



STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES

Aging and Long-Term Support Administration
PO Box 45600, Olympia, Washington 98504-5600

December 6, 2024

AL TSA: CCRSS #2024-036

**OFFICE OF DEVELOPMENTAL DISABILITIES (DD) OMBUDSMAN ACCESS TO CERTIFIED
COMMUNITY RESIDENTIAL SERVICES AND SUPPORTS (CCRSS) CLIENTS AND CLIENT
RECORDS**

Dear Certified Community Residential Services and Supports Provider:

This letter supersedes previously published provider letter, CCRSS #2024-031

Residential Care Services is pleased to continue working in partnership with the DD Ombuds to promote and protect the rights, security, and well-being of clients.

We were recently notified of an incident where a representative of the Long-Term Care Ombudsman was refused admission to a facility during their official duties. Although this did not take place in a Certified Community Residential Services and Supports (CCRSS) client home, we are writing to remind CCRSS providers of the client's right to allow the DD Ombuds access to the client's home, and the client's right to have uninterrupted conversation with the DD Ombuds, if the client so chooses.

The following RCWs detail the DD Ombuds program's authority, responsibilities, and access to homes, clients, and records:

- [Chapter 43.382 RCW](#) – Developmental Disabilities Ombuds
- [Chapter 71A.26 RCW](#) – Client Rights
- [Chapter 74.34 RCW](#) – Abuse of Vulnerable Adults

The DD Ombuds' purpose is to ensure safe, quality services and improve the lives of those with developmental disabilities in Washington state. The DD Ombuds provides client/resident directed complaint resolution at the lowest possible level. The DD Ombuds will visit and review state licensed facilities and residences where persons with developmental disabilities reside.

Per [Chapter 43.382 RCW](#), the department shall permit the ombuds or the ombuds' designee physical access to state institutions serving persons with developmental disabilities and information in the possession of the department concerning state-licensed facilities or residences for the purpose of carrying out its duties. Upon the ombuds' request, the department shall grant the ombuds or the ombuds' designee the right to access, inspect, and copy all relevant information, records, or documents in the possession or control of the department that the ombuds considers necessary in an investigation.

If you have any questions, please contact Debra Hoeman, CCRSS Policy Program Manager, at (360)764-6632 or RCSPolicy@dshs.wa.gov.

Sincerely,

for
Amy Abbott, Director
Residential Care Services

DSHS: "Partnering with People"