



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

August 9, 2019

**AL TSA: AFH #2019-011**  
**IDR ADULT FAMILY HOME PILOT PROJECT**

Dear Adult Family Home Provider:

Since 2001, the Division of Residential Care Services (RCS) has offered providers a means to have citations and/or enforcement actions reviewed outside of the formal administrative hearing process. This process is called Informal Dispute Resolution (IDR) and has taken a couple of different forms over the years. Initially, the local field manager whose staff were responsible for issuing the citation and/or enforcement action completed the review.

In 2007, staff conducting IDR reviews moved to RCS headquarters. Policies were established clarifying that the person conducting the review could not have been involved in any decision making associated with the citation(s) or enforcement action(s).

In November of 2019, RCS plans to launch a pilot project through which a *panel*, rather than an individual staff person, will hear Adult Family Home (AFH) IDRs.

The panel composition will consist of:

- Two Adult Family Home providers
- One resident or resident advocate
- One RCS staff
- One panel chair

Panel Information and process:

- IDR Panel meetings will be held monthly.
- Providers requesting an IDR must submit an "IDR Request Form," (Form DSHS #27-179, <https://www.dshs.wa.gov/office-of-the-secretary/forms>) for each citation to the RCS IDR Unit, within 10 working days of receipt of the Statement of Deficiencies (SOD).
- The request must include all disputed citations along with specific explanation(s) regarding why each citation is being disputed.
- Providers must include all evidence they want considered during the review *along with each IDR request*. Any supporting documentation and or evidence not included with the IDR request will not be considered during the IDR.
- Requests and supporting evidence should be sent electronically to [rcsidr@dshs.wa.gov](mailto:rcsidr@dshs.wa.gov) but documents will also be accepted by mail or fax.
- The request must indicate the type of review they prefer; in person, by telephone, or desk review.
- The department will not accept late requests for any reason.
- The panel will not make editorial changes. Requests for such changes should be directed back to the local field office staff who initially completed the SOD.
- One person from the facility, or their representative, must present their case to the panel.
- Submission of large volumes of overly detailed, redundant, or irrelevant material may impede the review process.
- At the IDR meeting, both the provider and the RCS representative are given the opportunity to present information and evidence to support their case.

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- The provider will give the first presentation and will be followed by the RCS representative.
- In consideration of the panelist's workload and the need to keep the process efficient and timely, each of the presentations are limited in time:
  - The provider will have fifteen minutes per deficiency not to exceed a total of thirty minutes to summarize their position on all the deficiencies in dispute.
  - RCS staff will have twenty minutes to summarize their position on the deficiencies in question.
- The panel will rely heavily on relevant documentation.
- Presentations should focus on the specific reasons that the citation(s) and/or enforcement action(s) are invalid and direct the panel to the submitted documentation that supports the facility's position.

Information and documents are now available on the [pilot project webpage](#).

If you have any questions about the IDR process or the AFH IDR pilot project, please contact Mike Tornquist, IDR Unit Manager, at (360) 725-2383 or [mike.tornquist@dshs.wa.gov](mailto:mike.tornquist@dshs.wa.gov).

Sincerely,



Candace Goehring, Director  
Residential Care Services

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