



STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
Home and Community Living Administration
Residential Care Services • RCSIDR@dshs.wa.gov

December 4, 2025
(email)

Morgan Kelly-Health Services Director
Touchmark on South Hill
2929 S Waterford Drive
Spokane, WA 99203

IDR SCHEDULING LETTER
VIDEO DISABLED/TELEPHONE REVIEW

License #1004

Dear Morgan Kelly:

This letter will confirm your request for an Informal Dispute Resolution (IDR) regarding Statement of Deficiencies (SOD) dated November 14, 2025.

Staci Dilg, will meet with you **virtually/video disabled** on December 23, 2025 at 1:30.

You may join through your invitation that was sent to you on December 4, 2025.

If you have difficulty logging on, you may call **1-564-999-2000** conference ID **278 198 791#** to join the meeting.

You indicated you are disputing the following citation(s):

WAC 388-78A-2090

You indicated the following individuals will participate and represent your facility in the IDR process:

Morgan Kelly-Health Services Director and Azure James-Clinical Operations Manager

We have received supporting documentation with your request. If you would like to submit additional documentation, please provide it to us at least **one week prior** to the scheduled IDR date by emailing them to RCSIDR@dshs.wa.gov (preferred), or by faxing them to (360) 725-3225.

If you have any questions, please contact me at RCSIDR@dshs.wa.gov .

Sincerely,

Kim Friesz

Kim Friesz-Administrative Assistant 3
IDR Program
Residential Care Services

Enclosure

cc: Regional Administrator-Region 1
Field Manager, Region 1 Unit B
State and Regional Long Term Care Ombuds
Field File
Central Files
IDR File