



**Residential Care Services
Investigation Summary Report**

Provider/Facility: Mercy Family Home (688913) **Intake ID(s):** 3203745
License/Cert. #: AF751797
Investigator: Beckel, Amy **Region/Unit:** RCS Region 3/Unit E **Investigation Date(s):** 04/20/2016 through 04/20/2016
Complainant Contact Date(s):

Allegations:

The home's annual license fee was not paid.

Investigation Methods:

Sample: 3 residents

Observations: general environment and resident rooms; resident appearance; resident supplies, food, water, utilities available

Interviews: residents, provider, staff

Record Reviews: department financial records

Allegation Summary:

The provider and her spouse (also a caregiver in the home) stated they had not received a statement from the department regarding the bill due last November. The spouse could not locate documentation of the annual fee being paid.

Unalleged Violation(s): **Yes** **No**

Conclusion / Action: **Failed Provider Practice Identified / Citation(s) Written**

Failed Provider Practice Not Identified / No Citation Written

See Statement of Deficiencies dated 04/20/2016.

04/21/16
Ombud



STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
AGING AND LONG-TERM SUPPORT ADMINISTRATION
800 NE 136th Avenue, Suite#220, Vancouver, WA 98684

RECEIVED

APR 28 2016

DSHS/ADSA/RCS

Statement of Deficiencies	License #: 751797	Completion Date
Plan of Correction	Mercy Family Home	April 20, 2016
Page 1 of 2	Licensee: Mercy Family Home LLC	

You are required to be in compliance with all of the licensing laws and regulations at all times to maintain your adult family home license.

The department has completed data collection for the unannounced on-site complaint investigation of: 4/20/2016

Mercy Family Home
2808 NE 126th Ct
Vancouver, WA 98682

This document references the following complaint number: 3203745

The department staff that inspected and investigated the adult family home:

Amy Beckel, RN, BSN, Licensor

From:

DSHS, Aging and Long-Term Support Administration
Residential Care Services, Region 3, Unit E
800 NE 136th Avenue, Suite#220
Vancouver, WA 98684
(360)397-9549

As a result of the on-site complaint investigation the department found that you are not in compliance with the licensing laws and regulations as stated in the cited deficiencies in the enclosed report.

C. Burinsky for Karyl Ramsey
Residential Care Services

04/21/2016
Date

I understand that to maintain an adult family home license I must be in compliance with all the licensing laws and regulations at all times.

Alexander Kansch
Provider (or Representative)

04/25/2016
Date

AB
5/2/16

06/03/16

WAC 388-76-10025 License annual fee.

- (1) The adult family home must pay the license fee that is established in the state's operating budget, as described in RCW 70.128.060 .
- (2) Each year, the home's annual license fee is due during the same month in which the home was initially licensed. For example, if the home was licensed in June, 2010, then the annual licensing fee will be due in June of each year.
- (3) The home must ensure that the department receives the annual license fee when it is due.
- (4) If the home does not pay the fee when it is due, the department will impose remedies.

This requirement was not met as evidenced by:

Based on interview and record review, the adult family home failed to pay the annual licensing fee by the required date. This failure placed the six current residents (Resident #1 - #6) at risk for having to leave the home due to non-payment of the licensing fee.

Findings include:

On 03/30/2016 the Residential Care Services Consumer Services Office reported the annual licensing fee, which was due in November 2015, had not yet been paid.

A tour of the home on 04/20/2016 revealed a clean and home-like environment. The home had working electricity, hot water, telephone, and sewer service. Food, water, medications, cleaning products, and emergency supplies were available.

The provider spoke with her spouse (Staff A) on the telephone regarding the license fee. When Staff A arrived at the home, he looked through financial records and was unable to locate documentation the fee had been paid. Staff A stated the home had not received notification from the department about the bill being due. Staff A immediately began preparing the payment to mail to the department.

Attestation Statement

I hereby certify that I have reviewed this report and have taken or will take active measures to correct this deficiency. By taking this action, Mercy Family Home is or will be in compliance with this law and / or regulation on (Date) 04/20/2016 . In addition, I will implement a system to monitor and ensure continued compliance with this cited deficiency.

AB 5/02/14

Alexander W. Hansel

Provider (or Representative)

04/25/2016

Date



STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
AGING AND LONG-TERM SUPPORT ADMINISTRATION
800 NE 136th Avenue, Suite#220, Vancouver, WA 98684

May 2, 2016

Mercy Family Home LLC
Mercy Family Home
2808 NE 126th Ct
Vancouver, WA 98682

RE: Mercy Family Home License #751797

Dear Provider:

On May 2, 2016 the Department completed a review of communication and / or documents from you indicating that you have corrected the deficiency or deficiencies cited in the report/s dated April 20, 2016.

Based on the review of this information the Department finds the deficiency or deficiencies have been corrected. Your home meets the adult family home licensing requirements.

The Department staff who did the off-site verification:
Amy Beckel, Licenser

If you have any questions please, contact me at (360) 397-9549.

Sincerely,

Karyl Ramsey for

Karyl Ramsey, Field Manager
Region 3, Unit E
Residential Care Services