



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

March 21, 2024
AMENDED March 29, 2024

ALTSA: AFH #2024-011
ALTSA: ALF #2024-010
ALTSA: ESF #2024-010
ALTSA: CCRSS #2024-007
ALTSA: ICF/IID #2024-007
ALTSA: NH #2024-015

DOCUMENT ACCESS REQUIREMENTS DURING RCS FIELD VISITS

Dear Provider/Administrator/Superintendent:

This letter is to inform you of document access requirements during Residential Care Services (RCS) inspection, investigation, and certification visits. This letter is amended to include Certified Community Residential Supports & Services (CCRSS) Fax and email contact information and to clarify that RCS staff may scan documents with an iPhone once training is completed.

Record review is a core function essential to regulatory work. Timely access to records is expected and requested during regulatory visits.

Residential Care Services is transitioning to paperless work. RCS staff will collect and retain documents for working papers during inspections, surveys, and complaint investigations in an electronic format. Providers **can email, fax, or scan documents** to RCS staff **and/or provide access to electronic medical records** during the regulatory visit.

Documents can be provided in the following ways:

- 1. Provide RCS staff access to paper and electronic records during their visit.**
Access to electronic records can be temporary and restricted to requested documents.
- 2. RCS Email: You may scan and email documents to the relevant secure email address for your region or directly to staff as requested.**
Region 1: rcsregion1email@dshs.wa.gov;
Region 2: rcsregion2email@dshs.wa.gov;
Region 3: rcsregion3email@dshs.wa.gov;
CCRSS (All Regions): rcsccrssemail@dshs.wa.gov
- 3. RCS Fax: Please fax documents to the relevant local RCS office.**
A list of office fax numbers is provided at the end of this letter.
- 4. RCS Staff may utilize a portable scanner or state iPhone (once training is completed) to scan documents.** Please provide working space for RCS staff if a scanner is utilized.

Note: If requested documents are unable to be provided during the visit it is expected that requested documents be electronically sent within 24 hours unless otherwise specified by RCS staff.

Regulatory References:

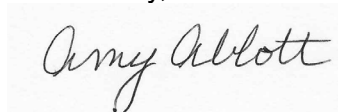
- **Adult Family Home** [WAC 388-76-10915](#) (1)(b)(c) Department staff access—Willful interference prohibited.
- **Assisted Living Facilities** [WAC 388-78A-3140](#) (2) Responsibilities during inspections.
- **Enhanced Services Facilities** [WAC 388-107-1170](#) (2)(c) Department access.
- **Nursing Home** [WAC 388-97-1720](#) (3)(b) Clinical records.
- **Certified Community Residential Supports & Services** [WAC 388-101-3130](#) (2)(b) Certification evaluation.
- **Intermediate Care Facilities for Individuals with Intellectual Disabilities** State Operations Manual Chapter 1 - [Program Background and Responsibilities](#) 1012A - Meaning of Certification

RCS Office and Program Fax Numbers

OFFICE	FAX #
Spokane RCS Office	(509) 921 2426
Union Gap RCS Office	(509) 454 4160
Arlington RCS Office	(360) 651-6940
Lynnwood RCS Office	(206) 971-6791
Kent RCS Office	(253) 395-5071
Lakewood RCS Office	(253) 589-7240
Tumwater RCS Office	(360) 664-8451
Vancouver RCS Office	(360) 992-7969
PROGRAM	FAX #
CCRSS – ALL REGIONS	(360) 725-3208

Thank you for your continued commitment to resident health and safety. If you have any questions, please contact your local RCS Field Manager or rcspolicy@dshs.wa.gov.

Sincerely,



Amy Abbott, Director
Residential Care Services

DSHS: “Transforming Lives”