



Washington State Residential Care Council of Adult Family Homes

2015 Annual Report

Mission:

To improve the lives and well-being of vulnerable adults through the support of adult family homes



Participants in WSRCC's 2015 lobby day at the Washington State Capitol

This report includes:

- A letter from the Board Chair
- A breakdown of how membership dues are invested
 - Plans for the future
 - Benefits of membership

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www.wsrcc.org



The State of the Washington State Residential Care Council

It has been a good year for adult family homes. The regulatory environment has improved as leadership changed within DSHS. The WSRCC is committed to continuing to develop relationships with DSHS to deliver a regulatory environment recognizing DSHS and AFH operators as partners in the provision of care to those in need. In 2014, the WSRCC utilized its collective bargaining rights to win a 10% increase to Medicaid daily rates over the 2015-2017 biennium. Additionally, the WSRCC has entered into legal proceedings to require DSHS to reimburse the providers for additional services, such as a two person assist, awake staff at night, behavioral support, transportation, trip escorts, and high Medicaid percentages. There is still much work to do to ensure Medicaid rates are able to sustain the delivery of quality of care. The WSRCC is committed to continuing to advocate and take every action to ensure AFH providers receive appropriate compensation from the state. The WSRCC will work with DSHS to develop better options and access to required training for AFH staff. Having a trained and prepared workforce is critical to the success of AFH providers. The WSRCC is planning on investing in an awareness campaign to let potential residents and families know about the adult family option in long term care. The WSRCC also intends to provide members an opportunity to post vacancies on the AFH locator tool on the WSRCC website. These improvements are anticipated to be in place in the fall of 2015. It has been a good year for adult family homes, and together the WSRCC and its members can continue the trend of good news and growth in the AFH business.

A Message from the WSRCC Board President



Happy Spring 2015 to everyone. I hope the weather is as beautiful for you as it has been here in Yakima. It's been a great year and a very successful year for the Washington State Residential Care Council and its members. We have successfully negotiated for the largest increase in Medicaid reimbursement rates in WSRCC history. We've taken steps to secure our position as Washington State's only adult family home bargaining trade association. We toured many of our chapters with Carl Walters, the new head of RCS. I feel we've turned a corner with RCS. I'm very glad we are able to ask our licensors questions, work with them in a culture of respect, and feel we are working towards the same goals. I hope to see you at one of the many trainings and events around the state this year. Thank you all for supporting WSRCC and our mission to improve lives.

Delbert Miles
WSRCC Board President
Miles Adult Family Homes

The WSRCC Board of Directors

Region 1: Kim Erwin

Region 3: Shae Thrasher

Region 5: Jeannie Schmid

Region 7: Daniela Ionesi

At Large Delegate: Daniela Micu (Secretary)

At Large Delegate: Gene Nassen

Region 2: Delbert Miles (Chair)

Region 4: Dorothy Schlimme (Vice Chair)

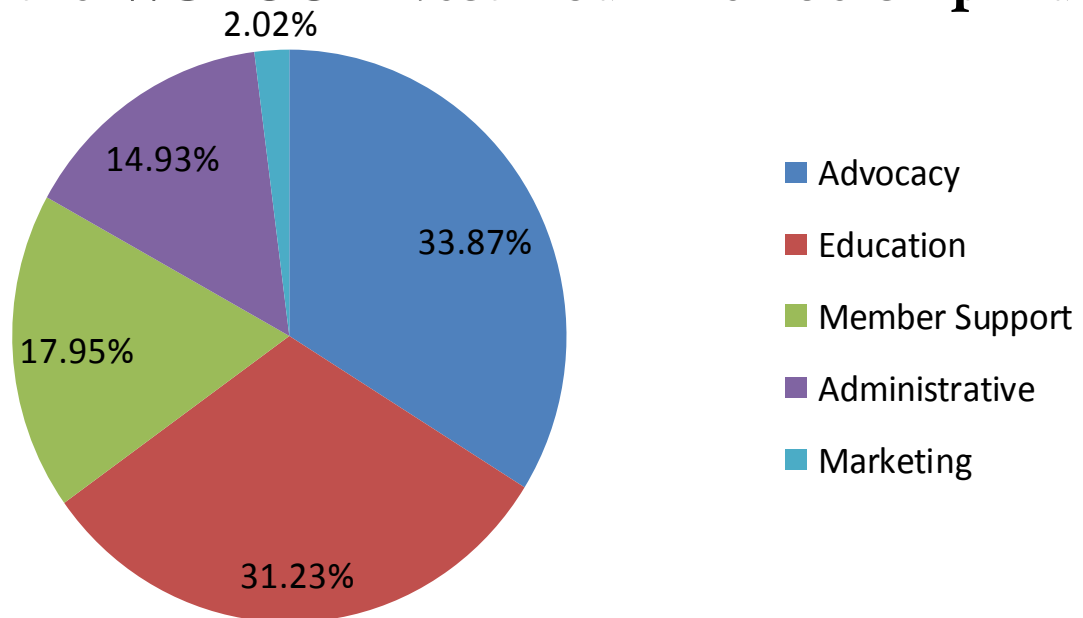
Region 6: Patti Gray

At Large Delegate: Rey Aquinde (Treasurer)

At Large Delegate: Bonnie Bruce



How Does the WSRCC Invest Your Membership Dues?



Above is a breakdown of the WSRCC estimated and anticipated expenses for July 1, 2014-June 30, 2015. This represents the annual membership dues from more than 1,600 adult family homes. The five categories represent various ways dues are invested to support adult family home providers.

Administrative—These expenses relate to the operating costs of the WSRCC office. This includes rent, insurances, office supplies, equipment leases, administrative staff time, phone, internet and other utilities.

Advocacy— Advocacy expenses relate to two major areas. First is collective bargaining. Collective bargaining occurs during the summer of even numbered years. It is the tool we use to negotiate Medicaid rates. Those expenses include arbitration costs, staff time and lawyer fees. The second component to advocacy is legislative advocacy. This year included a 105 day legislative session. The WSRCC brought many issues to the legislature. Legislative expenses include lobbyist fees, staff time, lawyer fees, and a lobby day for members.

Education— Education expenses pay for chapter costs (such as speaker fees and building rentals), the annual WSRCC conference, staff time to provide and coordinate training, assistance to members in understanding training requirements, assistance helping members become training programs and postage to mail out event announcements and other educational materials.

Member Support— This expense is mainly staff time supporting members with regulatory questions, assisting in regulatory appeals, developing policies, updating the forms library, developing materials for the newsletter and other reference materials for providers. Member support also includes consultation with a tax attorney regarding AFH tax code exemptions and one on one consultations for members with attorneys.

Marketing— Currently, this includes expenses of print advertising for adult family homes. We anticipate a significant increase in marketing over the next year as we will develop a public awareness campaign about the adult family home option, to include multiple media outlets.



Highlights of 2014-2015

Washington State Residential Care Council Accomplishments and Efforts

- Successfully negotiated a 10% Medicaid Rate increase over the 2015-2017 biennium
- Protected specialty contracts in adult family homes serving residents living with HIV/AIDS
- Taken legal action (pending) to require providers are properly reimbursed for:

- Residents requiring a two person assist
- Residents requiring awake staff at night
- Residents with mood and behavioral issues
- Transportation and escorts for residents
- AFH serving high Medicaid percentages

- Won a legal decision ensuring AFH providers serving state funded residents through a managed care organization are eligible for protection and rate increases under the WSRCC collective bargaining contract.

- Hosted 10 legislator meet and greets with AFH providers across the state to share the issues affecting AFH owners.

- Developed and lobbied for legislation that improves the change of ownership process for adult family home providers

- Developed and lobbied for legislation that improves the due process for adult family home providers appealing regulatory citations



HB 1132 signing: from left to right Representative Steve Tharinger co-chair Aging and Disability, Joint Legislative Executive Committee , Leanne Horn legislative assistant, Governor Jay Inslee, Walt Bowen president Washington State Senior Citizen's Lobby, Maria Chiechi WSRCC Legislative Coordinator.



RCS/WSRCC meeting in Everett, WA: from left to right Ronniel Valdez, Sno-King Chapter President, Tim Hoekstra RCS Compliance Office Chief, Del Miles WSRCC Board Chair, Shae Thrasher WSRCC Board member, Carl I Walters II RCS Director, Elizabeth Donovan RCS Regional Administrator, Bett Schlemmer RCS Field Operations Chief, John Ficker WSRCC Executive Director, Susan Zarenski WSRCC Member Services/Education Specialist

- Improved relationships between adult family home providers and Residential Care Services
- Delivered a list of concerns from AFH providers to Residential Care Services leadership
- Hosted six chapter meeting with RCS leadership
- Invited to participate in RCS quality assurance review
- Provided training to members through twelve chapter locations (12 CE hours are available from each chapter)
- Provided the annual fall two day conference for

adult family home owners and staff (11.5 hours of CE)

- Provided seven one day conferences in various locations around the state (5-8 hours of CE each)
- Provided a printed guide to understanding the CARE assessment to all WSRCC members
- Provided updates to changes in the WAC to all WSRCC members
- Provided member support through the transition to ProviderOne



Benefits of Membership

What does the WSRCC do for members?

Benefits of membership in the WSRCC are many. The most important benefit of membership is that as a member, you help drive the efforts of your organization. Members elect the board of directors and the local chapter leadership. Those elected positions determine how the WSRCC will operate, invest member dues, and guide staff efforts. Another benefit of membership is the more members that participate, the greater the resources the WSRCC has to advocate and invest in all WSRCC members. Here are a few additional benefits of membership

Regulatory Support

- Access to WSRCC staff for direct Q&A with members seeking to understand a challenging situation or seeking clarity on the intent of WAC
- Support in the regulatory appeal process. We review RCS findings, help prepare appeals for informal dispute resolution and administrative hearing
- Provide access to one on one legal consultation
- WAC book and updates distributed to all members
- Regular meeting with RCS leadership team to address member issues
- Pre inspection support to ensure regulatory compliance

Education

- Continuing Education through local chapter meetings
- Reduced rates for the Annual WSRCC Conference
- Special training partnership activities (example: Washington Dental Services Foundation)
- Assist members to become trainers for their own staff (including curriculum support)
- Navigating training requirements
- Notices about appropriate training in your area
- Online access to sample policies, letters and forms required to operate an AFH
- Online and print versions of best practice guides
- Free one day training events around the state
- Free Online CE courses for members and staff (Coming July 2015)



Advocacy

The WSRCC advocates with the Legislature, DSHS, Department of Health, city/local governments, the Ombuds, insurance companies, families, social workers, nurses, and caregivers to promote the best environment for adult family homes to successfully provide quality care for their residents.

Meet the staff of the WSRCC



John Ficker - Executive Director

Extensive long term care experience
Senior management experience
Nonprofit management
Sophisticated understanding of state and federal Medicaid programs
Legislative analysis and advocacy



Maria Chiechi - Legislative Coordinator

15 years legislative advocacy experience
15+ years trade association experience
Extensive customer service experience
20+ years administrative experience
Key relationships with legislature



Susan Zarenski - Member Services/Education Specialist

23 years in residential care programs including direct care for residents, staff supervision, training coordinator, case management, and administration.
Degree in Human Services Administration



Bryon Dahl - Office Manager

15 years of Small Business Management, 10 Years of Legislative administration & bill tracking support.
Banking and Finance experience.
5 Years of Member/Trade association administration experience.

The staff of the Washington State Residential Care Council are committed to delivering the mission of improving lives for your residents through the support of adult family homes. When contacting our office you can be assured you will receive:

- Excellent Customer Service
- Prompt response to your questions
- Advice and direction from best practices in AFH care
- Appropriate referrals when needed

How Does the WSRCC Operate?

Everything is driven by members.



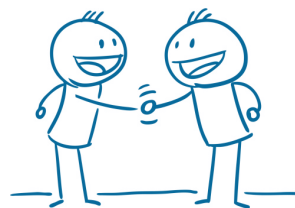
Each adult family home member of the WSRCC has an opportunity to impact how the WSRCC operates.

Members elect a board of directors to oversee the WSRCC operations. Board members are selected from various regions of the state to ensure fair representation of all communities.

The board of directors hires an executive director, prepares a budget, policies, legislative agenda and other issues for WSRCC



staff to move forward and implement. The board decisions are based on input and feedback from members. Members can contribute ideas by



attending local chapter meetings, contacting the WSRCC office or board members directly. The contact information for WSRCC

leadership is available on our website.

Information about ongoing WSRCC activity is available on our member home page and in our monthly newsletter. Together, adult family home owners can identify the issues affecting residents and business



owners. Together we can identify solutions that support quality care and the continued development and success of adult family homes in Washington state.





What's Next for the Washington State Residential Care Council?

Looking ahead, the demographics in Washington indicate there will be an increased need for adult family home services. As the representative of adult family home providers, the WSRCC must continue to monitor the issues and changes that will promote adult family homes as a premiere option in long term care.

Advocacy

In order to better prepare for another round of collective bargaining (scheduled for summer of 2016), the WSRCC will be working with members to create cost reports. Providers will be asked to share the costs associated with operating an adult family home. We will use this data to demonstrate real costs and advocate for rates that do not cause providers to subsidize the care of Medicaid residents.

The WSRCC will continue to advocate for increased reimbursement rates associated with residents requiring two person assist, awake staff at night, mood/behavior interventions, transportations, trip escorts and AFHs that have more than a 60% Medicaid occupancy.

Knowing the many developmentally disabled adults funded by the state fall into classifications associated with low daily rates, the WSRCC wants to work with DD advocates to ensure AFH providers specializing in DD services are compensated for the work they do to implement behavior and support plans for residents.

Education

In addition to providing free continuing education at local chapter meetings, the WSRCC will provide access to free online CE training for members unable to attend chapter meetings.

The WSRCC will further develop its own curriculum and will provide increased educational events around the state. Additionally, members approved to train their own staff could gain access to new approved training materials.

Member Support

The WSRCC is currently collecting information from each region of the state to be able to better provide regional business and care resources to members.

The WSRCC is reinstituting a mentor program. The program will match experienced providers with those in need of guidance. After all, who knows better how to run an AFH than someone running an AFH?

The WSRCC will increase communication to members through direct mail, email, and social media to ensure every member has access to the benefits of membership.

Improvements to the online WSRCC forms library are ongoing. The WSRCC wants to ensure members have access to the most current and best practices, and can access this information in a convenient online format.

Marketing

The WSRCC has begun working with a marketing firm to develop an awareness campaign about the AFH option. The purpose of the campaign is to let potential residents and families know about the high quality personalized care available in adult family homes. The campaign will include multiple media outlets across the state.

The WSRCC is improving the AFH locator tool at www.wsrcc.org. This tool will allow members to post vacancies. The locator will be advertised to discharge planners, social workers, and other potential referral sources. This will help members keep the public aware of available services.

WSRCC's 2014/2015 Affiliate Business Partners

The Washington State Residential Care Council's affiliate business partner program offers businesses who share in the mission of the WSRCC an opportunity to support adult family homes. Through participation in educational events, advocacy efforts, and direct support to providers, these businesses invest their time, money, and talents back into the adult family industry. Thank you affiliate business partners!

A & H Pharmacy
Ash Geriatric Services
CHS Pharmacy
Cornerstone Financial Group
Cornerstone Healthcare Training
Crown Health, Traveling Doctors
Doane's Senior Care Pharmacy
Edmonds Pharmacy LTC
ElderMove Alliance
Fidelis Secure Home
Full Life Care
Gentiva
Gentiva Home Health
Hawks Prairie Pharmacy
Horizon Hospice
Institute for Professional Care Ed
Kline Galland
Legal Shield
Lincoln Pharmacy LLC
LTC Quest/RMS
Matrx Pharmacy
MD Medical

Meadowdale Elder Health
Mercury Pharmacy Services
Mobile Classes & Consulting
MobilityWorks Commercial
Molina Medicare
Olympia Nursing Services
Peaks & Plains Inc
PM Enterprises
Ready Meds Pharmacy
Reliant RX, LLC
Sangeeta Saigal, Attorney at Law, PLLC
Shiraz Specialty Pharmacy
Sound Oxygen Service
Sound Senior Solutions
Soundview Medical Supply
Sunrise Caregiver Training
Sunshine Health Facilities, Inc
Touchmark Home Health

Code of Ethics for Adult Family Home Providers

This Code of Ethics for Adult Family Home Providers has been developed as a guide for carrying out provider responsibilities in a manner consistent with professional values and moral standards which define the essentials of honorable behavior for the Adult Family Home Provider.

As Adult Family Home Providers we want the public to acknowledge us as professionals. Part of this process is to develop a system of ethical codes of conduct and standards of practice that incorporate our principles and values regarding quality care. Through their Associations and working with fellow members :

- An Adult Family Home Provider recognizes and respects the dignity of residents without consideration for race, religion, gender, sexual orientation, social or economic status.
- An Adult Family Home Provider, while honoring the residents' rights to self determination, will promote and protect the rights of all their residents.
- An Adult Family Home Provider is responsible and accountable for their individual practice and determining how they deliver optimum care to their residents.
- An Adult Family Home Provider acknowledges the responsibility to protect their own integrity, maintain competence in their field, and continue their personal and professional growth.
- An Adult Family Home Providers will promote their profession with continued education and political action in shaping the WACs and rules that govern their profession.