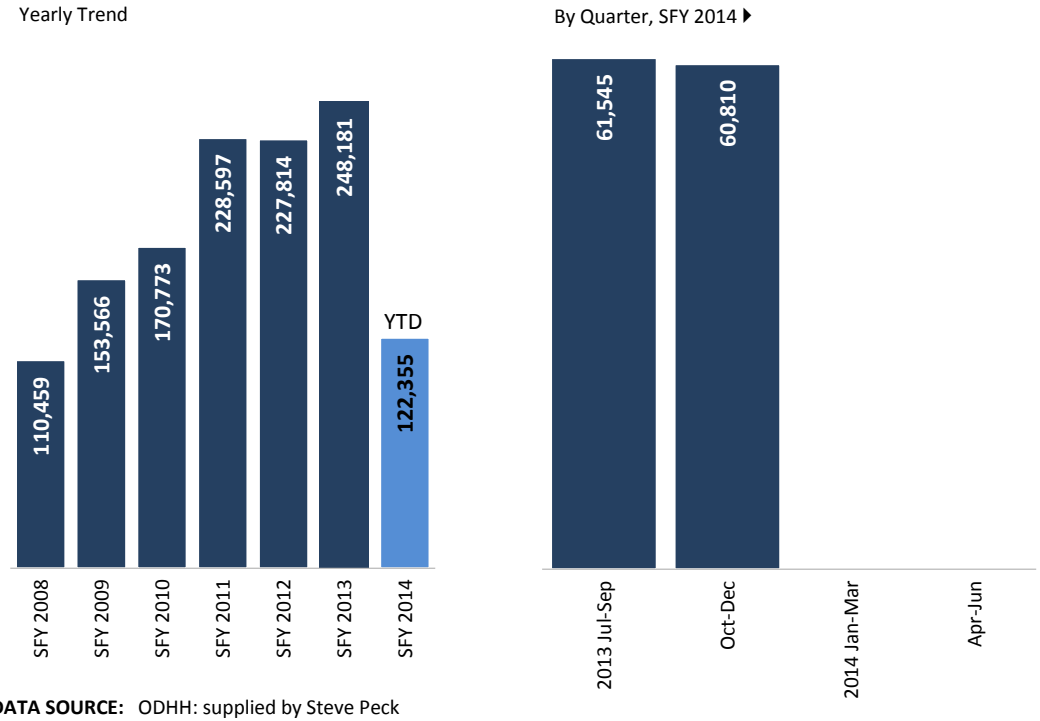
Increase client self sufficiency

Number of completed Captioned Telephone Service (CTS) relay calls

Statewide Total



DATA SOURCE: ODHH: supplied by Steve Peck
MEASURE DEFINITION: Number of Captioned Telephone Service (CTS) relay calls.
DATA NOTES: 1 The number of CTS relay calls include local, intrastate, interstate, toll free, directory assistance, 900, international, general assistance, and other calls.

SUMMARY

- **This measure reflects the calls made independently between people with hearing loss and hearing people, an indicator of equal access opportunities to telecommunication services.**

- **The increasing trend reflects relay users migration to the popular caption telephone service (CTS) and specialized caption telephone equipment with less reliance on telecommunication relay service (TRS) and legacy "Voice Carry-Over" telephone equipment.**

ACKNOWLEDGEMENT

- **In 2002, Washington State became one of the first states to participate in a trial using the caption telephone service and equipment with 200 participants. Today, the Federal Communication Commission recognizes caption telephone service (CTS) eligible for FCC-state reimbursement and is now provided by all 50 states.**

ACTION PLAN

- **Maintenance of access to telecommunication services per federal mandate will continue.**

- **Monitor relay trends on internet-based caption telephone service.**

- **Continue outreach activities about relay services including telecommunication relay, captioned relay and internet-based relay to heighten public awareness.**

TO DATA: http://www.dshs.wa.gov/metrics/data/DH1.2.xlsx