



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

October 28, 2025
(email)

Crystal Worcott
NorthCare Kennewick
3321 W 10th Avenue
Kennewick, WA 99336

TRADITIONAL IDR SCHEDULING LETTER
VIRTUAL-VIDEO ENABLED

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Dear Ms. Worcott:

This letter will confirm your request for an Informal Dispute Resolution (IDR) regarding Statement of Deficiencies (SOD) dated October 16, 2025.

Per our conversation, Scotti Bower, will meet with you **virtually** on **November 13, 2025** at **1:30**. Please enable your video for your review.

You may join through your invitation that was sent to you on October 28, 2025.

If you have difficulty logging on, you may call **1-564-999-2000** conference ID **364 962 076#** to join the meeting.

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

WAC 388-78A-2040

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

Crystal Worcott-COO

Please provide additional documentation specifically related to the citation(s) you are disputing, at least one week prior to the scheduled IDR date, by emailing them to RCSIDR@dshs.wa.gov, or by faxing them to (360) 725-3225.

If you have any questions, please contact us 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 G
State and Regional Ombuds
Field File
Central Files
IDR File