



STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
Home and Community Living Administration
P.O. Box 45600 • Olympia, Washington 98504

February 26, 2026

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Submission of Plans of Correction and Informal Dispute Resolution Requests

Dear Provider/Administrator/Superintendent:

This letter is to provide clarification regarding the proper submission of Plans of Correction (POC) and the process for requesting an Informal Dispute Resolution (IDR).

Plans of Correction

All Plans of Correction must be submitted directly to your assigned Field Manager's office. POC's sent to other units or offices cannot be processed and must be rerouted, which may result in delays and could impact timelines. To ensure timely review and approval, please verify that your submission is sent to the correct Field Manager's Office. The email and fax number for your assigned Field Manager is located on the cover letter received with the Statement of Deficiencies, under the Plans of Correction section.

Informal Dispute Resolution Requests

Requests for Informal Dispute Resolution must be submitted using the online IDR request form. The IDR online request form and instructions can be found on our website: [Informal Dispute Resolution \(IDR\) | DSHS](#)

Submitting POCs and IDR requests through the correct channels is essential to avoid processing delays and to support timely resolution. Your attention to these procedures and cooperation in helping to maintain efficient and accurate processing is greatly appreciated.

Thank you for your continued commitment to client health and safety. If you have questions or need assistance accessing the online IDR request form, please contact your assigned Field Manager.

Sincerely,

Amy Abbott, Director
Residential Care Services
DSHS: "Partnering with People"