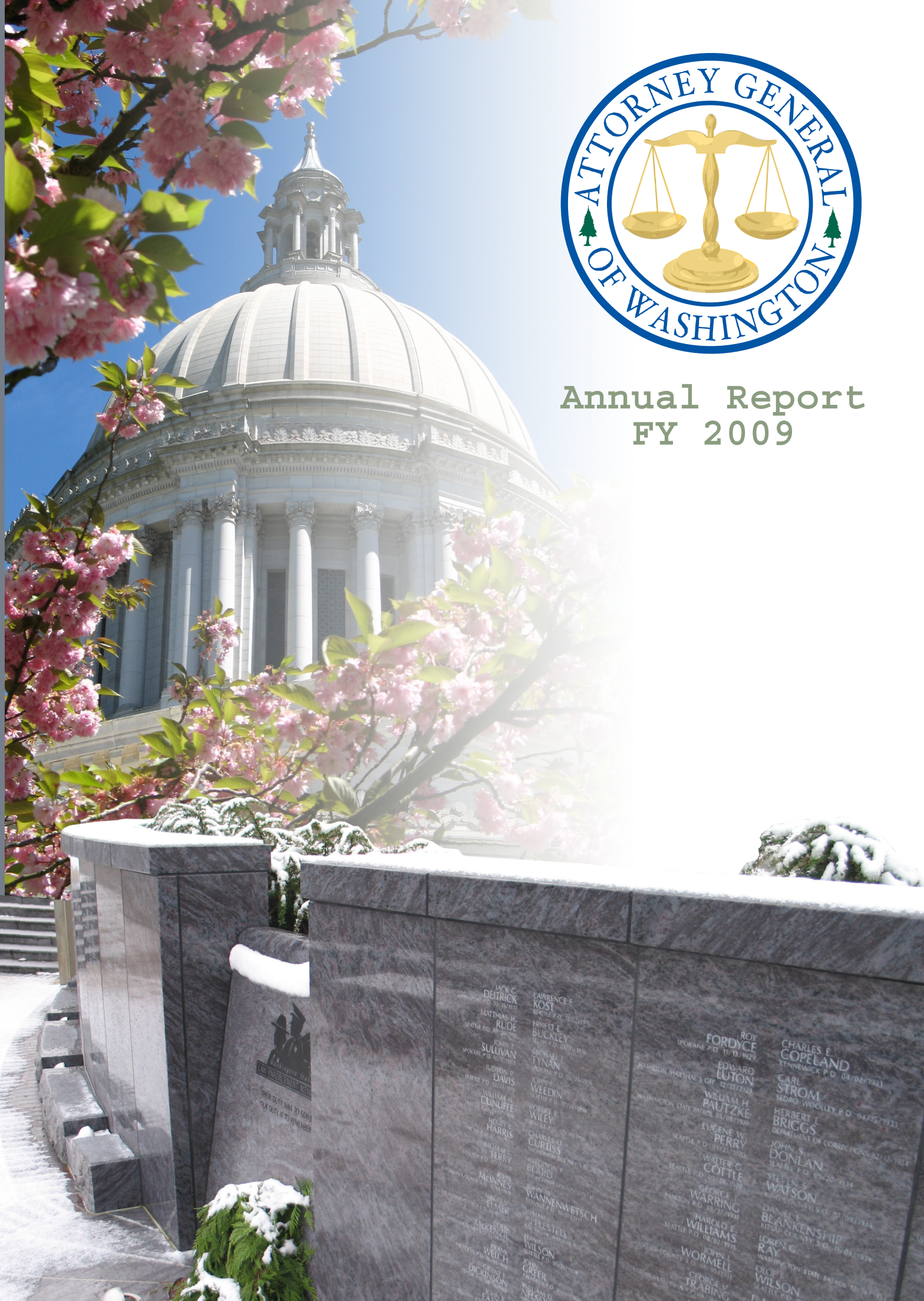




## Annual Report FY 2009





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# Washington State Office of the Attorney General **FY 2009 ANNUAL REPORT**

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# SAVINGS AND RECOVERIES - FISCAL YEAR 2009\*

In addition to providing intangible benefits to the citizens of Washington such as defending state law, educating and safeguarding consumers, improving public safety, conserving the environment, and protecting children from abuse and neglect, the Attorney General's Office saves or recovers millions of dollars each year for taxpayers and consumers. Some examples are:



## Antitrust

Litigation Results.....	\$493,374
Cost and Fee Recoveries.....	\$48,760

## Consumer Protection Recoveries

Consumer Resource Center "Mediation" Results.....	\$6,414,411
Litigation Results.....	\$2,194,320
Lemon Law Results.....	\$2,676,537
Cost and Fee Recoveries.....	\$1,171,509

**DSHS Office of Financial Recovery.....** \$1,170,764

## Medicaid Fraud Control Unit

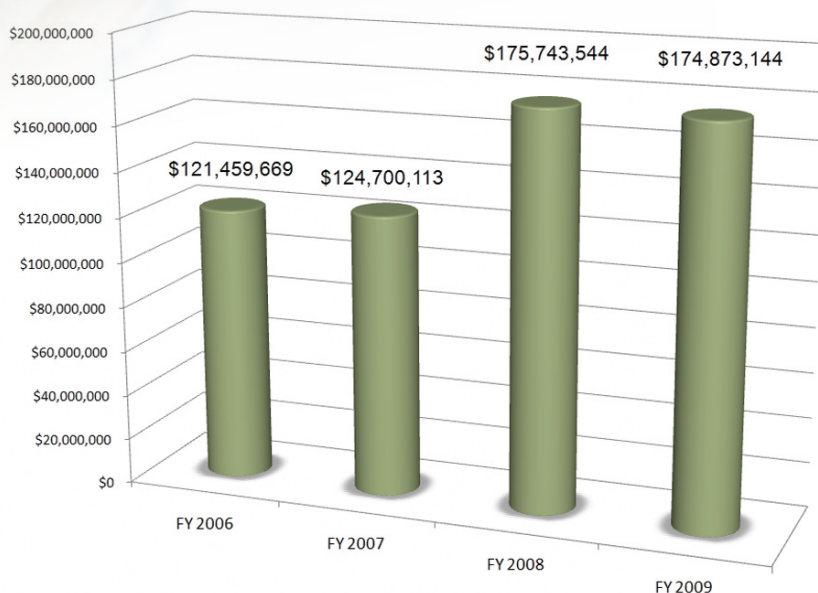
Fines.....	\$11,087,046
Settlements and Recoveries.....	\$10,953,209

**Bankruptcy & Collections.....** \$6,127,994

**Tobacco Settlement Payments.....** \$132,535,220

**TOTAL SAVED OR RECOVERED.....\$174,873,144**

## Savings and Recoveries for Taxpayers





# LETTER FROM THE ATTORNEY GENERAL

**DEAR FELLOW  
WASHINGTONIANS,**

I am proud to present the Attorney General's Office (AGO) annual report for FY 2009.

The deep economic recession has made this past year difficult for everyone – and state agencies are struggling as well. Like all of you, the AGO has cut and tightened its budget in response to these difficulties. Thanks to the cooperation and involvement of all AGO staff we identified ways to reduce costs and become more efficient, while still effectively representing the interests of Washington's people as the best public law office in the U.S.

We successfully protected consumers, local communities, the environment, workers, tax dollars, open government and state law through education, legislation and enforcement. This report summarizes the AGO's efforts in these areas and highlights some of our legal accomplishments in Fiscal Year 2009.

It is my privilege to serve as Washington's Attorney General. I am grateful to work with such dedicated state employees, who are committed to serving the citizens of Washington with the highest standards of excellence, ethics and effectiveness.

Sincerely,

A handwritten signature in black ink that reads "Rob McKenna". The signature is written in a cursive, flowing style.

Attorney General





# AWARDS AND HONORS

## Lee Ann Miller Award

Senior Counsel Steve Hassett was selected by the Children's Justice Task Force as the 2009 recipient of the Lee Ann Miller Award. This award is presented annually to the individual who has made the greatest impact or contribution in furthering the goals of the Children's Justice Act.

Steve was chosen because of his nearly 30 years as an attorney working to improve the lives of abused, neglected and troubled children.

## Super Lawyers

Attorney General Rob McKenna, Solicitor General Maureen Hart, Deputy Solicitor General Bill Collins, Deputy Solicitor General Jim Pharris, and Senior Assistant Attorney General Jon Ferguson were honored by Washington Law & Politics as 2009 "Super Lawyers" in Washington.

Washington Law & Politics recognizes Washington lawyers who have attained a high degree of peer recognition and professional achievement.

## Making A Difference

Attorney General Rob McKenna received the Making a Difference Award from the Domestic Abuse Women's Network in recognition of his work to eradicate domestic violence and improve the plight of domestic violence victims.

### 2009 Making A Difference Award

The Domestic Abuse Women's Network (DAWN)

Washington State Attorney General  
Rob McKenna

For his commitment to ending domestic violence through the creation and enforcement of laws that hold abusers accountable for their actions and decrease barriers to safety for survivors of abuse.



*Kay Tomlinson* 6/11/09  
Kay Tomlinson, President, DAWN Board of Directors  
*Lee Druchet* 6/11/09  
Lee Druchet, Executive Director

DAWN  
Award  
Washington State Attorney General  
Rob McKenna  
The Domestic Abuse Women's Network (DAWN) is a non-profit organization dedicated to ending domestic violence through the creation and enforcement of laws that hold abusers accountable for their actions and decrease barriers to safety for survivors of abuse.



## Productivity Award

Assistant Attorney General Ivy Anderson was recognized by the Washington State Productivity Board for suggesting that the Department of Ecology amend its fiscal recovery process to assist in recovering costs of contaminated sites. By changing this process, Ecology has recognized a savings of \$116,286 in recovered costs.

## Rising Stars

Assistant Attorneys General Ian Bauer, Michael Dunning and Laura Watson were on the Washington Law & Politics 2008 list of Washington Super Lawyers – “Rising Stars”.

Rising Stars are outstanding young attorneys in Washington who are age 40 or younger or have been in practice for 10 years or less.

## Clinic Administrator of the Year

Paralegal Jenna Batey was selected by the Thurston County Volunteer Legal Services staff and Board of Directors as the Clinic Administrator of the Year. Jenna's contributions and volunteer efforts assure legal services for those in need of legal services and who are unable to afford attorneys.

## Vice President of NAAG

Attorney General Rob McKenna was elected by the National Association of Attorneys General (NAAG) as its vice president. AG McKenna will serve in this role through this summer, when he will become president-elect of the organization. He'll then assume the role of NAAG president in 2011.

## Pass the Torch Award

Senior Counsel Gretchen Leanderson was chosen by the Pierce County Chapter of the Washington Women Lawyers to receive the Pass the Torch Award for being a role model for young women in the legal profession.

## Vision Award

The AGO's 2008 Annual Report, produced by Communications Consultants Sarah Lane and Scott Peterson, received the highest rating from the League of American Communications Professionals' Vision Awards: Superb – among the very best judged, scoring 93 out of 99 total points.

## Volunteer of the Year

Senior Counsel Brady Johnson was named Volunteer of the Year by the King County Bar Association for his many years of service to the volunteer legal clinics.





# EDUCATION

Preventative education helps decrease the number of people harmed by substance abuse, deceptive and unfair business practices and fraud.

## Social Media

This year, in addition to using television, newspapers, radio and our Web site to distribute consumer information, the AGO began using social networks to share news releases, consumer alerts, upcoming event announcements and more. Using a social network, the AGO created group sites on the topics of identity theft and youth substance abuse prevention.

The office also began a consumer protection blog: All Consuming. The blog is a great place to find information to make you a wiser consumer, know your legal rights, receive timely notice on new scams, and discover emerging marketplace trends.

## Substance Abuse

Over the last four years, Attorney General McKenna has traveled the state talking about the dangers of methamphetamine. After visiting more than 60 middle schools and high schools and reaching more than 30,000 students, two problems became clear. First, he wouldn't be able to reach all affected communities. Secondly, teens have more of an impact on teens than adults do.

In October 2008, the AGO helped fund the Washington Prevention Summit with money recovered from the maker of OxyContin. Students from all over the state gathered to learn how to use positive peer pressure and the latest technology to create prevention programs. At the end of the summit, students were challenged to take what they learned and put it in to action in their own communities.

### LAST YEAR, THE CONSUMER PROTECTION DIVISION:

- fielded 50,311 consumer phone calls
- responded to 4,258 written inquiries
- mediated 23,988 written complaints
- distributed 22,000 consumer education brochures

Washington State Office of the ATTORNEY GENERAL

Safeguarding Consumers > All Consuming Blog

CONTACT US > CONSUMER COMPLAINT >

June 2009

Sun	Mon	Tue	Wed	Thu	Fri	Sat
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

**Work-at-home offers are often scams**

For many people, working from home sounds ideal: Be your own boss. Set your own hours. Make money. But before you pounce on a work-at-home offer, wait. Many employment offers are scams.

Last updated by AGO Blog Moderator at 6/15/2009 2:05:55 PM

Comments (0)

**KOMO and KIMA back on DISH Network**

DISH Network and Fi...

About This Blog  
Blog Comment and Use Policy  
Meet the Bloggers  
Send Feedback

Categories

Internet



All who accepted the challenge were invited to a follow-up summit in April 2009 to participate in a statewide competition designed to showcase the students' projects and give them the opportunity to learn from one another. The AGO was able to provide roughly 300 scholarships for students to attend this event, again using money from the OxyContin settlement,

At the spring summit, 34 teams of students returned to share their clever marketing campaigns, peer support programs and even hip-hop aimed at preventing youth drug, alcohol and tobacco use, violence, suicide and other destructive behaviors. These wonderful projects developed by youth for youth are models that can be replicated at schools throughout the state.

## Consumer Protection

The AGO's Consumer Protection Division gave more than 174 presentations to 14,801 citizens statewide, covering topics such as dealing with foreclosure, buying a car, identity theft, charities fraud, scams targeted at seniors and immigration assistance fraud. Division staff gave presentations to a variety of groups and gatherings, including many in the Latino, Asian Pacific American, Filipino and Native American communities.

As a continuation of the AGO's work to educate and reach minority communities across Washington, the office added several Spanish language pages to its web site. Topics covered include filing a consumer complaint, immigration assistance fraud, buying a car and buying precautions generally.

The AGO is also a proud sponsor of the LifeSmarts competition, a program run by the National Consumers League, which provides high school students with information on the rights and responsibilities they will soon face as consumers. Kittitas High School won the 2009 state competition and went on to represent Washington at nationals in St. Louis. The team of consumer-savvy teens competed against schools from 30 states and made it to the final round – taking 2nd place.





# LEGISLATION

The 2009 legislative session was challenging given the budget crisis, but still successful for the AGO and the people of Washington. The Legislature approved and the Governor signed seven of the Attorney General's Office request bills, improving public safety, consumer protection and public health.

## Distressed Property

The AGO worked with a bipartisan coalition in 2008 to pass legislation to help protect financially strapped homeowners from foreclosure rescue scams. Unlike the Minnesota legislation on which the Washington law was modeled, the bill as enacted did not exempt real estate licensees from the definition of "distressed home consultant." The real estate industry was concerned that, without an exemption, legitimate real estate agents engaged in normal and beneficial real estate activities could unwittingly become "distressed home consultants" and potentially face liability for violating the law.

- **SB 5221** exempts real estate licensees from the definition of a "distressed home consultant" and provides a safe harbor for those purchasing a "distressed home" outright within 20 days of foreclosure sale.

## Sexually Violent Predators

The state Supreme Court ruled that where an individual has not been convicted of a sexually violent offense in Washington, the state does not have jurisdiction to file a petition in Thurston County. This alerted the office to a needed change in the law to address the question of where the civil commitments of out-of-state offenders must be filed. The civil commitment law also includes other anomalies that make it difficult for the sexually violent predators (SVP) unit to protect the community.

- **SB 5130** makes it easier for the AGO to receive court documents and clarifies the state's SVP law regarding:
  - conditional release revocation and modification procedures;
  - where SVP commitment proceedings may be filed;
  - the definitions of "recent overt act" and "personality disorder"; and
  - probable cause hearing procedures.

In order to properly protect our state's citizens from sexually violent predators, the SVP unit must notify, interview and depose victims – and in some cases victims from other states. The law, which indicates that only in-state victims may be compensated for trial-related counseling, was out of step with the state's desire to bring witnesses forward and effectively prosecute local offenders – no matter where those offenders originally committed their crimes.

- **HB 1221** updates the statute regarding costs of counseling to victims when the state initiates proceedings under chapter 71.09 RCW.





## Digital Forensic Crime Lab

Digital devices can frequently help track down suspects in cases involving terrorism, homicide, illegal narcotics, stalking, child pornography, harassment or robbery. But the Attorney General's Youth Internet Safety Task Force reported that local jurisdictions were not equipped to handle the variety and complexity of technology used to commit modern crimes.

- **SB 5184** allows the Attorney General's Office, in concert with the Washington State Patrol, to lay the groundwork for the creation of a digital crime lab by evaluating the costs and effectiveness of state-of-the-art technologies used by digital forensic labs in other states.

## Motor Vehicle Warranty

Portions of Washington's 21-year-old Lemon Law were stale. The statute needed updating to meet changing consumer expectations, substantially longer and more extensive warranties and other changes in the automotive industry. Technical fixes were also necessary for ease of implementation.

- **HB 1215** expands the standards for consumer claims and potential remedies, provides greater clarity and consistency, enhances competition in contracting for arbitration services and reduces program costs by streamlining arbitration procedures.

## Public Records Abuse

Over the past several years, incarcerated felons have flooded the system with requests they acknowledge were intended to harass and had nothing to do with the conduct of government. In fact, they inhibited good, responsive government because time spent to address inmate requests was time, and money, spent not responding to other matters.

- **SB 5130** allows respondents to request an injunction if a records request is proven to be intended to harass or cause harm to a person or vital government function.

## Internet Tobacco Sales

The proliferation of online sales potentially posed several problems for Washington and its residents because there was a loophole in Washington's laws regarding age verification, taxation and certification.

- **SB 5340** prohibits the shipment of certain tobacco products purchased through the Internet or by mail order to anyone other than licensed wholesalers or retailers.





# ENFORCEMENT

At any given time, the Attorney General's Office handles between 27,000 and 30,000 cases. In some of those cases the AGO defends state agencies, laws, initiatives or Washington's constitution. In others, the office brings enforcement action against people, companies, agencies or other entities that violate the law and put our communities, natural resources and tax dollars at risk.

## Unlicensed Practice Of Medicine

The Department of Health (DOH), represented by the AGO's Agriculture and Health Division, initiated an unlicensed practice of medicine action against a man who claimed to diagnose and treat a host of conditions using colonic irrigation. The action culminated in a cease and desist order and a \$444,000 fine, based on the number of years that he engaged in the practice and the volume of business during those years. He appealed DOH's order and the King County Superior Court upheld the cease and desist order, but struck the fine as "unconscionable". Both parties appealed the Superior Court decision and the Court of Appeals upheld the cease and desist order and reinstated the \$444,000 fine. The Washington Supreme Court declined to accept review, leaving that final decision in place.

## Deceptive Business Practices

The Washington State Utilities and Transportation Commission canceled the operating permit for a Kent-based residential moving company, citing deceptive business practices and numerous rule violations. A commission investigation and audit revealed that the moving company had repeatedly overcharged customers, inaccurately estimated the costs of customers' moves and mishandled customers' damage claims.

The commission, represented by the AGO's Utilities and Transportation Division, filed an enforcement petition in Thurston County Superior Court to enforce the commission order canceling the company's permit to operate an in-state moving business, and requiring the company to cease in-state moving operations. However, the company did not cease moving operations, continuing to advertise and operate illegally as a household goods mover.

Thurston County Superior Court handed consumers a victory by signing a consent decree in which the owners agreed to cease all residential operations in Washington state. The owners have since dissolved the corporation and liquidated the business.





## Sexually Violent Predators

In 2009, the Sexually Violent Predator Unit successfully sent 16 of the state's worst sex offenders to the Special Commitment Center. One of these defendants, the state's most notorious sexual predator, sexually assaulted more than 30 women from 1966-1981 in the Spokane area.

Another offender, a paranoid schizophrenic who has been in and out of mental institutions, committed three forcible sexual assaults over the last 20 years. He also once believed he had a radio transmitter implanted in his jaw that told him to rape and kill women.

## Medicaid Fraud

Last year the Medicaid Fraud Control Unit helped recover nearly \$11 million in settlement amounts for the State of Washington. One of these settlements was with Bristol Myers Squibb for engaging in several improper marketing and pricing schemes. In addition, examples of kick-backs to physicians, health care providers and pharmacies were uncovered. The unit also settled with Eli Lilly as a result of the company entering a guilty plea to the civil charge of marketing their drug, Zyprexa, for treatment of conditions or ailments beyond that which the Food and Drug Administration had approved the use of the drug.

## Contractor Bond

Contractors who do business in Washington state must obtain a surety bond or open an assigned savings account to protect the homeowner. The state tax agencies can collect unpaid taxes against a portion of this bond by filing a lawsuit against the surety company or the contractor's assigned bank account. In 2009, the Bankruptcy and Collections Unit opened 1,066 contractor bond files and recovered \$3,233,423.

### MEDICAID FRAUD SETTLEMENTS & RECOVERIES

<u>CASE</u>	<u>RECEIVED BY WASHINGTON</u>
Bristol Myers Squibb .....	\$3,431,195
Cephalon – GAP .....	\$306,402
Omnicare, Inc. ....	\$3,955
Eli Lilly .....	\$7,211,657
<b>TOTAL .....</b>	<b>\$10,953,209</b>



# LEGAL HIGHLIGHTS





# SAFEGUARDING CONSUMERS

## Pharmaceutical Business Practices

The Consumer Protection Division participated in a significant multistate settlement with drug manufacturer Pfizer, Inc. The states accused Pfizer of unfair practices in marketing its anti-inflammatory drugs Celebrex and Bextra for unapproved uses. Pfizer advertised the drugs to consumers and health care providers without disclosing known health risks. As a result of the settlement Pfizer agreed to register its clinical trial results and seek Food and Drug Administration approval for its television ads. Pfizer also paid \$58 million to the 33 participating states. Washington received \$1.2 million.

## Unfair Lending and Foreclosure Rescue Practices

The Consumer Protection Division cracked down on unfair lending practices and foreclosure rescue schemes that target homeowners at risk of losing their homes. The AGO was a leader in negotiating a national settlement with Countrywide Financial Corporation to address allegations that the company used unfair and deceptive mortgage sales tactics that put borrowers in loans they could not afford, putting them at risk of losing their homes. As a result of the agreement, nearly 10,000 Washington homeowners will share in mortgage payment relief valued at more than \$200 million.

The division also sued to stop Fiscal Dynamics, a Pierce County foreclosure rescue company, and its owner from taking the equity from homes after promising to save homeowners from foreclosure. In addition to permanently restraining their unlawful activities, the court required the company and its owner to pay more than \$3.2 million to victims, as well as pay a \$179,000 penalty and reimburse the AGO \$780,000 toward the costs it incurred in bringing the lawsuit.

## Internet and High-tech Practices

The Consumer Protection Division's High-Tech Unit was a leader of a 34-state investigation into the sales practices of Dell Inc. and its subsidiary, Dell Financial Services, LLC. The states contended that the Dell companies charged consumers higher interest rates than what was promised, failed to give rebates and didn't provide warranty service on computers. Dell agreed to change how it advertises promotional credit offers, provide promised rebates and fulfill its warranty obligations. Dell also agreed to pay \$1.5 million in consumer restitution and \$1.85 million to reimburse the states for their legal costs. Washington received \$200,000.

The High-Tech Unit twice took action against an Internet seller of a horoscope text-messaging service for using deceptive advertising to sign up customers for its service. Tatto Media used a deceptive "MyLuvCrush" promotion that promised consumers they would learn the identity of a secret admirer; but in the end there was no real person with a romantic interest in the consumer. The unit sued Tatto Media for violating its agreement and secured another agreement that required the company to pay nearly \$500,000 for its actions.

## Deceptive Advertising

The Department of Financial Institutions, represented by the AGO's Government Compliance and Enforcement Division, accused Paramount Equity of engaging in deceptive advertising, charging improper fees and providing inadequate disclosures. The parties reached a settlement in principle where Paramount agreed to payment of restitution of at least \$67,000 to borrowers meeting specific criteria, to pay \$225,000 in fines, investigation costs of \$25,000, and examination costs of \$3,366.





# PROTECTING THE PUBLIC

## Lethal Injection

After state and federal courts rejected the appeals and petitions for post-conviction relief, three convicted murderers on Washington's death row filed a lawsuit in Thurston County Superior Court challenging the constitutionality of Washington's lethal injection protocol. They claimed the three-drug protocol, similar to the protocol followed by at least 30 states and affirmed by the U.S. Supreme Court last year, would subject them to cruel and unusual punishment in violation of the state and federal constitutions. The Corrections Division represented the state in this case. Following a week-long trial, the trial court rejected the plaintiffs' claims. The court affirmed the validity of Washington's lethal injection protocol, finding that the Department of Corrections designed the protocol "to administer the death penalty in a way that is humane for both the inmate and the observers."

## Drunk Driver

The Criminal Justice Division filed charges against the former King County Assessor who plead guilty to one count of Vehicular Assault under the DUI prong for causing a collision while driving intoxicated, which injured two people in another vehicle. His sentence included eight months of jail, restitution and \$3,000 in legal financial obligations.

## Vulnerable Adults

The Medicaid Fraud Control Unit charged the business office manager of a skilled nursing facility with 18 felony charges. She wrote 66 checks to herself out of the Patient Trust Fund Account. She did not have authority to write the checks and stole the identity of two employees by forging their signatures on Patient Trust Account checks in order to cash the checks. As a result, she received \$58,908 that belonged to the vulnerable residents of the facility. She pleaded guilty as charged to all 18 counts, and the court found that there was a basis to impose an exceptional sentence of the statutory maximum of 10 years in prison.



# IMPROVING PUBLIC HEALTH

## Smoking Ban

The Agriculture and Health Division defended Initiative 901, which prohibits smoking in places of employment, against a challenge by the American Legion Post No. 149. The post challenged the application of I-901 to its members-only facility, even though it has employees. The Thurston County Superior Court held that I-901 applied to the post as an employer, so they could not allow smoking in their facility. The post appealed that decision to the Washington Supreme Court, which affirmed the Superior Court.

## Campus Health

The H1N1 flu outbreak caused renewed attention to controlling the risks of communicable disease at the internationally diverse and highly mobile University of Washington. The AGO's University of Washington Division:

- provided legal and strategic advice to the UW Advisory Committee on Communicable Diseases to guide and protect students and employees,
- helped the UW's two medical centers answer legal questions and coordinate healthcare operations with the county health department, and
- helped construct a new umbrella agreement between the UW and the county health department to anticipate and sort out their respective roles in the event a massive illness creates the need for isolation or quarantine.

## Medical Standard of Care

A doctor used a device for an alternative technique he alleged could diagnose and treat allergies. The device has been rejected by the Food and Drug Administration for this use, although a similar device has been approved only as a biofeedback device. The Medical Quality Health Assurance Commission, represented by the AGO's Government Compliance and Enforcement Division, concluded the doctor had violated the required standard of care and promoted an inefficacious device for personal gain. The primary issue was whether the commission could conclude the physician had violated the standard of care without having an expert witness specifically testify that he had violated the standard of care or that the device was inefficacious. The Supreme Court concluded that the administrative record contained substantial evidence to support the commission's order and that commission members, as members of the medical profession, can apply their expertise to evaluate the evidence and determine the appropriate standard of care.





# SAVING MONEY FOR TAXPAYERS

## Bankruptcy

A debtor in a Delaware bankruptcy case objected to the Washington State Department of Revenue's claim premised upon a \$1.7 million audit. The debtor sold books to Costco and Amazon and had a limited physical presence in this state with occasional visits over several years, and argued that there was no nexus with the state to allow the department to tax its business and that the older debt had no bankruptcy priority. The case was settled by the AGO's Bankruptcy and Collections Unit and the debtor paid \$402,000 in a liquidating plan with limited assets.

## Sales Tax Theft

This case involved a yacht broker who significantly underreported sales and Washington State Sales Tax liability to the Department of Revenue (DOR). The sales underreporting became apparent when sales the broker reported to the Department of Licensing were compared with sales reported to the Department of Revenue. The broker apparently collected \$300,000 in sales tax, but didn't remit it to DOR. The AGO's Criminal Justice Division charged the broker who pleaded guilty to one count Theft 1 and 16 counts Filing a False Return and received 48 months in prison.

## Medicaid Fraud

The owner and operator of a durable medical supply company, Angeles Medical Supply, charged Medicare and Medicaid and received payments for wheelchairs either not delivered or delivered in bad shape to patients. The Medicaid Fraud Control Unit charged the owner who pleaded guilty to two counts of Health Care Fraud and was sentenced to two months imprisonment with three years of supervised release, which included 120 days of home confinement. He was also ordered to pay restitution in the amount of \$44,442 to Medicare and \$18,122 to Medicaid.

## Back Taxes

This "corporate successor" case involved a trucking company that went out of business while owing the Department of Labor and Industries a substantial sum for back taxes. The former owner went to work as the new company's general manager, and the new company bought several of the old trucking firm's assets and retained the old company's largest customer. The AGO's Labor and Industries Division took the case to court and the court ruled that, because the new company obtained a major part of the former company's assets, it was a successor and responsible for the outstanding industrial insurance tax bill of the old trucking company. This case provides strong support in the department's attempt to collect tax debt.





# U.S. SUPREME COURT

## Accomplice Liability

The Corrections Division and the Solicitor General's Office won reinstatement of a murder, attempted murder, and assault conviction from the U.S. Supreme Court. The case stemmed from a drive by shooting at a Seattle high school. A gang member drove a car filled with fellow gang members to the high school to retaliate against a rival gang. He slowed the car as it approached a group of students outside the school. As he did, one of his passengers shot into the crowd, killing one student and wounding another.

A King County jury convicted him as an accomplice to the murder. Washington appellate courts rejected his appeal, deciding the trial court properly applied state law on accomplice liability. However, in federal habeas corpus proceedings, the U.S. Court of Appeals for the Ninth Circuit ruled that the accomplice liability instructions given at his trial were ambiguous and relieved the prosecution of its burden to prove all elements of the crimes. The AGO appealed this decision and presented oral argument to the U.S. Supreme Court in October 2008. In January 2009, the Supreme Court issued a decision reversing the Ninth Circuit Court of Appeals. The decision was significant not only because it affirmed the lawfulness of the gang member's murder and attempted murder convictions, but also because it affirmed the validity of Washington's pattern jury instruction on accomplice liability and "saved" hundreds of potentially imperiled accomplice convictions in our state.





# OFFICE OVERVIEW





# ABOUT THE ATTORNEY GENERAL'S OFFICE

The Office of the Attorney General is responsible for representing the state of Washington, its officials, departments, boards, commissions, agencies, colleges, and universities. Its specific duties include:

- Representing the State of Washington before the State and U.S. Supreme Courts, Courts of Appeal and trial courts in all cases that involve the state's interest.
- Representing the state in administrative actions, including those to protect the safety of workers, patients, children and vulnerable adults.
- Advising the Governor, members of the Legislature and other state officers on legal issues, and, when requested, giving written opinions on constitutional or legal questions.
- Protecting the public by upholding the Consumer Protection Act, enforcing laws against anti-competitive business practices, representing the public interest in utility matters, and protecting the environment as Counsel for the Environment in the siting of energy facilities.
- Investigating and prosecuting persons accused of crimes if requested to do so by the Governor or a county prosecutor.

To perform these duties, the Washington AGO is made up of 27 legal divisions located in 12 different cities across the state. The office consists of more than 500 attorneys and over 700 other employees providing legal services to more than 230 state agencies, boards and commissions.



## AGO MISSION

As an independent constitutional office and legal counsel to state government, we serve the citizens of Washington with the highest standards of excellence, ethics and effectiveness.

## AGO VISION

The Office of the Attorney General will be the best public law office in the U.S., proudly contributing to the greatness of Washington.

## AGO VALUES

Excellence and effectiveness through:

- Transparency
- Honesty
- Respect
- Innovation
- Competition
- Ethics



# LEGAL DIVISIONS

## Agriculture and Health

The Agriculture and Health Division provides legal advice and litigation services to the Department of Agriculture, Department of Health and its associated boards, commissions and committees, State Board of Health, Health Care Authority, and Department of Commerce, as well as 29 other commissions and small agencies.

The division oversees health care practitioners and facilities, regulation of commercial agricultural activities and activities posing threats to human health, such as food processing and the safety of public drinking water, eradication of pests, preservation of historic artifacts, and disposal of low-level radioactive materials. The division also advises the Department of Commerce in the distribution of federal and state funds and administration of programs designed to improve the state's economy.

## Antitrust

The Antitrust Division enforces state and federal antitrust laws, protecting consumers and businesses from anti-competitive practices such as price-fixing, bid-rigging, monopolization, and other conduct that interferes with fair competition. The majority of the division's work focuses on representing consumers and state agencies in litigation seeking redress for violations of antitrust laws. The division also provides legal counsel to, and training for, state agencies concerning antitrust-related matters. Staff also evaluate and respond to antitrust complaints and inquiries and conduct outreach and education programs.

## Bankruptcy and Collections

The Bankruptcy and Collections Unit of the Revenue, Bankruptcy and Collections Division encourages voluntary compliance with the state's tax laws by supporting the efforts of state agencies to

aggressively pursue money owed to the state. Most of the money is owed for delinquent sales and business and occupation taxes, industrial insurance premiums and unemployment fund contributions.

The unit gives priority to representing the departments of Revenue, Labor and Industries and Employment Security. The vast majority of the unit's work consists of litigating bankruptcy cases under Chapter 11 and Chapter 13 of the federal Bankruptcy Code and litigating the priority of the tax agencies' claims in superior court. The unit also handles a significant number of collection actions against the bonds of contractors who are delinquent in tax payments. Client advice is provided on a daily basis to the revenue agents as they work to collect unpaid taxes.

In conjunction with representing various state agencies in bankruptcy and collection actions, the unit devotes substantial resources to training tax agency personnel who handle bankruptcy and collections claims.

## Complex Litigation

The Complex Litigation Division assists other AGO divisions with litigation that requires unique resources because of complexity or sensitivity. The work is hands-on, collaborative and typically includes class actions, multi-party lawsuits and multi-claim lawsuits. The division has assisted in cases covering issues such as Medicaid funding, employment, the environment, elections, foster care, unfunded mandates, pensions, school funding, and tobacco diligent enforcement. These complex and costly cases represent significant exposure for state agencies.





## Consumer Protection

The Consumer Protection Division enforces consumer protection laws to help keep the Washington marketplace free from unfair and deceptive practices. The division investigates and files legal actions to stop these practices, recovers refunds for consumers and imposes penalties on offending businesses.

The division facilitates the informal resolution of consumer problems by notifying businesses of written complaints and mediating them. It provides information and education to businesses and to the public on consumer rights and issues and sends out alerts and press releases when consumers or businesses are targets of fraudulent or predatory activities.

Consumer Protection also oversees the administration of Washington's Lemon Law for new motor vehicle warranty enforcement. The services consist of arbitration to resolve consumer and manufacturer warranty disputes, consumer and industry education, and enforcement of manufacturer and dealer obligations.

The division also contains the Manufactured Housing Dispute Resolution Program which resolves disputes between manufactured home owners and park landlords. The unit enforces the Manufactured/Mobile Home Landlord-Tenant Act and provides consumer education and business training.



## Corrections

The Corrections Division advises and represents the Department of Corrections, Indeterminate Sentence Review Board, Criminal Justice Training Commission, Governor's Clemency and Pardons Board, and Sentencing Guidelines Commission. The work of the division includes legal advice and defense of the state in litigation concerning prison operations and other aspects of the corrections system, and in habeas corpus proceedings involving challenges to criminal convictions and sentences, including death sentences.

Finally, the division represents the state in the Sexually Violent Predator Civil Commitment process in 38 of 39 counties.

## Ecology

The Ecology Division represents the Department of Ecology, Puget Sound Partnership, Pollution Liability Insurance Agency, State Conservation Commission, and Oil Spills Advisory Council. The division works to resolve environmental disputes and provides advice and representation before courts and administrative tribunals on permitting, legislation, rule-making, and enforcement matters.

The largest areas of the division's practice are water resources allocation and management issues and cleanup of contaminated sites. The division also assists the Department of Ecology in oversight of the U.S. Department of Energy's cleanup of the radioactive and hazardous waste at the Hanford Nuclear Reservation.

Over the past couple of years, the division has also seen a significant increase in legal work associated with the state's focus on climate change and consumer products containing hazardous substances.

## Criminal Justice

The Criminal Justice Division conducts criminal investigations and prosecutions throughout the state at the request of the governor or local authorities and maintains a one-of-a-kind crime information database, the Homicide Investigation Tracking System or HITS, that provides assistance to state and local jurisdictions in crime investigations. The division also investigates and prosecutes Medicaid fraud and resident abuse cases, and advises the Washington State Patrol and Criminal Justice Training Commission.



# LEGAL DIVISIONS

## Education

The Education Division provides a full range of legal services to state education agencies from K-12 through higher education. Client agencies include the Office of the Superintendent of Public Instruction, State Board of Education, Professional Educator Standards Board, three regional universities, The Evergreen State College, 34 community and technical colleges around the state, Higher Education Coordinating Board, and State Board for Community and Technical Colleges.

In 2009, the division continued to assist the state's education agencies in carrying out their missions by helping with conflict resolution, business transactions and compliance with state and federal laws. Education attorneys also prosecuted professional misconduct cases related to teacher licensing.

## Fish, Wildlife and Parks

The Fish, Wildlife and Parks Division represents the Washington Department of Fish and Wildlife and Washington State Parks and Recreation Commission. The division also represents the state as a whole in certain complex natural resource litigation and sometimes assists local prosecutors in the criminal enforcement of fish and wildlife laws.

Legal services include advice and litigation and typically relate to fish and wildlife resource management, endangered species, habitat protection, tribal issues, hydropower licensing, law enforcement, civil forfeiture, land acquisition and management, land use, contracts, regulatory permitting, and administrative procedure.

## Government Compliance and Enforcement

The Government Compliance and Enforcement Division provides representation and legal advice to the:

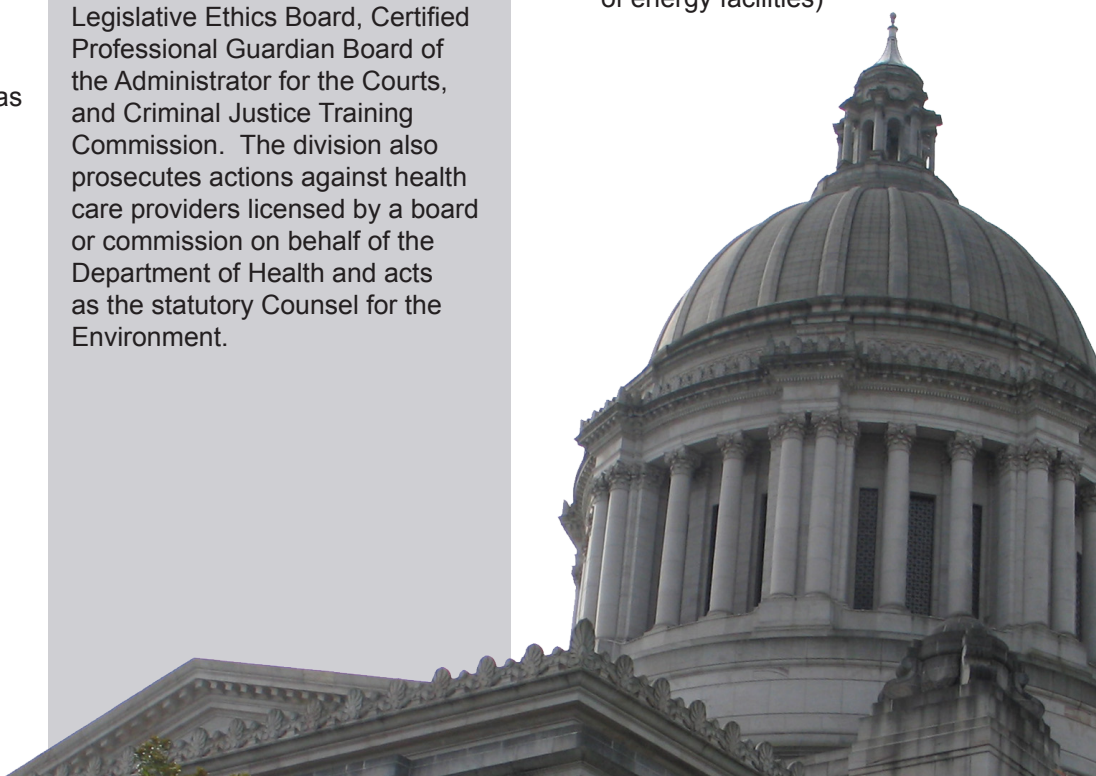
- Auditor
- Insurance Commissioner
- Department of Financial Institutions
- Gambling Commission
- Horse Racing Commission
- Human Rights Commission
- Office of Minority and Women's Business Enterprises
- Joint Legislative Audit and Review Committee
- Tax Preference Board

In addition, the division prosecutes enforcement and forfeiture violations for the Department of Financial Institutions, Gambling Commission, Horse Racing Commission, Human Rights Commission, Office of Minority and Women's Business Enterprises, Washington State Patrol, Public Disclosure Commission, State Lottery, Liquor Control Board, State Executive Ethics Board, Legislative Ethics Board, Certified Professional Guardian Board of the Administrator for the Courts, and Criminal Justice Training Commission. The division also prosecutes actions against health care providers licensed by a board or commission on behalf of the Department of Health and acts as the statutory Counsel for the Environment.

## Government Operations

The Government Operations Division handles the litigation for, and provides legal advice to, more than 40 state agencies, boards and commissions and elected officials. Some of the division's larger clients include:

- Retirement Systems (public pensions and deferred compensation)
- General Administration (purchase of goods and services, construction, real estate, and Capitol Campus)
- Information Services (computer-related acquisitions and policies)
- Personnel (recruiting, job classifications and salary schedules for each job class)
- Military Department (National Guard, emergency preparedness and response and E-911 system)
- State Investment Board (investment of state trust funds --pensions and worker's compensation)
- Treasurer (public finance, bonds and state warrants)
- Energy Facility Site Evaluation Council (siting and regulation of energy facilities)





- Office of Financial Management (state budget and accounting, forecasting, risk management, and personal services contracts)
- Convention Center (owns, manages and operates large convention center in Seattle)
- Secretary of State (corporations, archives and library)

## Labor and Industries

The Labor and Industries Division provides litigation support and legal advice to the Department of Labor and Industries (DLI). The members of this division handle a high volume of industrial insurance cases and cases involving workplace safety, wage claims, labor issues, contractor and building issues, and crime victim claims. Division attorneys also represent DLI in regulatory actions and provide client advice.

## Labor and Personnel

The Labor and Personnel Division provides advice and representation in the specialized area of labor and employment law to nearly every Washington state agency, board, commission, and institution of higher education. The attorneys in the division have expertise in a variety of employment issues, including wage and hour laws, labor relations, disability and reasonable accommodation, employee misconduct and discipline, and the prevention of discrimination and sexual harassment.

The division also provides legal representation in a variety of settings, including hearings before independent arbitrators, administrative personnel boards, labor commissions, and superior and appellate courts.

## Licensing and Administrative Law

The Licensing and Administrative Law Division has a diverse practice. It advises and represents two large state agencies, the Department of Licensing and Employment Security Department, and several boards and commissions, including the Accountancy Board, Liquor Control Board, Lottery Commission, Executive Ethics Board, Judicial Conduct Commission, Environmental Hearings Office, and the three Growth Management Hearings Boards. Appellate practice accounts for 70 percent of the work; the rest is comprised of administrative litigation and advising agencies.

Attorneys in the division have considerable legal and practical expertise in areas such as the Administrative Procedure Act, constitutional law, public records, open public meetings, tribal relations, and regulatory enforcement of professional licensing standards. They appear in both state and federal courts, including the Court of Appeals, Washington Supreme Court and 9th Circuit Court of Appeals.

## Natural Resources

The Natural Resources Division represents the Commissioner of Public Lands, Department of Natural Resources (DNR), Board of Natural Resources, Forest Practices Board, and other related boards and committees.

The division provides a broad spectrum of client advice, dispute resolution and litigation services to DNR, which manages 5.6 million acres of forest, range, commercial, agricultural, and aquatic lands. Much of this land (3 million acres) is state trust land that provides revenue to help pay for construction of public schools, universities and other state institutions, and funds services in many counties. Since 1970, DNR managed lands have generated more than \$6 billion. DNR also has fire protection responsibilities and supports the Forest Practices Board in protecting public resources on nearly 13 million acres of state and private forest lands. The division supports DNR in its efforts to regulate surface mine reclamation, provide technical assistance for forestry and mining, and administer several programs designed to protect riparian areas, Natural Resource Conservation Areas and Natural Area Preserves.





# LEGAL DIVISIONS

## Public Counsel

The Public Counsel Section represents consumers, with an emphasis on residential and small business customers, regarding the rates, services and business practices of the investor-owned telephone, electric and natural gas utilities operating in the state—such as Qwest, Verizon Northwest, Puget Sound Energy, Avista, and Pacific Power.

Public Counsel advocates for the interests of consumers in major rate cases, mergers and other cases and rulemakings before the Washington Utilities and Transportation Commission, through technical study groups, in court appeals, and before the Legislature and other policy makers.

The office maintains contact with the public through a citizen advisory committee, community organizations, public hearings, personal contact, and letters and telephone calls from consumers in major cases.

## Regional Services

The Regional Services Division consists of seven offices that are the “face of the AGO” in Bellingham, Everett, Port Angeles, Vancouver, Kennewick, Yakima, and Wenatchee. These offices provide a variety of legal services for a number of client agencies, such as the Department of Social and Health Services, Department of Labor and Industries, Employment Security Department, and Department of Licensing.

The offices also represent and advise educational institutions, several Educational Service Districts, the School for the Deaf, and the School for the Blind.

## Revenue

The Revenue Unit of the Revenue, Bankruptcy and Collections Division provides legal services to the Department of Revenue (DOR), which administers and collects the state’s major excise taxes. The unit also provides legal services related to DOR’s administration of the state’s property tax system, its assessment of operating property owned by public utilities and its administration of the state’s estate tax and unclaimed property laws. The unit’s principal legal activity involves defending DOR against excise tax refund claims. The unit also handles property and miscellaneous tax litigation and advises DOR on tax and general governmental matters.

In addition, the unit continues to play an important role in the implementation of the historic tobacco litigation master settlement agreement (MSA) by enforcing the escrow statute adopted by the Legislature that applies to cigarette manufacturers selling tobacco products within the state who have not joined the MSA.

## Social and Health Services - Olympia

The Social and Health Services Division in Olympia provides legal services to the Department of Social and Health Services, which administers a variety of federally and state-funded programs to protect the general public and assist those who are unable to provide for themselves. Programs include income and medical assistance, children’s services, child support, mental health services, developmental disabilities, juvenile rehabilitation, alcohol and drug rehabilitation, vocational rehabilitation, nursing home surveys, adult protective services, home and community care services, and other related community social service program activities. The division also provides legal support to the Department of Early Learning, Department of Veterans Affairs and Department of Services for the Blind.





## Social and Health Services - Seattle

The Social and Health Services Division in Seattle provides legal representation to the Department of Social and Health Services and the Department of Early Learning before the appellate and superior courts and administrative tribunals, primarily in King County. The work of the division is focused on the protection of children and vulnerable adults.

The division handles a high volume of juvenile dependency, adult protective services, and day care, foster home and adult family home licensing cases.

## Solicitor General

The Solicitor General's Office provides the following services within the Attorney General's Office:

- Coordinates the office's involvement with cases in the U.S. Supreme Court.
- Assists AGO attorneys in preparing and presenting appellate cases in state and federal court, and directly handles select appeals.
- Prepares and issues Attorney General Opinions.
- Coordinates the office's involvement with amicus curiae "Friend of the Court" briefs in all courts.
- Carries out the Attorney General's duties with respect to the preparation of ballot titles and explanatory statements and represents the state in litigation involving powers of initiative and referendum.

- Coordinates legal advice on issues of statewide significance.
- Serves as legal counsel to the Secretary of State, Lieutenant Governor and Administrative Office of the Courts.

## Spokane

The Spokane Division provides a wide range of legal services in Eastern Washington to many agencies and institutions of state government, including the departments of Social and Health Services, Labor and Industries, Transportation, Licensing, Employment Security, Corrections, the Eastern Washington State Historical Society, Spokane Intercollegiate Research and Technology Institute, and various institutions of higher education such as Eastern Washington University, Big Bend Community College and Community Colleges of Spokane. Employees in the division also handle Medicaid fraud criminal cases, provide consumer protection services and defend tort actions against the state.

## Tacoma

The Tacoma Division provides a wide range of legal services in matters arising out of Pierce and Kitsap counties to many agencies of state government, including the departments of Labor and Industries, Licensing, Employment Security, and Social and Health Services in cases involving child abuse and

neglect, licensing of care providers and protection of vulnerable adults. The division also defends personal injury lawsuits filed against the state in Pierce and Kitsap counties and handles labor and personnel matters.

In addition, employees in Tacoma handle consumer protection functions including enforcement, mediation and outreach and education. This past year, staff expanded outreach education programs to local military bases to provide additional consumer resources, identify deceptive practices targeting military personnel and their families and educate the Judge Advocate General.

## Torts

The Torts Division defends tort claims and lawsuits against all state agencies, officers and employees. The majority of cases are based on actions brought under theories of liability for state actions, such as highway design, release of inmates, injuries on state property, medical malpractice, employment, child care and custody, auto accidents, maritime injuries, false arrests, and unreasonable force.

Torts attorneys also provide legal and risk management advice to the Office of Financial Management and state agencies on tort matters.





# LEGAL DIVISIONS

## Transportation and Public Construction

The Transportation and Public Construction Division represents the Washington State Department of Transportation as it designs, constructs, operates, and maintains Washington's highway system and other transportation operations, such as ferries, rail, aviation, freight transport, and public transportation. The division's attorneys support transportation projects from early project development through operation of transportation facilities: advising on environmental review and innovative contracting, defending of environmental challenges, acquiring rights-of-way through eminent domain for highways and ferry projects, and resolving construction claims. The division also provides advice in areas such as real estate and tribal issues. Other client agencies include several transportation-related boards and commissions.

Division attorneys use their expertise in these areas to support the construction activities of other state agencies, including the Department of Corrections, Department of Fish and Wildlife, Washington State Parks, and colleges and universities.

## University of Washington

The University of Washington Division provides legal services to the University of Washington, which includes campuses in Seattle, Bothell and Tacoma, more than 47,000 students, 28,000 employees, and two major medical centers.

The division provides legal advice and representation across many specialized areas, including employment and labor relations, student relations, real estate, business transactions, intercollegiate athletics, public finance, intellectual property, tax, benefits, constitutional law, gifts and trusts, international operations, and health care law. The division's mission is to serve the university -- and, in turn, the students, patients and citizens who benefit from its teaching, healthcare, and research -- by assuring that the university receives legal advice and representation that meets the highest professional standards.

## Utilities and Transportation

The Utilities and Transportation Division provides legal services to the Washington Utilities and Transportation Commission. The commission regulates the rates, services and practices of a wide range of services, including:

- Telecommunications (excluding wireless, Internet and cable companies)
- Electricity and natural gas
- Solid waste collection

- Water
- Pipelines
- Railroad carriers and facilities
- In-state household goods movers
- Private ferries
- Bus companies

New market conditions, technology, federal and state laws, and consumer expectations make for an ever-changing policy and legal landscape.

## Washington State University

The Washington State University Division provides a full range of legal services to the state's land grant university. The division provides advice on a host of legal issues, many of which are unique to an academic environment.

Attorneys provide assistance relating to:

- University research and intellectual property
- The university's statewide Extension Program (including 4-H programs)
- Athletics and NCAA compliance
- Student rights and various student programs
- State residency for tuition purposes
- All aspects of personnel/employment law, including faculty tenure and promotion
- University fundraising/development
- Environmental health and safety
- Public contracting
- Constitutional rights
- Veterinary training and services
- Real estate and other transactional work
- Capital planning and development



# ADMINISTRATIVE UNITS

Along with the 27 legal divisions, there are several administrative units that make up the Attorney General's Office. These units provide non-legal services to the office.

## Facility Services

The Facility Services Unit oversees the management of AGO facility needs as well as archiving, surplus property and vehicles. The unit provides a broad array of assistance that includes development and implementation of the agency six-year facility plan, oversight and management of agency leases and janitorial contracts, monitoring of prevailing wage documentation and payments, support for inner-office moves and office design, as well as staffing to perform office repair projects.

## Financial Services

The Financial Services Division provides centralized accounting, budget, payroll and purchasing services for the agency, including:

- Ensuring all transactions are processed in compliance with state and federal requirements
- Monitoring and reconciling all parts of the agency's reportable financial structure
- Processing employee travel vouchers and vendor invoices
- Providing cash management to ensure petty cash availability, daily deposits, wire transfers, and local bank services
- Processing legal services invoices to state agencies, boards and commissions

- Administering agency timekeeping and billing systems
- Preparing and submitting fiscal notes
- Processing payroll including benefits and leave attendance
- Preparing, submitting and processing purchases for the agency
- Performing as liaison with other state and federal government entities for financial matters

## General Services - Seattle

The Seattle office General Services Unit manages a fleet of 27 vehicles, schedules and maintains conference rooms, makes equipment reservations and assists with room/equipment setup, orders and distributes supplies, and performs clerical functions for copy projects, scanning and preparation of trial exhibits and manuals. The unit also provides reception and centralized mail services, coordinates facility matters and maintains security access in Seattle. The unit maintains the Seattle libraries and manages the agency's Commute Trip Reduction Program.

## General Services - Tumwater

The Tumwater office General Services Unit provides a number of centralized services, including reception, mail services, support for facility needs, conference room management, and scheduling and maintenance of agency vehicles located in Tumwater. In addition, the unit prepares ID badges for all AGO employees and maintains security access for the Tumwater office.

## Human Resources

The Human Resources Office provides comprehensive personnel-related programs and services to managers, employees and candidates for employment. The office's goal is to promote effective and efficient human resource management throughout the AGO by assisting managers in recruiting, developing and retaining a well qualified and highly competent workforce.

Some of the programs and services offered by human resources staff include:

- Strategic planning
- Performance management
- Policy development and compliance
- Recruitment and retention
- Classification and compensation
- Personnel records maintenance
- Training and development
- Employee/manager relations

The office also conducts accommodation studies for candidates/employees with disabilities, monitors employee injuries and Labor and Industries claims, investigates complaints, and mediates conflict.





# ADMINISTRATIVE UNITS

## Information Services

The Information Services Division manages the delivery of all AGO computer and telephone network infrastructures and the operation of all network hardware and software platforms. Data security and disaster recovery are key to the maintenance and operations of the AGO's voice and data systems. The division ensures compliance with state governance policies and standards to assure that all electronic services delivered function properly and securely.

## Mail and Document Services

The Mail and Document Services Unit is a central unit that provides delivery and production services statewide. The unit's variety of services includes:

- Mail and delivery services for Thurston County
- Document printing and copying services
- Litigation support services, including reproduction of court documents and public records
- Scanning, imaging and creating a variety of print and electronic materials used internally and outside the agency
- Video and audio recording, mastering and copying

## Public Affairs

The Public Affairs Unit develops and implements agency-wide internal and external communications strategies. The unit conducts proactive and responsive media relations, builds community both online and in person, provides AGO media training and researches, drafts and helps coordinate Attorney General McKenna's speeches and presentations. The unit also publicizes the work of the AGO both internally and externally through news releases, guest columns, radio feeds, the AGO intranet, the AGO Web site, presentations, newsletters, social media sites, and the annual report.

- Processing all garnishments served by statute on the AGO and guiding state agency payroll staff on wage withholding procedures
- Reviewing and distributing all mail addressed to the Attorney General, as well as e-mail sent through the AGO Web site
- Assigning and calendaring of all constituent correspondence received by the AGO
- Accepting service of process, docketing and assigning the cases served at their location and providing advice as to the proper assignment of new cases served upon other AGO locations

## Public Records and Constituent Services

The Public Records and Constituent Services Unit oversees five major functions for the office:

- Processing and responding to all public records requests made to the AGO

## Research Center

The AGO Research Center assists AGO staff with their reference and research needs. This includes reference and research support, specialized legal research training, system administration, acquiring and cataloging research materials, tracking expense data, generating reports, and contract negotiations for online research services.





# OFFICE LOCATIONS

## Bellingham

103 E Holly St, Ste 310  
Bellingham, WA 98225  
(360) 676-2037

## Everett

3501 Colby Ave, Ste 200  
Everett, WA 98201  
(425) 257-2170

## Kennewick

8127 W Klamath Ct  
Kennewick, WA 99336  
(509) 734-7285

## Olympia

1125 Washington St SE  
Olympia, WA 98504  
(360) 753-6200

## Port Angeles

115 E Railroad, Ste 306  
Pt. Angeles, WA 98362  
(360) 457-2711

## Pullman

332 French Admin Bldg  
Pullman, WA 99164  
(509) 335-2636

## Seattle

800 Fifth Ave, Ste 2000  
Seattle, WA 98104  
(206) 464-7744

## Spokane

1116 W Riverside Ave  
Spokane, WA 99201  
(509) 456-3123

## Tacoma

1019 Pacific Ave  
Tacoma, WA 98402  
(253) 593-5243

## Vancouver

1220 Main St, Ste 510  
Vancouver, WA 98660  
(360) 759-2100

## Wenatchee

18 S Mission, Ste 300  
Wenatchee, WA 98801  
(509) 664-6385

## Yakima

1433 Lakeside Ct. Ste 102  
Yakima, WA 98902  
(509) 575-2468







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