



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

April 29, 2020

**CERTIFIED MAIL**

7018 3090 0000 2464 5876

The Family Care Adult Family Home LLC  
The Family Care Adult Family Home LLC  
15902 NE 78th St  
Vancouver, WA 98682

RE: The Family Care Adult Family Home LLC License #753074

Dear Provider:

The Department completed a complaint investigation of your Adult Family Home on April 28, 2020 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:  
Sarah Bjork, Licensor

**Consultation:**

**WAC 388-76-10225 Reporting requirement.**

- (1) The adult family home must ensure all staff:
- (a) Report suspected abuse, neglect, exploitation or abandonment of a resident:
  - (ii) To the department by calling the complaint toll-free hotline number; and

The manager (Staff A) stated the home did not call the state hotline to file a report when Resident #1 hit Resident #2. The manager stated they called the police, the legal guardian for Resident #2, and social worker. The manager stated he would ensure all incidents involving physical aggression are reported to the hotline in the future.

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:

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- 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.

**If You Have Any Questions:**

- Please contact me at (360) 397-9549.

Sincerely,

A handwritten signature in blue ink that reads "Chris Cornell for Karyl Ramsey". The signature is written in a cursive style.

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



**Residential Care Services  
Investigation Summary Report**

**Provider/Facility:** The Family Care Adult Family Home LLC (947769) **Intake ID(s):** 3703365  
**License/Cert. #:** AF753074  
**Investigator:** Bjork, Sarah **Region/Unit:** RCS Region 3/Unit E **Investigation Date(s):** 04/22/2020 through 04/28/2020  
**Complainant Contact Date(s):** 04/22/2020

**Allegations:**

Quality of Care/treatment-One resident hit another resident, resulting in the police being called to the home.

**Investigation Methods:**

- Sample:** Two residents in the home
- Interviews:** The complainant and the adult family home manager
- Observations:** NA
- Record Reviews:** Negotiated care plan, incident report, plan of correction statement

**Allegation Summary:**

One resident became agitated with another resident and hit the resident in the chest. The police were called to the home and did not make any arrests. There were no injuries. The manager reported the incident to the resident's guardian and the social worker. The incident was not reported to the complaint hotline by the adult family home staff.

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

NA

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

The home failed to report an incident of abuse to the state hotline as required. See Statement of Deficiencies 04/28/2020.

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