



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

December 6, 2024

ALTSA: AFH #2024-048  
ALTSA: ALF #2024-043  
ALTSA: CCRSS #2024-035  
ALTSA: ESF #2024-040  
ALTSA: ICF/IID #2024-027  
ALTSA: NH #2024-058

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

Dear Administrator, Provider, and Superintendent:

**This Dear Provider Letter supersedes:**

ALTSA: AFH #2020-033;  
ALTSA: ALF #2020-032;  
ALTSA: NH #2020-048;  
ALTSA: CCRSS #2020-024;  
ALTSA: ICF/IID #2020-025; and  
ALTSA: ESF #2020-025.

Starting July 1, 2020, the Complaint Resolution Unit (CRU) referred intakes of alleged physical and sexual abuse to Adult Protective Services (APS).

November 1, 2024, APS updated their policy to “screen out” investigating allegations of certain types of abuse for resident-to-resident altercations. APS will now only investigate allegations of sexual abuse and physical abuse with substantial injury.

**Resident-to-Resident**

APS will screen out the intake report for resident-to-resident altercations *unless the report includes an allegation of sexual abuse or physical abuse with **substantial injury***, as defined in [Definitions](#).

**“Substantial Injury”** as it relates to resident-to-resident investigations means:

- a) A substantial impairment of a person's physical condition requiring professional medical treatment.
- b) Loss of consciousness, concussion, bone fracture, muscle tears, disfiguring lacerations, or wounds requiring multiple sutures.
- c) Injury requiring corrective or cosmetic surgery.
- d) Substantial bodily injury involves temporary but substantial disfigurement or loss/impairment of bodily function.
- e) Injury that creates a substantial risk of death, serious permanent disfigurement, or prolonged loss/impairment of body function.

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**Starting December 15, 2024**, the only resident-to-resident altercations CRU will refer to APS are sexual abuse or physical abuse with substantial injury. All other reporting remains unchanged.

Thank you for your continued commitment to resident health and safety. If you have any questions, please contact your local RCS Field Manager or Molly McClintock, Lead Long Term Care Policy Program Manager at [RCSPolicy@dshs.wa.gov](mailto:RCSPolicy@dshs.wa.gov).

Sincerely,

 for

Amy Abbott, Director  
Residential Care Services

DSHS: *“Transforming Lives”*