



# Facilities, Finance, and Analytics Administration

Department of Social and Health Services

## Strategic Plan Metrics

November 2024

# Facilities, Finance, and Analytics Administration

Success Measures with charts

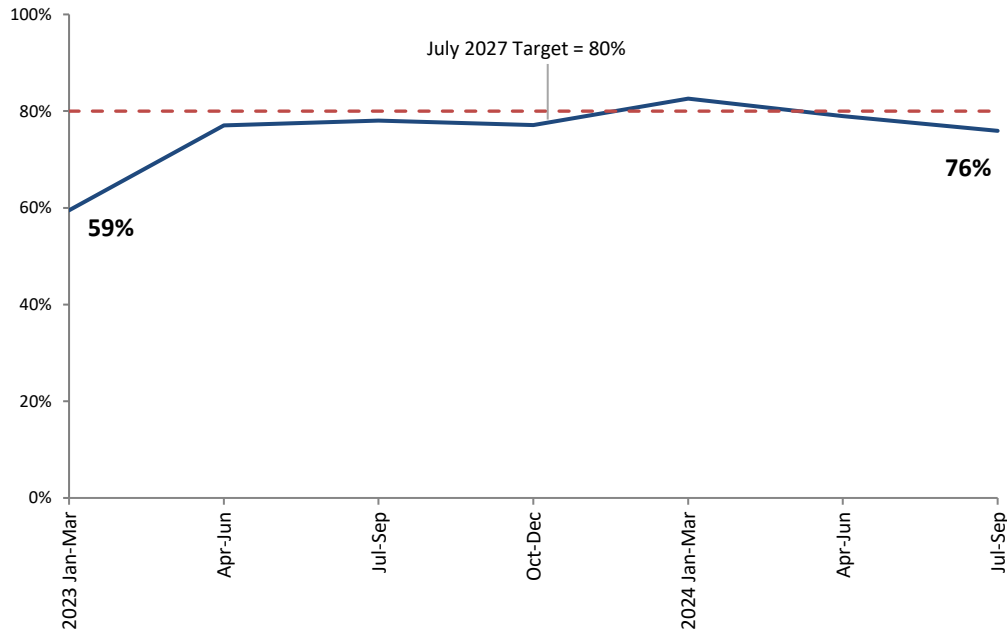
Strategic Plan  
Success Measure #

## Operational Excellence

OAX.2	Percent of overpayments identified within 180 days of referral	<a href="#">2.3</a>
	Timely completion of analytic requests and reports (In Process)	<a href="#">3.1</a>
FSD.1	Percent of DDA and BHA facilities with SILAS implementation	<a href="#">4.2</a>
BC.1	Timeliness of background checks	<a href="#">4.4</a>

## Operational Excellence

### Percent of investigation and overpayment work completed within 180 days of referral



#### SUMMARY

- This measure supports FFA Strategic Goal 2:
- Success Measure 2.3: The Office of Fraud and Accountability (OFA) will complete 80% of investigation and overpayment work within 180 days of referral as shown by data from the Fraud Investigation Tracking Tool by July 2027

**DATA SOURCE:** OFA's Fraud Investigation Tracking Tool; supplied by Sherell Henderson and Shayne Frost, OFA.

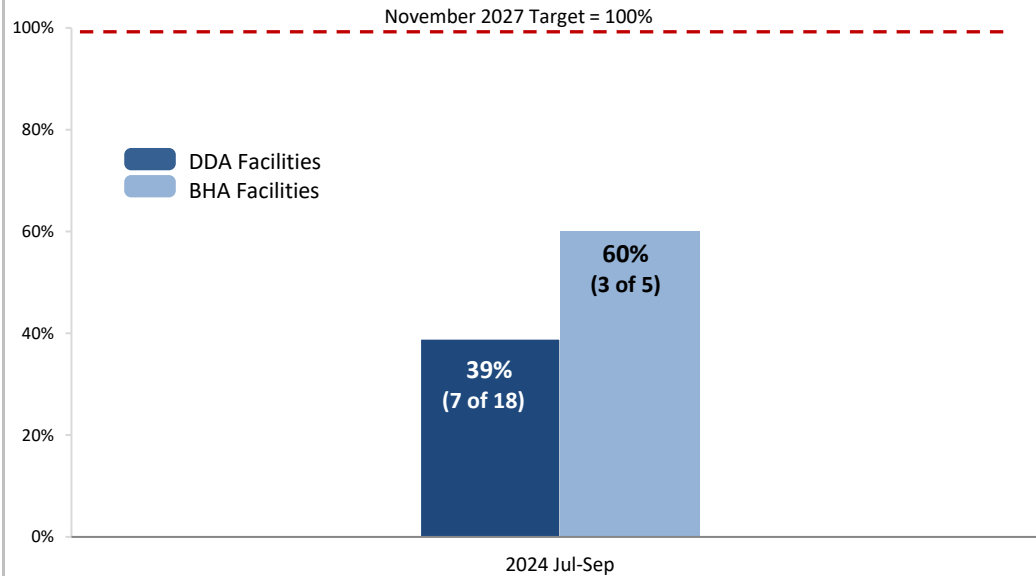
**MEASURE DEFINITION:** The percent of investigation and overpayment work completed within 180 days of referral as shown by data from the Fraud Investigation Tracking Tool.

**DATA NOTES:** 1 Overpayments include those made to clients and vendors.

TO DATA: <https://www.dshs.wa.gov/data/metrics/OAX.2.xlsx>

## Technology Innovation

### Percent of DDA and BHA facilities with SILAS implementation



#### SUMMARY

- This measure supports FFA Strategic Goal 4: Implement modern digital tools to enhance operational efficiency.
- Success Measure 4.2: SILAS will be implemented at DDA and BHA facilities starting July 2024 and completed by November 2027, resulting in efficient management of the complexities of staffing 24-hour facilities, as well as replacing labor intensive manual processes and outdated systems, reducing errors, and standardizing practice across the agency.

**DATA SOURCE:** SILAS Project schedule found in the monthly status report; supplied by Kristi Hubble, Project Manager, SILAS Project.

**MEASURE DEFINITION:** Percent of DDA and BHA facilities with completed SILAS implementation.

**DATA NOTES:** 1 Quarterly counts shown are cumulative through that quarter in the current fiscal year.

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

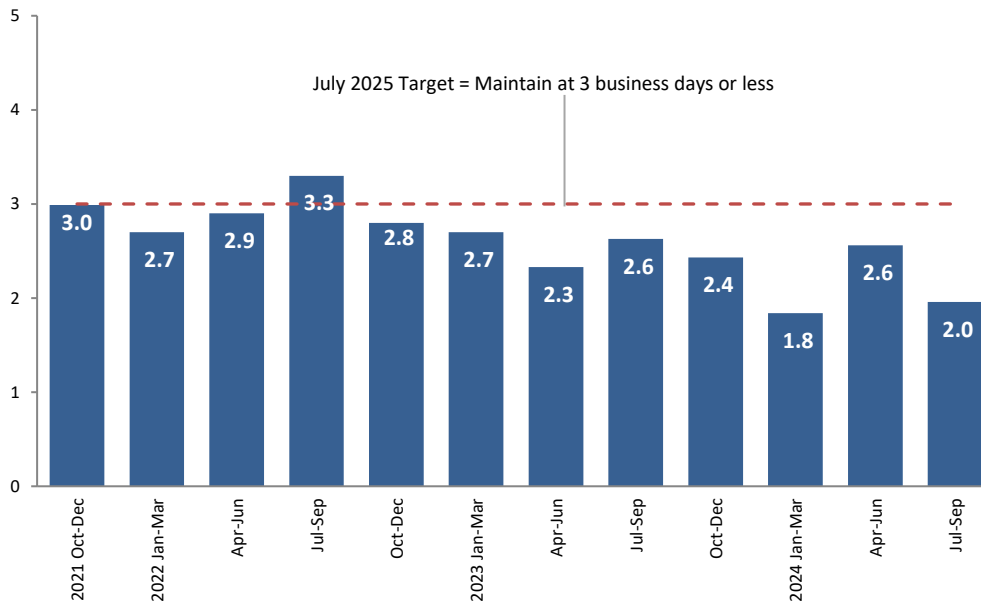
# FFA | Background Check Central Unit



## Operational Excellence

### Timeliness of background checks

Average turnaround time for background checks (days)



### SUMMARY

**Success Measure:** BCCU will maintain background check turnaround times at three business days or less by July 1, 2025.

**Updated discussion and Action Plans for this measure are located in the FFA Strategic Plan, Strategic Goal 4.4.**

DATA SOURCE: Background Check System (BCU); supplied by Bridget Lakin.

MEASURE DEFINITION: Average turnaround time for background checks.

DATA NOTES: 1

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