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

July 10, 2026
(email)

Licensee: Vancouver AL, LLC
Trustwell Living at Evergreen Place
2610 SE 164th Ave
Vancouver, WA 98683

IDR RESULTS

Statement of Deficiency (SOD) Date: 05/27/2026
ALF #2732

Dear Provider:

Thank you for participating in the Informal Dispute Resolution (IDR) process on July 8, 2026.

During the IDR, your dispute regarding the following was reviewed:

WAC 388-78A-2640 Reporting significant change in a resident's condition.
WAC 388-78A-2660 Resident rights.

The following information was considered during the review:

- All materials presented by the Assisted Living Facility ;
- All oral statements and explanations offered by the Assisted Living Facility ;
- Records gathered by the Residential Care Services (RCS) regional staff;

After careful review and consideration, the outcome of the IDR review is as follows:

UPHELD - WAC 388-78A-2640 Reporting significant change in a resident's condition.
UPHELD - WAC 388-78A-2660 Resident rights.

Next Steps:

- If you have not done so already, begin the process of correcting the disputed deficiency or deficiencies immediately.

- Contact the local field manager if you need clarification related to the SOD report.

- Within 10 calendar days after you receive this letter, complete, and return the "Plan/Attestation Statement" for all disputed deficiencies.

    - For each disputed deficiency, indicate the date you have or will have corrected each one.
    - Next to each disputed deficiency, sign and date certifying that you have or will correct each disputed deficiency.
    - Mail the "Plan/Attestation Statement" with original signatures to:

Cory Cisneros, Field Manager
Residential Care Services
Region 3, Unit E
Preferred methods:
eFax: (360) 992-7969
Email: rcsregion3email@dshs.wa.gov
Optional method:
800 NE 136th Ave Ste 200
Vancouver, WA 98684

You must complete corrections within 45 days or less if directed by the department after review of your proposed correction dates.

If you have any questions, please contact me at Staci.dilg@dshs.wa.gov

Sincerely,

Staci Dilg

Staci Dilg
IDR Program Manager
Residential Care Services

cc: Regional Administrator, Region 3
Field Service Administrator, Region 3
Field Manager, Region 3 Unit E
Statewide Long Term Care Ombudsman
Regional Long Term Care Ombudsman
Central File
IDR File