



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

September 25, 2023

ALTSA: AFH #2023-031  
ALTSA: ALF #2023-023  
ALTSA: NH #2023-031  
**PERSONAL CARE SERVICES SURVEY**

Dear Provider/Administrator:

This is to make you aware that the Aging and Long-Term Support Administration, Home and Community Services division, in collaboration with the University of Washington, will be conducting telephone or face-to-face interviews with people who are receiving services from the state of Washington using the National Core Indicators-Aging and Disabilities (NCI-AD) survey. The purpose of this survey is to gather feedback related to satisfaction and quality of personal care services.

If you have Medicaid clients in your home, it is possible that one of your residents may receive an invitation to participate in an interview. If the client agrees and requests a face-to-face interview, established COVID protocols will be followed if needed. The interview is not based on the care you are providing, but rather the services they are receiving from the Department under the waiver.

Residents who are selected to participate in the interview will receive a letter from ALTSA Home & Community Services HQ the first part of November. After letters are sent, a consultant from the University of Washington may call to perform an in-person or telephone interview, which takes approximately 30-45 minutes. A resident family member or friend may be present during the interview.

**In the event a resident from your facility is selected, please allow the surveyor to talk to the resident so they can choose or not to participate in the survey.** Thank you for your cooperation.

Questions regarding this survey should be directed to the resident's HCS or AAA case manager or the UW surveyors at 206-593-8277.

Sincerely,

Amy Abbott, Director  
Residential Care Services

DSHS: "Transforming Lives"