



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

July 27, 2020

AL TSA: AFH #2020-033
AL TSA: ALF #2020-032
AL TSA: NH #2020-048
AL TSA: CCRSS #2020-024
AL TSA: ICF/IID #2020-025
AL TSA: ESF #2020-025

**INVESTIGATION AND REFERRAL PROCESS FOR ALLEGATIONS
UNRELATED TO PHYSICAL OR SEXUAL ABUSE**

Dear Administrator, Provider, and Superintendent:

Prior to July 1, 2020, the Complaint Resolution Unit (CRU) referred intake allegations of abuse, neglect, exploitation and abandonment to Adult Protective Services (APS). This letter is to inform you of a change in the referral process.

Beginning July 1, 2020, CRU will continue to refer intakes of alleged physical and sexual abuse to Adult Protective Services (APS). Please [see the CRU referral table](#) which illustrates this new referral process.

CRU will continue to refer allegations to APS for action according to current procedures. Residential Care Services field staff will continue to investigate all allegations according to prioritization.

Thank you for your continued commitment to resident health and safety. If you have any questions, please contact your regional RCS Field Manager.

Sincerely,

Leida Banigued
for Candace Goehring, Director
Residential Care Services

DSHS: "Transforming Lives"