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

August 25, 2026

HCLA: AFH #2026-035
HCLA: ALF #2026-034
NH #2026-033
Personal Care Services Survey

Dear Provider/Administrator:

This is to make you aware that the Home and Community Living Administration (HCLA), Home and Community Services (HCS) division, in collaboration with the University of Washington, will be conducting telephone or face-to-face interviews with people who receive services from the state of Washington using the National Core Indicators-Aging and Disabilities (NCI-AD) survey. The purpose of this survey is to gather feedback related to satisfaction and quality of personal care services.

If you have Medicaid clients in your home, it is possible that one of your residents may receive an invitation to participate in an interview. If the client agrees to participate the survey may be completed via telephone or a face-to-face interview. The interview is not based on the care you are providing, but rather the services they are receiving from the Department under the waiver.

Residents who are selected to participate in the interview will receive a letter from HCLA Home & Community Services headquarters (HQ) in September. After letters are sent, a consultant from the University of Washington may call to perform an in-person or telephone interview, which takes approximately 30-45 minutes. A resident family member or friend may be present during the interview.

In the event a resident from your home is selected, please allow the surveyor to talk to the resident so they can choose or not to participate in the survey. Thank you for your cooperation.

Questions regarding this survey should be directed to the resident's HCS or AAA case manager or the UW surveyors at 206-593-8277.

Sincerely,

Amy Abbott, Director
Residential Care Services

DSHS: "Partnering with People"