



STATE OF WASHINGTON  
DEPARTMENT OF SOCIAL AND HEALTH SERVICES  
Aging and Disability Services  
Aging and Long-Term Support Administration  
PO Box 45600, Olympia, WA 98504-5600

October 14, 2019  
FASCIMILE AND CERTIFIED MAIL

Robert Efford, Administrator  
Aacres WA LLC (Spokane County)  
5709 W. Sunset Hwy Suite 100  
Spokane, WA 99224-9446

**Subject: Notice of Decertification of Certification # 2011-001**

Dear Mr. Efford:

This is to notify you that the certification for Aacres WA LLC (Spokane County) to operate as a Certified Community Residential Services and Supports (CCRSS) provider will end at **12:00 a.m. on Friday, November 1, 2019**. Because you will no longer be certified as a CCRSS provider, your agency may no longer provide these services after October 31, 2019.

You will not be recertified based on a history of noncompliance with applicable laws and regulations of Chapter 388-101 and 388-101D WAC. The non-compliance was identified during investigations, follow-up visits, certification evaluations, and provisional monitoring visits. In addition, the Developmental Disabilities Administration's (DDA) sent you written notification dated October 7, 2019 that DDA had terminated your residential services contract.

**WAC 388-101-3020 Compliance.** Review of the provider's record and history found that Aacres WA LLC (Spokane County) demonstrated serious non-compliance with Chapter 388-101 and 388-101D WAC, jeopardizing the health, safety, and welfare of clients receiving services under this certification. Because of this non-compliance, you are being decertified as a CCRSS provider under WAC 388-101-4200. The following outlines the non-compliance:

- On June 7, 2018, Residential Care Services (RCS) imposed a stop placement prohibiting all referrals to your CCRSS Program based on serious non-compliance with the law and regulations, including Chapter 388-101 and 388-101D WAC.
- On February 21, 2019, RCS imposed reasonable conditions as the provider failed to ensure clients were provided a safe living environment (*Statement of Deficiencies, February 6, 2019*). A subsequent reasonable conditions follow-up

visit found the provider failed to ensure all reasonable conditions had been met and clients were provided safe and healthy living environments. (*Statement of Deficiencies, September 4, 2019*)

- On August 20, 2019, RCS placed your CCRSS Program on a 90-day provisional certification effective immediately on that date due to continued non-compliance with the law and regulations, including Chapter 388-101 and 388-101D WAC.
- On October 7, 2019, your DDA residential services contract was terminated for default effective October 31, 2019 at 11:59 p.m. as there was a reasonable basis to believe that your ability to meet the health and safety needs of individuals receiving services from you was inadequate.

**This serious non-compliance has jeopardized clients' health, safety, and welfare and supports decertification of your agency.**

### **Informal Dispute Resolution**

If you disagree with the department's finding of a violation, or the certification action, you may request an informal dispute resolution pursuant to WAC 388-101-4240. To do so, you must make a written request to the department for an informal dispute resolution meeting within **ten working days** of receipt of this written notice of the findings and certification action.

### **Administrative Review**

You may request an administrative review of a certification action within **twenty-eight days** of receipt of this written notice of certification action, pursuant to WAC 388-101-4250. You must make the request in writing and:

- Sign the request;
- Identify the challenged decision and the date it was made;
- State specifically the issues and regulations involved and the grounds for the disagreement and;
- Include with the request copies of any supporting documentation to your position.

To request an Administrative Review, please send your written request to:

**Candace Goehring, Director, Residential Care Services  
Aging and Long Term Support Administration  
P.O. Box 45600  
Olympia, WA 98504-5600**

### **Appeal Rights**

You may also request an administrative hearing to contest the certification action, pursuant to WAC 388-101-4260, Chapter 71A.12 Revised Code of Washington (RCW) and according to the provisions of Chapter 34.05 RCW and Chapter 388-02 (Washington Administration Code). You must file a hearing request with the Office of Administrative Hearings at the mailing address below. You must make the hearing request within **twenty-eight days** of receipt of this written notice. Please address any hearing request to:

**Office of Administrative Hearings  
P.O. Box 42489  
Olympia, WA 98504-2489**

Please note this decertification is effective at 12:00 a.m. on November 1, 2019 and will continue to be effective during any Informal Dispute Resolution, Administrative Review, and/or administrative hearing. Please do not hesitate to call me at (360) 725-2401 if you have questions or concerns.

Sincerely,



Candace Goehring, Director  
Residential Care Services

Robert Efford, Administrator  
Aacres WA LLC (Spokane County)  
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cc: Nicole Vreeland, RCS Field Manager  
Loida Baniqued, RCS Headquarters Operations Office Chief  
Bill Moss, ALTSA Assistant Secretary  
Evelyn Perez, DDA Assistant Secretary  
Lorna Morris, DDA Regional Administrator  
Michael Bradley, Assistant Attorney General  
Betty Schweiterman, DD Ombuds  
Stacy Siebrecht, Disability Rights of Washington