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February 1, 2010

TO: Susan N. Dreyfus, Secretary
Washington Department of Social and Health Services

FROM: Christine O. Gregoire, Governor 

SUBJECT: **Seattle Times Articles on Adult Family Homes**

I have reviewed the Seattle Times articles and your memorandum to me about how your agency is handling the issues raised. I am requesting a full briefing in 60 days to include an analysis and recommendations of the following:

1. A review of every case mentioned in the series to determine what could have been done differently in each of these situations and what has been learned from them in order to advance further system improvements.
2. A detailed report on actions taken since 2007 to improve the inspection and investigation processes and to ensure consistency of application with each licensor and supervisor.
3. An analysis of the results of the recent complaint quality reviews.
4. Suggestions for enhancing the Adult Family Home quality assurance processes, including administrative and regulatory changes. Please include ways we can address the issues raised about the sale of adult family homes.
5. Possible statutory changes that would enhance the system.

Protection of vulnerable adults continues to be a high priority for my administration. While you have made many improvements there is more work to be done. Susan, I am confident in your team's ability to assure the quality of our Adult Family Home program.

