

King County Incident Reporting Protocols – Revised 10/23/25

Send a Written Incident Report to the DDCS Case Resource Manager (CRM) and to King County

- Send written reports to the appropriate Department of Social and Health Services, Developmental Disabilities Community Services (DSHS/DDCS) Case Resource Manager (CRM) via secure email. Please copy Gina Solberg and TJ Protho at King County. For School-to-Work students, please include the School-to-Work team at s2wreports@kingcounty.gov. If you do not know who the individual's DDCS CRM is, please call DDCS or King County for more information.
- When sending the report, please use the subject line: "Incident Report" – **do not fax the report to King County.**

Verbally Report Certain Types of Incidents to DDCS and to King County

- In addition to submitting a written report, staff members must verbally report the types of incidents outlined in **Attachment C, Incident Reporting Timelines**, of [DDCS Policy 6.08, Incident Management and Reporting Requirements for County and County Contracted Providers](#). When calling DDCS, **do not rely on voicemail alone**; please speak directly to the CRM, or to a supervisor. If the CRM is unavailable, leave a voicemail message for the CRM **and** call the front desk at the appropriate DDCS office. Tell the receptionist that you need to report an incident and ask them to direct you to DDCS CRM or supervisor on duty.

DDCS Front Desk – Kent Office: (253) 372-5770

DDCS Front Desk – Seattle Office: (206) 568-5700

- Verbally report the incident to King County – please speak directly with Gina Solberg, TJ Protho, or Richard Wilson. Follow up with a written report to the DDCS CRM and King County.

Reporting Requirements

- Follow the reporting requirements and timelines outlined in [DDCS Policy 6.08, Incident Management and Reporting Requirements for County and County Contracted Providers](#). When required, also report to Adult Protective Services (APS), Residential Care Services/Complaint Resolution Unit (RCS/CRU), and law enforcement. If necessary, you may submit an amended incident report to King County and DDCS, and to APS, RCS/CRU, and law enforcement (as applicable).
- When in doubt, always report.

King County Developmental Disabilities and Early Childhood Supports Division Staff

Gina Solberg: Office – (206) 263-0797 • gsolberg@kingcounty.gov

TJ Protho: Office – (206) 848-0824 • tprotho@kingcounty.gov

Richard Wilson: Office – (206) 263-9044 • richard.wilson@kingcounty.gov

Washington State DDCS Region 2 Headquarters

Front Desk: (206) 568-5700; 8:00 a.m. – 5:00 p.m., Monday through Friday, except holidays.

Limited After-Hours Reporting to Washington State DDCS and King County

After regular business hours, please use the telephone numbers listed below to verbally report **only the specific types of incidents** referenced in [Attachment C, Incident Reporting Timelines - DDCS Policy 6.08, Incident Management and Reporting Requirements for County and County Contracted Providers](#).

DDCS After-Hours Reporting: (206) 366-6738

Susy Stremel, King County Adult Services Supervisor: Cell – (206) 399-7465