



Home Care Quality Authority Performance Review and Supplementary Questions

JLARC Proposed Final Report

January 4, 2007

Fara Daun, John Woolley, Sylvia Gil

Brief Background

- HCQA is a small agency focused on providing a stable workforce of individual providers (IPs) through training and providing screened referrals to consumers.
- IPs provide assistance with activities of daily living to consumers so they may continue living in their own homes.

Initiative 775 Study Mandate

- JLARC must conduct a performance review of HCQA every two years. The first review is due before December 1, 2006.
- HCQA has statutory duties in 4 areas:
 - Collective Bargaining
 - Background Checks & Qualifications
 - Training
 - Recruiting and the Referral Registry
- I-775 also asks 5 Supplementary Questions.

Performance Review: Finding

HCQA has met its statutory duties and substantially met those outcome measures that could be evaluated at this time.

Recommendation 1 and Response

HCQA should review its 2004 Outcome and Output Measures in light of experience, the current statute, and its strategic plan, to ensure that its performance targets are clear and adequately reflect HCQA's current duties and goals. HCQA should provide JLARC with revised Outcome Measures by June 30, 2007.

HCQA, DSHS, and OFM concur

The 5 Supplementary Questions

1. To what extent have all required services been delivered, and have consumers required additional or more intensive services?
2. How are consumer health, welfare, and satisfaction with services tracked and monitored?
3. How promptly are consumer complaints resolved?
4. What are the full costs of individual provider services?
5. To what degree would it be appropriate for HCQA to assume responsibility for verification of hours worked by individual providers, payment of individual providers, and other duties?

Supplemental Question Findings

- After carefully estimating full costs to the State, IPs cost the state \$12.60 per hour, which is \$5 per hour less than its cost for agency providers.
- JLARC has identified no compelling need that warrants transferring IP payroll payments, verification of hours, or other duties to HCQA.
- The I-775 questions are not directly related to a performance review of HCQA.

Recommendation 2 and Response

The Legislature should reexamine the performance review timing and questions to be considered under RCW 74.39A.290 to ensure that future JLARC reviews best meet the needs of the State.

HCQA, DSHS, and OFM concur

Contact Information

■ Contacts:

- Fara Daun, 360-786-5174
daun.f@leg.wa.gov
- John Woolley, 360-786-5184
woolley.john@leg.wa.gov
- Sylvia Gil, 360-786-5179
gil.sylvia@leg.wa.gov