



STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
Aging and Long-Term Support Administration
PO Box 45600, Olympia, WA 98504-5050

October 17, 2014

AL TSA: CCRSS #2014-011
CCRSS INFORMAL DISPUTE RESOLUTION
TRANSITIONS TO RCS IDR UNIT

Dear Certified Community Residential Services Provider:

This letter is to inform you that effective November 1, 2014, Informal Dispute Resolution (IDR) for Certified Community Residential Services and Supports Providers (CCRSS) will be conducted by the Residential Care Services (RCS) IDR Unit. Historically, IDR for CCRSS providers have been conducted by the Quality Assurance Administrator for the CCRSS Program.

IDR Unit staff are specifically designated and trained to conduct IDR reviews and currently conduct all such reviews for state licensed facilities including Adult Family Homes, Assisted Living Facilities, and Nursing Homes.

Please note that this is an internal business change only. The intent of this change is to establish consistent processes across all programs regulated by Residential Care Services. The RCS IDR Unit will begin hearing IDR for CCRSS providers in early December 2014.

For questions on this transition, please contact Mike Tornquist, IDR Program Manager, at (360) 725-2383. Thank you for your continued support in serving our vulnerable populations.

Sincerely,

Carl I. Walters II., Director
Residential Care Services

"Transforming Lives"