



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

May 10, 2017

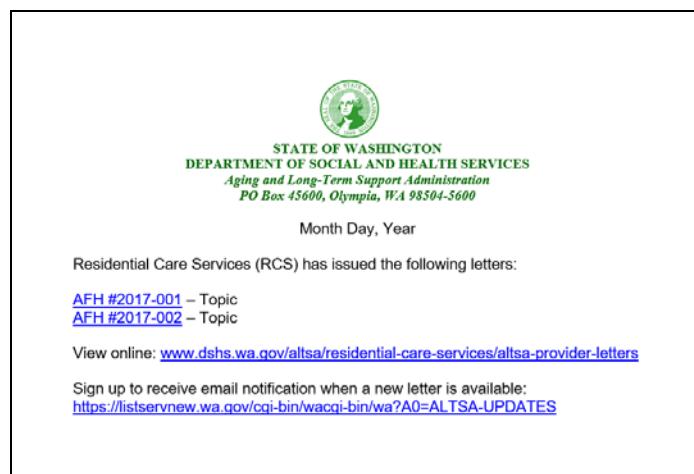
AL TSA: CCRSS #2017-005
ELIMINATION OF HARD COPY LETTERS

Dear Certified Community Residential Services Provider:

Recently, Residential Care Services (RCS) re-evaluated the efficiency and effectiveness of its method in corresponding with providers through Dear Provider (DP) letters. As you are aware, RCS mails the DP letter to the provider and will post an electronic copy of the DP letter to the CCRSS professional provider webpage.

RCS has received feedback from stakeholders that the DP letters go unread, are misplaced or providers received letters later than they were available electronically. Taking this into consideration, along with the significant cost of mailing DP letters, RCS is excited to announce a transition plan to eliminate mailing DP letters by June 2018.

Beginning June 2017, instead of receiving DP letters by mail, you will receive a post card informing you that a DP letter has been posted electronically to the CCRSS professional provider page for your review (see sample postcard, below) . In June 2018, the post cards will be phased out, at which point the DP letters will only be posted on the CCRSS professional provider page. If you subscribe to our Listserv, you will continue to receive electronic notification when DP letters are released.



Dear CCRSS Provider
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As a reminder, it is the provider's responsibility to review the DP letters. A "Dear Provider" letter is a communication tool used by RCS to share information that is helpful or necessary for you to know. DP letters are important for the following reasons:

- To inform you about changes to state law or rules that affect CCRSS providers, including the rule making process.
- To clarify or draw attention to requirements, and identify important trends and practice issues.
- To provide you with information that you should consider when working with clients.

An electronic copy of the DP letters can be found on the CCRSS professional provider webpage at: <https://www.dshs.wa.gov/altsa/residential-care-services/information-certified-community-residential-services-and-supports-providers>. It is important that you frequently check the website for any changes/updates.

In addition to DP letters, there is also information on the webpage specific to the operation of CCRSSs, such as background check information and a link to Make an Online Incident Report.

If you choose, you can subscribe to the Listserv and a link to the electronic DP letter will be sent to you directly when the letter is issued. To subscribe for this service, visit <https://www.dshs.wa.gov/altsa/residential-care-services/altsa-provider-letters?type=CRS>

- At the top of the page in the yellow box, click "Subscribe to our Listserv"
- At the right of the page, in the "Options" box, click "Subscribe or Unsubscribe"
- Enter your name and email address, then scroll down to the topics section and select those for which you wish to receive notifications
- Be sure to click "Subscribe (ALTSA-UPDATES)" at the bottom of the page to complete the subscription process.

If you have any questions, please contact Claudia Baetge at (360) 725-2589. Thank you for your continued commitment to the health, safety, and well-being of our clients.

Sincerely,



Candace Goehring, Director
Residential Care Services

"Transforming Lives"