



STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES

Home and Community Living Administration
P.O. Box 45600 • Olympia, Washington 98504

October 1, 2025

HCLA: AFH #2025-042
HCLA: ALF #2025-040
HCLA: ESF #2025-028
HCLA: NH #2025-046
HCLA: ICF/IID #2025-013
HCLA: CCRSS #2025-022

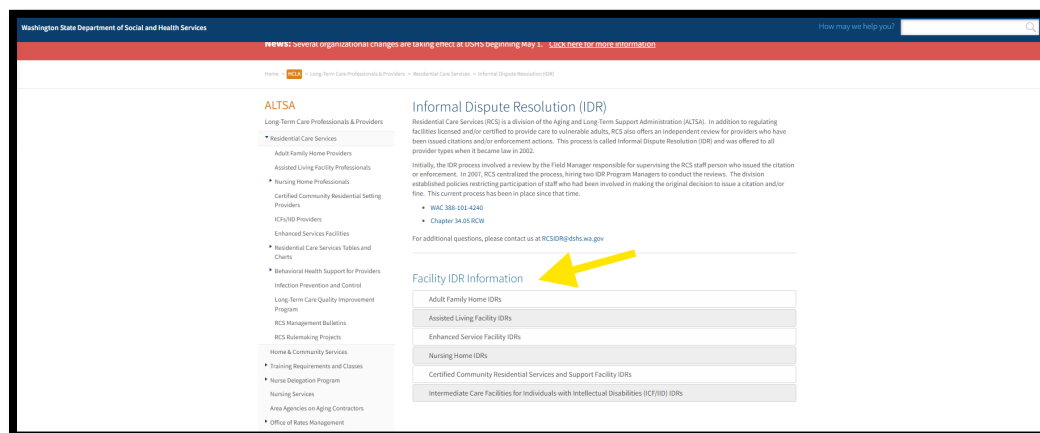
Online Request for Informal Dispute Resolution

Dear Provider/Administrator:

We are pleased to announce a new process for submitting Informal Dispute Resolution (IDR) requests. To streamline submissions and ensure consistency, all requests will be submitted using our online request form, available on our website. Previously, only Adult Family Homes and Nursing Homes had IDR request forms. We are updating the process to ensure all provider types have access to utilize the new IDR request form. Anticipated rollout will be October 2025. You will see the changes in your cover letters when you receive your Statement of Deficiencies in the IDR section.

How it works:

- Visit the IDR website to access the new IDR request form under your provider type:
[Informal Dispute Resolution \(IDR\) | DSHS](#)



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- Complete the required fields directly on the form.
- An instruction sheet is also available on the website to guide you through the process step by step.

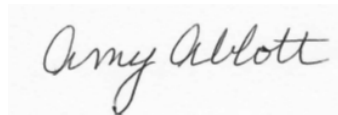
Benefits of the new process:

- A standardized request for all provider types.
- Clear guidance on what information is required.
- More efficient process of submission.
- Ability to upload supporting documentation into the request form.
- No uncertainty about where to submit requests or whether your request was received by the correct unit.

We encourage you to begin using this new form as directed in your Statement of Deficiency cover letters.

Thank you for your continued commitment to client health and safety. If you have any questions, please contact Rebecca Fueston, IDR Unit Manager at Rebecca.Fueston@dshs.wa.gov.

Sincerely,

A handwritten signature in black ink that reads "Amy Abbott". The signature is written in a cursive, flowing style.

Amy Abbott, Director
Residential Care Services

DSHS: *"Partnering with People"*