STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
AGING AND LONG-TERM SUPPORT ADMINISTRATION
1200 Alder Street, Union Gap, WA 98903

From The Heart AFH Inc

From The Heart AFH Inc
4408 Artesia Dr
Pasco, WA 99301

RE: From The Heart AFH Inc License # 752493

Dear Provider:

This letter addresses Compliance Determination(s) 59630 (Completion Date 05/21/2025) and 56566 (Completion Date 04/17/2025).

The Department completed a follow-up inspection of your Adult Family Home on 05/21/2025 and found that you have corrected the violations listed in the Complaint report dated 04/17/2025. Your home is back in compliance as of 04/30/2025 with the cited requirements of the Washington Administrative Code or the Revised Code of Washington or both.

The Department found that deficiencies for the following licensing laws and regulations were corrected:
WAC 388-76-10225-1-a, WAC 388-76-10225-1-a-i, WAC 388-76-10225-1-a-ii

The Department staff who did the on-site verification:
Sarah Clark, Community Complaint Investigator

If you have any questions, please contact me at (509)572-7394.

Sincerely,

Michelle Ann Yarbrough

Michelle Yarbrough, Adult Family Home Field Manager
Region 1, Unit C
Residential Care Services

STATE OF WASHINGTON

DEPARTMENT OF SOCIAL AND HEALTH SERVICES

AGING AND LONG-TERM SUPPORT ADMINISTRATION

1200 Alder Street, Union Gap, WA 98903

You are required to be in compliance at all times with all licensing laws and regulations to maintain your Adult Family Home license.

The department completed data collection for an unannounced on-site complaint investigation on 03/19/2025 of:

From The Heart AFH Inc
4412 Artesia Dr
Pasco, WA 99301

This document references the following complaint number(s): 168822

The following sample was selected for review during the unannounced on-site visit: 3 of 5 current residents and 0 former residents.

The department staff that investigated the Adult Family Home:

Sarah Clark, Community Complaint Investigator

From:
DSHS, Aging and Long-Term Support Administration
Residential Care Services, Region 1 , Unit C
1200 Alder Street
Union Gap, WA 98903

Statement of Deficiencies	License #: 752493	Compliance Determination # 56566
Plan of Correction	From The Heart AFH Inc	Completion Date
Page 2 of 4	Licensee: From The Heart AFH Inc	04/17/2025

As a result of the on-site visit(s), 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.

Michelle Ann Garbrough
Residential Care Services

04/18/2025
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.

Jenny Uhre
Provider (or Representative)

4/23/25
Date

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:

(i) As required by chapter 74.34 RCW;

(ii) To the department by calling the complaint toll-free hotline number; and

This requirement was not met as evidenced by:

Based on interview and record review, the Adult Family Home (AFH) failed to report to the Department hotline incidences of alleged verbal abuse involving 1 of 5 current residents (Resident 2) and 2 of 2 former residents (Residents 1 & 3). This failure placed all residents at risk of abuse not being investigated by the Department.

Findings included...

Review of an undated, Adult Family Home policy, titled "Prevention of Abuse Policy" specified in accordance with RCW 74.34, the entity representative, or provider of this facility and caregivers, staff and any person providing cares and services are mandated reporters and must immediately report to the Department when there is a reasonable cause to believe that abandonment, abuse, exploitation, financial exploitation, or neglect of a vulnerable has occurred.

Review of a witness statement, handwritten by Staff A, Caregiver, dated 02/19/2025, showed Staff B, Caregiver:

- Punished a Resident 1 by taking cigarettes away from them for no reason.
- Threatened a Resident 2 with a sedative medication to keep them "trapped in bed" if they kept asking for cigarettes.
- Fantasized to another staff member about killing Resident 3 and stated it would the happiest day of Staff B's life.

Staff A also wrote that they requested a transfer as they could not work with Staff B anymore. Staff A wrote that they genuinely feared for residents and the residents begged Staff A not to leave them every day.

Review of the AFH staff orientation checklist, for Staff A, dated 07/26/2024, on page 3 section 6 titled "Resident Rights" under letter (e), showed "staff's duty to report any suspected abuse, abandonment, neglect, or exploitation of a resident (mandated reporting.) This section was initialized by Staff A.

Review of an undated handwritten statement, by Staff C, Caregiver, indicated that Staff B yelled at Resident 2 for trying to go outside to smoke and threatened them with sedative medication to sedate them and put them in bed.

Review of the AFH staff orientation checklist, for Staff C, dated 01/23/2024, on page 3 section 6 titled "Resident Rights" under letter (e), showed "staff's duty to report any suspected abuse, abandonment, neglect, or exploitation of a resident (mandated reporting.) This section was initialized by Staff C.

During an interview on 03/19/2025 at 11:26 AM, Staff A stated that Staff B's behavior towards the residents of the AFH progressively and quickly escalated about a week prior. Staff A stated Staff B's behaviors were threatening and controlling towards residents. Staff A stated Staff B threatened to take away resident's cigarettes and threatened to administer sedatives to residents. Staff A also stated when they heard Staff B threaten residents, they did not report Staff B's behaviors to AFH management because Staff A believed they would lose their job for reporting.

During an interview on 04/16/2025 at 09:18 AM, Resident 1 stated Staff B would refuse to give them their cigarettes when they asked, if they asked too early, or if they didn't ask the "right way." Resident 1 stated this made them feel belittled and like they were being punished "like a bad kid." Resident 1 also stated there were other AFH staff around during Resident 1 and Staff B interactions.

Review of Secure Tracking and Reporting System (STARS) on 04/10/2025 showed no mandated reports regarding Staff B for the current year.

Statement of Deficiencies	License #: 752493	Compliance Determination # 56566
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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, From The Heart AFH Inc is or will be in compliance with this law and / or regulation on (Date) 4/30/25.

In addition, I will implement a system to monitor and ensure continued compliance with this requirement.

Provider (or Representative) [signature] Date 4/23/25.