

2014 SUPPLEMENTAL BUDGET

SUPPORTED LIVING QUALITY IMPROVEMENT

Request	FY14	FY15	13-15
FTE	0	0	0
GF-State	\$0	\$0	\$0
Total	\$0	\$894,000	\$894,000

DECISION PACKAGE SUMMARY

The Aging and Long-Term Support Administration (AL TSA) requests 6.5 FTE and \$912,000 Total Funds (\$0 GF-State) and the Developmental Disabilities Administration (DDA) requests \$894,000 Total Funds (\$0 GF-State) to implement Substitute House Bill (SHB) 1574. The AL TSA funding will allow Residential Care Services (RCS) to perform additional provider practice and Resident and Client Protection Program (RCPP) investigations in the residential services and supports program for people with developmental disabilities. The DDA funding is to pay back Supported Living providers for the certification fee proposed by SHB1574 and hire the additional RCS investigators. The additional investigators are paid by a provider fee and federal Medicaid matching funds and the providers are reimbursed for the entire fee amount in their rate payments.

PROBLEM STATEMENT

The department cannot investigate all of the complaints assigned as mandated under RCW 74.34; therefore AL TSA prioritizes the complaints with a triage process, and those that appear to involve higher risk for residents/clients are done before those that appear to involve less risk. This puts some vulnerable adults at risk until more investigators are hired.

There are two types of investigations regarding reported concerns about suspected abuse, neglect, self neglect, financial exploitation and abandonment of vulnerable adults, as well as concerns about quality of life or care. The first is provider practice investigations, which relate to whether the contracted residential provider is meeting their obligation to keep clients safe. The second is RCPP, which addresses complaints against specific, named individuals.

Between 2002 and 2012, the overall number of complaint reports for both Resident Client Protection Program and provider practice to the centralized intake unit, Complaint Resolution Unit (CRU), has increased by 56 percent, from 23,000 to 36,000. There is no Maintenance Level workload adjustment for RCS investigators or set ratio of investigators to the number of complaints or investigations.

PROPOSED SOLUTION

SHB1574 directs AL TSA to more aggressively investigate and resolve complaints of abuse and neglect in the Developmental Disabilities Administration residential services and supports program (Supported

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Living). Instituting RCS staffing ratios of 1:22 investigators to new complaints/month for supported living provider practice allegations and RCPP (investigating a named individual rather than a facility's practices) will ensure enough investigators to complete investigations in a timely and thorough manner.

The cost is to be paid by a fee from the service providers, first as an initial fee for new providers before they are certified to provide services, and then an annual on going fee after that. The annual fee necessary to cover the cost of the 6.5 new investigators is \$249 per client beginning July 1, 2014.

EXPECTED RESULTS

Adding investigators will improve the safety net for vulnerable adults in all settings. ALISA investigators will complete thorough and timely investigations. By January 2015, the RCS investigation backlog for DDA clients in Supported Living settings will be eliminated. DDA providers will receive reimbursement in their rates for the expense of the certification fee.

This request supports Results Washington Goal 4 of Healthy and Safe Communities. The change to the administrative benchmark supports the Results Washington Goal 5 of Effective, Efficient and Accountable Government.

STAKEHOLDER IMPACT

Broad stakeholder support that met this proposal in Governor Inslee's 2013-15 biennial budget proposal is expected to continue from those participating in the APS Abuse Neglect Response sub group, Disability Rights Washington, self advocates, Long Term Care Ombudsman, the Attorney General Office, AARP, Community Residential Services Association, Developmental Disabilities Council and community members.

ALTERNATIVES CONSIDERED

Other than funding the investigators with a certification fee as proposed in SHB 1574, the other alternative is for the legislature to fund the additional positions with GF State and federal Medicaid match.