Finance, Technology, and Analytics Administration

Department of Social and Health Services

Strategic Plan Metrics

November 2026

Finance, Technology and Analytics Administration

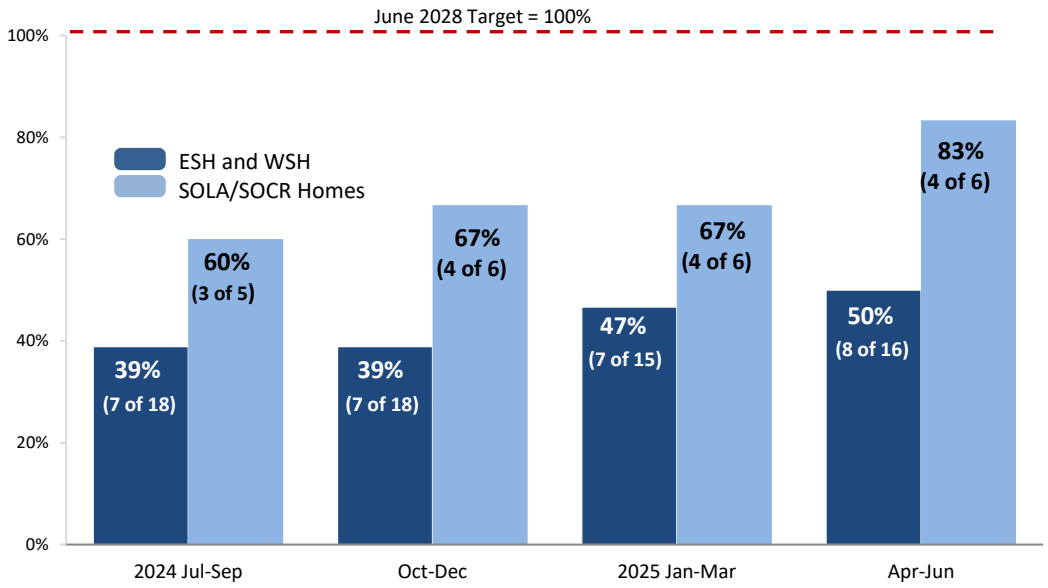
Success Measures with charts

		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

Results-Driven Services

FTAA | Finance Services Division

Percent of BHHA facilities with SILAS implementation



SUMMARY

• This measure supports FTAA 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 2027 and completed by June 2029, 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of the complexities of staffing 24-hour facilities, as well as replacing labor intensive manual processes and outdated systems.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 2027 and completed by June 2029. *Click on the link below for additional data notes.*

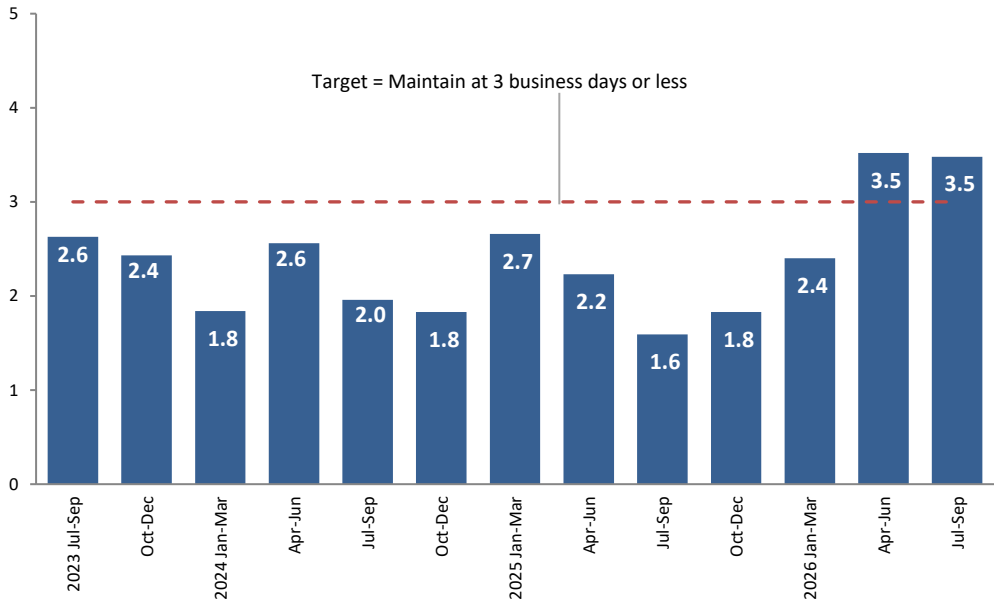
TO DATA: https://www.dshs.wa.gov/data/metrics/FSD.1.xlsx

Results-Driven Services

FTAA | Background Check Central Unit

Timeliness of background checks

Average turnaround time for background checks (days)



DATA SOURCE: Background Check System (BCU); supplied by Bridget Lakin.
MEASURE DEFINITION: Average turnaround time for background checks.
DATA NOTES:

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 FTAA Strategic Plan, Strategic Goal 4.4.

TO DATA: https://www.dshs.wa.gov/data/metrics/BC.1.xlsx