



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

April 5, 2024

**AL TSA: AFH #2024-016**  
**INFORMAL DISPUTE RESOLUTION VOLUNTEER RECRUITMENT**

Dear Adult Family Home Provider:

Residential Care Services is looking for Adult Family Home Provider volunteers to participate in the Informal Dispute Resolution panel.

Since 2001, the Division of Residential Care Services (RCS) has offered providers a means to have citations and enforcement actions reviewed outside of the formal administrative hearing process. This process is called Informal Dispute Resolution (IDR).

In November of 2019, RCS launched a pilot project through which a panel, rather than an individual staff person, will hear Adult Family Home (AFH) IDRs. The pilot was successful based on evaluations and feedback from participants and stakeholders and resulted in a permanent change to the AFH IDR process by providing the option for a provider to choose a traditional process (meeting one-on-one with an IDR Program Manager) or a panel process ([AFH 2020-047](#)).

**The most significant challenge to the process is volunteer panelist participation. RCS needs more volunteer panelists to be able to continue the panel process.**

If you are a provider or consumer interested in participating on an AFH IDR Panel, please submit a brief letter of interest along with a [volunteer application](#) (DSHS 03-509). You can submit documents to [RCSIDR@dshs.wa.gov](mailto:RCSIDR@dshs.wa.gov) or via fax (360) 725-3225. The IDR unit will be collecting IDR panel application materials on **an ongoing basis**.

If you have questions regarding this opportunity, please contact Beverly McCoy, Volunteer Coordinator, at (360) 725-2482 or [beverly.mccoy@dshs.wa.gov](mailto:beverly.mccoy@dshs.wa.gov).

If you have any additional IDR questions, please contact Rebecca Fueston, IDR Unit Manager, at (360) 725-3203 or [rebecca.fueston@dshs.wa.gov](mailto:rebecca.fueston@dshs.wa.gov).

Sincerely,

Amy Abbott, Director  
Residential Care Services

DSHS: "Transforming Lives"