

SENATE BILL REPORT

SB 6097

AS OF JANUARY 24, 1992

Brief Description: Creating a complaint resolution process for persons with developmental disabilities who apply for or receive services from the department of social and health services.

SPONSORS: Senators Roach, Johnson and L. Smith

SENATE COMMITTEE ON CHILDREN & FAMILY SERVICES

Staff: Joanne Conrad (786-7472)

Hearing Dates: January 27, 1992

BACKGROUND:

A right to appeal departmental actions regarding services provided to developmentally disabled persons currently exists (71A.10.050), as does a general statutory scheme of adjudicative proceeding (34.05 RCW). Concern has arisen that these two modes of client-agency dispute resolution do not address the problems of service recipients in a fair and timely manner.

SUMMARY:

In addition to other available legal remedies, persons with developmental disabilities, or their legal representatives, can access a formal complaint resolution process with the Department of Social and Health Services, in cases of complaints regarding department policies and procedures.

The department informs applicants and recipients of developmental disabilities services of the complaint resolution process, trains foster parents and department employees in the use of the process, and notifies its service providers that compliance with the process is a contractual condition.

Users of the complaint resolution process are protected from retaliatory action by the department.

The department compiles data on the utilization and outcome of the process, submitting semiannual reports to the Senate Children and Family Services Committee and the House Human Services Committee.

Appropriation: none

Revenue: none

Fiscal Note: requested January 23, 1992