



STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
HOME AND COMMUNITY LIVING 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 # 752703

Dear Provider:

This letter addresses Compliance Determination(s) 74688 (Completion Date 03/23/2026) and 71673 (Completion Date 02/25/2026).

The Department completed a follow-up inspection of your Adult Family Home on 03/23/2026 and found that you have corrected the violations listed in the Complaint report dated 02/25/2026. Your home is back in compliance as of 03/15/2026 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 388-76-10475-3-a

The Department staff who did the off-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



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Statement of Deficiencies	License #: 752703	Compliance Determination # 71673
Plan of Correction	From The Heart AFH Inc	Completion Date
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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 01/21/2026 and 02/12/2026 of:

From The Heart AFH Inc
4411 Segovia Dr
Pasco, WA 99301

This document references the following complaint number(s): 207905, 206118, 208247

The following sample was selected for review during the unannounced on-site visit: 2 of 6 current residents and 0 former residents.

The department staff that investigated the Adult Family Home:

Sarah Clark, Community Complaint Investigator

From:
DSHS, Home and Community Living Administration
Residential Care Services, Region 1, Unit C
1200 Alder Street
Union Gap, WA 98903

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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

03/05/2026

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.

Maya Usher
Provider (or Representative)

3/9/26
Date

WAC 388-76-10475 Medication Log. The adult family home must:

(3) Ensure the medication log includes:

(a) Initials of the staff who assisted or gave each resident medication(s);

This requirement was not met as evidenced by:

Based on interview and record review, the Adult Family Home (AFH) failed to ensure the medication log was signed by staff giving medication for 1 of 2 sampled residents (Resident 1). This failure resulted in an undocumented medication log and placed Resident 1 at risk for potential medication errors.

Findings included...

Review of the Adult Family Home Admissions Contract, that was undated, under the section titled: Medication Assistance, showed that a medication sheet was kept for each resident. The caregivers sign each medication out as he/she dispensed them.

Review of Resident 1's Negotiated Care Plan (NCP) dated 02/17/2025, showed Resident 1 was admitted to the AFH on [REDACTED] 2014. The NCP specified Resident 1 had diagnoses that included [REDACTED]

[REDACTED]. The NCP indicated Resident 1 needed medication assistance as they could not safely take medications on their own. The NCP stated staff were to keep all medications always locked up and give them as scheduled or as needed.

Review of Resident 1's Department Assessment dated 02/24/2025, showed Resident 1

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required assistance with medications due to Resident 1's complex regimen, cannot open containers, and poor coordination.

Review of Resident 1's physician orders, printed on 01/09/2026, with different medication start dates showed Resident 1 was ordered to receive:

- Atorvastatin (for cholesterol) 800 milligrams (mg) every day at bedtime.
- Baclofen (for muscle spasms) 10 mg three times a day.
- Carbamazepine (for seizures) extended release 200 mg every 12 hours – Take two tablets (400 mg) twice daily.
- Mirtazapine (for depression) 30 mg once daily at bedtime.
- Ropinirole (for restless leg syndrome) 2 mg at bedtime.

Review of Resident 1's January 2026 electronic Medical Record and paper medication record showed missing documentation for five scheduled medication doses. Instead of caregiver initials there was a dash (-) in the medication record box or it was left blank. The following scheduled medications were not documented as given or not given:

- Atorvastatin on 01/3/2026, one dose.
- Baclofen on 01/03/2026, one dose.
- Carbamazepine on 01/03/2026, one dose.
- Mirtazapine on 01/03/2026, one dose.
- Ropinirole on 01/03/2026, one dose.

During an interview on 02/12/2026 at 12:30 PM, Staff C, Caregiver, stated they were not sure if the listed medications were given or not.

This deficiency was previously cited on 09/08/2025 and 09/09/2024.

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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) 3/15/26.

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

Jenay White
Provider (or Representative)

3/9/26
Date