



STATE OF WASHINGTON  
DEPARTMENT OF SOCIAL AND HEALTH SERVICES  
*Aging and Long-Term Support Administration*  
*PO Box 45600, Olympia, Washington 98504-5600*

April 24, 2025

**ALTA: CCRSS #2025-010**  
**CCRSS EVALUATOR CHANGES**

Dear Certified Community Services and Supports (CCRSS) Provider:

The Department of Social and Health Services (DSHS) would like to notify you that beginning on April 30, 2025, DSHS will transition recertification evaluations, currently conducted by *contracted* CCRSS evaluators, to *Residential Care Services staff*. The department is in the process of hiring and onboarding four evaluators who will work under Field Manager Andrea Pearson.

DSHS recognizes that this is a change from how we have run the program for the last several years and welcomes any questions from providers. Our desire is to make this as seamless and transparent as possible with minimal to no impact on your day-to-day operations.

If you have any questions, please contact the RCS Policy Unit at: [RCSPolicy@dshs.wa.gov](mailto:RCSPolicy@dshs.wa.gov).

Sincerely,

Amy Abbott, Director  
Residential Care Services

DSHS: *"Partnering with People"*