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

MILLCREEK AFH INC
MILLCREEK AFH IV
16703 36TH AVE WEST
LYNNWOOD, WA 98037

RE: MILLCREEK AFH IV License # 717000

Dear Provider:

This letter addresses Compliance Determination(s) 33194 (Completion Date 12/04/2023) and 31789 (Completion Date 11/06/2023).

The Department completed a follow-up inspection of your Adult Family Home on 12/04/2023 and found that you have corrected the violations listed in the Complaint report dated 11/06/2023. Your home is back in compliance as of 10/27/2023 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 388-76-10020-2, WAC 388-76-10225-1-b-ii

The Department staff who did the on-site verification:
Spomenka Hodzic, 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

Residential Care Services
Investigation Summary Report

Provider/Facility: MILLCREEK AFH IV
Provider Type: Adult Family Home
License/Cert.#: 717000
Compliance Determination #: 31789
Intake ID: 104096
Investigator: Spomenka Hodzic
Region/Unit #: RCS Region 2 / Unit I
Investigation Date(s): 10/27/2023 through 11/06/2023
Complainant Contact Date(s): 11/03/2023

Allegation(s):

1.The Adult Family Home (AFH) failed to pay electrical bill.
2.The AFH failed to report power disconnection due to nonpayment of the electrical bill to Department's hotline.

Investigation Methods:

Sample:	Total residents: 5 Resident sample size: 2 Closed records sample size: 0
Observations:	Adult Family Home Environment, Resident Appearance, Resident to Staff Interaction, Direct.
Interviews:	Residents, Staff, Provider, Snohomish PUD.
Record Reviews:	Resident Records, AFH Policies and Procedures, Medications, Snohomish PUD records.

Investigation Summary:

1. Observation showed AFH had five residents in their care. Observation showed electric power was reconnected in the AFH. In an interview, the Provider reported that they forgot to pay electric bill. Record review showed that Snohomish Public Utilities Department sent seven disconnection notices to the Provider in 2023. Please refer to Statement of Deficiency (SOD) dated 11/3/2023.

2. In an interview, the Provider reported that they did not know that they needed to report to Department's hotline an incident such as electric power disconnection that caused interruption in their ability to provide care and services for the residents. Please refer to SOD dated 11/3/2023.

Conclusion / Action:

- [x] Failed Provider Practice Identified / Citation(s) Written
- [ ] Failed Provider Practice Not Identified / No Citation Written
- [ ] N/A

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

Statement of Deficiencies	License #: 717000	Compliance Determination # 31769
Plan of Correction	MILLCREEK AFH IV	Completion Date
Page 1 of 5	Licensee: MILLCREEK AFH INC	11/06/2023

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 10/27/2023 and 10/27/2023 of:

MILLCREEK AFH IV
16703 36TH AVE WEST
LYNNWOOD, WA 98037

This document references the following complaint number(s): 104096

The following sample was selected for review during the unannounced on-site visit: 2 of 5 current residents and 0 former residents.

The department staff that investigated the Adult Family Home

Spomenka Hodzic, 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

11/07/2023
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.

Provider (or Representative)

11/21/23
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 have a system in place to meet the AFH financial obligations resulting in disconnection of the electrical power to the AFH. This failure placed 5 of 5 (Resident 1,2,3,4, &5) at risk of diminished quality of life and quality of care.

Findings included...

Observation, on 10/27/2023 at 1:30 PM, showed that five residents (Resident 1,2,3,4, &5) lived in the AFH.

In an interview, on 10/27/2023 at 12:27 PM, Collateral Contact 1(CC1), Snohomish Public Utilities Employee, reported that AFH had disconnection in electrical power this morning from 10:38 AM to 11:59 AM, due to nonpayment of the electrical bill. CC1 reported that late payment notice was first served to Staff F, Provider, on 09/25/2023 via email and mail. The last nonpayment warning notice, placed on the entrance door of the AFH on 10/20/2023, stated that the electric power would be disconnected unless the bill was paid within 48 hours. CC1 reported that Staff F had history of late AFH electrical bill payments. CC1 stated that Staff F would usually pay the AFH electrical bills every three to four months. CC1 reported that they billed customers monthly.

In an interview, on 10/27/2023 at 1:36 PM, Staff A, Resident Manager, stated that the AFH had lost electrical power on 10/27/2023 for about one hour. Staff A stated that they did not know why they lost power. Staff A stated that once they lost the power, they called Staff F. Staff A stated that Staff F came and turned on the generator. Staff A stated that they were not aware of a notice placed on the entrance door of the AFH for nonpayment of the electric bill on 10/20/2023.

In an interview, on 10/27/2023 at 1:42 PM, Staff F reported that the AFH had lost electrical power in the morning of 10/27/2023, due to non-payment of the electric bill. Staff F stated that they forgot to pay the bill. Staff F stated that they came to the AFH within fifteen minutes and turned on the generator. Staff F reported that the generator was able to provide a source of energy for the heating. Staff F stated that they were not aware of the

non-payment notice served to them by the Snohomish Public Utilities (PUD) on 10/20/2023. Staff F stated that their staff members did not give them or inform them about the disconnection notice placed on the entrance door of the AFH.

In an interview, on 10/27/2023 at 1:47 PM, Resident 3 reported that they were aware that AFH lost electric power for about one hour in the morning. Resident 3 reported that they did not know why this happened. Resident 3 reported that they were not affected by the loss of the electric power because it was daytime, and it was not that cold.

In an interview, on 10/27/2023 at 1:55 PM, Resident 1 reported that they were aware that AFH lost electric power in the morning for one to two hours. Resident 1 reported that they were not cold because AFH staff bundled them up with the blankets and they put on an extra sweater.

Record review of the Snohomish Public Utilities Department (PUD) billing statements showed that Staff F had seven disconnection notices served to them for non-payment of the electric bill in year 2023.

Record review showed that Snohomish PUD served disconnection notice to Staff F on 01/26/2023, with a past due in an amount of $965.31.

Record review showed that Snohomish PUD served disconnection notice to Staff F on 05/11/2023, with a past due in an amount of $940.73.

Record review showed that Snohomish PUD served disconnection notice to Staff F on 06/23/2023, with a past due in an amount of $ 926.56.

Record review showed that Snohomish PUD served disconnection notice to Staff F on 07/17/2023, with a past due in an amount of $ 774.74.

Record review showed that Snohomish PUD served disconnection notice to Staff F on 09/25/2023, with a past due in an amount of $ 763.57.

Record review showed that Snohomish PUD served disconnection notice to Staff F on 10/12/2023, with a past due in an amount of $ 525.21.

Record review showed that Snohomish PUD served disconnection notice to Staff F on 10/20/2023, with a past due in an amount of $ 763.57.

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, MILLCREEK AFH IV is or will be in compliance with this law and / or regulation on (Date) 10/27/23 .

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

Provider (or Representative) — Date: 11/29/23

WAC 388-76-10225 Reporting requirement.

(1) The adult family home must ensure all staff:

(b) Report the following to the department by calling the complaint toll-free hotline number:

(ii) Conditions that threaten the provider's or entity representative's ability to continue to provide care or services to each resident; and

This requirement was not met as evidenced by:

Based on observation, interview, and record review, the Adult Family Home (AFH) failed to report to the Department's hotline that the AFH had lost electrical power which diminished their ability to continue to provide care and services to 5 of 5 residents (Resident 1, 2, 3, 4, &5). This failure placed Resident 1,2,3,4, &5 at risk from harm and unmet care needs.

Findings included...

Observation, on 10/27/2023 at 1:30 PM, showed that five residents (Resident 1,2,3,4, &5) lived in the AFH and required various levels of care and services.

In an interview, on 10/27/2023 at 1:42 PM, Staff F, Provider, stated that they were not aware that they had to report electrical power disconnection and interruption of the services and care for the residents to the Department's hotline. Staff F reported that they spoke to Staff C, Co-Provider and that Staff C told them that they should make a report. Staff F stated that they would call the Department's hotline and make the report.

Review of the Department's Secure Tracking and Reporting System (STARS) showed that AFH did not make a report about loss of the AFH electrical power to the Department's hotline, as of 11/3/2023.

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, MILLCREEK AFH IV is or will be in compliance with this law and / or regulation on (Date) 10/27/23.

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

Provider (or Representative) — Date: 11/21/23