STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
Home and Community Living Administration
Residential Care Services • P.O. Box 45600 • Olympia, Washington 98504

8/27/2026

HCLA: ESF 2026-024
Long-Term Care Quality Improvement Program Pilot for ESF

Dear Administrator:

Since 2022, the Residential Care Services (RCS) Long-Term Care Quality Improvement Program (LTC QIP) has provided individualized facility support and training to Adult Family Homes, Assisted Living Facilities, Nursing Homes, and Certified Community Residential Services and Supports. The goals of the program include strengthening care and documentation systems, improving regulatory compliance, and preventing harm to vulnerable adults. This work has centered on providing assistance and training related to auditing systems, identifying gaps, and developing action plans to meet regulatory requirements.

In August 2026, the LTC QIP will begin a Pilot Project to expand their services to Enhanced Services Facilities (ESF). Pilot Information and Process are as follows:

- The pilot program will involve **ESFs in Region 1** *beginning **August 15, 2026**, and will conclude on **December 15, 2026**.*
- LTC QIP visits include an Off-Site Visit done via Teams, a scheduled On-Site Visit, and a virtual Follow Up Visit completed 4-6 months later.
- The initial protocol being offered during the pilot program is an administrative record review. This protocol covers the regulations surrounding facility, staff, and resident records and will serve as good preparation for annual inspections.
- To schedule an LTC QIP visit, please email your request to the LTC QIP mailbox RCSQIP@dshs.wa.gov

For more information, please see:
LTC QIP Web Page
LTC QIP Informational Flyer (DSHS 22-1878)

Thank you for your commitment to resident health and safety. If you have any questions, please contact the LTC QIP at RCSQIP@dshs.wa.gov.

Sincerely,

Amy Abbott, Director
Residential Care Services

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