



**STATE OF WASHINGTON**  
**DEPARTMENT OF SOCIAL AND HEALTH SERVICES**  
Home and Community Living Administration  
Residential Care Services • RCSIDR@dshs.wa.gov

December 24, 2025  
(email)

Lisa Owen-Administrator  
Brookdale Yakima  
4100 W ENGLEWOOD  
YAKIMA, WA 98908

**TRADITIONAL IDR SCHEDULING LETTER**  
**VIRTUAL-VIDEO ENABLED**

License #1695

Dear Administrator:

This letter will confirm your request for an Informal Dispute Resolution (IDR) regarding Statement of Deficiencies (SOD) dated December 1, 2025.

Scotti Bower, will meet with you **virtually** on January 13, 2026 at 9:30. **Please enable your video for your review.**

You may join through your invitation that was sent to you on December 24, 2025.

If you have difficulty logging on, you may call 1-564-999-2000 conference ID 967 062 717# to join the meeting.

You indicated you are disputing the following citation(s):

WAC 388-78A-2240

You indicated the following individuals will participate and represent your facility in the IDR process:

Dahna Gates-Director of Clinical Services

Nicole Williams-Health and Wellness Director

Lisa Owen-Executive Director

Please provide additional documentation specifically related to the citation(s) you are disputing, at least one week prior to the scheduled IDR date, by emailing them to [RCSIDR@dshs.wa.gov](mailto:RCSIDR@dshs.wa.gov), or by faxing them to (360) 725-3225.

If you have any questions, please contact us at [RCSIDR@dshs.wa.gov](mailto:RCSIDR@dshs.wa.gov).

Sincerely,

*Kim Friesz*

Kim Friesz  
Administrative Assistant 3  
IDR Program  
Residential Care Services

Enclosure

cc: Regional Administrator-Region 1  
Field Services Administrator-Region 1  
Field Manager-Region 1 Unit G  
State and Regional Ombuds  
Field File  
Central Files  
IDR File