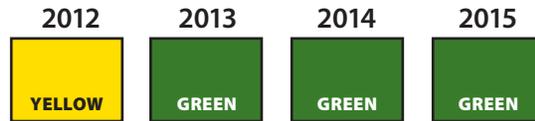


Washington's Commitment

Aging and Long-Term Support:



YARDSTICK

Be the national leader in: Providing a safe environment for adults who are vulnerable, access to home and community-based services, and quality in nursing facilities and other settings.

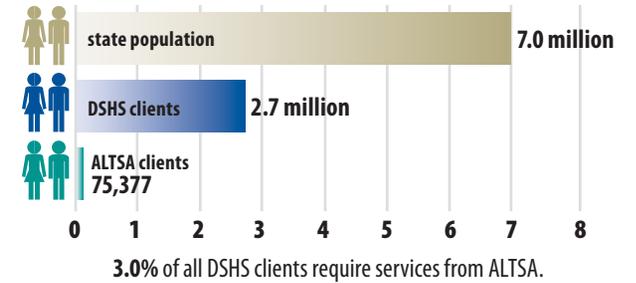
Measuring up Washington

	2012	2013	2014	2015	
Provide a safe environment for adults who are vulnerable	RED	RED ↑	YELLOW	YELLOW ↑	Status has improved due to adding staff to meet rapidly growing workload and applying Lean practices.
Provide access to home and community-based services	★ GREEN	★ GREEN	★ GREEN	★ GREEN	AARP ranked Washington the second-best long-term support program in the country despite funding in the bottom quartile nationally.
Provide quality in nursing facilities and other settings	GREEN	GREEN	GREEN	GREEN	Difficulty meeting timeliness standards puts green status at risk.

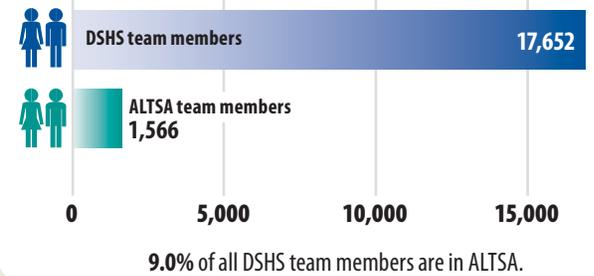
The summary evaluations are denoted by color as follows: green equates to strong performance and service in the area, yellow to areas of concern or unmet need, or both, and red to serious concern or serious unmet need, or both. Where there is a positive movement it is denoted by an upward arrow and where we have achieved national leadership it is indicated by our coveted gold star. Some measures are new in the 2015-2017 strategic plans. For these measures preliminary color codes have been established in muted colors, however, they are necessarily subject to change as more data becomes available.

DSHS Client Services

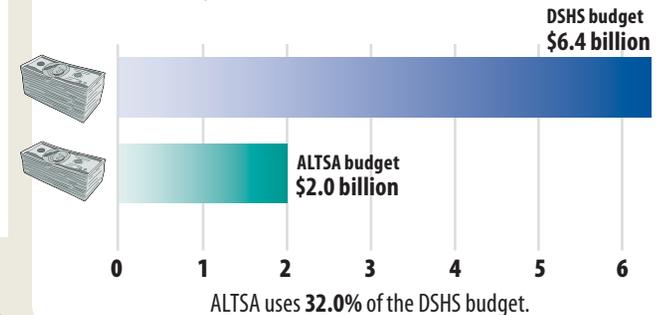
CLIENTS SERVED (between July 2013 - June 2014)



NUMBER OF TEAM MEMBERS (as of June 30, 2015)



BUDGET (July 2014 - June 2015)



Washington's Progress

Aging and Long-Term Support Administration

Provide a safe environment for adults who are vulnerable

	2012	2013	2014	2015	
Timely response to all abuse and neglect allegations	RED	↑	YELLOW	↑	Status is improving with additional staff to meet rapidly growing workload and by applying Lean practices.
Abuse and neglect cases closed timely	RED	↑	YELLOW	↑	Status is improving with additional staff to meet rapidly growing workload and by applying Lean practices.
Reduce complaint investigation backlog				New in 15-17 plan RED	Additional staffing for complaint investigation have been authorized so expectation of 50% backlog reduction is achievable.

Provide access to home and community-based services

	2012	2013	2014	2015	
Providing home and community-based services	★	★	★	★	Ranked as the second best program in the country by AARP.
Voluntary relocation of clients from nursing homes to home and community-based services	GREEN	GREEN	★	★	Washington is a national leader in utilization of federal "Roads to Community Living" funds to move people to their preferred home and community settings.
Providing timely eligibility approval	YELLOW	YELLOW	YELLOW	↑	Caseload increases combined with staffing issues impede optimal service delivery. Challenges are greatest for functional eligibility determination.
Providing family caregiver support	YELLOW	↑	↑	↑	Extremely successful nation-leading, evidence-based program but serving only about one percent of those in need.
Installation of Assistive Listening Systems				YELLOW	Continued expansion of induction loop installation is needed to ensure access.
Case management services for deaf, hard of hearing and deaf-blind clients				New in 15-17 plan YELLOW	Challenged with sustaining case management resources in Central and Eastern Washington Regions.
Enhanced Service Facility community placement option				New in 15-17 plan YELLOW	New home and community-based setting to provide community placement options for people currently residing in hospitals.

Improve quality in nursing facilities and other settings

	2012	2013	2014	2015	
Timely surveys of Adult Family Homes, Assisted Living and Nursing Facilities	GREEN	GREEN	GREEN	GREEN	The staffing model has not kept up with workload which puts this measure at risk of slippage.
Quality assurance of Intermediate Care Facilities and Supported Living				GREEN	Ensures quality assurance activities are completed timely to help promote quality care and safety.
Compliance with other federal, state and program requirements				New in 15-17 plan YELLOW	Efforts are underway to reduce the time between completion of monitoring visit and issuance of the final report.

Other mission critical goals

	2012	2013	2014	2015	
Implementation of an electronic payment system				YELLOW	The system will increase payment-integrity of payments made to providers. Target launch date is March 1, 2016.
Improve data security and oversight activities				RED	Expanding scope for data security is putting an unsustainable strain on existing staff resources. Separate funding is needed.
Promote diversity and inclusion practices				New in 15-17 plan YELLOW	Employee training is occurring and on target to meet goals. Funding may be needed to sustain future training.