



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

December 17, 2019

ALTSA: AFH #2019-021
ALTSA: ALF #2019-020
ALTSA: NH #2019-031

PERSONAL CARE SERVICES CLIENT SURVEY

Dear Provider/Administrator:

This is to make you aware that the Aging & Long-Term Support Administration, Home and Community Services division, in collaboration with the University of Washington, will be conducting face-to-face interviews with people who are receiving 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/facility, it is possible that one of your residents may receive an invitation to participate in an interview. Letters from the department will be sent out the first two weeks of January to clients who have been randomly selected as part of the survey sample. After letters are received, a consultant from the University of Washington may call to ask the client if s/he is interested in participating and if so, schedule an in-person interview which takes approximately 30 minutes. A family member or friend may be present during the interview.

The information gathered will be used to guide improvement of client services. Thank you for your cooperation and support of your residents who opt to participate.

Questions regarding this survey should be directed to the resident's HCS Case Manager or the UW Research Data Collection Supervisor, Hannah Toutonghi, at 1-844-899-1326.

Sincerely,

Candace Goehring, Director
Residential Care Services

DSHS: "Transforming Lives"