



Home & Community Living Administration Grievance System

December 10, 2025

HCBS Access Rule: What to know

- **Why?** To ensure equitable, person-centered planning and access to Home & Community Based Services.
- **What?** Washington must have a system for Home & Community Based Services grievances that is accessible, timely, and ensures resolution.
- **When?** The Grievance System must be in place by July 1, 2026.
- **Why it Matters:** To ensure accountability and responsibility, protect rights, and make things work better for people.

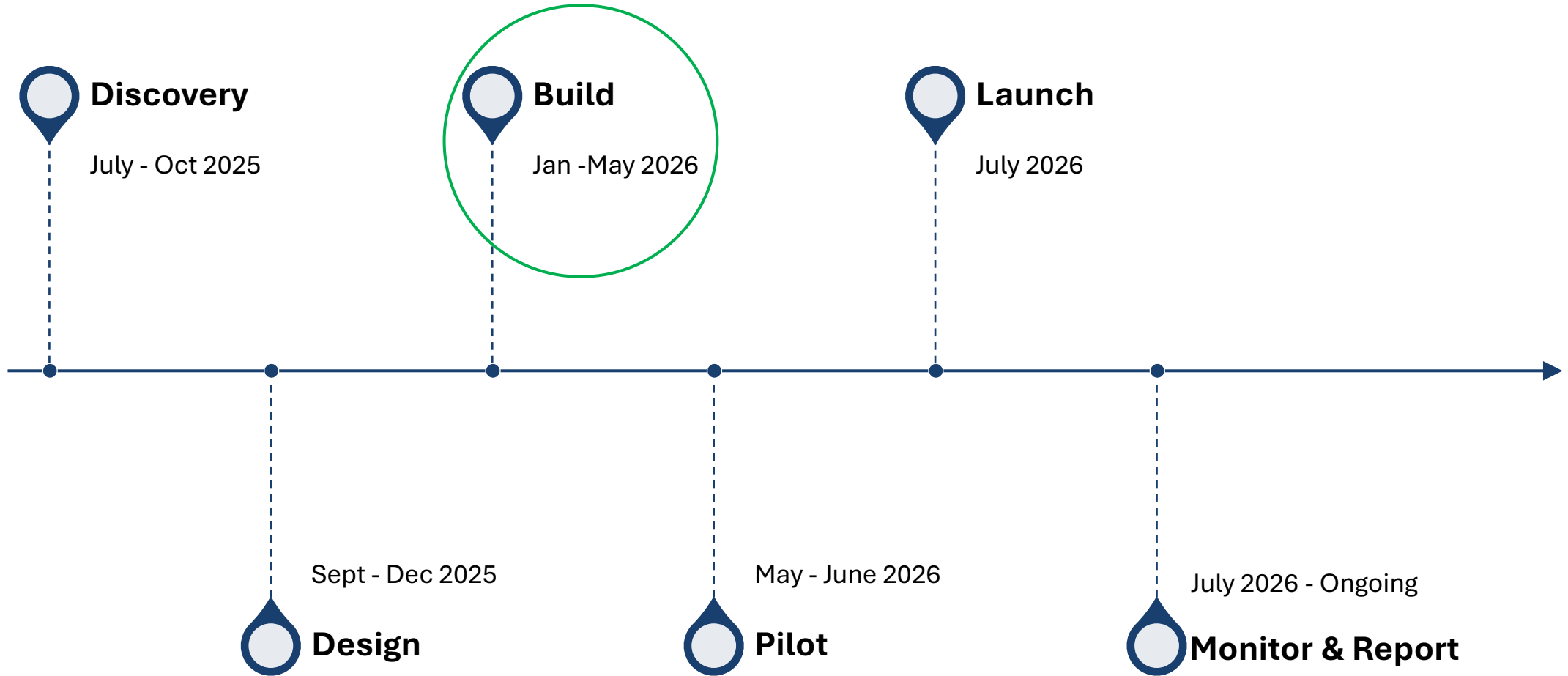
Grievance System Vision

- **Voice of the people:** Create an easy and simple process for people receiving services to submit grievances and advocate for their choices and preferences.
- **Accessible:** Plain talk, multiple languages, universally accessible, including written, in-person, even fax!
- **Transparent:** Clear communication of rights, process, outcomes.
- **Continuous Improvement:** Use feedback and data to improve the system, services, policies, and user experience.

Grievance System Vision

- **Purpose:** A single entry, public webpage portal for capture complaints, grievances, feedback, a way for people to voice concerns
- **Scope:** The system will manage grievances and constituent complaints. HCLA staff will review everything coming into the portal and send it to the right people.
- **Design:** Accessible for all, positive customer experience, Human-Centered design, consistency, no duplication, user-friendly, timely responses, will show trends, reports that improve our services

Implementation Roadmap



Anticipated Outcomes

- For the Users:
 - Equitable, accessible filing options.
 - Fast, clear grievance resolution.
 - Transparent communication and follow up.
 - Ensuring people are heard and issues are addressed.
- For the System:
 - Data will help us identify trends and barriers.
 - Improved service coordination and accountability.
 - Stronger compliance with HCBS Access Rule.

Where are we now?

- We are signing a contract with our developer to start building the grievance system.
- We are writing a policy and procedures.
- We are planning out a communication plan to share information and updates.
- We are hiring staff to manage grievances.
- We will be asking people to test the system to ensure it's easy to use.

Questions/Feedback?

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HCBS Access Rule – Community Partners Question/Feedback Form