STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
HOME AND COMMUNITY LIVING ADMINISTRATION
20311 52nd Ave W, Suite 100, Lynnwood, WA 98036

NICA ADULT FAMILY HOME LLC

NICA ADULT FAMILY HOME LLC
20002 20TH AVE NW
SHORELINE, WA 98177

RE: NICA ADULT FAMILY HOME LLC License # 751066

Dear Provider:

This letter addresses Compliance Determination(s) 84785 (Completion Date 10/06/2026) and 82456 (Completion Date 08/27/2026).

The Department completed a follow-up inspection of your Adult Family Home on 10/06/2026 and found that you have corrected the violations listed in the Complaint report dated 08/27/2026. Your home is back in compliance as of 09/30/2026 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 388-76-10485-1, WAC 388-76-10430-1, WAC 388-76-10430-2-c, WAC 388-76-10430-2-a, WAC 388-76-10430-2-b, WAC 388-76-10430-3, WAC 388-76-10430-2-d, WAC 388-76-10430-2, WAC 388-76-10430

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

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

STATE OF WASHINGTON

DEPARTMENT OF SOCIAL AND HEALTH SERVICES

HOME AND COMMUNITY LIVING ADMINISTRATION

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

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 08/18/2026 of:

NICA ADULT FAMILY HOME LLC
20002 20TH AVE NW
SHORELINE, WA 98177

This document references the following complaint number(s): 233670

The following sample was selected for review during the unannounced on-site visit: 3 of 5 current residents and 0 former residents.

The department staff that investigated the Adult Family Home:

Spomenka Hodzic, NCI

From:
DSHS, Home and Community Living Administration
Residential Care Services, Region 2 , Unit I
20311 52nd Ave W, Suite 100
Lynnwood, WA 98036

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Statement of Deficiencies	License #: 751066	Compliance Determination # 82456
Plan of Correction	NICA ADULT FAMILY HOME LLC	Completion Date
Page 2 of 5	Licensee: NICA ADULT FAMILY HOME LLC	08/27/2026

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 Bourgue — Residential Care Services

9/1/2026 — 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.

Mongalios — Provider (or Representative)

9-5-26 — Date

WAC 388-76-10485 Medication storage. The adult family home must ensure all prescribed and over-the-counter medications are stored:

(1) In locked storage;

This requirement was not met as evidenced by:

Based on observation, interview, and record review, the Adult Family Home (AFH) failed to ensure medications were kept in locked storage for 1 of 5 Residents (Resident 4). This failure placed Resident 1 and Resident 5 at risk of harm if they had accessed and inappropriately taken medications not prescribed for them.

Findings included...

Observation on 08/18/2026 at 12:20 PM showed that Adult Family Home (AFH) was providing care and various services for five residents. In addition, observation showed that Resident 1 and Resident 5 could independently move around AFH.

<Resident 4>

Review of Resident 4's negotiated care plan (NCP), dated 08/18/2026, showed that Resident 4 was admitted to AFH on [redacted]/2025 with multiple medical diagnoses including [redacted]. Further review of Resident 4's NCP showed that Resident 4 required assistance with their medication. Resident 4's NCP showed that Resident 4's medication needed to be locked.

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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.

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.

Provider (or Representative) | Date

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(1) In locked storage;

This requirement was not met as evidenced by:

Based on observation, interview, and record review, the Adult Family Home (AFH) failed to ensure medications were kept in locked storage for 1 of 5 Residents (Resident 4). This failure placed Resident 1 and Resident 5 at risk of harm if they had accessed and inappropriately taken medications not prescribed for them.

Findings included…

Observation on 08/18/2026 at 12:20 PM showed that Adult Family Home (AFH) was providing care and various services for five residents. In addition, observation showed that Resident 1 and Resident 5 could independently move around AFH.

<Resident 4>

Review of Resident 4's negotiated care plan (NCP), dated 08/18/2026, showed that Resident 4 was admitted to AFH on [redacted]/2025 with multiple medical diagnoses including [redacted]. Further review of Resident 4's NCP showed that Resident 4 required assistance with their medication. Resident 4's NCP showed that Resident 4's medication needed to be locked.

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Statement of Deficiencies	License #: 751068	Compliance Determination # 82456
Plan of Correction	NICA ADULT FAMILY HOME LLC	Completion Date
Page 3 of 5	Licensee: NICA ADULT FAMILY HOME LLC	08/27/2026

Observation on 08/18/2026 at 12:45 PM showed Resident 4 eating their lunch in the dining room area. Resident 4 was observed to have two bottles of over the counter (OTC) medication placed next to their lunch plate as follows:

- Biotin 10, 000mcg (supplement for hair, nails)
- Cranberry capsules 400mg (supplement used to prevent urinary tract infections)

Additional observation on 08/18/2026 at 12:45 PM showed Resident 4 also had two bottles of OTC Acetaminophen (pain reliever) kept in the drawer of their dresser in their room.

In an interview, on 08/18/2026 at 2:15 PM, Resident 4 stated that these were not medication but only supplements. Resident 4 stated that they kept their supplements in their purse. Resident 4 stated that they took Biotin to help their nails and hair.

In an interview, on 08/18/2026 at 12:50 PM, Staff B, Co-Provider, stated that the OTC medication (Biotin, Cranberry capsules and Acetaminophen) was brought by Resident 4' s family member. Staff B stated that they tried to keep Resident 4 and their family members happy and this was the reason they did not insist on keeping these OTC medications locked.

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, NICA ADULT FAMILY HOME LLC is or will be in compliance with this law and / or regulation on (Date) Sept. 30, 2026

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

Mongalloy — Provider (or Representative)

Sept. 7, 2026 — Date

WAC 388-76-10430 Medication system.

(1) If the adult family home admits residents who need medication assistance or medication administration services by a legally authorized person, the home must have systems in place to ensure the services provided meet the medication needs of each resident and meet all laws and rules relating to medications.

(2) When providing medication assistance or medication administration for any resident, the home must ensure each resident:

(a) Assessment indicates the amount of medication assistance needed by the resident:

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Observation on 08/18/2026 at 12:45 PM showed Resident 4 eating their lunch in the dining room area. Resident 4 was observed to have two bottles of over the counter (OTC) medication placed next to their lunch plate as follows:

- Biotin 10, 000mcg (supplement for hair, nails)
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In an interview, on 08/18/2026 at 12:50 PM, Staff B, Co-Provider, stated that the OTC medication (Biotin, Cranberry capsules and Acetaminophen) was brought by Resident 4' s family member. Staff B stated that they tried to keep Resident 4 and their family members happy and this was the reason they did not insist on keeping these OTC medications locked.

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, NICA ADULT FAMILY HOME LLC is or will be in compliance with this law and / or regulation on (Date)_____ .

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

_____ _____

Provider (or Representative) Date

WAC 388-76-10430 Medication system.

(1) If the adult family home admits residents who need medication assistance or medication administration services by a legally authorized person, the home must have systems in place to ensure the services provided meet the medication needs of each resident and meet all laws and rules relating to medications.

(2) When providing medication assistance or medication administration for any resident, the home must ensure each resident:

(a) Assessment indicates the amount of medication assistance needed by the resident;

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(b) Negotiated care plan identifies the medication service that will be provided to the resident;

(c) Medication log is kept current as required in WAC 388-76-10475 ;

(d) Receives medications as required.

(3) Records are kept which include a current list of prescribed and over-the-counter medications including name, dosage, frequency and the name and phone number of the practitioner as needed.

This requirement was not met as evidenced by:

Based on observation, interview and record review Adult Family Home (AFH) failed to ensure 1 of 5 Residents (Resident 4) received their medication as prescribed by their medical provider and failed to ensure their medication logs (ML) were kept current and accurate. This failure placed Resident 4 at risk for medication errors, medication omissions, and at risk of harm.

Findings included…

Observation, on 08/18/2026 at 12:20 PM, showed the Adult Family Home (AFH) was providing care and various services for five residents.

<Resident 4>

Review of Resident 4's assessment and negotiated care plan (NCP), dated 08/18/2026, showed Resident 4 was admitted to the AFH on [redacted]/2025 with multiple medical diagnoses including [redacted]. Further review of Resident 4's assessment and NCP showed Resident 4 only required one type of assistance (total assitance with medication administration) with their medication. Neither assessment nor Resident 4's NCP had indicated that Resident 4 had more than one type of medication assistance.

Observation on 08/18/2026 12:45 PM showed Resident 4 eating their lunch in the dining room area. Resident 4 was observed to have two bottles of over the counter (OTC) medication placed next to their lunch plate as follows:

- Biotin 10, 000mcg (supplement for hair, nails)
- Cranberry capsules 400mg (supplement used to prevent urinary tract infections)

Additional observation, on 08/18/2026 at 12:40 PM, showed Resident 4 also kept two bottles of Acetaminophen (pain reliver) 500mg (milligrams) in the drawer of their dresser in their room.

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In an interview, on 08/18/2026 at 12:50 PM, Staff B, Co-Provider, stated that the OTC medication (Biotin, Cranberry capsules and Acetaminophen) was brought by Resident 4's family member. Staff B stated that they were not sure if these medications were on Resident 4's ML or if they were ordered by Resident 4's medical provider. Staff B could not locate the medical provider's orders for Resident 4's OTC medication during the on-site visit. Staff B stated that they would search for Resident 4's medical provider's orders and send the orders to Department for review. Staff B stated that they (Staff B) knew that they had them (the medical provider's orders).

Record review of Resident 4's medication log (ML), dated August 2026, showed Biotin and Cranberry capsules were not documented on the ML.

Record review of Resident 4's medical provider's orders, dated 02/02/2026, sent to Department's Staff via email, on 08/24/2026, showed Resident 4 could self-administer Acetaminophen, Asmanex (asthma medication), and Fluconazole (anti-fungal medication). Resident 4's medical provider orders did not show orders for Biotin and Cranberry capsules.

Review of Resident 4's August 2026 ML showed AFH Staff were initialing and documenting that they (AFH staff) had assisted Resident 4 with their Acetaminophen 500mg (two tablets three times a day) from 08/1/2026 through 08/18/2026. Resident 4's August 2026 ML did not show that Resident 4 was self- administering Acetaminophen.

Further review of Resident 4's August 2026 ML showed AFH indicated that Resident 4 was self-administering Dorzolamide HCL 2% (percent) eye drops (used to decrease eye pressure) and Fluticasone propionate 50 mcg nasal spray (used to relive inflammation and allergies) one spray into each nostril every morning. Review of Resident 4's records and medical provider orders did not show that Resident 4 was approved or assessed to self-administer these medications (Dorzolamide HCL 2% eye drops and Fluticasone propionate 50 mcg nasal spray).

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, NICA ADULT FAMILY HOME LLC is or will be in compliance with this law and / or regulation on (Date) Sept. 30, 2026.

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

Provider (or Representative) — Date: Sept. 7, 2026

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