



# **Facilities, Finance, and Analytics Administration**

**Department of Social and Health Services**

## **Strategic Plan Metrics**

**April 2025**

# Facilities, Finance, and Analytics Administration

Success Measures with charts

Strategic Plan  
Success Measure #

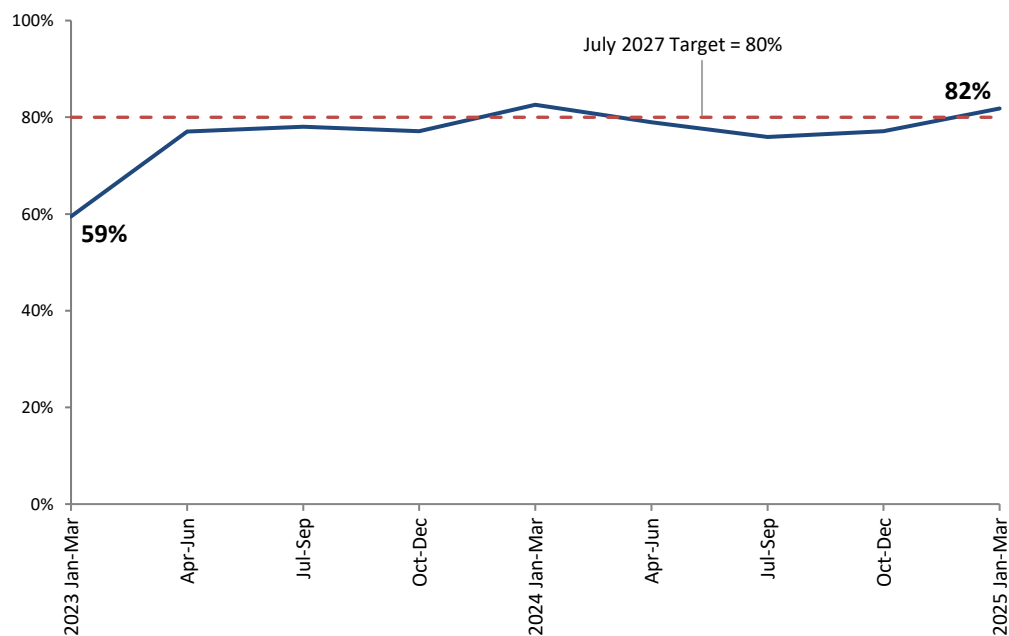
## Operational Excellence

OAX.2	Percent of overpayments identified within 180 days of referral	<a href="#">2.3</a>
	Timely completion of analytic requests and reports (In Process)	<a href="#">3.1</a>
FSD.1	Percent of DDA and BHA facilities with SILAS implementation	<a href="#">4.2</a>
BC.1	Timeliness of background checks	<a href="#">4.4</a>

# FFA | Office of Fraud and Accountability

## Operational Excellence

### Percent of investigation and overpayment work completed within 180 days of referral



#### SUMMARY

- This measure supports FFA Strategic Goal 2: Ensure fiscal responsibility and sound financial management by safeguarding taxpayer dollars through effective budgetary controls, implementing cost-effective measures, and enhancing transparency, demonstrating a commitment to prudent financial stewardship and accountability.
- Success Measure 2.3: The Office of Fraud and Accountability (OFA) will complete 80% of investigation and overpayment work within 180 days of referral as shown by data from the Fraud Investigation Tracking Tool by July 2027

**DATA SOURCE:** OFA's Fraud Investigation Tracking Tool; supplied by Sherell Henderson and Shayne Frost, OFA.

**MEASURE DEFINITION:** The percent of investigation and overpayment work completed within 180 days of referral as shown by data from the Fraud Investigation Tracking Tool.

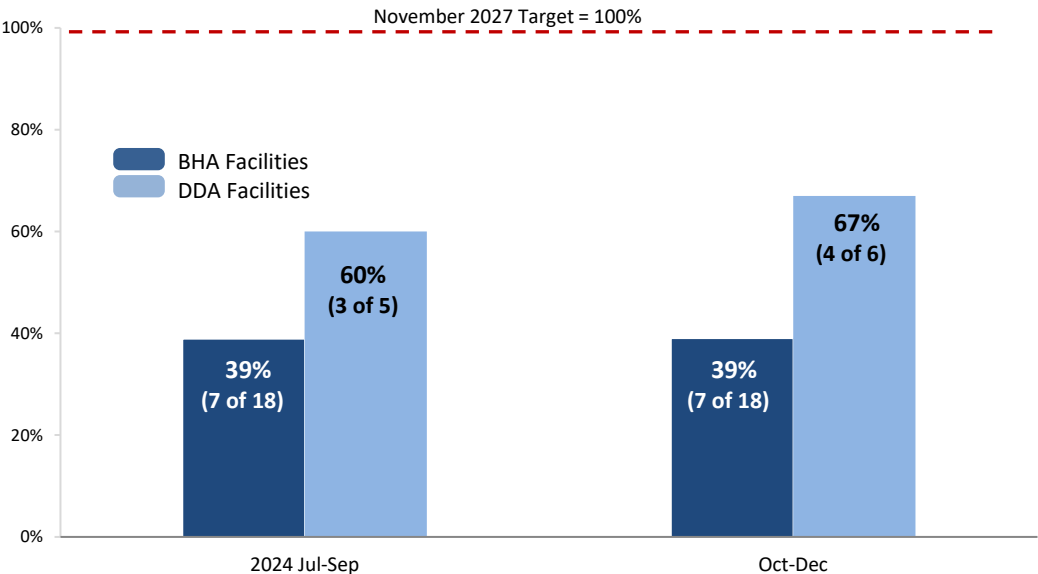
**DATA NOTES:** 1 Overpayments include those made to clients and vendors.

TO DATA: <https://www.dshs.wa.gov/data/metrics/OAX.2.xlsx>

# FFA | Finance Services Division

## Technology Innovation

### Percent of DDA and BHA facilities with SILAS implementation



#### SUMMARY

- This measure supports FFA Strategic Goal 4: Implement modern digital tools to enhance operational efficiency.
- Success Measure 4.2: SILAS will be implemented at DDA and BHA facilities starting July 2024 and completed by November 2027, resulting in efficient management of the complexities of staffing 24-hour facilities, as well as replacing labor intensive manual processes and outdated systems, reducing errors, and standardizing practice across the agency.

**DATA SOURCE:** System for Integrated Leave, Attendance and Scheduling (SILAS) Project schedule found in the monthly status report; supplied by Kristi Hubble, Project Manager, SILAS Project.

**MEASURE DEFINITION:** Percent of DDA and BHA facilities with completed SILAS implementation.

**DATA NOTES:** 1 Quarterly counts shown are cumulative through that quarter in the current fiscal year.

2 DDA facilities include the DDA Institutions and SOLA/SOCA. As of February 2025, SILAS has been implemented at Lakeland, Yakima, Lake Burien, and Rainier. Fircrest is in progress. Future implementations include the State-Operated Community Residential homes (SOCRs). 3 BHA facilities include the BHA Institutions and Treatment Centers. SILAS has been implemented at CSTC, SCC, ML-Oak, OHBH, ML-Columbia, ML-Cascade, and ML-Security. Future implementations include ML-Baker P1, Chelan, Olympic, Rainier, Baker P2, Pacific, Brockmann-Juniper, Cascara, Madrone, ESH, and WSH.

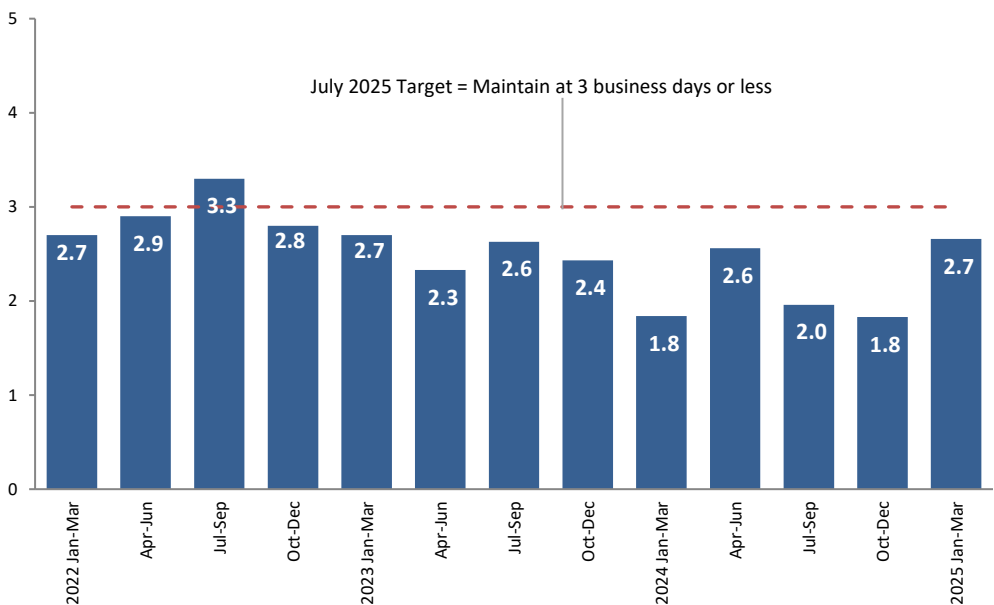
TO DATA: <https://www.dshs.wa.gov/data/metrics/FSD.1.xlsx>

# FFA | Background Check Central Unit

## Operational Excellence

### Timeliness of background checks

Average turnaround time for background checks (days)



DATA SOURCE: Background Check System (BCU); supplied by Bridget Lakin.

MEASURE DEFINITION: Average turnaround time for background checks.

DATA NOTES:

TO DATA: <https://www.dshs.wa.gov/data/metrics/BC.1.xlsx>

### SUMMARY

**Success Measure:** BCCU will maintain background check turnaround times at three business days or less by July 1, 2025.

**Updated discussion and Action Plans** for this measure are located in the FFA Strategic Plan, Strategic Goal 4.4.