



STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
AGING AND LONG-TERM SUPPORT ADMINISTRATION
20311 52nd Ave W, Suite 100, Lynnwood, WA 98036

Magnolia Home Care, Inc
Magnolia Home Care
3223 12th Ave W
Seattle, WA 98119

RE: Magnolia Home Care License # 753170

Dear Provider:

This letter addresses Compliance Determination(s) 52709 (Completion Date 01/08/2025) and 51313 (Completion Date 12/19/2024).

The Department completed a follow-up inspection of your Adult Family Home on 01/08/2025 and found that you have corrected the violations listed in the Full report dated 12/19/2024. Your home is back in compliance as of 12/23/2024 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 388-76-10161-2, WAC 388-76-10161-2-a, WAC 388-76-10161-2-b

The Department staff who did the off-site verification:
Claire Fleming, Long Term Care Surveyor
Rivi Stella Perez

If you have any questions, please contact me at (253)341-7376.

Sincerely,

Alfredo Brown

Alfredo Brown, Field Manager
Region 2, Unit K
Residential Care Services

This document was prepared by Residential Care Services for the Locator website.



STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
AGING AND LONG-TERM SUPPORT ADMINISTRATION
20311 52nd Ave W, Suite 100, Lynnwood, WA 98036

Statement of Deficiencies	License #: 753170	Compliance Determination # 51313
Plan of Correction	Magnolia Home Care	Completion Date
Page 1 of 4	Licensee: Magnolia Home Care, Inc	12/19/2024

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 12/06/2024 and 12/06/2024 of:

Magnolia Home Care
2515 W Halladay St
Seattle, WA 98199

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

The department staff that inspected the Adult Family Home:

Claire Fleming, Long Term Care Surveyor
Rivi Stella Perez

From:
DSHS, Aging and Long-Term Support Administration
Residential Care Services, Region 2 , Unit K
20311 52nd Ave W, Suite 100
Lynnwood, WA 98036

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.

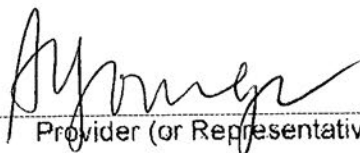
Alfredo Brown
Residential Care Services

12/23/2024
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.

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Statement of Deficiencies	License #: 753170	Compliance Determination # 51313
Plan of Correction	Magnolia Home Care	Completion Date
Page 2 of 4	Licensee: Magnolia Home Care, Inc	12/19/2024



Provider (or Representative)

12-23-2024

Date

WAC 388-76-10161 Background checks Who is required to have.

(2) The adult family home must ensure that all caregivers, entity representatives, and resident managers who are employed directly or by contract after January 7, 2012, have the following background checks:

- (a) A Washington state name and date of birth background check; and
- (b) A national fingerprint background check.

This requirement was not met as evidenced by:

Based on record review and interview, the Adult Family Home (AFH) failed to conduct a timely Washington State Name and Date of Birth (WNOB) Background Check Inquiry (BGI) for 1 of 7 current staff (Staff G, Caregiver) and 1 of 8 former staff (Staff N, Caregiver). Additionally, the AFH failed to provide a copy of the documentation for a Fingerprint Background Check (FBC) report for 1 of 8 former staff (Staff J, Caregiver). These failures placed Residents 1 and 2 at risk of receiving care from caregivers who may have a disqualifying criminal background.

Findings included...**STAFF G**

Review of the AFH personnel file for Staff G showed a hire date of 08/05/2024. Staff G's personnel file showed an FBC report, dated 05/21/2024, requested by a different AFH. The report showed "No record".

Review of Staff G's WNOB BGI, dated 2/10/2024, indicated the WNOB BGI had been completed 4 months after Staff G's hire date. The report showed "No record".

Review of the email, received on 12/10/2024 at 2:21 PM, showed a statement from Staff A, Entity Representative/Resident Manager, stating: "I guess I had a misunderstanding about background checks. My assumption was that a "No Record" fingerprint check meant that the person had successfully passed the fingerprint check and the NDOB [name and date of birth] check."

During an interview on 12/19/2024 at 9:06AM, Staff A stated that the AFH completed a the BGI on the date of hire and then renewed the staff's BGI every 2 years. Staff A stated that they would hire first and then run the BGI on the day of hiring.

Provider (or Representative)

Date

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This requirement was not met as evidenced by:

Based on record review and interview, the Adult Family Home (AFH) failed to conduct a timely Washington State Name and Date of Birth (WDOB) Background Check Inquiry (BGI) for 1 of 7 current staff (Staff G, Caregiver) and 1 of 8 former staff (Staff N, Caregiver). Additionally, the AFH failed to provide a copy of the documentation for a Fingerprint Background Check (FBC) report for 1 of 8 former staff (Staff J, Caregiver). These failures placed Residents 1 and 2 at risk of receiving care from caregivers who may have a disqualifying criminal background.

Findings included...

STAFF G

Review of the AFH personnel file for Staff G showed a hire date of 08/05/2024. Staff G's personnel file showed an FBC report, dated 05/21/2024, requested by a different AFH. The report showed "No record".

Review of Staff G's WDOB BGI, dated 2/10/2024, indicated the WDOB BGI had been completed 4 months after Staff G's hire date. The report showed "No record".

Review of the email, received on 12/10/2024 at 2:21 PM, showed a statement from Staff A, Entity Representative/Resident Manager, stating: "I guess I had a misunderstanding about background checks. My assumption was that a "No Record" fingerprint check meant that the person had successfully passed the fingerprint check and the NDOB [name and date of birth] check."

During an interview on 12/19/2024 at 9:06AM, Staff A stated that the AFH completed a the BGI on the date of hire and then renewed the staff's BGI every 2 years. Staff A stated that they would hire first and then run the BGI on the day of hiring.

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During an interview on 12/19/2024 at 9:07 AM, Staff A stated that they assumed if a newly hired staff had a completed background check from another AFH, they were "ok" to work unsupervised with their residents. Staff A stated that the AFH would eventually do their own BGI after the previous background check expired in two years.

During an interview on 12/19/2024 at 9:07 AM, Staff A stated that on one occasion, they had realized "after the fact" that they did not apply for a new BGI for Staff G. Staff A stated that the background check from the other AFH showed it was "current". Staff A stated the only background check report they could get from another AFH employer was the "final fingerprint".

During an interview on 12/19/2024 at 9:13 AM, Staff A stated that they were "really caught-off guard" that Staff G had no WNDOB BGI report. Staff A stated that it was an oversight issue. Staff A stated that they knew Staff G was "ok" to work at the AFH from 05/21/2024 to 08/05/2024 because Staff G was also working at another AFH.

During an interview on 12/19/2024 at 9:18 AM, Staff A stated that they do not have a system to ensure newly hired staff have their completed background records in place. Staff A stated that as "humans", even if they had both looked at the file, they still both overlooked the lack of the WNDOB BGI for Staff G.

STAFF N

Review of the AFH list for former employees showed Staff N with a hire date of 01/25/2024.

Review of Staff N's WNDOB BGI, dated 02/02/2024, indicated the WNDOB BGI was completed 7 days after Staff N's date of hire. The report showed "No record".

During an interview on 12/19/2024 at 9:15 AM, Staff A stated that the Staff N's WNDOB BGI report was released on 02/20/2024. Staff A stated that Staff N's WNDOB BGI report took a while to be released.

During an interview on 12/19/2024 at 9:16 AM, Staff A stated they could not remember if and/or when they had Staff N fill out the background check application.

During an interview on 12/19/2024 at 9:17 AM, Staff A stated that when a WNDOB BGC report was not released right away, they would allow the newly hired staff to use a valid WNDOB BGI from their previous employer. Staff A stated that with a valid WNDOB BGI from their previous employer, the newly hired staff was allowed to work with the AFH residents. Staff A stated that a valid WNDOB BGI meant that staff did not have a criminal background. Staff A stated that they would apply for the background check after looking at the "previous background check" report from the staff member's previous employer. Staff A stated that they did not have a copy of the "previous

Statement of Deficiencies	License #: 753170	Compliance Determination # 51313
Plan of Correction	Magnolia Home Care	Completion Date
Page 4 of 4	Licensee: Magnolia Home Care, Inc	12/19/2024

background check" report for Staff N.

During an interview on 12/19/2024 at 9:18 AM, Staff A stated that Staff N was able to work with vulnerable adults from 01/25/2024 (date of hire) to 02/01/2024 because they had looked at Staff N's previous background check report and had completed their own reference check on Staff N. Staff A stated the AFH "just do not hire out of the blue" and their staff were referred to the AFH.

STAFF J

Review of the AFH list for former employees showed Staff J with a hire date of 12/01/2024 and a departure date of 08/31/2023.

Record review onsite of Staff J's personnel file showed no copy of an FBC report.

Review of the records submitted by the AFH showed no record of an FBC report for Staff J.

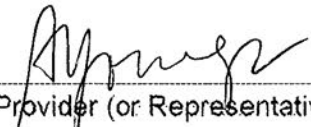
During an interview on 12/19/2024 at 9:19 AM, Staff A stated that they were aware that the FBC was a requirement since 2012. Staff A stated that when they hired Staff J in 2014, the FBC was "not really looked at" during the inspection, only the WND OB BGI.

During an interview on 12/19/2024 at 9:21 AM, Staff A stated that they did not have the knowledge about the FBC until licensors asked for the FBC reports for staff. Staff A stated that they were not sure if they had done an FBC for Staff J in 2014. Staff A stated if they had done a FBC for Staff J, they did not have a copy of the FBC report. Staff A stated they checked their online account for background checks and reports were only available for background checks done from 2018 to present.

Attestation Statement

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, Magnolia Home Care is or will be in compliance with this law and / or regulation on (Date) 12-23-2024.

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


Provider (or Representative)

12-23-2024
Date

background check" report for Staff N.

During an interview on 12/19/2024 at 9:18 AM, Staff A stated that Staff N was able to work with vulnerable adults from 01/25/2024 (date of hire) to 02/01/2024 because they had looked at Staff N's previous background check report and had completed their own reference check on Staff N. Staff A stated the AFH "just do not hire out of the blue" and their staff were referred to the AFH.

STAFF J

Review of the AFH list for former employees showed Staff J with a hire date of 12/01/2024 and a departure date of 08/31/2023.

Record review onsite of Staff J's personnel file showed no copy of an FBC report.

Review of the records submitted by the AFH showed no record of an FBC report for Staff J.

During an interview on 12/19/2024 at 9:19 AM, Staff A stated that they were aware that the FBC was a requirement since 2012. Staff A stated that when they hired Staff J in 2014, the FBC was "not really looked at" during the inspection, only the WND OB BGI.

During an interview on 12/19/2024 at 9:21 AM, Staff A stated that they did not have the knowledge about the FBC until licensors asked for the FBC reports for staff. Staff A stated that they were not sure if they had done an FBC for Staff J in 2014. Staff A stated if they had done a FBC for Staff J, they did not have a copy of the FBC report. Staff A stated they checked their online account for background checks and reports were only available for background checks done from 2018 to present.

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