



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

March 23, 2023

AL TSA: AFH #2023-009
AL TSA: ALF #2023-009
AL TSA: CCRSS #2023-007
AL TSA: ESF #2023-008
RCS TRANSITION TO PAPERLESS WORK - USE OF ELECTRONIC FAX TO DELIVER NOTICE PROJECT CLOSURE

Dear Administrator/Provider:

From November 15, 2022, to February 28, 2023, RCS trialed use of an E-Fax service to deliver Statement of Deficiency (SOD) and/or enforcement letters to some adult family home (AFH) providers, assisted living facilities (ALF), enhanced services facilities (ESF), and certified community residential supports & services (CCRSS) providers in Regions 1, 2, and 3. RCS sent [a letter](#) about this trial on November 28, 2022.

The RCS E-Fax trial showed that SOD and/or enforcement letters can be delivered to providers using E-Fax, while allowing timely delivery and receipt notice of SOD and/or enforcement letters. This will end the E-Fax trial and allow RCS to transition to the E-Fax process.

Going forward:

- RCS will implement use of E-Fax to deliver SOD and/or enforcement letters to AFH, ALF, ESF, and CCRSS providers who have a functioning fax number.
- An RCS staff person may reach out to confirm your fax number before sending the SOD or enforcement letter.
- Documents will be faxed to you over email using the E-Fax service, and you will receive the faxed documents on your regular fax machine. You will receive a follow up call confirming that the fax was received. You may request that your SOD or enforcement letter also be emailed in addition to receiving the documents by fax.
- You may return plans of correction and attestation documents by email, fax, or mail. RCS is in the process of updating standard letter language to include these options.
- If you do not have a fax number, documents will be sent to you by certified mail. You are not required to purchase, use, or have a fax machine.
- If your fax number has changed or is new, please submit a program specific change of information form to the Business Operations and Analysis Unit at RCSBOA@dshs.wa.gov.

AFH Change Form: <https://www.dshs.wa.gov/sites/default/files/forms/pdf/10-585.pdf>

ALF Change Form: <https://www.dshs.wa.gov/sites/default/files/forms/pdf/10-601.pdf>

CCRSS Change Form: <https://www.dshs.wa.gov/sites/default/files/forms/word/10-604.docx>

ESF Change Form: <https://www.dshs.wa.gov/sites/default/files/forms/word/10-602.docx>

Thank you for supporting RCS transition to paperless work. If you have any questions, please contact Katherine.Ander@dshs.wa.gov.

Sincerely,

Amy Abbott, Director
Residential Care Services

DSHS: "Transforming Lives"