



STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
AGING AND LONG-TERM SUPPORT ADMINISTRATION
20425 72nd Avenue S, Suite 400, Kent, WA 98032-2388

January 7, 2021

CERTIFIED MAIL

9489009000276072419593

Racheal N Ragui
ENDLESS LOVE
1606 SOUTH 253RD PLACE
DES MOINES, WA 98198

RE: ENDLESS LOVE License #750496

Dear Provider:

The Department completed a complaint investigation of your Adult Family Home on January 4, 2021 and found that your home does not meet the adult family home licensing requirements below.

The Department staff who did the investigation and provided consultation:
Olga Petrov, Licensor

Consultation:

WAC 388-76-10365 Negotiated care plan Implementation Required. The adult family home must implement each resident's negotiated care plan.

The adult family home (AFH) did not follow the negotiated care plan when the home let one of four residents (Resident #1) left the home unsupervised. The Resident #1 returned to the AFH safely.

You Must:

- Begin the process of correcting the deficiency or deficiencies immediately; and
- Complete correction as soon as possible.

You Are Not:

- Required to submit a plan-of-correction for the deficiency or deficiencies found.

The Department May:

- Inspect the home to determine if you have corrected all deficiencies.

You May:

- Ask for an informal dispute resolution meeting, according to the attached "Informal Dispute Resolution" instructions; and
- Ask questions and provide written information to help clarify or dispute the deficiencies.

Racheal N Ragui
ENDLESS LOVE License #750496
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If You Have Any Questions:

- Please contact me at (253) 234-6007.

Sincerely,

Elena Atanasova, Field Manager
Region 2, Unit G
Residential Care Services

Informal Dispute Resolution [70.128]

You May:

Request an Informal Dispute Resolution (IDR) meeting within 10 working days after you receive this letter.

You **must** use an **IDR Request Form** for **each** citation or enforcement you plan to dispute. You can find this form and directions on the IDR Adult Family Home web page at: <https://www.dshs.wa.gov/altsa/idr>

Provider Process for Choosing a Panel or Traditional IDR:

You may only choose a **Panel IDR** if you are disputing **three or fewer** citations or enforcement actions. You may choose a **Traditional IDR** regardless of the number of citations or enforcement actions you intend to dispute. If you choose a **Panel IDR**, all documents supporting your dispute must be submitted within **20 working days** after you receive this letter. For **Panel IDRs** the IDR program will not consider any documents submitted after the 20 working day deadline.

For **Traditional IDRs** you should submit documents supporting your dispute at least **seven** days prior to the date of the IDR meeting. Send your request and supporting documents to the address below or email to rcsidr@dshs.wa.gov:

Adult Family Home IDR Program
Residential Care Services
PO Box 45600
Olympia, WA 98504-5600