



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

Lake Serene Senior Care LLC
Lake Serene Senior Care LLC
13713 37th Ave W
Lynnwood, WA 98087

RE: Lake Serene Senior Care LLC License # 756371

Dear Provider:

This letter addresses Compliance Determination(s) 65441 (Completion Date 09/09/2025) and 61010 (Completion Date 06/16/2025).

The Department completed a follow-up inspection of your Adult Family Home on 09/09/2025 and found that you have corrected the violations listed in the Complaint report dated 06/16/2025. Your home is back in compliance as of 06/05/2025 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 388-76-10020-2

The Department staff who did the on-site verification:
Nylay Quist, AFH Complaint Investigator

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

Sincerely,

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

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



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20311 52nd Ave W, Suite 100, Lynnwood, WA 98036

Statement of Deficiencies	License #: 756371	Compliance Determination #61010
Plan of Correction	Lake Serene Senior Care LLC	Completion Date
Page 1 of 3	Licensee: Lake Serene Senior Care LLC	06/16/2025

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 06/10/2025 of:

Lake Serene Senior Care LLC
13713 37th Ave W
Lynnwood, WA 98087

This document references the following complaint number(s): 181835

The following sample was selected for review during the unannounced on-site visit: 2 of 4 current residents and 0 former residents.

The department staff that investigated the Adult Family Home:

Nylay Quist, AFH Complaint Investigator

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

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

Statement of Deficiencies	License #: 756371	Compliance Determination # 61010
Plan of Correction	Lake Serene Senior Care LLC	Completion Date
Page 2 of 3	Licensee: Lake Serene Senior Care LLC	06/16/2025

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.

<u>Renee Bourque</u>	<u>06/17/2025</u>
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.

BUBACARR JALLOW

08/27/2025

Provider (or Representative)

Date

WAC 388-76-10020 License Ability to provide care and services. The provider must have the:

(2) Ability to meet all personal and business financial obligations.

This requirement was not met as evidenced by:

Based on observation, interview, and record review, the Adult Family Home (AFH) failed to meet the financial obligations of the home by not paying the power bill for over six months. This failure resulted in a power shut off notices and placed 4 of 4 residents (Residents 1, 2, 3, and 4) at risk of not having electricity to meet their care needs.

Findings included...

Observation on 06/10/2025 at 10:27AM, showed that four residents lived and received care at the AFH.

Record review of the Public Utility District (PUD) billing record, dated 06/04/2025, showed a disconnect notice was issued on 04/15/2025 and 05/27/2025 in the AFH account. The record showed the PUD bill had not been paid for 6 months from December 2024 to May 2025.

In an interview, on 06/09/2025 at 10:33AM, Collateral Contact 1 (CC1) (Utility company worker) stated that the AFH had \$842.50 in past due PUD bills from 10/15/2024. CC1 stated that they had sent a disconnect notice to the AFH address on 04/15/2025, and sent an urgent disconnect notice on 05/27/2025. CC1 stated that a PUD personnel member was at the AFH address on 06/03/2025 to disconnect their power. CC1 stated that the PUD personnel did not disconnect the power to the home on 06/03/2025.

Statement of Deficiencies	License #: 756371	Compliance Determination # 61010
Plan of Correction	Lake Serene Senior Care LLC	Completion Date
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because it is an AFH. CC1 stated that Staff A, Provider, had paid their PUD bill in full amount of \$842.50 on 06/04/2025. CC1 stated that Staff A had not paid their PUD bill monthly since July 2022. CC1 stated that Staff A had only paid their PUD bills three times from July 2022 to 06/04/2025. CC1 stated that Staff A paid their PUD bills on 03/21/2024, 11/28/2024, and 06/04/2025.

In an interview, on 06/10/2025 at 11:41AM, Staff A stated that they are not aware that their PUD bill had not been paid monthly because they did not realize that the credit card on their auto pay account had not gone through. Staff A stated that they did not check their PUD account monthly to make sure the PUD bills went through or not.

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, Lake Serene Senior Care LLC is or will be in compliance with this law and / or regulation on (Date) 06/05/2025.

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



Provider (or Representative)

08/27/2025

Date