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

#1 Helana's Adult Family Homes LLC
#1 Helana's Adult Family Home LLC
16522 58th PL W
Lynnwood, WA 98037

RE: #1 Helana's Adult Family Home LLC License # 753921

Dear Provider:

This letter addresses Compliance Determination(s) 65847 (Completion Date 09/19/2025) and 63516 (Completion Date 08/15/2025).

The Department completed a follow-up inspection of your Adult Family Home on 09/19/2025 and found that you have corrected the violations listed in the Complaint report dated 08/15/2025. Your home is back in compliance as of 08/20/2025 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 388-76-10673-1, WAC 388-76-10673-1-a, WAC 388-76-10673-1-b, WAC 388-76-10673-2, WAC 388-76-10673-2-a, WAC 388-76-10673-2-b, WAC 388-76-10673

The Department staff who did the on-site verification:
Theresia Karundeng, NCI

If you have any questions, please contact me at (206)914-5042.

Sincerely,

Renee' Bourque

Renee Bourque, Field Manager
Region 2, Unit I
Residential Care Services

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

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 08/01/2025 of:

#1 Helana's Adult Family Home LLC
16522 58th PL W
Lynnwood, WA 98037

This document references the following complaint number(s): 189059

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:

Theresia Karundeng, NCI

From:
DSHS, Aging and Long-Term Support Administration
Residential Care Services, Region 2 , Unit I
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.

Renee' Bourque
Residential Care Services

08/20/2025
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.

Provider (or Representative)

08/20/2025
Date

WAC 388-76-10673 Abuse and neglect reporting Mandated reporting to department Required.

(1) In accordance with chapter 74.34 RCW, all providers, entity representatives, resident managers, owners, caregivers, staff, and students that provide care and services to residents, are mandated reporters and must immediately report to the department when there is:

(a) A reasonable cause to believe that abandonment, abuse, exploitation, financial exploitation, or neglect of a vulnerable adult has occurred; or

(b) A reason to suspect that sexual assault of a vulnerable adult has occurred.

(2) Reports must be made to:

(a) The centralized toll free telephone number provided by the department; and

(b) The appropriate law enforcement agencies, as required under chapter 74.34 RCW.

This requirement was not met as evidenced by:

Based on interview and record review, the Adult Family Home (AFH) failed to notify the Department's Complaint Resolution Unit (CRU) and law enforcement when an allegation of sexual assault was made by 1 of 5 residents (Resident 1). This failure placed Resident 1 at risk of harm and delayed investigations.

Findings included...

Review of the AFH's policy titled, "Abuse, Neglect and Exploitation Prevention Policies," dated 05/13/2024, showed that the AFH provider and staff at the AFH were mandated reporters. Mandated reporters must immediately report to CRU when there is a reasonable cause to believe abuse had occurred or a reason to suspect that sexual

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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Findings included…

Review of the AFH's policy titled, "Abuse, Neglect and Exploitation Prevention Policies," dated 05/13/2024, showed that the AFH provider and staff at the AFH were mandated reporters. Mandated reporters must immediately report to CRU when there is a reasonable cause to believe abuse had occurred or a reason to suspect that sexual

assault of a vulnerable adult has occurred. When the AFH staff suspects sexual abuse, it must be reported to both CRU and law enforcement.

Review of Resident 1's Negotiated Care Plan (NCP), dated 07/25/2025, showed Resident 1 was admitted to the AFH on [redacted]/2024 with multiple diagnoses including [redacted]

Review of the AFH's Incident Log, dated 02/2024, showed on 07/30/2025, Resident 1 reported that they were inappropriately touched. Review of the Incident Log showed Resident 1's incident was reported to the clinician, social worker, and family. Resident 1's incident, on 07/30/2025, was not reported to CRU and law enforcement.

Review of Resident 1's progress note, dated 07/30/2025, showed Resident 1 had notified Staff A, Provider, that Resident 1 had a seizure and when Resident 1 woke up Staff B, Caregiver, touched Resident 1's private area. Review of Resident 1's progress notes showed Resident 1 reported that when they woke up, Staff B was on top of them (Resident 1).

In an interview, on 08/01/2025 at 10:12 AM, Resident 1 stated that on 07/30/2025, they (Resident 1) had a seizure. Resident 1 stated that when they (Resident 1) were coming out of their seizure, Staff B was on top of Resident 1. Resident 1 stated that Staff B's hand was on Resident's 1 groin area. Resident 1 stated that they notified Staff A of the incident.

In an interview, on 08/01/2025 at 12:04 PM, Staff A stated that the AFH staff were mandated reporters. Staff A stated that when a resident reported abuse, the AFH should report the incident to CRU and to other related parties. Staff A stated that they did not report Resident 1's allegation of sexual assault to CRU and to the law enforcement.

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, #1 Helana's Adult Family Home LLC is or will be in compliance with this law and / or regulation on
(Date) 8/20/2025

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

Provider (or Representative) — Date: 8/20/2025

assault of a vulnerable adult has occurred. When the AFH staff suspects sexual abuse, it must be reported to both CRU and law enforcement.

Review of Resident 1's Negotiated Care Plan (NCP), dated 07/26/2025, showed Resident 1 was admitted to the AFH on [redacted]/2024 with multiple diagnoses including [redacted].

Review of the AFH's Incident Log, dated 02/2024, showed on 07/30/2025, Resident 1 reported that they were inappropriately touched. Review of the Incident Log showed Resident 1's incident was reported to the clinician, social worker, and family. Resident 1's incident, on 07/30/2025, was not reported to CRU and law enforcement.

Review of Resident 1's progress note, dated 07/30/2025, showed Resident 1 had notified Staff A, Provider, that Resident 1 had a seizure and when Resident 1 woke up Staff B, Caregiver, touched Resident 1's private area. Review of Resident 1's progress notes showed Resident 1 reported that when they woke up, Staff B was on top of them (Resident 1).

In an interview, on 08/01/2025 at 10:12 AM, Resident 1 stated that on 07/30/2025, they (Resident 1) had a seizure. Resident 1 stated that when they (Resident 1) were coming out of their seizure, Staff B was on top of Resident 1. Resident 1 stated that Staff B's hand was on Resident's 1 groin area. Resident 1 stated that they notified Staff A of the incident.

In an interview, on 08/01/2025 at 12:04 PM, Staff A stated that the AFH staff were mandated reporters. Staff A stated that when a resident reported abuse, the AFH should report the incident to CRU and to other related parties. Staff A stated that they did not report Resident 1's allegation of sexual assault to CRU and to the law enforcement.

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, #1 Helana's Adult Family Home LLC is or will be in compliance with this law and / or regulation on (Date)_____ .

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

_____ _____

Provider (or Representative) Date

8/20/25

Attestation

I Bemnet Haile Corrected and implement a system to correct the deficiency that's found in my home.

- I added a notice in my incident report binder. It instructed my staff members to do hotline reporting first before writing an incident report.
- I will emphasize about Mandatory reporting topic during orientation.

Sincerely

Bemnet Haile
Bmnt 8/20/25