



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

May 11, 2026

HCLA: ESF #2026-014
Upcoming Training Opportunity: Enhanced Service Facility Pilot for Investigation of Facility- Reported Incidents

Dear Provider/Administrator:

This letter is to inform you Residential Care Services (RCS) will be conducting an enhanced service facility (ESF) pilot for its investigation of medium- and low-level harm facility-reported incidents (FRIs) using an administrative review/offsite investigation process. FRI is an alleged incident providers must report to the state hotline as mandatory reporters.

The pilot will begin in July 2026. It is a “proof of concept” pilot that will last six months. Its purpose is to test the feasibility and viability of RCS conducting administrative review/offsite investigations of FRIs with medium- to low-harm levels not requiring onsite investigations. The WA Behavioral Health Alliance in the state of Washington and RCS are setting up joint training for ESF providers and their staff about the pilot and provider expectations during the pilot.

Providers will continue to do their initial reporting as mandatory reporters in the RCS Online Incident Reporting (OIR) portal. RCS is developing OIR so providers can upload FRI documents at the time of their initial reporting and thereafter. RCS will ask providers in the pilot to report in OIR any follow up updates to their initial reports within 5 days of their initial report.

When will the training occur?

June 9, 2026, from 1:00 pm – 2:30 pm, virtual TEAM presentation.

What are the training learning objectives?

- Know what to expect from RCS’ ESF Proof-of-Concept FRI Pilot to launch in July 2026, for administrative review/offsite investigations of medium- and low-level harm FRIs.
- Explain the state laws and regulations that cover mandatory reporting of incidents.
- Describe how to do follow-up update reporting for FRIs through RCS’ OIR portal.
- Demonstrate where and how to upload documents in OIR.

How do I register for the training?

RCS Team invites will be sent out to all ESF providers to attend the training. Please make sure RCS has your current contact email address.

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Thank you for your continued commitment to residents' health and safety. If you have any questions, please contact Bett Schlemmer, Special Assistant to RCS Director, at bett.schlemmer@dshs.wa.gov.

Sincerely,



Amy Abbott, Director
Residential Care Services

DSHS: "Partnering with People"