



STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
AGING AND LONG-TERM SUPPORT ADMINISTRATION
3906-172nd St NE, Suite #100, Arlington, WA 98223

Comfort and Caring Adult Family Home LLC
Comfort and Caring Adult Family Home
6301 Elliott Way
Everett, WA 98203

RE: Comfort and Caring Adult Family Home License # 754220

Dear Provider:

This letter addresses Compliance Determination(s) 33596 (Completion Date 12/07/2023) and 32748 (Completion Date 11/17/2023).

The Department completed a follow-up inspection of your Adult Family Home on 12/07/2023 and found that you have corrected the violations listed in the Complaint report dated 11/17/2023. Your home is back in compliance as of 12/07/2023 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 388-76-10025, WAC 388-76-10025-1, WAC 388-76-10025-2, WAC 388-76-10025-3, WAC 388-76-10025-4

The Department staff who did the off-site verification:

Jennifer Nichols, Community Complaint Investigator

If you have any questions, please contact me at (206)348-9350.

Sincerely,

Nichollette Flynn

Nichollette Flynn, Field Manager
Region 2, Unit B
Residential Care Services



Residential Care Services Investigation Summary Report

Provider/Facility: Comfort and Caring Adult Family Home
License/Cert.#: 754220
Compliance Determination #: 32748
Investigator: Jennifer Nichols
Investigation Date(s): 11/17/2023 through 11/17/2023
Complainant Contact Date(s):

Provider Type: Adult Family Home
Intake ID: 103849
Region/Unit #: RCS Region 2 / Unit B

Allegation(s):

The Adult Family Home (AFH) had an unpaid annual license fee of \$1350.00 that was due 09/15/2023.

Investigation Methods:

Sample:	Total residents: 5 Resident sample size: 5 Closed records sample size: 0
Observations:	Residents Resident care equipment Resident rooms Kitchen
Interviews:	Nursing staff Residents
Record Reviews:	Medical records Facility records

Investigation Summary:

Observed Heat, electric and hot water all working at the AFH. Reviewed facility bills that showed they were paid up to date. Sampled resident and staff reported the utilities had no been shut off and there was enough food to meet the needs of the residents. The AFH reported they thought they had paid the annual license fee, but did not confirm the payment went through their bank.

Conclusion / Action:

- ☒ Failed Provider Practice Identified / Citation(s) Written
- ☐ Failed Provider Practice Not Identified / No Citation Written
- ☐ N/A



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Statement of Deficiencies	License #: 754220	Compliance Determination # 32748
Plan of Correction	Comfort and Caring Adult Family Home	Completion Date
Page 1 of 3	Licensee: Comfort and Caring Adult Family Home LLC	11/17/2023

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 11/17/2023 and 11/17/2023 of:

Comfort and Caring Adult Family Home
6301 Elliott Way
Everett, WA 98203

This document references the following complaint number(s): 103849

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

The department staff that investigated the Adult Family Home:

Jennifer Nichols, Community Complaint Investigator

From:
DSHS, Aging and Long-Term Support Administration
Residential Care Services, Region 2 , Unit B
3906-172nd St NE, Suite #100
Arlington, WA 98223

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.

Nichollette Flynn
Residential Care Services

11/27/2023
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.

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

11.17.2023 14:20:28

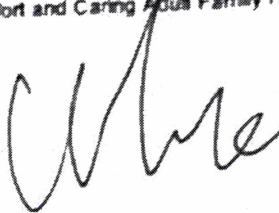
State of Washington

1/3

Statement of Deficiencies
Plan of Correction
Page 2 of 3

License # 754220
Comfort and Caring Adult Family Home
Licensee: Comfort and Caring Adult Family Home LLC
Compliance Determination # 32748
Completion Date
11/17/2023

Provider (or Representative)



Date 12/5/2023

WAC 388-76-10025 License annual fee.

- (1) The adult family home must pay the license fee that is established in the state's operating budget, as described in RCW 70.128.060.
- (2) Each year, the home's annual license fee is due during the same month in which the home was initially licensed. For example, if the home was licensed in June, 2010, then the annual licensing fee will be due in June of each year.
- (3) The home must ensure that the department receives the annual license fee when it is due
- (4) If the home does not pay the fee when it is due, the department will impose remedies.

This requirement was not met as evidenced by:

Based on observation, interview and record review, the Adult Family Home (AFH) failed to ensure the Department received the annual license fee of \$1350.00 before the due date on 09/15/2023. This failure resulted in the AFH operating without a valid license since 09/16/2023.

Findings included...

Record review of the Department's electronic Facilities Management System (FMS), on 11/17/2023, showed the AFH had an overdue annual license fee of \$1350.00 that was due 09/15/2023.

Observation, on 11/17/2023 at 10:04 AM, showed five residents who resided in the AFH.

In an interview, on 11/17/2023 at 10:34 AM, Staff A (Entity Representative) stated that they thought they did pay the AFH's \$1350.00 license fee that was due 09/15/2023. Staff A stated that they did not verify with the bank that the payment went through.

Record review of an email sent to the Department from Staff A, on 11/17/2023 at 2:06 PM, showed Staff A reported the AFH's \$1350.00 license fee that was due on 09/15/2023 was mailed September 2023. Staff A reported the payment did not clear the bank. Staff A reported they think the mail got lost.

Statement of Deficiencies

License #: 754220

Compliance Determination # 32748

Plan of Correction

Comfort and Caring Adult Family Home

Completion Date

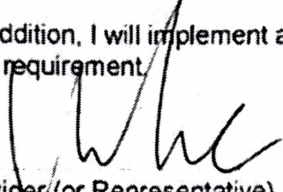
Page 3 of 3

Licensee: Comfort and Caring Adult Family Home LLC

11/17/2023

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, Comfort and Caring Adult Family Home is or will be in compliance with this law and / or regulation on
(Date) 11/17/2023

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


Provider (or Representative)

12/3/2023
Date