

## 2014 Supplemental Budget

### TRACKING INCIDENTS AMONG VULNERABLE ADULTS (TIVA)

Request	FY14	FY15	13-15
FTE	13	0	6.5
GF-State	\$0	\$0	\$0
<b>Total</b>	<b>\$4,791,000</b>	<b>\$597,000</b>	<b>\$5,388,000</b>

#### DECISION PACKAGE SUMMARY

The Aging and Long-Term Support Administration (AL TSA) requests 6.5 FTE and \$5,388,000 GF-Federal to develop the Tracking Incidents among Vulnerable Adults (TIVA) system. The new TIVA system will better meet AL TSA's needs to improve incident tracking for clients who are aged and disabled, leading to better outcomes for vulnerable adults. A Roads to Community Living grant has been initially approved for this project.

#### PROBLEM STATEMENT

The current Famlink system is a shared platform between Children's Administration (CA) and AL TSA, with modifications to the original CA system to meet AL TSA business needs. However, the client data set is almost completely different, and the business processes used by the two administrations are wildly divergent. The Famlink system was originally created for CA and has not smoothly transitioned from CA to AL TSA. In addition, since it was created, changes have been required to comply with Governor-directed LEAN and legislature-directed Family Assessment Response (FAR) initiatives, and a Federal Statewide Automated Child Welfare Information System (SACWIS) review.

AL TSA and CA have worked in unison to address these issues. However, the increasing size and complexity of the Famlink application and its diverging business processes have made these strategies unsuccessful. For example, when the administrations attempted to devise a release schedule to address change control issues, some critical issues for AL TSA could not be addressed for more than a year beyond the needed timeline.

#### PROPOSED SOLUTION

As a result of the difficulties of managing one system used for two different sets of data and program needs, the two administrations have decided to split the Famlink application into two distinct versions that will meet the needs of diverging business practices. CA will continue to use Famlink and AL TSA will use the new TIVA system.

The Centers for Medicare and Medicaid Services (CMS) has initially approved a Roads to Community Living grant for AL TSA to adapt Famlink for use as a dedicated and streamlined application to meet the

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specific needs of vulnerable adults. Based on the divergent business needs of CA and AL TSA, dividing Famlink into two separate applications will ensure long-term viability, usability and cost effectiveness for both administrations.

#### EXPECTED RESULTS

- The application will be simplified for AL TSA front line staff
  - Ultimately reducing Complaint Resolution Unit backlog
- Portions of the application, such as fields and drop-downs that do not apply to APS/RCS, will be removed
  - This will increase the usability, accuracy and integrity of data
- Because the application will be tailored for use by AL TSA, future changes needed for business or mandated by the legislature will be made more quickly
- Reduction to the on-going maintenance and development costs of the AL TSA application
- Capability of generating useful reports on incident data

This request supports Results Washington Goal 4 of Healthy and Safe Communities. Funding this request will decrease the number of vulnerable adult abuse and neglect investigations open longer than 90 days.

#### STAKEHOLDER IMPACT

All sides, including CA, AL TSA, DSHS Information System Services Division and the OFM Office of the Chief Information Officer, support this proposal. Front line staff and IT personnel in AL TSA will have their issues addressed more rapidly and provide quicker response to issues of abuse and neglect, resulting in better outcomes for clients.