STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
HOME AND COMMUNITY LIVING ADMINISTRATION
1200 Alder Street, Union Gap, WA 98903

Charlene M. Olsen
Char's Family Home
1128 Castlerock Ave
Wenatchee, WA 98801

RE: Char's Family Home License # 752727

Dear Provider:

This letter addresses Compliance Determination(s) 77190 (Completion Date 05/11/2026) and 75657 (Completion Date 04/16/2026).

The Department completed a follow-up inspection of your Adult Family Home on 05/11/2026 and found that you have corrected the violations listed in the Full report dated 04/16/2026. Your home is back in compliance as of 05/30/2026 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 388-76-10130-3, WAC 388-112A-0610-2, WAC 388-112A-0610-1-a-iv, WAC 388-76-10230-3

The Department staff who did the off-site verification:
Melanie Hopkins, NHI-AFH Licensor

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

HOME AND COMMUNITY LIVING 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 the unannounced on-site full inspection on 04/09/2026 of:

Char's Family Home
1128 Castlerock Ave
Wenatchee, WA 98801

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

The department staff that inspected the Adult Family Home:

Melanie Hopkins, NHI-AFH Licensor

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

Statement of Deficiencies	License # 752727	Compliance Determination # 75557
Plan of Correction	Char's Family Home	Completion Date
Page 2 of 4	Licensee Charlene M. Olsen	04/16/2026

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

04/16/2026
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

Provider (or Representative)

4/21/26
Date

WAC 388-112A-0610 Who in an adult family home is required to complete continuing education training each year, how many hours of continuing education are required, and when must they be completed?

(1) The continuing education training requirements that apply to certain individuals working in adult family homes are described below.

(a) The following long-term care workers must complete 12 hours of continuing education by their birthday each year:

(iv) An adult family home provider, entity representative, and resident manager as provided under WAC 388-112A-0050.

(2) A long-term care worker who does not complete continuing education as required under this chapter must not provide care until the required continuing education is completed.

WAC 388-76-10130 Qualifications Provider, entity representative, and resident manager. The adult family home must ensure that the provider, entity representative on behalf of an entity provider, and resident manager have the following minimum qualifications:

(3) Completion of the training requirements that were in effect on the date they were hired or became licensed providers, including the requirements described in chapter 388-112A WAC.

This requirement was not met as evidenced by:

Based on observation, interview, and record review, the Adult Family Home (AFH) failed to ensure completion of continuing education credits for 1 of 1 Provider (Staff A). This failure placed residents at risk from care from an unqualified caregiver.

Findings included

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.

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.

Provider (or Representative) | Date

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This requirement was not met as evidenced by:

Based on observation, interview, and record review, the Adult Family Home (AFH) failed to ensure completion of continuing education credits for 1 of 1 Provider (Staff A). This failure placed residents at risk from care from an unqualified caregiver.

Findings included . . .

Statement of Deficiencies	License # 752727	Compliance Determination # 75657
Plan of Correction	Char's Family Home	Completion Date
Page 3 of 4	Licensee: Charlene M. Olsen	04/16/2026

On 04/09/2026 from 10:15 AM to 2:15 PM, Staff A, Provider, was observed providing care and services to residents in the AFH.

Administrative record review on 04/09/2026 showed Staff A had certification as a Nursing Assistant Registered (NAR). Staff A had not completed the required 12 hours of Continuing Education (CE) for the period of 12/09/2024 through 12/09/2025 (birthdate to birthdate).

In an interview on 04/09/2026 at 1:15 PM, Staff A stated that they had not completed the required CE hours for their NAR certification.

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, Char's Family Home is or will be in compliance with this law and / or regulation on (Date) 5/30/26

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

Provider (or Representative) 4/21/26 Date

WAC 388-76-10230 Pets. The adult family home must ensure any animal visiting or living on the premises:

(3) Has proof of up-to-date rabies vaccinations.

This requirement was not met as evidenced by:

Based on interview and record review, the Adult Family Home (AFH) failed to ensure 1 of 2 pets that lived at or visited the AFH (Bella) maintained up-to-date rabies vaccinations. This failed practice placed the residents at risk of potential exposure to infection from an unvaccinated pet.

Findings included..

Review of pet vaccination records showed Bella's rabies vaccination had expired on 01/04/2025, 460 days prior to the inspection on 04/09/2026.

On 04/16/2026 at 9:56 AM, Staff A, Provider, stated that they thought the rabies

On 04/09/2026 from 10:15 AM to 2:15 PM, Staff A, Provider, was observed providing care and services to residents in the AFH.

Administrative record review on 04/09/2026 showed Staff A had certification as a Nursing Assistant Registered (NAR). Staff A had not completed the required 12 hours of Continuing Education (CE) for the period of 12/09/2024 through 12/09/2025 (birthdate to birthdate).

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Findings included…

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On 04/16/2025 at 9:56 AM, Staff A, Provider, stated that they thought the rabies

Statement of Deficiencies	License # 752727	Compliance Determination # 75657
Plan of Correction	Char's Family Home	Completion Date
Page 4 of 4	Licensee: Charlene M. Olsen	04/16/2026

vaccination completed on 01/04/2024 was for three years and they verified with the veterinarian that it had expired on 01/04/2025.

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