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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. | | | |
| **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 1-800-562-6078  Washington 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 | 1-800-737-0617  Policy 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. | 1-800-583-8271  A 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