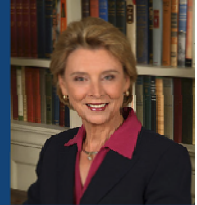




Governor Chris Gregoire

GOVERNMENT MANAGEMENT ACCOUNTABILITY & PERFORMANCE



## Vulnerable Children & Adults GMAP Forum Summary

**JULY 15, 2009**

The Department of Social and Health Services continues to perform well in preventing child abuse and neglect after an initial report. In 2005, Governor Gregoire required state social workers to respond faster to reports of child abuse and visit more frequently with children receiving services. Since that time, repeat maltreatment within six months of a report fell from 11.6% to 7.2%. Keeping children safe from repeat abuse is a key indicator of the success of the child protective services system.

Additional highlights from the performance report provided by the departments of Social & Health Services (DSHS), Early Learning (DEL), and Veterans Affairs (DVA) include:

- As expected, the transition to DSHS's new FamLink case management system affected performance reporting this quarter for child safety and child care licensing. Data coming from the system is not yet reliable.
- DSHS continues work on initiatives to improve workplace safety in state hospitals. The department has reached its target for the rate of claims filed for assaults on hospital workers (.6 per each 1,000 patient days).
- The length of time DSHS and DEL takes to close investigations of child care licensing complaints that also involve child abuse is too long, but improving. A DSHS hand count of complaints closed last fall shows a downward trend—73 days now from 113 days in the previous quarter. DEL and DSHS are working together to shorten that time even more.
- DVA reports that Washington's overall quality of care rating for the three state veterans' homes is 2.8 on a scale of 1 to 5, close to the 3.0 target. Veterans' homes are comparable to and often exceed average ratings for long-term care facilities statewide.

For more information, visit the web-based tool used to manage agency performance:

<http://performance.wa.gov/VCA/Pages/default.aspx>