



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

June 20, 2019

GLADNESS ADULT FAMILY HOME LLC
GLADNESS ADULT FAMILY HOME LLC
1724 SE 30TH PL
RENTON, WA 98055

RE: GLADNESS ADULT FAMILY HOME LLC License #752581

Dear Provider:

The Department completed a follow-up inspection of your Adult Family Home on June 17, 2019 for the deficiency or deficiencies cited in the report/s dated January 31, 2019 and found no deficiencies.

The Department staff who did the inspection:
Shalahna Rhodes, Community Complaint Investigator

If you have any questions please, contact me at (253) 234-6007.

Sincerely,

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



**Residential Care Services
Investigation Summary Report**

Provider/Facility: GLADNESS ADULT FAMILY HOME LLC **Intake ID(s):** 3583884
(825113)

License/Cert. #: AF752581

Investigator: Rhodes, Shalahn

Region/Unit: RCS Region 2/Unit G

Investigation Date(s): 12/07/2018 through
01/31/2019

Complainant Contact Date(s): 01/31/2019

Allegations:

1. The named resident (NR) had not been given his spending money. The adult family home (AFH) was paid \$760.00/month and the NRs responsibility payment was \$685.95. The AFH said the NRs representative only paid \$260.00 for the month of July and the AFH charged the NR a 3% late fee for any payment made after the 5th of each month. The AFH said the NR needed to make a payment of \$385.47 to bring the NRs balance to zero. The AFH did not give the NR's monthly personal allowance.

Investigation Methods:

Sample: Residents

Observations: Resident, Resident and Caregiver Interactions

Interviews: Entity Representative (ER), Caregiver, Resident, Others Not Affiliated with the AFH

Record Reviews: Resident Records, Caregiver Records

This document was prepared by Residential Care Services for the Locator website.



**Residential Care Services
Investigation Summary Report**

Allegation Summary:

1. Observation of the AFH found the NR residing in the home.

Review of the NR's records revealed the AFH admitted the NR on [REDACTED]/2018. Further review of the NR's records revealed the NR's [REDACTED] was his payee because the NR had great difficulty paying bills.

Review of financial documents from the AFH revealed the NR's participation fee was \$685.95. The NR's payee had paid the AFH \$760.00 more than once. This left an overpayment amount of \$74.05 each time an overpayment was made. This amount was to be given to the NR as spending money. On 12/10/2018 the Entity Representative (ER) sent a breakdown payment spreadsheet that showed a payment in the amount of \$760.00 was made in August (2018) to pay to the AFH for the NR's participation fee leaving an overpayment (credit) of \$74.05. The credit was applied to the next months participation fee and subtracted from the next months balance instead of being given to the NR. There was a payment of \$1260.00 made in September for the NR's participation fee with a credit of \$553.48. The NR did not receive any money from this overpayment. Another payment in the amount of \$760.00 was paid for October's participation leaving a credit of \$74.05, which was applied toward the next months participation fee and not given to the NR. In November there was a payment made in the amount of \$760.00 with a credit of only \$12.34, which was not given to the NR.

Unalleged Violation(s): Yes No

Interview with the ER found the NR's [REDACTED] was his payee and he would pay the AFH \$760.00 for the NR's participation fee. The ER said the overpayment would be applied toward the next months fee as a credit and was not given to the NR. The ER said the payee kept sending overpayments, which led her to call the NRs caseworker (CW). The ER said she believed it was a miscommunication between the NRs payee, the CW, and the NRs new payee Share and Care.

Interview with the NR revealed he had received one check but had not received spending money prior to Share and Care becoming his payee. The NR felt he should've been getting more money.

Conclusion / Action: **Failed Provider Practice Identified / Citation(s) Written** **Failed Provider Practice Not Identified / No Citation Written**

See statement of deficiency written 01/31/2019.

This document was prepared by Residential Care Services for the Local Care website.



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 APR 30 2019
 DSHS/AL TSA/RCS

Statement of Deficiencies	License #: 752581	Completion Date
Plan of Correction	GLADNESS ADULT FAMILY HOME LLC	January 31, 2019
Page 1 of 3	Licensee: GLADNESS ADULT 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: 12/7/2018 and 1/17/2019

GLADNESS ADULT FAMILY HOME LLC
 1724 SE 30TH PL
 RENTON, WA 98055

This document references the following complaint number: 3583884

The department staff that inspected and investigated the adult family home:
 Shalahna Rhodes, RN, MSn, Community Complaint Investigator

From:

DSHS, Aging and Long-Term Support Administration
 Residential Care Services, Region 2, Unit G
 20425 72nd Avenue S, Suite 400
 Kent, WA 98032-2388
 (253)234-6007

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.

	<u>02/05/2019</u>
Residential Care Services	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.

	<u>4/23/19</u>
Provider (or Representative)	Date

This document was prepared by Residential Care Services for the Locator website.

WAC 388-76-10510 Resident rights Basic rights. The adult family home must ensure that each resident:

(7) Is allowed to use his or her personal belongings to the extent possible.

This requirement was not met as evidenced by:

Based on observation, record review, and interview, the adult family home (AFH) failed to allow 1 of 2 sampled residents (R#6) to have access to his monthly personal allowances. This failure resulted in R#6's inability to receive spending money after the monthly participation fees were paid.

Findings include:

Observation, record review, and interview occurred on 12/07/2018 unless otherwise noted.

Review of R#6's records revealed the AFH admitted R#6 on [REDACTED] 2018. Further review of R#6's records revealed R#6's [REDACTED] was his payee because R#6 had great difficulty paying bills.

Review of financial documents from the AFH revealed R#6's participation fee was \$685.95. R#6's payee had paid the AFH \$760.00 more than once. This left an overpayment amount of \$74.05 each time an overpayment was made. This amount was to be given to R#6 as spending money.

On 12/10/2018 the Entity Representative (ER) sent a breakdown payment spread sheet that showed a payment in the amount of \$760.00 was made in August (2018) to pay to the AFH for R#6's participation fee leaving an overpayment (credit) of \$74.05. The credit was applied to the next month's participation fee and subtracted from the next month's balance instead of being given to R#6. There was a payment of \$1260.00 made in September for R#6's participation fee with a credit of \$553.48. R#6 did not receive any money from this overpayment. Another payment in the amount of \$760.00 was paid for October's participation leaving a credit of \$74.05, which was applied toward the next month's participation fee and not given to R#6. In November there was a payment made in the amount of \$760.00 with a credit of only \$12.34, which was not given to R#6.

Interview with the ER found R#6's parent was his payee and he would pay the AFH \$760.00 for R#6's participation fee. The ER said the overpayment would be applied toward the next month's fee as a credit and was not given to R#6. The ER said the payee kept sending overpayments, which led her to call R#6's caseworker (CW). The ER said she believed it was a miscommunication between R#6's payee, the CW, and R#6's new payee Share and Care.

Interview with R#6 revealed he had received one check but had not received spending money prior to Share and Care becoming his payee. R#6 felt he should've been getting more money.

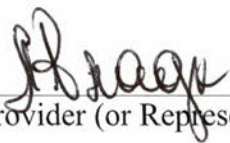
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APR 30 2019

DSHS/AL TSA/RCS

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, GLADNESS ADULT FAMILY HOME LLC is or will be in compliance with this law and / or regulation on (Date) 4/23/19. In addition, I will implement a system to monitor and ensure continued compliance with this cited deficiency.



Provider (or Representative)

4/23/19

Date

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