



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

November 9, 2015

**ALTSA: NH #2015-034**  
**ONLINE REPORTING**

Dear Nursing Facility/Home Administrator:

**This letter contains important information regarding an additional option for facilities to make mandatory reports to the Complaint Resolution Unit (CRU).**

The complaint hotline has been in existence for more than twenty years. The centralized reporting system was developed for mandatory reporters to meet Federal and State regulatory requirements for reporting incidents of abuse, neglect, and financial exploitation of vulnerable adults living in settings regulated by Residential Care Services. After several revisions to our call reporting system, users still found it difficult and time consuming. Based on feedback we received from providers, we have streamlined operations to now include the additional option of submitting mandatory reports online.

**Effective November 23, 2015**, providers can use the online system for reporting to CRU. The online reporting system may be utilized as an additional option instead of calling the hotline number when a mandatory report is required to meet RCW and WAC requirements.

The online reporting system will require the user to list the facility license number and the city in which the facility is located. If this required information is not known, the user will not be able to proceed in the system. Providers may call their local RCS field office if the license number is not known. A list of field office contacts is available online here <https://www.dshs.wa.gov/altsa/residential-care-services/residential-care-services-offices>.

More information about the online reporting system can be found on the ALTSA Information for NH Professionals webpage at <https://www.dshs.wa.gov/altsa/residential-care-services/information-nursing-home-professionals>.

Please review and share this information as needed. Should you have any questions, please contact Paula Sanz, CRU Nurse Manager, at (360) 725-2289.

Sincerely,

Candace Goehring, Director  
Residential Care Services

*"Transforming Lives"*