



STATE OF WASHINGTON  
DEPARTMENT OF SOCIAL AND HEALTH SERVICES  
*Aging and Long-Term Support Administration*  
*PO Box 45600, Olympia, Washington 98504-5600*

July 1, 2020

**AL TSA: CCRSS #2020-021**  
**INFORMATION REGARDING SSHB 1651**

Dear Certified Community Residential Services and Supports Provider

Second Substitute House Bill 1651, Developmental Disabilities Administration-Client Rights, passed in the 2020 regular legislative session and became effective on 6/11/20. Some of the requirements in the bill, which will be codified as a new chapter to title 71A RCW, include a client's right to access information about services and healthcare, including accessing information regarding enforcement actions, recent surveys or inspections, Statement of Deficiencies, and Plans of Correction.

Section (5) (d) of SSHB 1651 states a client (or guardian if the client is subject to a guardianship order) has the right to: "Examine the results of the department's most recent survey or inspection conducted by state surveyors or inspectors, statements of deficiency, and plans of correction in effect with respect to the client's provider and the client's residence. The client's service provider must assist the client with locating and accessing this information upon the client's request."

Investigative summaries, Statement of Deficiencies, Plans of Correction and enforcement actions require a review by the Residential Care Services Public Disclosure, Discovery and Central Files Unit for possible redactions of protected client information. As outlined in WAC 388-101-4350 and WAC 388-101-4360, once a provider has been notified of any identified deficient practice or enforcement action, the document will be forwarded to the Public Disclosure Unit for review. The Public Disclosure Unit will review and post the document on the [CCRSS Locator](#) within 24 hours.

Should a client or a client's legal representative request this information from a provider, the requested information should be obtained from the CCRSS locator, as those documents have been reviewed, redacted if necessary and do not contain protected client information. This practice will ensure a provider's compliance with WAC 388-101D-0370, as a service provider must keep client record information confidential.

The department is responsible to ensure that certain requirements of this bill/statute are met, including posting these documents in a timely manner for examination and notification purposes. As a reminder, a provider has 10 calendar days after the receipt of a Statement of Deficiency or enforcement action to provide a written plan (Plan of Correction) as to how a provider will correct each deficiency. Upon approval by the department, review and necessary redaction by RCS Public Disclosure Unit, the Plan of Correction will be posted on the CCRSS Locator.

Thank you for your continued commitment to client health and safety. If you have any questions, please contact Antonietta Lettieri-Parkin, CCRSS Policy Program Manager, 509-363-3549 or [antonietta.lettieri-parkin@dshs.wa.gov](mailto:antonietta.lettieri-parkin@dshs.wa.gov).

Sincerely,

Candace Goehring, Director  
Residential Care Services

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