STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
Home and Community Living Administration
PO Box 45600, Olympia, WA 98504-5600

September 22, 2026

ELECTRONIC-FACSIMILE

Licensee, Walia Adult Family Homecare LLC
Parkway Adult Family Homecare II
1106 9th Ave NE
Ephrata, WA 98823

Adult Family Home License # **758470**
Entity Representative: POONAM KALSI

IMPOSITION OF CIVIL FINES

Dear Licensee:

On September 9, 2026, the Department of Social and Health Services (DSHS), Residential Care Services completed a complaint investigation at your facility. This letter is formal notice of the imposition of civil fines on the license for your adult family home, located at **1106 9th Ave NE, Ephrata,** by the State of Washington, Department of Social and Health Services, pursuant to the Revised Code of Washington (RCW) 70.128.160 and Washington Administrative Code (WAC) 388-76-10940.

The civil fines are based on the following violations of the RCW and/or WAC determined by the department in your adult family home and described in the attached Statement of Deficiencies (SOD) report dated **September 9, 2026**.

Civil Fines

WAC 388-76-10673(1)(a)(2)(a)(b) — Abuse and Neglect Reporting — Mandated Reporting to Department — Required. **$600.00**

The Adult Family Home (AFH) failed to ensure that staff reported instances of mental and physical abuse when one resident abused two other residents. This failure delayed the Department's investigation and resulted in harm to the residents.

WAC 388-76-10250(1)(a)(b)(i)(ii)(iii) — Medical emergencies — Contacting Emergency Medical Services — Required. **$300.00**

The Adult Family Home (AFH) failed to ensure that emergency medical services were summoned during a medical emergency for one resident. This failure placed one resident at risk of unidentified medical needs and potential harm.

WAC 388-76-10665 — Involuntary Seclusion. **$300.00**

The Adult Family Home (AFH) failed to ensure that residents were free from involuntary seclusion. This failure placed one resident at risk for adverse outcomes from inadequate monitoring and intervention during behaviors.

WAC 388-76-10975(1)(b) — Remedies — Specific — Civil Penalties. **$500.00**

The Adult Family Home (AFH) failed to ensure that parties cooperating with the Department were not retaliated against when the AFH terminated staff and external providers after making mandatory reports, made complaints about mandatory reporters making reports, and made reports of abandonment after threatening the former caregiver, and moved a resident to another facility after a complaint investigation was initiated. This failure placed residents at risk for lack of continuity of care and interference in the Department's investigation.

WAC 388-76-10430(1)(2)(d) — Medication System. **$300.00**

The Adult Family Home (AFH) failed to ensure that a safe medication system was in place and residents received the medications as ordered. This failure placed one resident at risk of harm for medication errors.

NOTE: These are the violations, which resulted in the fines; see the attached Statement of Deficiencies for any additional violations.

Attestation (Plan of Correction):

Return the enclosed SOD within 10 calendar days with the following:

- The date you have or will have each deficiency corrected;
- A signature and date attesting that you are taking actions to correct and maintain correction for each cited deficiency.

Return the signed and dated SOD to:

Shelly Yarbrough, Field Manager
Region 1, Unit C
1200 Alder Street
Union Gap, WA 98903
Phone: (509)572-7394/ Fax: (509)454-4160
rcsregion1email@dshs.wa.gov

Appeal Rights:

You have two appeal rights: Informal Dispute Resolution (IDR) and an Administrative Hearing. Each has a different request timeline.

Informal Dispute Resolution [RCW 70.128]

YOU MAY:

Request an Informal Dispute Resolution (IDR) meeting within **10 working** days after you receive this letter.

Provider Process for Choosing a Panel or Traditional IDR:

You may only choose a **Panel IDR** if you are disputing **three or fewer** citations or enforcement actions. You may choose a **Traditional IDR** regardless of the number of citations or enforcement actions you intend to dispute. If you choose a **Panel IDR**, all documents supporting your dispute must be submitted within **20 working days** after you receive this letter. For **Panel IDRs**, the IDR program will not consider any documents submitted after the **20 working day deadline.** For **Traditional IDR** you should submit documents supporting your dispute at least **seven** days prior to the date of the IDR meeting.

You can make an IDR request and find directions on the IDR web page at:
http://www.dshs.wa.gov/altsa/idr.

Formal Administrative Hearing

You may contest the civil fines by requesting a formal administrative hearing to challenge the deficiencies, which resulted in the civil fines. **All hearing requests must be in writing and include:**

- A copy of this letter; and
- A copy of the Statement of Deficiencies.

The written request must be received within twenty-eight (28) calendar days of receipt of this letter.

Send your **written** request to:

Office of Administrative Hearings
PO Box 42489
Olympia, Washington 98504-2489

Payment:

If you do not request a formal administrative hearing, the civil fines are due to the Office of Financial Recovery twenty-eight (28) calendar days after receipt of this letter.

Mail a check for **$2,000.00** payable to the 'Department of Social and Health Services', **and if you have or have had a Medicaid resident(s), please include your ProviderOne ID Number # on the check,** to:

DSHS Office of Financial Recovery
PO Box 9501
Olympia, WA 98507-9501
(360) 664-5919 / FAX: (360) 664-8401
OFRMMISVendor@dshs.wa.gov

If the Office of Financial Recovery has not received your payment within twenty-eight (28) days after receipt of this letter, interest will begin to accrue immediately on the balance, at the rate of one percent per month. If you do not submit a hearing request or make payment within twenty-eight (28) days, the balance due will be recovered.

NOTICE: State and federal law provide protections to defendants who are in military service, and to their dependents. Dependents of a service member are the service member's spouse, the service member's minor child, or and individual for whom the service member provided more than one-half of the individual's support for one hundred eight days immediately preceding an application for relief.

One protection provided is the protection against the entry of a default judgment in certain circumstances. This notice pertains only to a defendant who is a dependent of a member of the National Guard or a military reserve component under a call to active service, or a National Guard member under a call to service authorized by the governor of the state of Washington, for a period of more than thirty consecutive days. Other defendants in military service also have protections against default judgments not covered by this notice. If you are the dependent of a member of the national guard or a military reserve component under a call to active service, or a national guard member under a call to service authorized by the governor of the state of Washington, for a period of more than thirty consecutive days, you should notify the Department in writing of your status as such within twenty days of the receipt of this notice. If you fail to do so, then a court or an administrative tribunal may presume that you are not a dependent of an active duty member of the national guard or reserves, or a national guard member under a call to service authorized by the governor of the state of Washington, and proceed with the entry of an order of default and/or a default judgment without further proof of your status. Your response to the Department about your status does not constitute an appearance for jurisdictional purposes in any pending litigation nor a waiver of your rights.

If you have any questions, please contact Shelly Yarbrough, Field Manager, at (509) 572-7394.

Sincerely,

Barbara del Mar Robles-Conklin, J.D., LL.M.
Compliance and Enforcement Unit Manager
Residential Care Services

Enclosure

cc: Field Manager, Region 1, Unit C
RCS Regional Administrator, Region 1
HCS Regional Administrator, Region 1
DDA Regional Administrator, Region 1
WA LTC Ombuds
Office of Financial Recovery, Vendor Program Unit
HQ Central Files
DRW
HP