



STATE OF WASHINGTON  
DEPARTMENT OF SOCIAL AND HEALTH SERVICES  
AGING AND LONG-TERM SUPPORT ADMINISTRATION  
**6639 Capitol Blvd SW, Floor 1, Tumwater, WA 98501**

Phyllis Cares Adult Family Home One LLC  
Phyllis Cares Adult Family Home One LLC  
7626 97th Ave SW  
Lakewood, WA 98498

RE: Phyllis Cares Adult Family Home One LLC License # 756548

Dear Provider:

This letter addresses Compliance Determination(s) 53934 (Completion Date 01/30/2025) and 49600 (Completion Date 11/14/2024).

The Department completed a follow-up inspection of your Adult Family Home on 01/30/2025 and found that you have corrected the violations listed in the Complaint report dated 11/14/2024. Your home is back in compliance as of 12/29/2024 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 388-76-10225-1-a-ii

The Department staff who did the on-site verification:  
Alexander Ulbrickson, NCI AFH Complaint Investigator

If you have any questions, please contact me at (360)746-4675.

Sincerely,

*Jennifer LeMaster* Adult Family Home Field Manager, 3G

For: Clinton Fridley, Adult Family Home Nurse Field Manager  
Region 3, Unit G  
Residential Care Services

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



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|                           |                                                   |                                  |
|---------------------------|---------------------------------------------------|----------------------------------|
| Statement of Deficiencies | License #: 756548                                 | Compliance Determination # 49600 |
| Plan of Correction        | Phyllis Cares Adult Family Home One LLC           | Completion Date                  |
| Page 1 of 3               | Licensee: Phyllis Cares Adult Family Home One LLC | 11/14/2024                       |

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 an unannounced on-site complaint investigation on 11/12/2024 and 11/14/2024 of:

Phyllis Cares Adult Family Home One LLC  
7626 97th Ave SW  
Lakewood, WA 98498

This document references the following complaint number(s): 153339

The following sample was selected for review during the unannounced on-site visit: 3 of 3 current residents and 0 former residents.

The department staff that investigated the Adult Family Home:

Alexander Ulbrickson, NCI AFH Complaint Investigator

From:  
DSHS, Aging and Long-Term Support Administration  
Residential Care Services, Region 3 , Unit G  
6639 Capitol Blvd SW, Floor 1  
Tumwater, WA 98501

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.

*Clinton Fridley*  
Residential Care Services

11/19/2024  
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.

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



Provider (or Representative)

12-29-2024

Date

**WAC 388-76-10225 Reporting requirement.**

- (1) The adult family home must ensure all staff:
  - (a) Report suspected abuse, neglect, exploitation or abandonment of a resident:
  - (ii) To the department by calling the complaint toll-free hotline number; and

**This requirement was not met as evidenced by:**

Based on interview and record review, the adult family home (AFH) failed to report suspected abuse to the department hotline when 1 of 3 residents (Resident 1 [R1]) experienced verbal abuse from another resident (Resident 2 [R2]). This failure placed R1 at risk of not being adequately protected from abusive behavior by another resident.

**Findings included...**

On 11/12/2024 at 1:49 PM, the AFH Provider stated there had been ongoing issues between R1 and R2. The AFH Provider stated that R2 would call R1 names, and they had to reach out to R2's legal representative about the behavior. The AFH Provider stated they had to warn R2 that if the behavior continued, they would have to issue them a written 30-day discharge notice. The AFH Provider stated they had spoken to R2 about their behavior's multiple times in the past. The AFH Provider stated that recently someone had come to the home to investigate the issue and that R1 had told them they were scared.

On 11/12/2024 at 2:09 PM, R1 stated they did not feel safe at the AFH due to R2's behavior and that they didn't know if they were going to stay.

On 11/12/2024 at 2:17 PM, Caregiver A (CA) stated that R2 would shout at R1 at night and that AFH staff would have to intervene and tell them to stop. CA stated R2 would apologize and say they would stop the behaviors and then continue. CA stated the behaviors had been an ongoing issue.

On 11/12/2024 at 2:58 PM, the AFH Provider stated they had notified R2's legal representative of the behaviors and had spoken to both R1 and R2's department (DSHS) case manager. The AFH Provider was told about R1's ongoing concerns and that a report about abuse was required to local law enforcement (LLE) and to DSHS. The AFH Provider stated they would make the required reports.

On 11/13/2024 at 12:35 PM, a review of DSHS records showed no reports had been made.

On 11/13/2024 at 12:38 PM, the AFH Provider stated they had made a report to LLE and to DSHS.

On 11/14/2024 at 12:00 PM, a review of DSHS records showed no reports had been made.

This is repeated failed practice, previously cited on 04/04/2024.

**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, Phyllis Cares Adult Family Home One LLC is or will be in compliance with this law and / or regulation on

(Date) 12-29-2024

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

  
Provider (or Representative)

12-28-2024  
Date