

Timeline for Case 2009-137219

Respondent:	Jennifer Lee Keilin	Alleged Issues:	
Credential:	SWI.LW.60064966	Unprofessional Conduct	
Profession:	Social Worker Independent Clinical License	Case Nature:	
Created:	06/23/2009	Standard of Care/Services	
Closed:	01/25/2010	Resolutions:	
		Evidence does not support a violation	

Timeline Detail	Start	End	Days Used
OPENED	06/18/2009	06/23/2009	5
Intake	06/23/2009	06/23/2009	0
Assessment	06/23/2009	06/25/2009	2
Investigation	06/25/2009	01/15/2010	204
Case Disposition	01/15/2010	01/25/2010	10
CLOSED	01/25/2010		0

Timeline Summary	Auth Days	Extend Days	Days Used	Days Remain
OPENED	0	0	5	-5
Intake	7	0	0	7
Assessment	14	0	2	12
Investigation	170	0	204	-34
Case Disposition	140	0	10	130
CLOSED	0	0	0	0
Total:			221	

Case Disposition Worksheet

Respondent: Jennifer Keilin Case Number: 2009-137219 LW/2009-137218 RC
 Date Presented: 1/21/2010 Profession: LW/RC Staff Present: ☒ Tammy Kelley ☒ Don Painter ☒ Mike Weisman
 Presented by: Tammy Kelley Staff Attorney: _____ ☒ Betty Moe ☒ Leann Yount ☒ Enn
 Pre-Assigned or Requested (circle one)¹ Obenland ☒ Deonna Chartrey ☐ Kitty
 Slater ☒ Billie Dale ☒ Fred Garcia

SEXUAL MISCONDUCT CASES

For Board and Commission cases, panel should refer sexual misconduct cases to the Secretary when there are no clinical issues involved. (It is recommended to make this referral only after investigation; however, any pre-investigation referral should include a panel authorization for investigation.)

- ☐ Panel finds there are clinical issues, do not refer.
☐ No clinical issues, refer case to Secretary

Complete Signature Below Only If Case Is Referred to Secretary

Authorized by Panel Chair: _____

Print Name of Panel Chair: _____

per Program Staff (initials) _____ Reviewing Commission Member _____

(If applicable) (If applicable)

Date referral authorized: _____

A. REQUEST FOR LEGAL ACTION:☐ Summary Action:☐ Suspension ☐ Practice Restrictions _____☐ Statement of Charges:☐ Statement of Allegations:☐ Notice of Correction:☐ Notice of Determination:☐ Withdrawal of SOC:☐ Withdrawal of SOA:☐ Compliance: Release from STID☐ Compliance: Release from Order☐ Compliance: Referral to Collection Agency☐ Compliance: Authorization for Fast Track**Alleged Violations—RCW 18.130.180:**☐ (1) Moral turpitude.☐ (2) Misrepresentation of facts☐ (3) False advertising☐ (4) Incompetence☐ (5) Out of state action☐ (6) Illegal use of drugs☐ (7) Violated state or fed law☐ (8) Failure to cooperate☐ (9) Failure to comply☐ (10) Aiding and abetting☐ (11) Violation of rules☐ (12) Practice beyond scope☐ (13) Misrepresentation or fraud☐ (14) Failure to supervise☐ (15) Public health risk☐ (16) Unnecessary or inefficient drugs☐ (17) Criminal conviction☐ (18) Criminal abortion☐ (19) Treating by secret methods☐ (20) Betrayal of patient privilege☐ (21) Rebating☐ (22) Interference w/ investigation☐ (23) Current drug/alcohol misuse☐ (24) Sexual contact/patient abuse☐ (25) Acceptance of more than nominal gratuity**Other Violations of Relevant State or Federal Law:** _____

Or

RCW 18.130 .170:☐ Mental Impairment☐ Physical Impairment**B. FILE CLOSED:**

<input type="checkbox"/> No Jurisdiction	<input type="checkbox"/> No violation at the time the event occurred	<input type="checkbox"/> Conduct was within standard of practice	<input type="checkbox"/> No violation determined
<input checked="" type="checkbox"/> Evidence does not support a violation	<input type="checkbox"/> Risk minimal, not likely to reoccur	<input type="checkbox"/> Mistaken identity	<input type="checkbox"/> Care rendered was within standard of care
<input type="checkbox"/> Insufficient evidence	<input type="checkbox"/> Complainant withdrew	<input type="checkbox"/> No Whistleblower	<input type="checkbox"/> Complaint unique closure
<input type="checkbox"/> Application Investigation Only- No Action to Deny			

Further explanation (if any): _____

C. OTHER, EXPLAIN (Legal Review, Return to Investigation, etc.):

¹ Program may request a specific staff attorney who has prior experience with the file or the Respondent.

CASE REVIEW FORM-SECRETARY PROFESSIONS

DATE: 1/21/2010

CASE #: 2009-137219 LW/2009-137218 RC

ALLEGATIONS (from the original complaint):

Complainant alleges that respondent failed to meet her responsibilities, lied to her clients, misappropriated client money and professional misconduct.

SUMMARY OF CASE (ex. Criminal Conviction Dates, Classification of Crime, Pleadings, etc):

Complainant makes various allegations against respondent, including that respondent failed to report an allegation of child abuse. Complainant also expressed concerns regarding the respondent's billing practices which we do not have jurisdiction over. Complainant records include multiple character references for him, some of which also reference his ex-wife. The documentation does not substantiate the allegations he has made against respondent.

Respondent statement: Respondent states that she had been assigned by the court to conduct a parenting evaluation in the marriage dissolution of the complainant and his wife. She states she completed the evaluation as required. She provided approximately 1100 pages of patient records for this case. The client records provided include multiple letters to respondent from complainant thanking her for her work during the evaluation process.

CREDENTIAL INFORMATION:

ISSUANCE: RC 3/7/93 SW-pending **EXPIRATION:** 2/6/2010 **CURRENT STATUS:**
active and pending

COMPLAINT HISTORY:

PREVIOUS COMPLAINTS: NO

BRIEF EXPLANATION (# of complaints, types, results):

INITIAL RECOMMENDATION (To CMT) :

AGGRAVATING FACTOR:

*

MITIGATING FACTOR:

*

CHARGING/CLOSURE RECOMMENDATION:

Evidence doesn't support a violation

DISCUSSION (at CMT) :

FINAL CHARGING/CLOSURE RECOMMENDATION (By CMT) :

See case disposition worksheet in file

**DEPARTMENT OF HEALTH
HEALTH SYSTEMS QUALITY ASSURANCE DIVISION**

**CONFIDENTIAL INVESTIGATION REPORT
PREPARED FOR THE
SECRETARY, DEPARTMENT OF HEALTH**

Case # 2009-137218RC
2009-137219LW
RESPONDENT: Jennifer L. Keilin

TABLE OF CONTENTS

APPENDIX A - RESPONDENT INFORMATION

APPENDIX B - COMPLAINANT INFORMATION

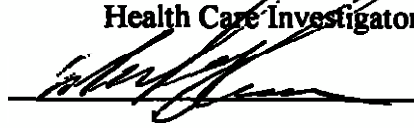
APPENDIX C - GENERAL SUMMARY

APPENDIX D - EVIDENCE/EXHIBITS

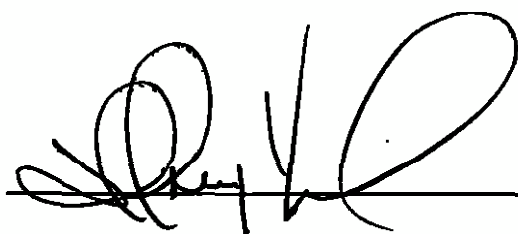
APPENDIX E - CONTACT LIST

APPENDIX F - ACTIVITY REPORT

Michael Gleason
Health Care Investigator



APPROVED BY



DATE

01/15/2010

APPENDIX A

RESPONDENT INFORMATION

NAME: Jennifer L. Keilin

BUSINESS ADDRESS: 216 1st Ave. S., Suite 333
Seattle, WA. 98104-2534

BUSINESS TELEPHONE #: (206) 621-7007

RESIDENCE ADDRESS:

RESIDENCE TELEPHONE #:

LICENSE NUMBER: RC.RC.00021187
SWI.LW.60064966

DATE ISSUED: 03-17-1993
11-17-2008 Application Date

EXPIRATION DATE: 02-06-2010

BIRTH DATE: 02-06-1968

SPECIALIZATION:

PREVIOUS COMPLAINT HISTORY: N/A refer to ILRS

ATTORNEY IDENTIFICATION: Pamela M. Andrews
Johnson, Andrews & Skinner, P.S.
200 W. Thomas St., Suite 500
Seattle, WA. 98110
(206) 223-9248

APPENDIX B

COMPLAINANT INFORMATION

NAME:

2 - Name - Whistleblower Regarding...

BUSINESS ADDRESS: Not provided

BUSINESS TELEPHONE # : See home number

RESIDENCE ADDRESS:

2 - Name - Whistleblower Regarding Health Care ...

RESIDENCE TELEPHONE # :

ATTORNEY: Not provided

ATTORNEY ADDRESS:

ATTORNEY TELEPHONE # :

APPENDIX C

GENERAL SUMMARY

Complaint

Unprofessional conduct

Allegations

The respondent was appointed by the court to provide a parenting evaluation of the complainant and his estranged wife in relation to their six-year old daughter. The complainant alleges that the respondent failed to meet those responsibilities and accuses the respondent of "lying to clients and interviewees, misappropriation of client money, failure to execute her job fully and professional misconduct". The complainant states further that the respondent ignored portions of interviews that were contrary to (her) "early conclusions". Evidence pages 1, 2-4.

This complaint was reviewed by the Counselor Programs and authorized for investigation. Two case numbers are assigned due to the respondent having a pending application for a Social Worker/ Independent Clinical license. The companion file is listed for reference only as 2009-137219LW and all evidence in this matter is collected under the primary case # 2009-137218RC.

On July 8, 2009, the respondent was mailed notification of the investigation. Evidence page 5.

On July 8, 2009, the complainant was mailed a Whistleblower Notification letter and waiver of confidentiality. Evidence pages 6-7.

On July 27, 2009, the waiver of confidentiality was received from the complainant. Evidence page 8.

On July 27, 2009, I also received the investigative files in this matter. I received a call from the complainant. He advised that he had signed and sent the waiver back to DOH. The complainant discussed his lengthy and broad based complaint. He alleged that the respondent's completed evaluation was based on ethical and legal misconduct. He also alleges financial misconduct, in that the respondent demanded further payment before completing the evaluation process. I explained to the complainant that as part of the investigation I would be requesting copies of the respondent's files covering the evaluation and requesting she address the allegations he's making. I asked if he was aware of any other open investigations in this matter and he told me "No". The complainant is insistent on sending further documentation in support of his allegations.

On July 31, 2009, I returned a call and email to the attorney representing the complainant's estranged wife in this matter (Allen Glass). Mr. Glass told me that the respondent has been assigned by the court to perform a parenting evaluation in the 2 - Name ... marriage dissolution. He explained that the complainant had presented him with two letters signed by Tina Crawford of DOH/ HSQA, to show that there are two open investigations against the respondent. Glass told me that the complainant is using the letters as foundation for dismissing the validity of the of the respondent's parenting evaluation, which is critical of him (respondent). Mr. Glass also asked if there are any known disciplinary actions against the respondent. I explained to Mr. Glass that

2009-137218RC / Jennifer L. Keilin

there were two open cases due to the respondent having a current RC and an application for a LW license in place. I explained that the cases were initiated by 2 - Name - Whistle... and that there were no previous investigations or disciplinary actions known in the respondent's history with the DOH. I explained that I was unable to provide further details other than the complainant was alleging misconduct by the respondent in performing the evaluation. (Evidence pages 24-25).

On August 12, 2009, I received an email and attachments from the complainant, amending the original complaint and adding substantially more allegations including that the respondent failed to report child molestation and other matter she is required to report. Evidence pages 9, 10-11, 12-13.

On August 19, 2009, I received an additional email from the complainant advising that he was forwarding additional documents by mail. He also forwarded email attachments of previously sent documents. Evidence page 14, 15-21.

On August 21, 2009, I received from the complainant a two page cover letter, five page "complaint overview", copies of communications, questionnaires, client waivers, a copy of an on-line police report by the complainant, emails exchanged between parties and the completed evaluation by the respondent. Evidence pages 26-27, 28-32, 33-175, 175-178, 179-203.

I reviewed all the documents provided by the complainant. They include the respondent's final evaluation issued in the parenting matter. I found that the complainant's allegations are generalized. The substantiation is not provided as claimed, other than by his statement. Specifically, the complainant's allegations evolve from a stated allegation into emotive statements of his perceptions that are not based on presented facts. In several statements he made to the respondent he alleges that statements made by his (6 year old) daughter are representative of failed parenting by his estranged wife, yet there is no evidence that the statement was evidenced by anyone else. These accusations of "child abuse" or "molestation" are contrary to the final report provided by the respondent. There are no police reports or CPS reports of abuse. No interview summaries or statements purport abuse. The complainant alleges that the respondent failed to meet her duty in reporting alleged abuse which he reported to her, based on statements he made to her. There is no evidence provided that the complainant or his attorney(s) ever reported any kind of abuse. I noted that in several emails from the complainant to the respondent he thanked the respondent for her work in this matter, even after several months into the process. I noted that the evaluation was completed and presented on June 15, 2009 and that the complainant submitted his complaint on June 18th.

On August 20, 2009, I received a call from the respondent. She explained that she had received the complaint notification letter. I provided her an explanation of the allegations and that I would be sending her a letter of cooperation. She understood and requested an extension to September 23rd since she was leaving on a ten day vacation the following day. I agreed to the extension and told her that I would send the letter out today. I prepared and mailed a letter of cooperation to the respondent. I completed the declaration of mailing. Evidence pages 204-205.

On September 2, 2009, I received a call from the respondent regarding the letter of cooperation. We discussed the allegations and her evaluation. She explained that she had been assigned by the court to conduct a parenting evaluation in the marriage dissolution matter of the complainant

2009-137218RC / Jennifer L. Keilin

and his wife. They have a six year old daughter which required the there to be a parenting evaluation to assist the court in determining custody. The respondent told me that she had completed an extensive evaluation and could provide copies of documents on disc. I explained to her that this was preferred if possible. The respondent is happy to have her process and supporting documentation stand on its own and is confident in her final evaluation.

On September 23, 2009, I received the respondent's three page reply. I placed the reply in the file along with a copy of her resume/ CV previously obtained. The respondent provides that she has been in private practice for approximately six years and performs approximately two parenting evaluations per month and has no previous complaints. She also advised that her attorney is providing a copy of her complete file which is being placed onto CD due to the extensive size. The respondent provides responses to each of the allegations as well as documentation of her process, interviews, and questionnaires completed by the complainant and his estranged wife and billing information. The respondent states that there was no evidence of child abuse, or neglect found by her during the process which included interviews with the child's medical provider, teacher and psychologist. She explains that she follows a structured process in her evaluations and accounts for all time spent interviewing and conducting home observations. She contacted Twelve (12) collateral sources (all documentation attached). All sources had opportunity to review their interviews with exception of two. No collaterals asked to retract their statements. Evidence pages 206-208, 209-212.

I received by mail from respondent's attorney a compact disc containing more than eleven-hundred pages of documentation including, emails exchanged with all parties, completed questionnaires, client notifications and agreements, billing information and completed evaluations. I have reviewed the files and they appear to be complete. I placed the CD in an envelope and placed it under the left cover of the primary report cover. Evidence pages 213-214.

Additional emails exchanged with respondent were placed in the file. Evidence pages 215-218.

On November 3, 2010, I received an email from the complainant advising he had "Critical information" about the respondent. This was in email form and starts out that they had been unsuccessful in mediation and are preparing for trial. The email then goes into further claims, based on unsubstantiated perceptions regarding the respondent's demeanor and his opinion as to why this was occurring. I added this to the file and located it adjacent to the previous correspondence from the complainant. Evidence pages 22-23.

On January 6-7, 2010, I reviewed the electronic files on disc and the organized the case files. I placed the compact disc in an evidence envelope on the left side of the primary file.

On January 11, 2010 I placed a courtesy call to the attorney representing the complainant's wife (Allen Glass, atty.) He explained there is finally a trial date set for February. He is not aware of any sustained allegations of abuse against his client, even though her husband has previously alleged. Glass told me that the complainant is now on what he believes to be his fourth attorney in this case. I asked if he or his client had any additional information to provide. He explained that the evaluator (respondent) was appointed by the court after agreement of both he and the complainant's attorney. He states that he has had the respondent as an evaluator on several cases

and has found her work to be very good. Mr. Glass states that the respondent is a highly recommended evaluator in her field and was totally satisfied with her work in this case.

APPENDIX D
EVIDENCE/EXHIBITS

<u>Page #'s</u>	<u>Description</u>
1	Cover/ RCW
2-4	Complaint
5	Respondent notification letter
6-7	Whistleblower notification
8	Release of Confidentiality Waiver
9, 10-13	Additional summary of complainant (8-12-09)
14, 15-21	Additional information of complainant (8-19-09)
22-25	Emails from/ to complainant
26-32	Additional copies by mail of previous summaries received from complainant
33-173	Copies provided by complainant of communications and reports from complainant
174-178	Additional exhibits provided by complainant
179-203	Completed parenting evaluation, provided by complainant
204-205	Letter of cooperation to respondent
206-208	Respondents reply to allegations
209-212	Respondents Curriculum Vitae
213	Cover letter of respondent's attorney
214	Respondent's complete working file/product placed on Disc by her attorney. Disc contains agreements, notifications, evaluations and interviews including notes, email correspondence, billing records, documents provided by the complainant and his estranged wife and other collateral contacts made by respondent in the course of her evaluation. This disc contains over eleven-hundred pages of documentation by the respondent. The disc has been placed under the left cover of this file folder.
215-218	Email correspondence with respondent.

2009-137218RC / Jennifer L. Keilin

APPENDIX E
CONTACT LIST

Complainant

Respondent

Kirsten Wirt Opsata (Complainant's estranged wife)

**Allen Glass, Attorney for Kirsten Wirth Opsata
1711 West Nickerson Street, Suite A
Seattle, WA 98119
(206) 217-0600**

**Mike Gleason, Investigator
Investigation and Inspection Office
20435 72nd Ave. S., Suite 200
Kent, WA. 98032
(253) 395-6711**

APPENDIX F

ACTIVITY REPORT

07/27/2009	Investigative - Case Activity	Extensive phone call with complainant who will be providing additional documentation.
07/27/2009	Initiate Investigation	Received files and reviewed. Initial on-line searches.
07/31/2009	Investigative - Case Activity	E-mail and telephone call with Allen Glass attorney for complainant's estranged wife regarding case and effect on court hearings. Will send e-mail confirmation on 8/3/09.
08/12/2009	Investigative - Case Activity	TC with complainant who is emailing addendum to his complaint. He will be forwarding addl. information.
08/19/2009	Investigative - Case Activity	Received seven page summary of complainant and reviewed.
08/20/2009	Investigative - Case Activity	Received addl docs from complainant via email on 8/19. Prepared and mailed LOC today and began case set up. Left TM for respondent to call.
08/21/2009	Investigative - Case	Received addl. Copies via mail from complainant.
09/02/2009	Investigative - Case	TC from Respondent.
09/18/2009	Investigative - Case Activity	Reviewed extensive documents provided previously by complainant. Placed TC to respondent left msg.
09/23/2009	Investigative Correspondence - General	Respondent reply received via pdf format. Placed copy in file. Requested records (on disc) will be forwarded by respondent's attorney. I've reviewed the response today and it appears to respond to the allegations of the complainant. I emailed confirmation of receipt to respondent.
09/24/2009	Investigative - Case Activity	Received respondent's files on disc. Reviewing extensive electronically saved documents.
01/06/2010	Investigative - Case Activity	Reviewed all electronic files (over 1100 pages) provided by respondent on disc. Organized and marked extensive document evidence submitted by complainant and respondent's reply. Case report preparation.
01/11/2010	Case Report Prep	TC with Allen Glass, attorney for complainant's estranged wife. Case report preparation.
01/13/2010	Case Report Prep	Complete and submit report.

☒ Respondent Notification Letter
☐ NHA Notification Letter
☐ Malpractice Settlement Letter
☐ Special Letter (see comments below)
☐ Compliance (Docket Number)

☒ Complainant Notification Letter
☒ Whistleblower
☐ Criminal History Letter
☐ WHPS Letter
☐ Follow Up

Date received: 06-25-09

Investigator: GLEASON

Date assigned: _____

Priority: A B C D E

Comments: _____

RECEIVED-KENT

JUL 08 2009

**Department of Health
Investigation Service Unit**



CUSTOMER SERVICE COMPLAINT INTAKE SUMMARY WORKSHEET

RESPONDENT INFORMATION

NAME & ADDRESS	JENNIFER LEE KEILIN 216 1ST AVE S STE 333 SEATTLE, WA 98104-2534					CASE #	2009-137219LW		
						ALLEGATION	UNPROFESSIONAL CONDUCT		
						LICENSE #	SWI.LW.60064966		
						ISSUED			
						EXPIRES			
PHONE #						STATUS	PENDING		
Legal Action:	YES	NO	Compliance	YES	NO	Cases	Open: 0	Closed: 0	
	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>				

COMPLAINANT INFORMATION

NAME & ADDRESS <small>2 - Name - Whistleblower Regarding Health Care Provider or H...</small>		
PHONE #	E-Mail	

SUMMARY OF COMPLAINT

<p>Respondent was retained to do a parenting evaluation as part of a legal proceeding. Respondent is alleged of lying to both clients and interviewees, misappropriation of client money, failure execute her job fully and professional misconduct.</p> <p>COMPANION CASE: KEILIN, JENNIFER L: 2009-137218RC</p>

Date Summary Created 6/22/09

Assessment WorksheetRespondent: Jennifer KeilinCase Number: 2009- 137219Date: 6/25/2009Board/Commission/Profession: WStaff present: ☒ Tammy Kelley ☐ Bob Nicoloff ☒ Don PainterPresented by: Tammy Kelley☒ Jason Hoeft ☒ Betty Moe ☒ Leann Yount ☐ Erin Obenland☐ Conference Call☒ Board/Commission/CMT meeting☒ Stacy Messenger ☒ Rachel Lindstedt ☒ Kitty Slater ☒ Billie Bal**A. FILE CLOSED:**

<input type="checkbox"/> BT- No Jurisdiction	<input type="checkbox"/> BT- No violation at the time the event occurred	<input type="checkbox"/> BT- Advertising that is a technical violation	<input type="checkbox"/> BT- Communication and personality issues
<input type="checkbox"/> BT- Aged or outdated complaints	<input type="checkbox"/> BT- Risk minimal, not likely to reoccur	<input type="checkbox"/> BT- Lack of complaint credibility	<input type="checkbox"/> BT- Complainant withdrew
<input type="checkbox"/> BT- No complainant's or client/patient's name and no allegations of significant harm or potential harm	<input type="checkbox"/> BT- Billing and fee disputes except as designated by disciplining authority	<input type="checkbox"/> BT- Practice on an expired credential for a period of time accepted by the disciplining authority	<input type="checkbox"/> BT- Insufficient information
<input type="checkbox"/> BT- Profession-specific threshold. Explain: _____ _____ a) Violating confidentiality b) Inappropriate delegation to unlicensed person that does not involve invasive procedures or piercing of skin (e.g., RN instructs NA to apply skin cream) c) Failure to supervise resulting in no harm or minor harm to a patient d) Isolated incidents which suggest little or no patient harm, not likely to reoccur	<input type="checkbox"/> BT- Issues which have been otherwise resolved. Explain resolution: _____ _____ _____ _____ (detail corrective action: practitioner is already revoked; ongoing monitoring, etc.)	<input type="checkbox"/> BT- If allegations are true, no violation of law occurred	<input type="checkbox"/> BT- Referral to another program or agency. <input type="checkbox"/> BT- Incident reported by facility

Further explanation (if any): _____

B. INVESTIGATION AUTHORIZED:

Recommended priority:

ProfessionsFacilities

- A (risk of immediate danger)
 B (serious risk)
C (moderate risk)
 D (minor risk)
 E (technical violations)

- (____ # of days)
 (____ # of days)
 (____ # of days)
 (____ # of days)
 (____ # of days)

C. SEXUAL MISCONDUCT CASES

For Board and Commission cases, panel should refer sexual misconduct cases to the Secretary when the case does not involve clinical expertise or standard of care issues. (Note: any pre-investigation referral should still include a panel authorization for investigation.)

- ☐ Panel finds there are clinical issues, do not refer.
☐ No clinical issues, refer case to Secretary

Notes:Initiate investigation and obtain records, including patient records.Authorized by Panel Chair/CMgr: Tammy KelleyPrint Name of Panel Chair/CMgr: Tammy Kelleyper Program Staff (initials) TK
(if applicable)Reviewing Commission Member _____
(if applicable)Date investigation authorized: 6-25-09

Case View Screen

Case Status	2009-137219 (PUBLIC) Assessment	Date Created	06/23/2009	Audit Entry Items Notes Master Cases Participants Add Master Case Timeline History
Respondent ID	653258	Date Received	06/18/2009	
Respondent	Jennifer Lee Keilin	Receiving Board	SECRETARY	
Credential	SWI.LW.60064966 Jennifer Lee Keilin	Receiving Profession	Social Worker Independent Clinical License	
Complainant ID	917912	Receiving Department	Case Intake	
Complainant	2 - Name - Whistleblower ...	Received By	Jenny T Yeam	
		Alleged Issues	Unprofessional Conduct	
		Case Nature	Standard of Care/Services	

Comments:

- Priority History
- Other Participants
- Resolution
- HIPDB Reports
- Action Items

Priority History

Date	Priority	Priority Reason	Decision Maker	Decision Date	Comment	COR	User
------	----------	-----------------	----------------	---------------	---------	-----	------

Other Participants

No additional participants found

Resolution

Department: Case Management
Worker: Kirby B Putscher
Date Closed:

Found Issues
none
Resolution
none

Resolution Notes:

Current HIPDB Reports

Type

Submission Date

Status

DCN

Case ID

No HIPDB Reports found for this credential.

Action Items [add] [add group]

Type	Assigned To	Activity	Due	Effective	Completed	Order Signed	Created ▼	User
Forward for Assessment	Case Management, Putscher, Kirby B			06/23/2009			06/23/2009	Yeam, Jenny T
Target: Jennifer Lee Keilin, SWI.LW.60064966								
Case Status: Status Changed To: Assessment								
Comments: Respondent was retained to do a parenting evaluation as part of a legal proceeding. Respondent is alleged of lying to both clients and interviewees, misappropriation of client money, failure execute her job fully and professional misconduct.								
Intake	Case Intake, Yeam, Jenny T			06/23/2009	06/23/2009		06/23/2009	Yeam, Jenny T
Target: Jennifer Lee Keilin								
Warning: Warning Type: CASE PENDING								
Warning Effective Date: 06/23/2009								
Suppress License Print: NO								
Warning: 2009-137219LW								
Case Status: Status Changed To: Intake								
Action Info: Complaint Source Family Member								
Possible Imminent Danger? No								
Companion Case (1) KEILIN, JENNIFER L: 2009-137218RC								

Credential View Screen [update]



Jennifer Lee Keilin

Address:

☒ Public ☐ Mail ☐ Renewal Mail

[change public address]
Jennifer Lee Keilin
216 1st Ave S Ste 333
Seattle, WA 98104-2534

ID	653258
Warnings	CASE PENDING
SSN/FEIN	1 - DOH Licensee...
Contact Standing	Living
Contact Type	INDIVIDUAL
Birth Date	02/06/1968
Public File	YES
Mailing List	

Contact
 Audit
 Public Cases
 Cont. Edu
 Documents
 Owned By/Key Mgmt
 Exams
 Experience
 Notes
 Schools
 Supervises
 SupervisedBy
 Legacy
 Librarian
 Application
 Other State License

Comments:

Social Worker Independent Clinical License [update] [form letter]

Credential # SWI.LW.60064966
 Application Date 11/17/2008
 Effective Date
 Expiration Date
 First Issuance Date
 Last Date Of Contact 11/19/2008
 CE Due Date

Credential Status PENDING (11/20/2008)
 Status Reason INITIAL APPLICATION IN
 Amount Due \$225.00
 Date Last Activity 11/22/2008 12:35:45 PM
 Last Updated by Goldschmidt, Lisa
 Certificate Sent Date
 Work Queue Legacy, DOH

Audit
 Documents
 Workflow
 Key Mgmt
 Fees
 Notes
 Print Docs
 Comp. Audit
 Renewal

Comments:

Supervises	User Defined License Data	Legacy	HIPDB
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[update]

Background Check Processed

JUN 26 2009

NPDB/HIPDB
 Department of Health
 Investigation Service Unit

Contact View Screen [update]

**Jennifer Lee Keilin**Address: ☒ Public ☐ Mail

Jennifer Lee Keilin
216 1st Ave S Ste 333
Seattle, WA 98104-2534

ID
Warnings
SSN/FEIN
Contact Standing
Contact Type
Criminal History
Public File
Mailing List

653258
CASE PENDING
1 - DOH License...
Living
INDIVIDUAL
NO
YES

Audit
Public Cases
Cont. Edu
Documents
Owned By/Key Mgmt
Exams
Experience
Notes
Schools
Supervises
SupervisedBy
Legacy
Librarian
Application
Other State License

Comments:

Addresses	Personal Information	Credential List	Legacy
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Credentials [add]

Credential	Sub	License Type	License Issue	Expiration Date	Status	Reason
RC.RC.00021187 Jennifer Lee Keilin 216 1st Ave S Ste 333 Seattle, WA 98104-2534		Counselor Registration	02/10/2009	02/06/2010	ACTIVE	ACTIVE
SWI.LW.60064966 Jennifer Lee Keilin 216 1st Ave S Ste 333 Seattle, WA 98104-2534		Social Worker Independent Clinical License			PENDING	INITIAL APPLICATION IN PROCESS

Public Cases for Keilin, Jennifer Lee

Public Case(s)

Case	Board	Current Owner
2009-137218	SECRETARY	Case Management
2009-137219	SECRETARY	Case Management

Public Master Case(s)

Master Case	Board	Current Owner
No Public master case(s) associated with this contact.		

Public Examinations(s)

Examinations	Board	Current Owner
No Public examinations(s) associated with this contact.		



STATE OF WASHINGTON
DEPARTMENT OF HEALTH

January 25, 2010

JENNIFER LEE KEILIN
5999 MONT BLANC PLACE NW
ISSAQUAH, WA 98027

Subject: Case No: 2009-137218 & 2009-137219

Dear Ms. Keilin:

The Secretary of Health, Registered Counselor Program and Social Worker Program has completed its investigation and review of these cases.

We have closed these cases without disciplinary action because the evidence does not support a violation.

We may reconsider this decision if we receive more relevant information or identify a pattern of similar complaints. Since the registered counselor profession is abolished as of July 1, 2010, we may consider this case if you apply for any other credential or if future complaints arise.

The person who filed this complaint has been notified of this decision. Under state law, you may submit a written statement. The statement will be included in the file.

You have the right to request any information contained in the file. If you would like a summary of the case or other materials in the file, please submit a written request for a copy to the Department of Health, Public Disclosure & Records Center, PO Box 47865, Olympia, WA 98504-7865 or fax to (360) 586-2171.

If you have questions, contact us at (360) 236-2620 or email at hsqacomplaintintake@doh.wa.gov.

Sincerely,

Kristi Cholski
Office of Customer Service
Complaint Intake Unit

Cc: Pamela M. Andrews, Atty.





STATE OF WASHINGTON
DEPARTMENT OF HEALTH

January 25, 2010

2 - Name - Whistleblower Regarding Health Car...

Subject: Case No: 2009-137218 & 2009-137219

Dear 2 - Name - Whistle...

Thank you for submitting your complaint about Jennifer Keilin.

Based on the information provided and our investigation, the Secretary of Health, Registered Counselor Program and Social Worker Program could not identify any violations under the laws that we enforce. Therefore, your complaint has been closed because the evidence does not support a violation.

We carefully reviewed this complaint based on the facts and state law. State law defines the disciplinary process and unprofessional conduct (Chapter 18.130 RCW). We cannot consider issues outside its authority.

To take action against a practitioner's credential, the courts require us to have clear and convincing evidence. This is often a tough test to meet.

This decision may be revisited if we receive more relevant information or identify a pattern of similar complaints.

You have the right to request any information contained in the file. If you would like a summary of the case or other materials in the file, please submit a written request for a copy to the Department of Health, Public Disclosure & Records Center, PO Box 47865, Olympia, WA 98504-7865 or fax to (360) 586-2171.

If you have questions, please contact us at (360) 236-2620 or email us at hsgacomplaintintake@doh.wa.gov.

Thank you for bringing this matter to our attention.

Sincerely,

Kristi Cholski
Office of Customer Service
Complaint Intake Unit



Notice

WAC 246-15-030, procedures for filing, investigation, and resolution of whistleblower complaints.

(1)(b) Instructs that staff will affix a permanent cover to the letter of complaint or other form of notice in the complaint file, noting the statutory citation concerning protecting the identity of the complainant.

(3)(c) Ensure upon case closure, that the permanent cover affixed in subsection (1)(c) of this section will remain.

RCW 43.70 provides that the identity of a whistleblower who complains in good faith to the Department of Health about the improper quality of care by a health care provider as defined in RCW 43.72.010 shall remain confidential.

Pursuant to the above RCW and WAC it is staff's duty to see that the complainant's name or any information which may identify the complainant is not disclosed.

Notice



Health Systems Quality Assurance
Complaint Intake
P.O. Box 47857
Olympia WA 98504-7857

Complaint Form

Today's Date: 6/18/2009

1. Your Information

Name:

Address:

City: **State:** **Zip:**

Phone: Work **Home**

2. Information about the Facility or Health Care Professional

Type of facility or profession: Clinical Social Work

Name of facility or professional: Jennifer Lee Keilin, RC00021187

Address: 216 First Avenue South, Suite 333

City: Seattle State: WA Zip: 98104

3. Resident/Guest/Patient Information

Full Name (if different than above)

Date of Birth (of patient, if complaint involves a patient)

Date of incident: 6/1/2009

4. Please describe your complaint in the space below. Include the name, title and phone number of other patients, witnesses or staff members involved in the incident. Email completed form to the Customer Service Center at HSQAComplaintIntake@doh.wa.gov, or fax to 360.236.4818, or mail to:

Washington State Department of Health
P.O. Box 47857
Olympia WA 98504-7857.

Please attach any supporting documentation and additional sheets if necessary.

Ms. Keilin was retained to do a Parenting Evaluation as part of a legal proceeding. As part of this process I have quite a few ethical and legal

concerns about the lies to both clients and interviewees, misappropriation of client money, failure execute her job fully and professional misconduct. It is very clear from the results of Ms. Keilin's work and the parts of the process that she specifically avoided that Ms. Keilin reached a conclusion within only a few hours of starting her work and executed the balance of her work only in those areas that would support her early conclusion. Ms. Keilin specifically avoided any topic or interview that could possibly contradict her early conclusion. The results of those few interviews that she could not avoid that contradicted her earlier conclusion were simply ignored.

Beyond the issues noted above, Ms. Keilin was made aware of child molestation and several cases of child endangerment. She failed to report these violations to authorities. I have been told by Child Protective Services that it is and was Ms. Keilin's legal obligation to immediately report those incidents to them, with no exceptions. At this point, in light of Ms. Keilin's failure to fulfill her legal obligations, the matter of the child's safety is being referred directly to Child Protective Services.

In the matter of the ethical concerns, regarding the lies that Ms. Keilin told both clients and interviewees, this is very troubling. Ms. Keilin made a great many very specific statements regarding use of information, process, procedures and expectations to the clients - the invoices that she has provided directly contradict the specific statements she has made. Since the conclusion of Ms. Keilin's work, it has come to my attention that Ms. Keilin directly lied to several interviewees in order to extract derogatory information. One of these people has lost her position with her employer as a result. Another has outline why she worked with Ms. Keilin, what Ms. Keilin represented in order for her to speak and this individual went so far as to apologize for falling victim to Ms. Keilin's lies.

Regarding the mishandling of client funds - Ms. Keilin continued to demand cash up front and then not proceed for an extended period. She would then stop her work, demand more cash and imply that she was not proceeding with her work until more cash was paid. When she issued a May invoice, it was discovered that not only was she proceeding pending payment, she was proceeding only with the pursuit of derogatory information to support her early conclusion. I have spoken with my bank - they informed me that the first payment to Ms. Keilin was not deposited in a trust account and the second \$2,000.00 payment to Ms. Keilin was cashed at the bank counter, by her. I have been told that it is a requirement for these funds to be placed in a trust account in these types of proceedings and only paid out when supporting invoices are prepared. This is clearly not what Ms. Keilin did.

In her failure to execute her job fully, Ms. Keilin reached a conclusion very early in the process, perhaps even before meeting the parties and then only pursued topics, conversations and interviews that would support her earlier conclusion. Ms. Keilin was given a great many sources that would directly contradict most if not all of her negative conclusions and findings. However, she did not pursue these contacts. Quite simply, Ms. Keilin failed to execute the job she was paid to do and only pursued information that would support her position.

These are very significant issues related to Ms. Keilin's professional conduct and failure to meet legal obligations regarding the reporting of child abuse to CPS. This report of complaint is fully supported by the information Ms. Keilin has provided while doing her work.

Short of me filing a Malpractice Law Suit against Ms. Keilin, it would seem reasonable, in light of her egregious misconduct and legal violations, that she immediately withdraws her work product from consideration, refer the matter back to legal counsel for the clients and refund 100% of fees paid to her. Professional sanctions against her are not within my realm of understanding and I will leave that to those who have that responsibility.

If you required further information, please contact me at 2 - Name - Whistleblower ...

Best Regards,

2 - Name - Whistleblower Rega...



STATE OF WASHINGTON
DEPARTMENT OF HEALTH

July 8, 2009

2 - Name - Whistleblower Regarding...

RE: Jennifer L. Keilin
Case No: 2009-137219LW Case No: 2009-137218RC

Dear 2 - Name - Whistle...

Your recent complaint regarding Jennifer L. Keilin, has been referred to the Investigation and Inspection Office of the Department of Health, for investigation. The investigator that has been assigned to your complaint is:

**Michael Gleason, Health Care Investigator
Investigation & Inspection Office
20435 72nd Avenue South, Suite 200
Kent, WA 98032
Phone: (253) 395-6711 FAX: (253) 395-6365
Email: Michael.Gleason@doh.wa.gov**

Due to recently enacted legislation, RCW 43.70.075, regarding confidentiality, we ask that you read, sign and return the enclosed "Whistleblower Release Form" within fourteen (14) days after your receipt of this letter. A postage paid envelope has been included for your convenience. Thank you for your cooperation in this matter.

Respectfully,

Tina Crawford
Secretary Senior

Enclosure: Whistleblower Release Form



**STATE OF WASHINGTON
DEPARTMENT OF HEALTH**

**AUTHORIZATION TO RELEASE COMPLAINANT'S NAME
(DOH WHISTLEBLOWER STATUTE)**

RCW 43.70.075 provides in part: "The identity of a whistleblower who complains, in good faith, to the Department of Health about the improper quality of care by a health care provider, or in a health care facility, as defined in RCW 43.72.010 shall remain confidential..."

I understand that my identity is confidential pursuant to RCW 43.70.075 (DOH Whistleblower Statute). By signing this document, I waive my right to confidentiality and authorize the Department of Health to release my identity to **Jennifer L. Keilin**, Respondent, to other persons who are reasonably necessary to the investigation, and for use in any subsequent administrative proceeding regarding my complaint. I understand that my identity will not be released for any other purpose.

APPROVAL OF CONFIDENTIALITY WAIVER

For the sole purpose of investigating my complaint and pursuing disciplinary/adverse action proceeding, I hereby waive confidentiality and consent to the release of my identity.

Signature: _____
Date: _____
Home Phone: _____
Day Phone: _____

DENIAL OF CONFIDENTIALITY WAIVER

I hereby deny my waiver of confidentiality and deny consent to release of my identity. I understand this denial may impair the Department of Health's ability to pursue disciplinary/adverse actions.

Signature: _____
Date: _____
Home Phone: _____
Day Phone: _____

CASE #: 2009-137219LW

RESPONDENT: Jennifer L. Keilin

STATE OF WASHINGTON
DEPARTMENT OF HEALTH

AUTHORIZATION TO RELEASE COMPLAINANT'S NAME
(DOH WHISTLEBLOWER STATUTE)

RCW 43.70.075 provides in part: "The identity of a whistleblower who complains, in good faith, to the Department of Health about the improper quality of care by a health care provider, or in a health care facility, as defined in RCW 43.72.010 shall remain confidential..."

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APPROVAL OF CONFIDENTIALITY WAIVER

For the sole purpose of investigating my complaint and pursuing disciplinary/adverse action proceeding, I hereby waive confidentiality and consent to the release of my identity.

Signature: _____

2 - Name - Whistleblower Regarding Health Care Provider or Health Care Facility - RCW 43.70.0...

Date: _____

Home Phone: _____

Day Phone: _____

2 - Name - Whistleblower Regarding Health Care Provider or Health Ca...

DENIAL OF CONFIDENTIALITY WAIVER

I hereby deny my waiver of confidentiality and deny consent to release of my identity. I understand this denial may impair the Department of Health's ability to pursue disciplinary/adverse actions.

Signature: _____

Date: _____

Home Phone: _____

Day Phone: _____

CASE #: 2009-137219LW

RESPONDENT: Jennifer L. Keilin

Redaction Summary (25 redactions)

2 Privilege / Exemption reasons used:

- 1 -- "DOH Licensee Social Security Number - RCW 42.56.350(1)" (2 instances)
- 2 -- "Name - Whistleblower Regarding Health Care Provider or Health Care Facility - RCW 43.70.075(1), RCW 42.56.070(1)" (23 instances)

Redacted pages:

- Page 6, Name - Whistleblower Regarding Health Care Provider or Health Care Facility - RCW 43.70.075(1), RCW 42.56.070(1), 2 instances
- Page 7, Name - Whistleblower Regarding Health Care Provider or Health Care Facility - RCW 43.70.075(1), RCW 42.56.070(1), 1 instance
- Page 8, Name - Whistleblower Regarding Health Care Provider or Health Care Facility - RCW 43.70.075(1), RCW 42.56.070(1), 1 instance
- Page 14, Name - Whistleblower Regarding Health Care Provider or Health Care Facility - RCW 43.70.075(1), RCW 42.56.070(1), 1 instance
- Page 16, Name - Whistleblower Regarding Health Care Provider or Health Care Facility - RCW 43.70.075(1), RCW 42.56.070(1), 1 instance
- Page 17, DOH Licensee Social Security Number - RCW 42.56.350(1), 1 instance
- Page 18, DOH Licensee Social Security Number - RCW 42.56.350(1), 1 instance
- Page 21, Name - Whistleblower Regarding Health Care Provider or Health Care Facility - RCW 43.70.075(1), RCW 42.56.070(1), 2 instances
- Page 23, Name - Whistleblower Regarding Health Care Provider or Health Care Facility - RCW 43.70.075(1), RCW 42.56.070(1), 9 instances
- Page 25, Name - Whistleblower Regarding Health Care Provider or Health Care Facility - RCW 43.70.075(1), RCW 42.56.070(1), 2 instances
- Page 26, Name - Whistleblower Regarding Health Care Provider or Health Care Facility - RCW 43.70.075(1), RCW 42.56.070(1), 2 instances
- Page 28, Name - Whistleblower Regarding Health Care Provider or Health Care Facility - RCW 43.70.075(1), RCW 42.56.070(1), 2 instances