

Finance, Technology, and Analytics Administration

Department of Social and Health Services

Strategic Plan Metrics

February 2026



Finance, Technology and Analytics Administration

Success Measures with charts

Strategic Plan
Success Measure #

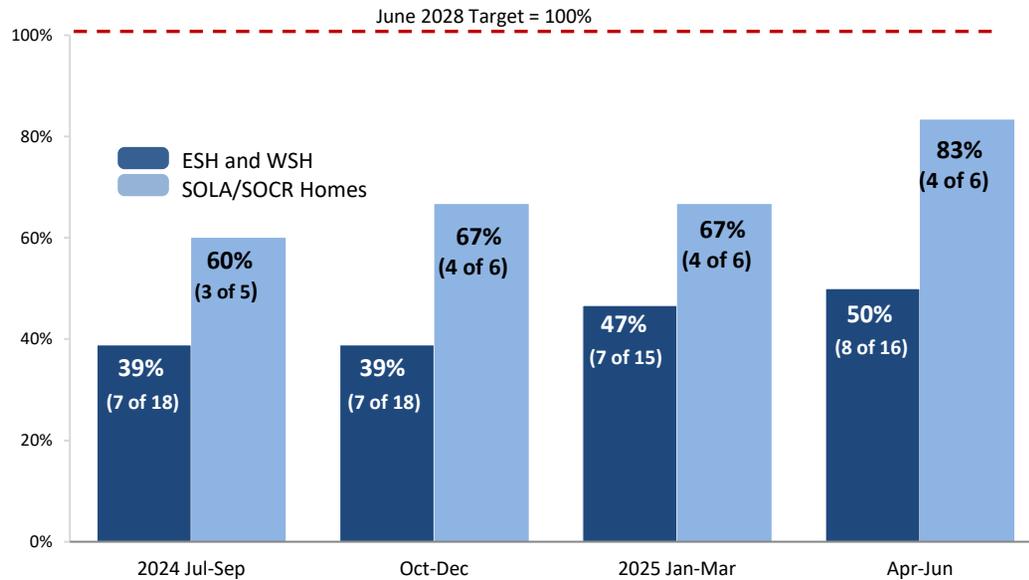
Operational Excellence

	Timely completion of analytic requests and reports (In Process)	3.1
FSD.1	Percent of BHHA facilities with SILAS implementation	4.2
BC.1	Timeliness of background checks	4.4

FTAA | Finance Services Division

Technology Innovation

Percent of BHHA facilities with SILAS implementation



SUMMARY

- This measure supports FFA Strategic Goal 4: Implement modern digital tools to enhance operational efficiency.
- Success Measure 4.2: Funding will be sought to continue SILAS implementation at Behavioral Health and Habilitation Administration (BHHA) Eastern State Hospital, Western State Hospital, SOLA/SOCR homes July 2026 and completed by June 2028, resulting in efficient management of the complexities of staffing 24-hour facilities, as well as replacing labor intensive manual processes and outdated systems.

DATA SOURCE: System for Integrated Leave, Attendance and Scheduling (SILAS) Project schedule found in the monthly status report.

MEASURE DEFINITION: Percent of BHHA facilities with completed SILAS implementation.

DATA NOTES: 1 Quarterly counts shown are cumulative through that quarter in the current fiscal year. 2 SILAS funding ended effective June 30, 2025. 3 Funding will be sought to continue SILAS implementation at Behavioral Health and Habilitation Administration (BHHA) Eastern State Hospital, Western State Hospital, SOLA/SOCR homes July 2026 and completed by June 2028. *Click on the link below for additional data notes.*

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

FTAA | Background Check Central Unit

Operational Excellence

Timeliness of background checks

Average turnaround time for background checks (days)



SUMMARY

Success Measure: BCCU will maintain background check turnaround times at three business days or less.

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

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>