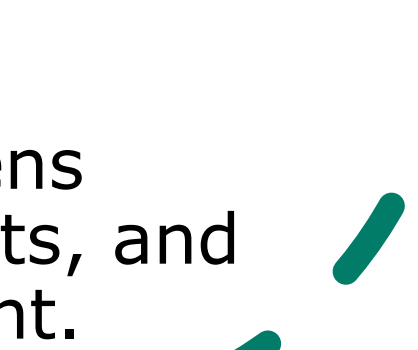




# Grievance System

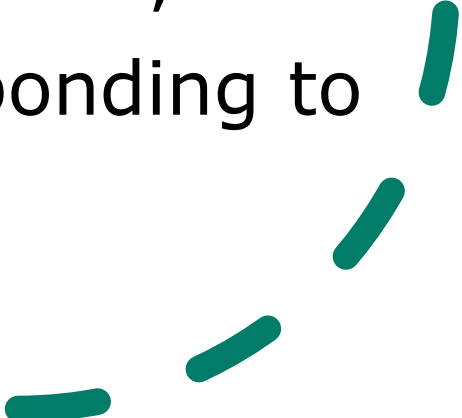
Home and Community Living Administration

# HCBS Access Rule

- **Rule Intent:** Equitable, person-centered access to Home and Community Based Services (HCBS).
  - **Requirements:** States must establish a formal, accessible, timely grievance system for HCBS that offers consistent resolutions.
  - **Timeline:** Grievance system in place by Dec 31, 2027 (extended from July 9, 2026).
  - **Why it Matters:** Strengthens accountability, protects rights, and drives systemic improvement.
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- Four teal-colored dashes of varying lengths and orientations are arranged in a curved pattern in the bottom right corner of the slide.

## Current requirements

### **WAC 388-101D-0060** Policies and procedures.

- (1) The service provider must develop, implement, and train staff on policies and procedures to address what staff must do:
    - (a) Related to client rights, including a client's right to file a complaint or suggestion without interference;
    - (j) When receiving and responding to client grievances
- 

# Current requirements

## RCW 71A.26.030 Client rights—Notification.

- (6) The client has the right to file complaints and grievances, and to request appeals. This includes the client's right to:
  - (b) Submit grievances to the client's provider about the client's services or other concerns. This includes, but is not limited to, concerns about the behavior of other people where the client lives. **The provider must maintain a written policy on the grievance process that includes timelines and possible remedies. If a grievance is unresolved, the provider must provide the client with information on how to submit the grievance to the department;**
  - (c) File complaints and grievances, and request appeals without penalty or retaliation by the department or providers.

# Current requirements

## WAC 388-823-1095

### What are a person's rights as a DDA client or eligible person?

(8) The client has the right to file complaints and grievances, and to request appeals. This includes the client's right to:

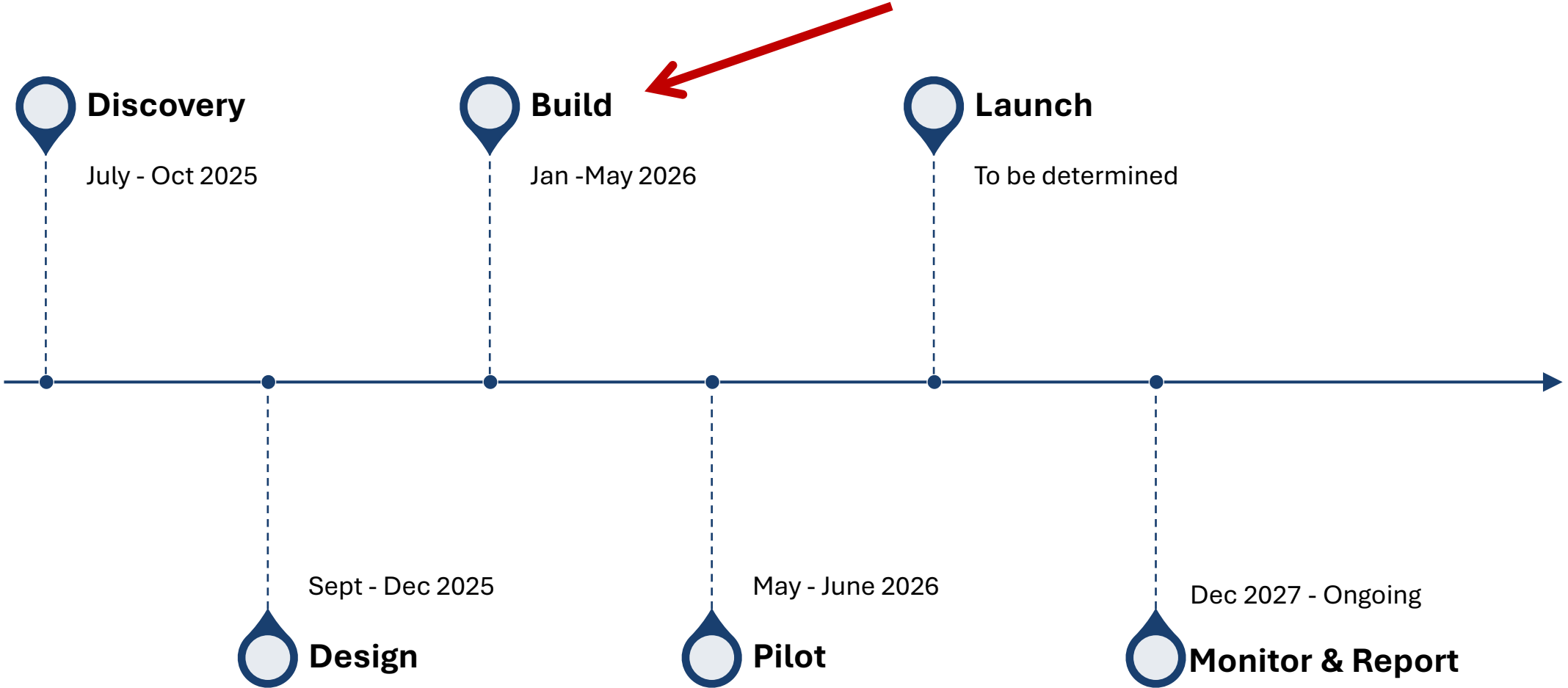
(a) Appeal any decision by the department that denies, reduces, or terminates the client's eligibility, services, or choice of provider as defined in federal medicaid law and state public assistance laws;

(b) Submit grievances to the client's provider about the client's services or other concerns. This includes, but is not limited to, concerns about the behavior of other people where the client lives. **The provider must maintain a written policy on the grievance process that includes timelines and possible remedies. If a grievance is unresolved, the provider must provide the client with information on how to submit the grievance to the department;**

(c) File complaints and grievances, and request appeals without penalty or retaliation by the department or providers; and

(d) Receive information about how to obtain accommodation for disability in the appeal process.

# Implementation Roadmap



# Where are we now?

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- Building the grievance system with a vendor (Servos).
- Writing standard operating procedures for state staff.
- Sharing information with partners, providers, people receiving services.
- Planning for staff training.



# Grievances and Complaints

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**What's the difference?**



# What is a grievance?

A concern with the state or a provider not meeting:

- person-centered planning rules.
- delivery of services expectations in a person's service plan.
- Home and Community Based Services settings requirements.

Whether the person wants action taken or not.





# What is a complaint?

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Concerns or dissatisfaction about any matter, such as:

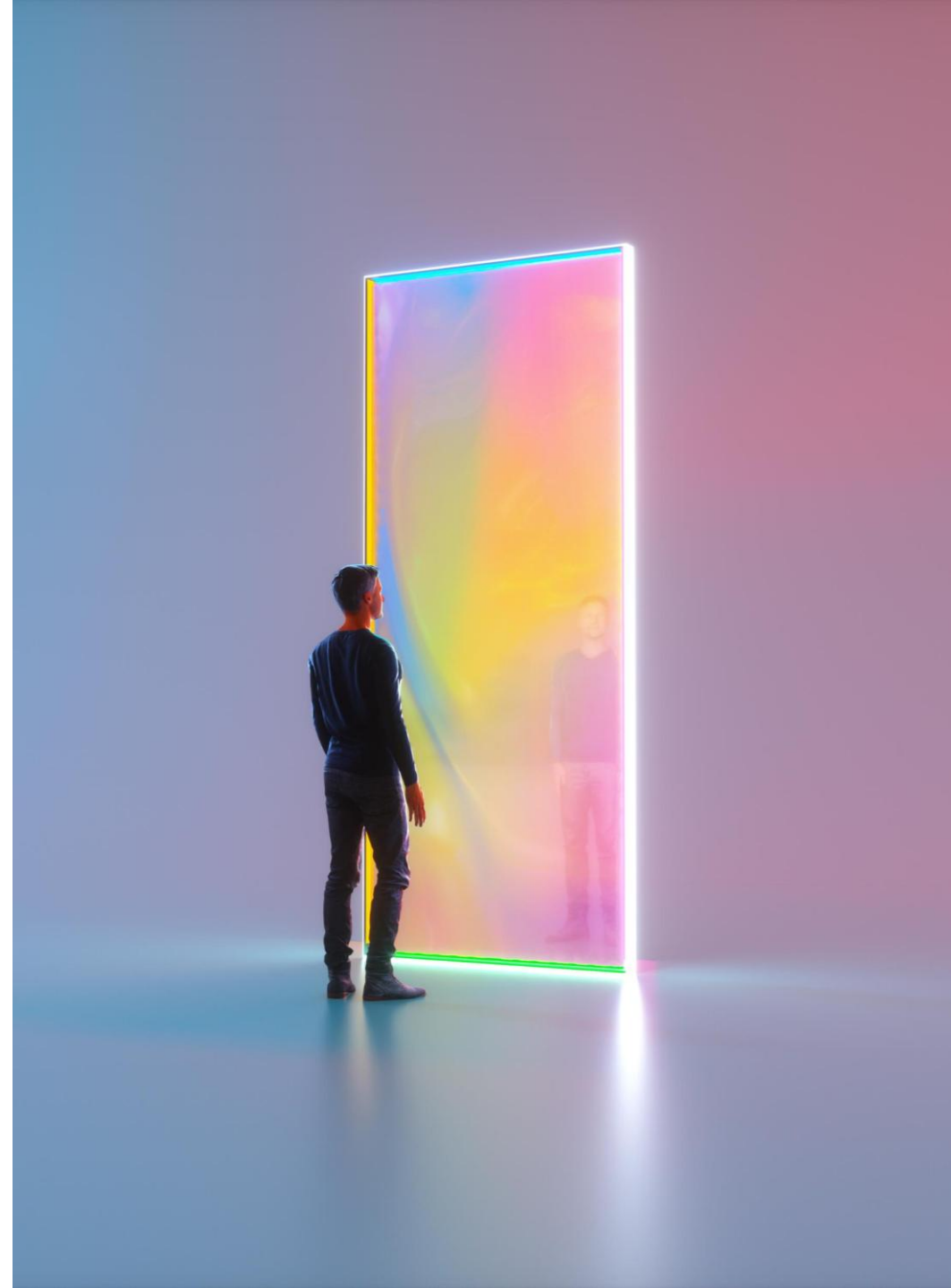
- food benefits
- medical coverage
- financial support
- State services
- general feedback

# No Wrong Door


## The NEW system

- Is a public webpage portal for grievances, complaints, feedback.
- Has options to file by phone, in-person, fax, or in writing.
- Will be **easy to find** and **easy to use** way for people to share concerns.

State HQ grievance staff will review everything and send it to the right people.



# Key system elements

- Ensuring people are heard and issues are addressed.
  - Meets all accessibility and language requirements.
  - Grievances must be resolved in 90 days (+14-day extension).
  - Communication is both automatic and from system workers.
- 

# What's next?

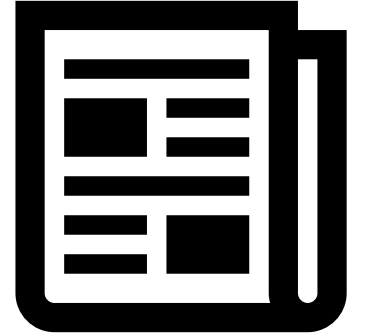
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- Launch date is pending.
- The system **must** be ready by Dec 31st, 2027.
- There are volunteers ready to test the system.
- Open feedback during testing and after launch.



# Our communication plan

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- Updates will be sent via [GovDelivery](#).
- We are meeting with internal staff and external partners.
- Developing flyers and brochures.
- Planning for website updates.



# Questions/Feedback?

## HCBS Access Rule – Community Partners Question/Feedback Form





# Contacts

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