



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

November 9, 2015

**ALTSA: CCRSS #2015-009
ONLINE REPORTING**

Dear Certified Community Residential Services and Supports Provider:

This letter contains important information regarding an additional option for providers to make mandatory reports to the Complaint Resolution Unit (CRU).

The complaint hotline has been in existence for more than twenty years. The centralized reporting system was developed for mandatory reporters to meet Federal and State regulatory requirements for reporting incidents of abuse, neglect, and financial exploitation of vulnerable adults living in settings regulated by Residential Care Services. After several revisions to our call reporting system, users still found it difficult and time consuming. Based on feedback we received from providers we have streamlined operations to now include the additional option of submitting mandatory reports online.

Effective November 23, 2015, providers can use the online system for reporting to CRU. The online reporting system may be utilized as an additional option instead of calling the hotline number when a mandatory report is required to meet RCW and WAC requirements.

The online reporting system will require the user to list the agency certification number and the city in which the agency office for that specific certification is located. If this required information is not known, the user will not be able to proceed in the system. Providers may call the local RCS office if the certification number is not known. A list of field office contacts is available online at <https://www.dshs.wa.gov/altsa/residential-care-services/residential-care-services-offices>.

More information about the online reporting system can be found on the ALTSA Information for CCRSS Providers webpage at <https://www.dshs.wa.gov/altsa/residential-care-services/information-certified-community-residential-services-and-supports-providers>.

Please review and share this information as needed. Should you have any questions, please contact Paula Sanz, CRU Nurse Manager, at (360) 725-2289.

Sincerely,

Candace Goehring, Director
Residential Care Services

"Transforming Lives"