

AGING AND LONG TERM SUPPORT ADMINISTRATION



Complaint Resolution Unit

2015-17 BIENNIAL BUDGET

Request	FY16	FY17	15-17
FTE	7.7	7.7	7.7
GF-State	\$381,000	\$358,000	\$739,000
Total	\$762,000	\$716,000	\$1,478,000

DECISION PACKAGE SUMMARY

The Aging and Long Term Support Administration (AL TSA) requests funding for additional staffing in the Complaint Resolution Unit (CRU). The CRU receives and prioritizes complaints related to provider practice. It does not have adequate staffing, resulting in delays in processing abuse and neglect complaints regarding long term care residential providers that need to be investigated.

PROBLEM STATEMENT

The law requires AL TSA’s Residential Care Services (RCS) division to investigate reports of abuse, abandonment, neglect, and misappropriation of resident funds. The Complaint Resolution Unit hotline accepts calls about nursing homes, assisted living facilities, adult family homes, institutions for persons with intellectual disabilities, and certified supported living settings. However, there is “no wrong door” in RCS. The CRU has the capability of referring calls about other settings to the appropriate agencies. Depending on the nature and severity of reported issues, calls may also be referred to local law enforcement, licensing boards, Medicaid Fraud, county prosecutors and sheriffs.

There are currently 15.0 FTE assigned to the CRU. This level of staffing has not increased in years, but the volume of complaints continues to increase with time. There is no metric in the budget workload calculation that affects CRU staffing levels. The result is backlogs of complaints that are addressed with periodic use of overtime to catch up. In the meantime, investigations may not be initiated in a timely manner, putting vulnerable adults at continued risk.

PROPOSED SOLUTION

The assumption for the CRU is that each intake can be completely processed in 56 minutes. Using that assumption, the true staffing need is 22.7 FTE. From the existing base of 15.0 FTE, the unit needs 7.7 FTE to meet the ongoing demand of the complaint volume.

EXPECTED RESULTS

The budget request supports DSHS Goal 3: Protection – Each individual who is vulnerable will be protected.

The decision package is essential to implementing the AL TSA Strategic Objective 2.1: Affirm Adult Family Homes, Assisted Living Facilities and Nursing Homes are providing quality care and residents are safe through timely licensing re-inspections.



DSHS VISION

People are healthy • People are safe • People are supported • Taxpayer resources are guarded

DSHS MISSION

To transform lives

DSHS VALUES

Honesty and Integrity • Pursuit of Excellence • Open Communication • Diversity and Inclusion • Commitment to Service

AGING AND LONG TERM SUPPORT ADMINISTRATION

Residential Care Staffing

2015-17 BIENNIAL BUDGET



This request supports the Results Washington Goal to decrease the percentage of vulnerable adult abuse and neglect investigations open longer than 90 days.

STAKEHOLDER IMPACT

This topic of residential client safety has been a priority for the Joint Executive and Legislative Task Force on Aging and Disabilities and will be supported by a number of the members. The Governor has included increased RCS funding to protect vulnerable adults in his two previous budget proposals. Advocates such as the Senior Lobby, Disability Rights Washington and AARP will also likely show strong support.



DSHS VISION

People are healthy • People are safe • People are supported • Taxpayer resources are guarded

DSHS MISSION

To transform lives

DSHS VALUES

Honesty and Integrity • Pursuit of Excellence • Open Communication • Diversity and Inclusion • Commitment to Service