**Adult Family Home (AFH) Information Sheet**

**Informal Dispute Resolution Pilot Project**

*What is Informal Dispute Resolution?*

* Residential Care Services is part of the Aging and Long-Term Support Administration that makes sure residents in Adult Family Homes are receiving the care and services, they need and that providers follow the rules.
* Licensors and investigators work for Residential Care Services.
* During licensing inspections or investigations, Residential Care Services staff sometimes issue citations.
* A citation is a violation of Adult Family Home rule or law.
* Adult Family Home rules are in the Washington Administrative Code WAC 388-76, <https://apps.leg.wa.gov/wac/default.aspx?cite=388-76> and Adult Family Home laws are in the Revised Code of Washington (RCW) 70.128 <https://app.leg.wa.gov/RCW/default.aspx?cite=70.128>.
* When a licensor or investigator decides an Adult Family Home has violated a rule or law, they issue the Adult Family Home a citation.
* A licensor or investigator must have proof that a rule or law was not followed to issue a citation.
* If a licensor or investigator decides an Adult Family Home has not followed a rule or law, they must write a statement describing what rule was not followed and why it was a problem.
* The Statement of Deficiencies is the official document used to document the citations.
* Adult Family Homes may disagree with citations using the Informal Dispute Resolution process.
* During an Informal Dispute Resolution meeting, the Adult Family Home explains why they don’t deserve a citation to an Informal Dispute Resolution Program Manager who works for Residential Care Services.
* This meeting can be in person, over the telephone or through a document review.
* The Informal Dispute Resolution Program Manager listens to the Adult Family Home provider and decides if changes should be made to the Statement of Deficiencies.

*What’s new?*

* Beginning in the fall of 2019, Residential Care Services plans to start using a panel for the Informal Dispute Resolution process in Adult Family Homes.
* To qualify for an Informal Dispute Resolution meeting, you must use the “AFH Pilot IDR Request” form.
* You will still have ten working days to submit the request, but only documents submitted with the request form will be reviewed during the Informal Dispute Resolution meeting.
* Informal Dispute Resolution meetings can still be in person, over the telephone, or a desk review.
* You need to include any supporting documents along with your Informal Dispute Resolution request form.
* Documents received after ten working days will not be considered by the panel.
* The panel will include:
  + Two Adult Family Home providers
  + One Residential Care Services staff person
  + One resident or resident advocate
  + One panel chair
* Please be ready to review the main points of your dispute with the panel.
* You will have fifteen minutes to talk about each citation, but no more than thirty minutes total.
* After your presentation is complete, Residential Care Service staff who wrote the Statement of Deficiencies will have twenty minutes to talk about why they issued the citation(s).
* After both sides finish, the panel will meet alone and vote on whether or not the Statement of Deficiencies should change.
* You will receive a letter from Residential Care Services informing you of the decision. If the Statement of Deficiencies changes, you will receive a fresh copy with the changes included.
* This project will last for six months. After the project is finished, Residential Care Services will decide if it should continue.
* Individual participants in the pilot will be given a brief satisfaction survey in the months following their IDR. The survey will be anonymous.

*Is there any more detailed information I can refer to if I have more questions?*

* Yes, a “Guidelines” document is located on the Adult Family Home Pilot Project website at:

<https://www.dshs.wa.gov/altsa/informal-dispute-resolution-adult-family-home-pilot-project>

* The website includes several documents that will be helpful preparing a provider to request an Informal Dispute Resolution meeting.

If you are interested in serving as a volunteer on the Adult Family Home Informal Dispute Resolution panel and have any questions or difficulties submitting your application materials, please contact Rhonda Schultz, IDR Program Specialist, at [Rhonda.Schultz@dshs.gov](mailto:Rhonda.Schultz@dshs.gov) or 360-725-2482.