



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

January 12, 2023

**AL TSA: ALL #2023-002**

**INTRODUCING THE BUSINESS OPERATIONS AND ANALYSIS UNIT**

Dear Administrator/Provider/Superintendent:

As part of efforts to streamline and modernize business processes, Residential Care Services (RCS) has created a new unit called the Business Operations and Analysis (BOA) Unit. This unit will lead projects designed to improve statewide RCS operations and will oversee financial processes. RCS expects this will lead to improved public service and quicker processing of licenses and capacity change requests.

Effective immediately, this unit will be responsible for processing the following requests for all settings:

- Information changes, such as a change to the facility contact phone number or email
- Capacity changes
- License renewals
- Change of Management (CHOM)

Facilities are expected to communicate certain changes with RCS as soon as possible in order for the department to maintain current records. For changes such as a new administrator, entity representative, resident manager, facility name, mailing address, phone number(s), fax number(s), email address, and legal entity, use the forms below:

- [Adult Family Home Information Changes](#) Form (DSHS 10-585)
- [Adult Family Home Personnel Changes](#) Form (DSHS 02-709)
- [Assisted Living Facility Information Changes](#) Form (DSHS 10-601)
- [Supported Living Information Changes](#) Form (DSHS 10-604)
- [Enhanced Services Facility Information Changes](#) Form (DSHS 10-602)
- [Nursing Home Information Changes](#) (DSHS 10-603)

Completed forms should be submitted to [RCSBOA@dshs.wa.gov](mailto:RCSBOA@dshs.wa.gov).

For questions about the work of this unit or any of the forms listed above, please contact the BOA unit at (360) 725-3700 or [RCSBOA@dshs.wa.gov](mailto:RCSBOA@dshs.wa.gov).

Sincerely,

Amy Abbott, Director  
Residential Care Services

DSHS: "Transforming Lives"