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| To learn about services offered through Aging and Long-Term Support Administration online visit: <https://www.dshs.wa.gov/altsa>.To report concerns about a vulnerable adult online go to:<https://www.dshs.wa.gov/altsa/home-and-community-services/report-concerns-involving-vulnerable-adults> To report concerns about a vulnerable adult call: 1-866-END-HARM (1-866-363-4276). **Vulnerable Adult**: * 60 years of age or older who has the functional, mental, or physical inability to care for himself or herself, OR
* Who are age 18 or older and:
	+ Have a guardian
	+ Have a developmental disability
	+ Admitted to any facility
	+ Receives services from an Individual Provider (IP)
	+ Receives services through a licensed home health, hospice, or home care agency.
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| **Name of Agency**  | **Complaints/concerns reviewed by agency**  | **Contact Information** |
| Residential Care Services (RCS) Complaint Resolution Unit (CRU) | Reports involving provider practice issues in a Nursing Facility, Assisted Living Facility, Adult Family Home, ICF/IID (aka RHC), certified Supported Living(SL)/SOLA | 1-866-END-HARM, OR directly at 1-800-562-6078Washington State Long-Term Care Ombudsman Program: 1-800-562-6028  |
| Adult Protective Services  | Reports of abuse against a vulnerable adult, such as: abandonment, physical abuse, sexual abuse, mental abuse, financial exploitation, neglect, self-neglect.  | Number to call for any county | 1-866-END-HARM  |
| Region 1: Adams, Asotin, Benton, Chelan, Columbia, Douglas, Ferry, Franklin, Garfield, Grant, Kittitas, Klickitat, Lincoln, Okanogan, Pend Oreille, Spokane, Stevens, Walla Walla, Whitman, Yakima | 1-800-459-0421(TTY) 509-568-3086 |
| Region 2: Island, King, San Juan, Skagit, Snohomish, Whatcom | 1-866-221-4909(TTY) 1-800-833-6384 |
| Region 3: Clallam, Clark, Cowlitz, Grays Harbor, Jefferson, Kitsap, Lewis, Mason, Pacific, Pierce, Skamania, Thurston, Wahkiakum | 1-877-734-6277(TTY) 360-664-9469 |
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| Area Agencies on Aging (AAA)(In-home care and case management)  | Each AAA has a Complaint Procedure which outlines the protocol to follow when making a complaint regarding care you are receiving.  | Complaint procedure should be provided upon request and typically at an introductory meeting.  |
| Home and Community Services(Nursing facility, Assisted Living Facility, Adult Family Home, Enhanced Residential Care Facility, Residential Care Facility, and case management)  | Follows DSHS Administrative Policy No 8.11 on constituent complaints: For phone calls:* Respond within 48 hours, or Acknowledge complaint within 48 hours if the issue is being worked on.
* Attempt to resolve complaint, or make contact with
* Refer to another agency if needed.

For written contacts:* Respond within 7 days
 | 1-800-737-0617Policy available upon request to a constituent. If unable to reach the Social Worker, press zero and request to speak to a Supervisor. DSHS Form 16-172 is provided at the Initial Assessment, and is called “Your Rights and Responsibilities when You Receive Services Offered by Aging and Long-Term Support Administration and Developmental Disabilities Administration”  |
| Office of Administrative Hearings (in-home and residential)An Accommodation Request (ADA) can be made by calling the toll free number or filling out a request online.  | Holds hearings for people who have a dispute with an action taken by a state or local agency. Those individuals receiving supports through ALTSA receive notices about service decisions/actions on a Planned Action Notice (PAN) letter or MTD Service Notice.  | 1-800-583-8271A Planned Action Notice (PAN) letter or MTD Service Notice will also provide directions on how to file for an administrative hearing. Website: <http://www.oah.wa.gov/>  |

**Home and Community Services Escalation Path for Client Complaints**

Case manager **to** supervisor **to** program manager **to** field services administrator **to** deputy regional administrator **to** regional administrator **to** deputy director