

Services and Enterprise Support Administration

Department of Social and Health
Services

Strategic Plan Metrics

Services and Enterprise Support Administration

Strategic Objective

Office of Communications

[OC1.1](#) DSHS Facebook likes by month

[SO 1.1](#)

Office of Indian Policy

[CX.5](#) Number of Memorandums of Agreement (MOAs) completed between Tribes and regional child welfare offices

[SO 1.3](#)

Office of Policy and External Relations

[OPR1.1](#) Number of reportable confidential data breaches per year

[SO 2.1](#)

Office of Fraud and Accountability

[OAX.1](#) Overpayments issued based on Office of Fraud and Accountability investigations

[SO 4.4](#)

Technology Services Division

[TSD1.1](#) Cumulative percent of TSD-managed computers changed over to Windows 10

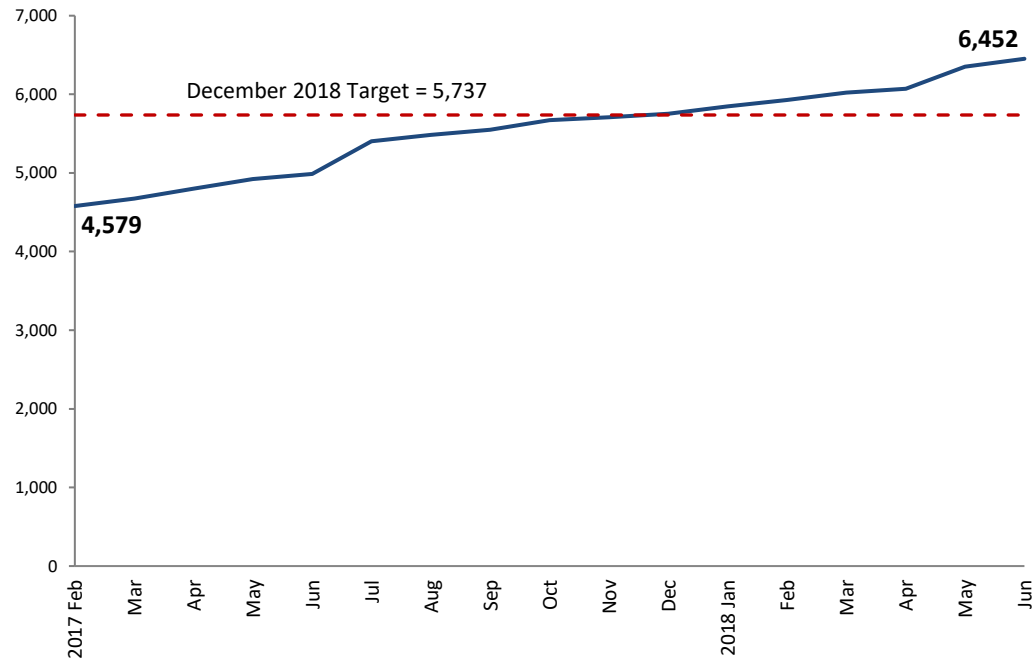
[SO 4.5a](#)

[TSD1.2](#) Cumulative percent of TSD-managed computers changed over to Office 2016

[SO 4.5b](#)

Increase Web-based and electronic communication

DSHS Facebook likes by month



SUMMARY

- Updated discussion and action plans for this measure are located in the SESA Strategic Plan.

DATA SOURCE: Facebook; supplied by Mindy Chambers.

MEASURE DEFINITION: Number of DSHS Facebook likes by month.

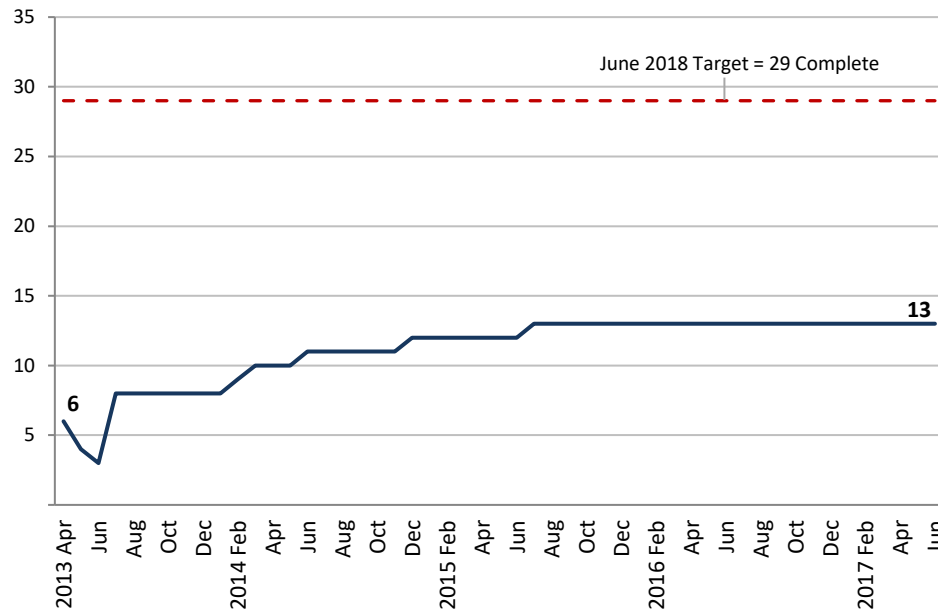
DATA NOTES:

TO DATA: <https://www.dshs.wa.gov/data/metrics/OC1.1.xlsx>

DSHS clients receive protective services

Number of Memorandums of Understanding (MOUs) completed between Tribes and regional child welfare offices

MOUs completed to date (of 29 total)



DATA SOURCE: Office of Indian Policy MOU log.

MEASURE DEFINITION: Number of Memorandums of Agreement (MOUs) completed between Tribes and regional child welfare offices measured.

DATA NOTES: 1 Completing MOUs with Tribes is the joint responsibility of the Children's Administration and the Office of Indian Policy.

TO DATA: <https://www.dshs.wa.gov/data/metrics/CX.5.xlsx>

SUMMARY

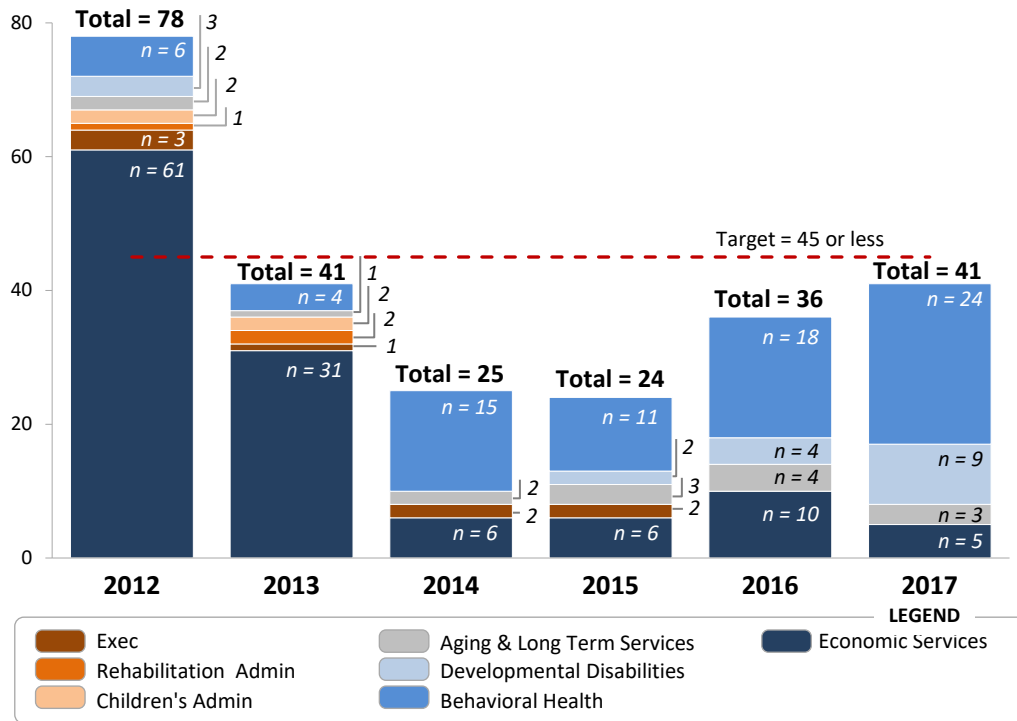
- Of the 29 total MOUs, 13 are completed to date.
- Of the 16 MOUs that remain outstanding:
 - 12 are in some form of the drafting process, either residing with the Tribe or DSHS as part of the completion process.
 - 2 are waiting for final review by Tribal council and signature.
 - 1 Tribe has not responded to the invitation to update the MOU.
 - 1 Tribe has suspended work on their MOA while seeking further resolution about CA no longer completing Background Clearance Checks for Tribes.
- The goal is to have 29 completed MOUs at all times.
- At times a completed MOU gets reverted and you will see a drop in completed MOUs (see May and June 2013).
- The current cumulative status will be reflected in the most recent month.

ACTION PLAN

- CA field and headquarters staff are actively engaging Tribes, providing support and problem-solving barriers to completion of and updates to MOUs.

Ensure protection of DSHS clients' confidential data

Number of reportable confidential data breaches per year



SUMMARY

- DSHS holds large volumes of confidential client data, which must be protected from unauthorized release and breaches in confidentiality laws and rules. Any unauthorized release can place the welfare of clients in jeopardy.
- The total number of reportable confidential data breaches decreased from 78 in 2012 to 41 in 2017.
- The updated action plan for this measure is located in the SESA strategic plan.

DATA SOURCE: Count of "Breaches of Unsecured Protected Health Information" reports submitted by DSHS Administrations at end of calendar year that are determined to be reportable and sent to the OCR by March 1; supplied by Kathryn Ruckle, J.D., Privacy Officer, SESA.

MEASURE DEFINITION: The number of health information confidentiality breaches required to be reported to the Office for Civil Rights (OCR) in the U.S. Department of Health and Human Services.

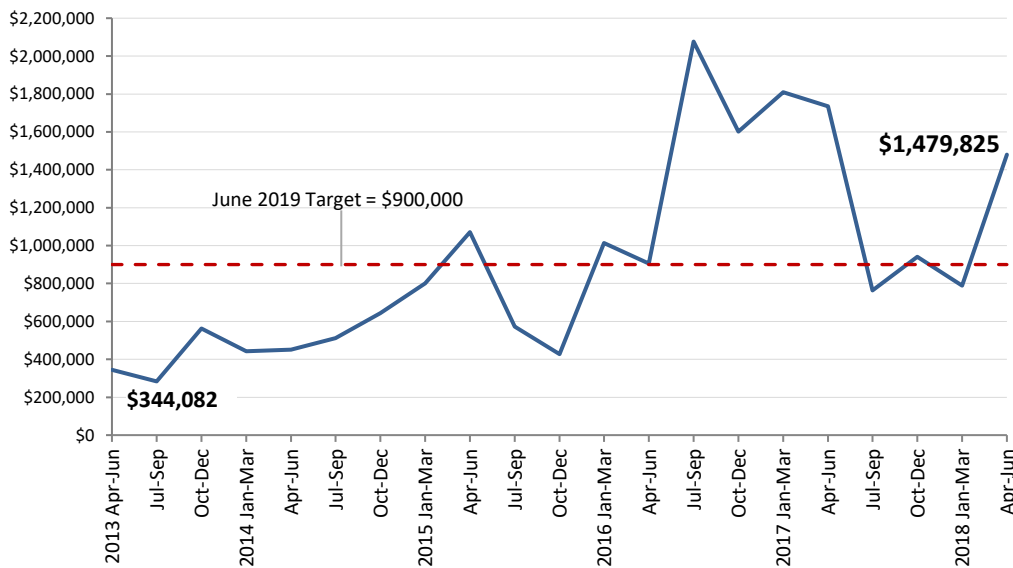
DATA NOTES: **1** This measure only includes data breaches that are considered reportable under HIPAA. This is the number of breaches per year, not the number of client records released. **2** Counts of confidential data breaches for Eastern State Hospital (ESH) and Western State Hospital (WSH) are included in BHA. **3** From 2014 forward Children's Administration and Rehabilitation Administration are not part of the Hybrid Covered Entity.

TO DATA: <https://www.dshs.wa.gov/data/metrics/OPR1.1.xlsx>

Maintain fiscal stewardship

Overpayments issued based on Office of Fraud and Accountability investigations

The amount of overpayments issued each quarter



SUMMARY

- Since its creation in SFY 2011, the Office of Fraud and Accountability (OFA) has increased overpayment identification when compared to SFY 2010.
- OFA continues to refine triaging of investigations to ensure that cases involving greatest financial risk are assigned higher investigative priority.
- The updated action plan for this measure is located in the SESA strategic plan.

DATA SOURCE: OFA's Overpayment Database (Opstats.mdb)

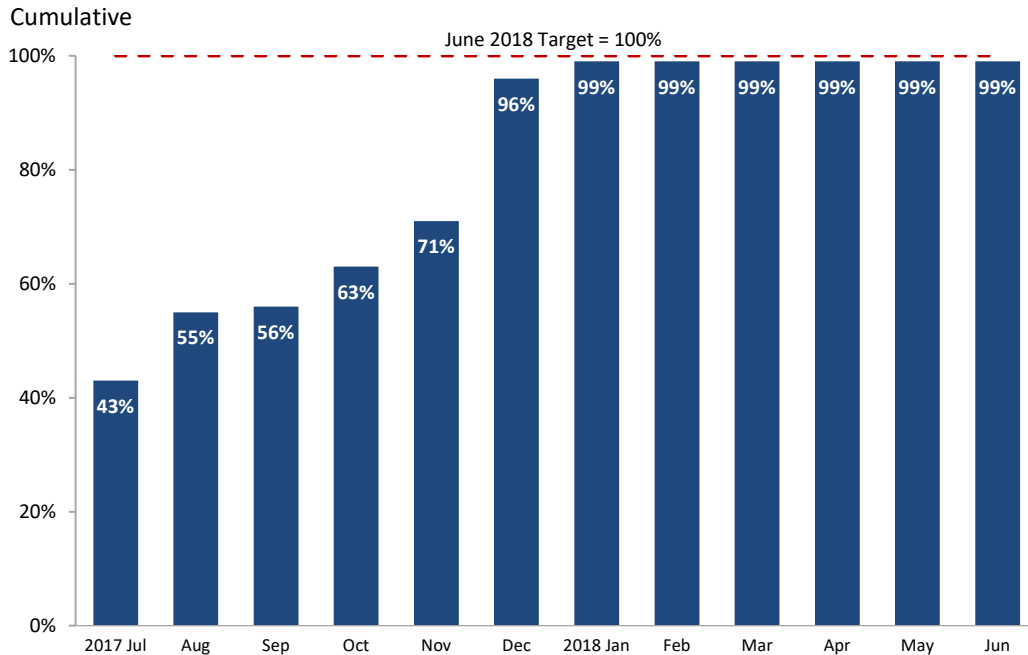
MEASURE DEFINITION: The amount of overpayments issued each quarter based upon the investigations conducted by Office of Fraud & Accountability

DATA NOTES: 1 Overpayments are identified dollars not recovered dollars.

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

Increase Web-based and electronic communication

Percent of TSD-managed computers changed over to Windows 10



SUMMARY

- Ensure that all desktop and laptop computers managed by TSD are operating on Windows 10 by June 2018.

ACTION PLAN

- Continue deployment of all desktop and laptop computers with Windows 10. All computers deployed beginning March 2018 have included Windows 10.
- Enhance the automated in-place migration process.
- Schedule and perform in-place migration for computers currently in use and operating on Windows 7.

DATA SOURCE: Systems Center Configuration Manager (SCCM) in conjunction with McAfee ePolicy Orchestrator (ePO); supplied by Dave Hensley/Brent Buckley, TSD.

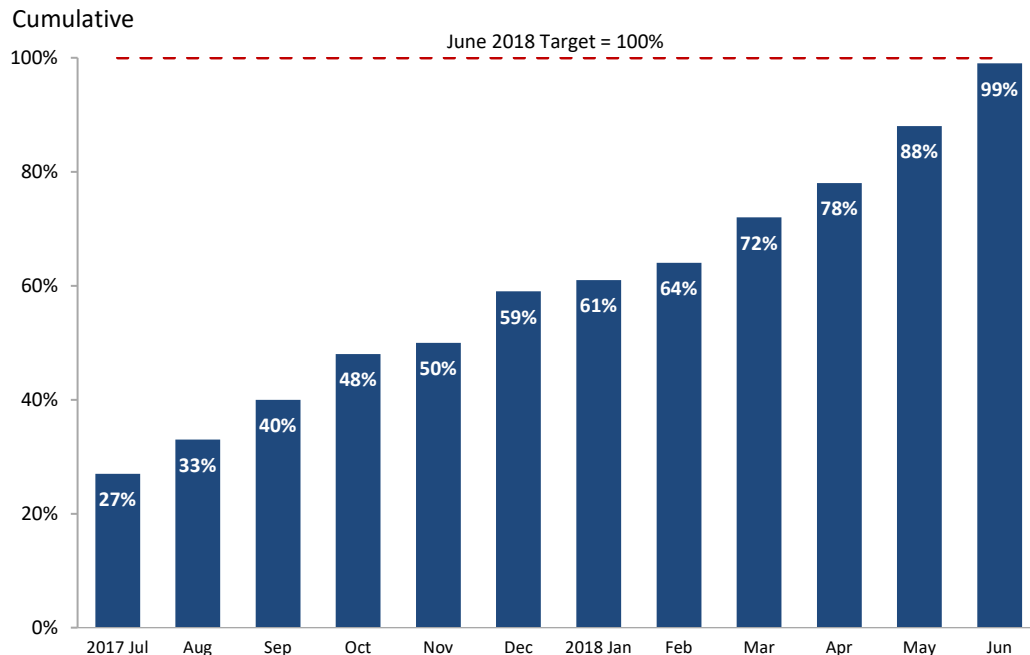
MEASURE DEFINITION: Percent of TSD-managed computers changed over to Windows 10.

DATA NOTES: 1 Cumulative count is taken on the last Monday of each month.

TO DATA: <https://www.dshs.wa.gov/data/metrics/TSD1.1.xlsx>

Increase Web-based and electronic communication

Percent of TSD-managed computers changed over to Office 2016



SUMMARY

- Ensure that all desktop and laptop computers managed by TSD are upgraded to Microsoft Office 2016 by June 2018.

ACTION PLAN

- Continue deployment of all desktop and laptop computers with Office 2016. All computers deployed beginning March 2018 have included Office 2016.
- Enhance the automated in-place migration process.
- Schedule and perform in-place migration for computers currently in use and running older versions of Office.

DATA SOURCE: Systems Center Configuration Manager (SCCM) in conjunction with McAfee ePolicy Orchestrator (ePO); supplied by Dave Hensley/Brent Buckley, TSD.

MEASURE DEFINITION: Percent of TSD-managed computers changed over to Office 2016.

DATA NOTES: 1 Cumulative count is taken on the last Monday of each month.

TO DATA: <https://www.dshs.wa.gov/data/metrics/TSD1.2.xlsx>