



Adult Family Home Council

OF WASHINGTON STATE

2021

Annual Report



A Letter from Our Executive Director

I am so proud to be a part of this community. Adult family homes provide essential supports in helping the elderly and disabled thrive to the fullest of their capacity. The services adult family homes provide are critical. For the residents and families whose lives we touch their impact is immeasurable. The Adult Family Home Council recognizes your work and applauds the valiant efforts of every caregiver working to improve the quality of lives of our residents.

In recognizing your work, we are committed to providing you the best association possible. Our work is to partner with adult family homes in their mission to deliver high quality, individualized, personal care. We do this through educational opportunities, targeted advocacy, direct one on one support, and public awareness.

In 2021, the first of the “baby boomers” turn 75 years old. Over the next 10 years, the population between 75–84 is expected to grow by more than 100%. The “Age Wave” or “Silver Tsunami” isn’t coming, it’s here. The demand for our services will continue to grow. Therefore, we must continue to evaluate and improve our industry to meet this demand. We must ensure that our regulatory environment provides safety and oversight without overburdening or abusing providers.

We must ensure that Medicaid reimbursement pays the full cost of care and recognizes the breadth of services an AFH provides. Through public awareness and strategic marketing, we must help those seeking care connect to an adult family home.

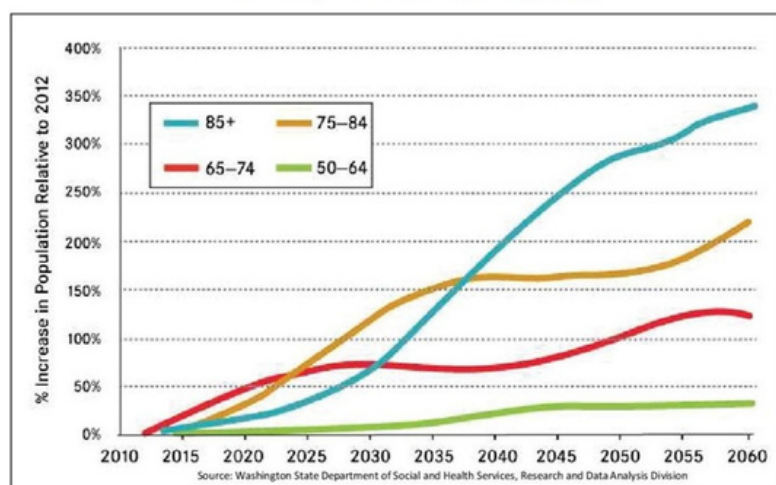
There is much work to do, and we will be successful if we can move forward through these challenges together. To our current members, thank you for your support and faith in our efforts. For those new providers or those not yet members, please review this year’s report and join us in our efforts to grow and develop the adult family homes of Washington.

All the best,

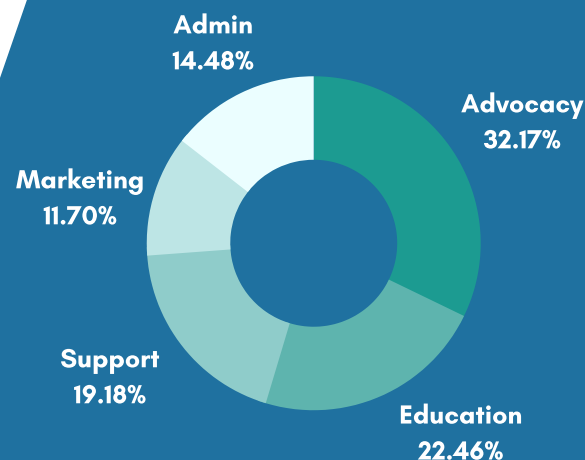


John Ficker
Executive Director

The Population is Aging



How AFH Council Member Dues Are Invested



Examples of Each Category

Advocacy

Legal fees, lawyer costs, lobbyists, staff time

Education

Conferences, webinars, speakers, staff time, online training support

Support

Staff time, staff training, online resources, policy development

Marketing

Find a home tool, advertising, public awareness campaign development, staff time

Admin

Operating expenses, rent, accounting

AFH Council

OUR MISSION

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



The Adult Family Home Council Board of Directors

Region 1: Kim Erwin

Region 2: Jenna Hester

Region 3: Edwin Bondoc

Region 4: Dorothy Schlimme

Region 5: Rey Aquinde

Region 6: Joseph Stephens

Region 7: Amelia Hertog

At Large Delegate: Daniela Torkelson

At Large Delegate: Jeannie Schmid

At Large Delegate: Bonnie Bruce

At Large Delegate: Gene Nassen

Our Board of Directors are elected by the membership and volunteer their time to guide and support our mission.

A Letter from Our Board President

"I haven't had this much fun in 40 years." This is a quote from my 92-year-old resident after driving a Quad on the beach this year.

For the last 22 years, my wife Kim and I have strived to improve the quality of life for our AFH residents from the age of 21-95 and yes, all Medicaid residents! We can say that this is only possible because of the efforts of the Adult Family Home Council and their steadfast support and efforts to collectively bargain for the increased rates necessary to operate an AFH that can support not only the ADLs of our residents but also allows us to address the "fun" factor of our resident's lives! There have been hurdles in the last year, COVID-19 being the tallest, but once again the Council was there to help us jump these hurdles and give us back the time to support our residents in not only their care, health and safety, but more time to enrich their lives!

Without your membership support this would be a daunting, no, nigh unattainable task!! Thank you for being a member.

Geno Nassen
Executive Board Chair
Adult Family Home Council

ADVOCACY

2021 Legislative Report

In 105 days, in a mostly virtual setting, the legislature passed 335 bills.

www.adultfamilyhomecouncil.org/2021-legislative-report

AFH Council's Legislative Lobby Day 2021

On March 3, 2021 approximately 100 adult family home providers, caregivers and affiliate business partners gathered virtually for AFH Council's 2021 Legislative Lobby Day. The AFH Council presented a short state of the industry and their 2021 legislative agenda. Governor Jay Inslee attended and addressed AFH providers. He praised the work our homes have done to keep infection rates low and took questions from members. Since it was not possible to have in person meetings with legislators, the AFH Council provided opportunities for AFH providers to connect with their legislators virtually.

Highlights from the AFH Council's Legislative Session

- We supported the passage of HB 1120 addressing the rules waived by proclamation during the state of emergency.
- When over 400 AFHs raised their voices, lawmakers amended HB 1218 removing duplicative and overly burdensome regulations proposed for AFHs.
- SB 5160 was also amended to ensure that AFHs were exempt from moratoriums on evictions during a state of emergency.



Governor Jay Inslee, John Ficker & Maria Chiechi at AFH Lobby Day

Full Funding is provided for the 2021-2023 Collective Bargained Contract between the State and the AFH Council

Highlights include:

- Medicaid base daily rates increase
- Funding for training benefits (AFHTN)
- Improvements and retention of the Meaningful Day Activity Program
- Improved response time from DSHS case management
- Review of overpayment process and notices
- Total budget award: \$24,046,000 in new spending

Addressing Liability Insurance Costs

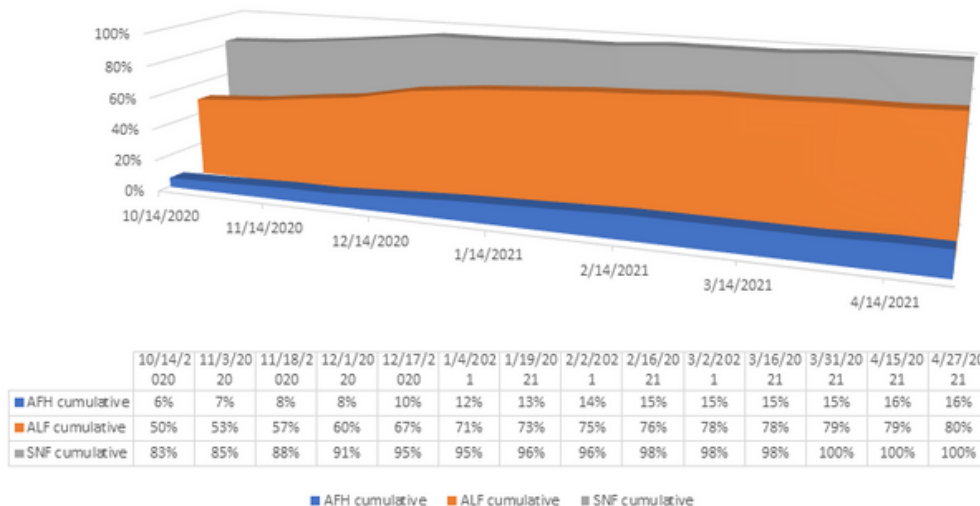
In addition to these bills, the 2021-2023 state operating budget includes a proviso directing DSHS to work with stakeholders to immediately transition the language contained in citation/enforcement actions posted online to plain talk language. For many years, providers have expressed concern with the bombastic language used in DSHS citations. Underwriters for liability insurance also say the harsh language has impacted the way they assess risk. Further, DSHS is directed to display the severity and resolution of the citation/enforcement. This will help insurers and consumers understand the nature and resolution of these actions. This is an important policy change for adult family homes.

ADVOCACY

COVID-19 Advocacy

The AFH Council provided continued support in the midst of the COVID-19 pandemic.

Percentage of COVID-19 Outbreaks by Facility Type



Adult Family Homes have demonstrated how our smaller, more intimate environment helped keep the overall infection rate across our sector the lowest of any licensed long-term care settings. Only 16% of AFHs have experienced a COVID-19 outbreak while 80% of assisted living facilities and 100% of skilled nursing facilities have had outbreaks in their facilities.

Starting in December of 2020 the AFH Council assisted the Department of Health, DSHS and local health jurisdictions to ensure that every AFH was provided equal access to onsite COVID-19 vaccine clinics. It is reported that every AFH received this opportunity. We continue to help coordinate opportunities for ongoing vaccine distribution for new residents and staff.

Approximate Allocation by Quarter

2nd Quarter of 2020	\$22 Million
3rd Quarter of 2020	\$12.4 Million
4th Quarter of 2020	\$14.6 Million
1st Quarter of 2021	\$13.6 Million
2nd Quarter of 2021	\$15 Million
Totaling over \$77.6 million in emergency funding and equipment	

Over the last year, the AFH Council has signed agreements with the Office of Financial Management resulting in increased spending for AFH Medicaid rates, enhanced bed holds, personal protective equipment, and fit testing.

EDUCATION

By the Numbers

In the last year our Education & Support staff have provided webinars, chapter meetings, conferences and much more for our members around the state.

Webinars

88
webinars

126.5
hours of
CE given

6, 331
attendees

Chapters

**suspended until January 2021*

16
scheduled
meetings

21
hours of
CE given

425
attendees

Conferences

2020 Fall Conference

8
hours of
CE given

258
attendees

2021 Spring Conference

6
hours of
CE given

585
attendees

Online Campus

accessed by
more than
800
members

Our educational programs are focused on the needs of providers. We customize our offerings to provide adult family home-specific trainings. Our courses cover a wide range of topics relevant to running a small business and providing quality care.

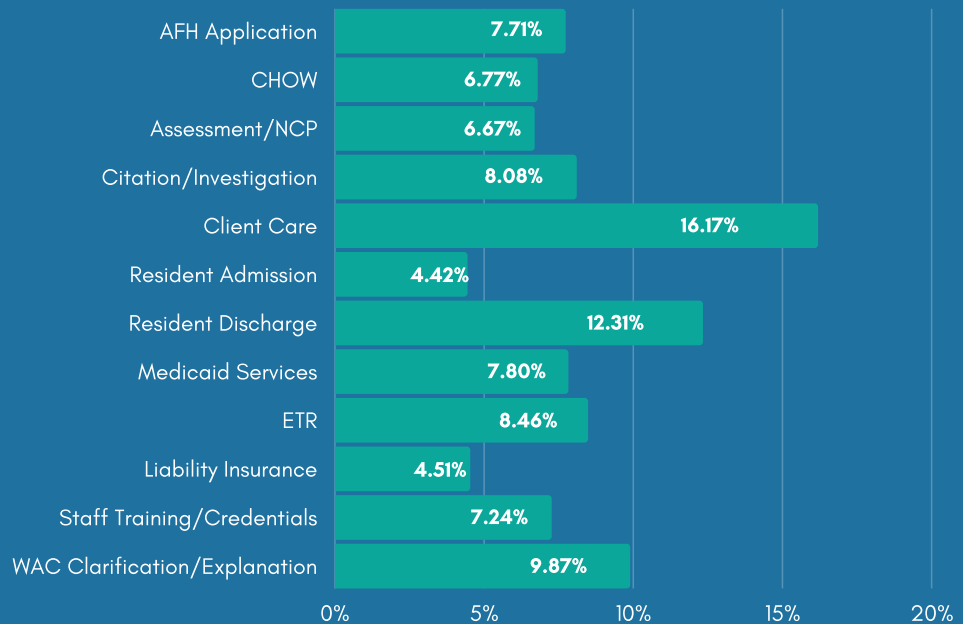
SUPPORT

Our support team works to provide members with accurate, consistent and timely information to support the successful operation of the adult family home. We offer services such as individual consultations, document review, and referrals to resources as needed. Members can reach out by phone, email or through our website to seek assistance from our team of long term care experts.

Topics of support:

Resident admissions
Resident transfers and discharges
WAC/RCW clarification
Medicaid questions
Background checks
TB testing
Admission agreements
AFH policies
Resident rights
Resident care
Training requirements
Multiple home ownership
Current Dear Provider Letters
AFH License applications
Changes of ownership
Inspection readiness
Buying or selling an AFH
Medicaid questions
Resident assessments
Regulatory assistance
Negotiated Care Plan
Informal Dispute Resolutions (IDRs)
Plans of correction
APS investigations
Licensing visits
Medication systems
Nurse Delegation
L&I questions
COVID-19 resources and updates

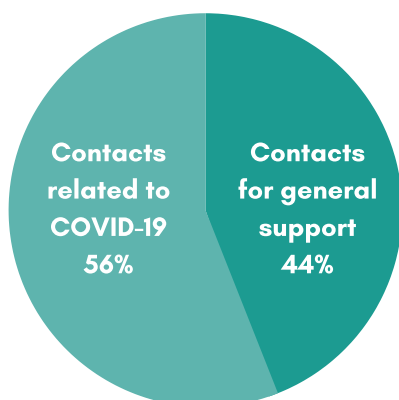
Topics of Calls Received



Kind Words from Our Members

"The AFH Council's support means to me a calming voice amidst times of panic, a partner to stand tall when I felt weak, a sense of clarity and empowerment through knowledge. Their unwavering and tireless efforts have gotten me personally through my darkest of times on my journey as an AFH provider. Times in which I felt defeated and too tired to fight they gave me strength and the will to keep going. For this I will forever be grateful for the support of the AFH Council."

"Thank you for your heroic efforts this year. We signed up today to be members. We should have definitely done it way sooner."



MARKETING

Marketing an adult family home is more than promotion. It is about connecting the right residents with the right home. It is about developing trust and delivering quality care.

Our "Find a Home" AFH Locator

Benefits of our AFH locator:

- Increase your chances of getting private pay clients by uploading attractive photos of your home and writing a short description explaining what makes your home special
- Receive notifications when a referral has been sent to you, instead of spending time on the phone and receiving 20+ page assessments through faxes from social workers
- Review and respond to referrals by simply logging in
- Exclusive access to your profile through your AFH Council portal

Find a Home

Become Part of the Family



"Become Part of the Family" Campaign

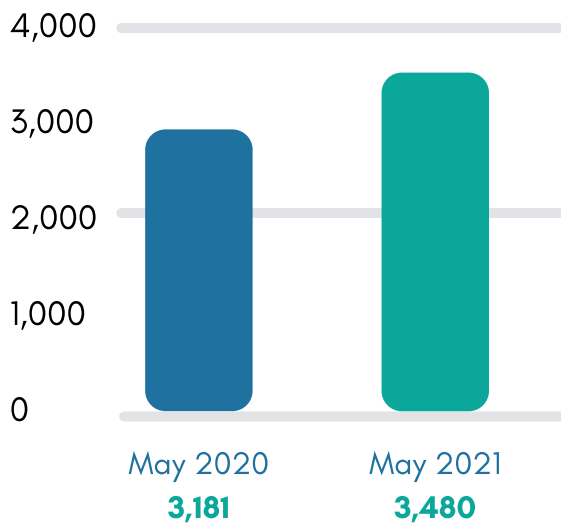
The AFH Council is working to spread the word about the adult family home option and drive traffic to our website. Our goal is to connect our member homes with their next resident.

Watch the video:
<https://vimeo.com/460594165>

HIGHLIGHTS

In addition to providing guidance during COVID-19, we saw an increase of AFHs statewide, we moved into a new office and supported AFH Council members statewide.

Number of AFHs in WA



*Increase: 299 homes
Growth Rate: 9.4%*



As our team continues to grow, we were able to move into a larger office space this year!

The Adult Family Home Council Team

John Ficker

Executive Director

john@adultfamilyhomecouncil.org

Karen Cordero

Director of Education & Support

karen@adultfamilyhomecouncil.org

Maria Chiechi

Director of Legislative Affairs

maria@adultfamilyhomecouncil.org

Molly Noble

Education & Support Specialist

molly@adultfamilyhomecouncil.org

Brenna Botsford

Education & Support Specialist

brenna@adultfamilyhomecouncil.org

Bryon Dahl

Operations Manager

bryon@adultfamilyhomecouncil.org



Long-Term Care Foundation

of Washington State

The Long-Term Care Foundation is a 501(c)(3) organization committed to improving and developing access to high-quality, long-term care services through:



public awareness



community connections



a well-supported long-term care workforce

The **Long-Term Care Foundation** is also the organization created by the Adult Family Home Council to develop and manage the **Adult Family Home Training Network** to provide **training, workforce development and other services** to adult family home operators and staff. Funding for the training network comes from a portion of the **training benefit** negotiated in the collective bargaining agreement between the Adult Family Home Council and the State of Washington. Funding began in 2020 and will be ongoing to support the maintenance and enhancement of the network.

We **strengthen workforce development** in adult family homes by providing ongoing **human resources education, guidance, and support**, as well as assistance in **recruiting and training** additional caregivers. We offer a series of webinars on **HR Best Practices** as well as specialized training on the use of the ProviderOne payment system. We provide **guidance, tools, and templates** on a variety of HR topics, from recruitment, hiring, and training to performance management, discipline, and termination. We have created an **Employee Handbook** for adult family homes to use as a template and plan to develop a **video library** of our webinars and presentations that will be available upon demand. Many of these materials, including the Employee Handbook, may be found in the Resources section of our website at www.longtermcarefoundationwa.org/resources.

Through our **pilot program**, we provide **funding** to pay for the **training** required for sponsored individuals working in eligible adult family homes to become certified as **Home Care Aides (HCAs)** and (beginning July 1, 2021) **Certified Nursing Assistants (CNAs)**. We also reimburse adult family homes for the **time** it takes for these employees to complete the training and certification process. Also beginning July 1, 2021, we will provide **funding** to pay for the **training** for sponsored individuals working in eligible adult family homes who wish to enhance their skills and further develop their careers by completing an approved **HCA/CNA Bridge Program, Adult Education, or AFH Administrator Training**. For more information and to apply for admission to the pilot program, please visit www.longtermcarefoundationwa.org/pilotprogram.

Shereice Brown, our **Workforce Development Specialist**, is continuing to develop **human resource best practice materials** for adult family homes and provide them with **ongoing HR support**. She also manages our **pilot program** and assists adult family homes in **recruiting new caregivers**. You can reach Shereice at shereice@ltcfwa.org.



www.longtermcarefoundationwa.org



@LTCFWA



info@ltcfwa.org

We are committed to informing, educating, and supporting adult family home owners and staff across Washington State.

Membership Information Form

AFH Name:		
Name of Licensee:	DSHS License #:	
AFH Address:		
City:	Zip:	
Mailing Address:		
City:	Zip:	
Phone:	Fax:	Cell:
Email Address:		
Website:		

Please choose one membership option below:

Set up a \$40 a month payment with a credit/debit card online at www.AdultFamilyHomeCouncil.org OR

- ☐ I authorize the ProvideOne payment system to deduct my Adult Family Home Council dues at the rate of \$40 per month, per license. My 9 Digit ProviderOne ID# is: _____
- ☐ I would like to use the automatic bank draft payment plan at \$40 per month per license (Please enclose a voided check)

Authorization of Monthly Bank Draft

I hereby authorize and request Adult Family Home Council to withdraw funds from my account at the bank indicated on the enclosed check. Funds need to be available at the designated bank on the evening prior to the effective date of the ACH withdrawal. In the event of an error, I authorize Adult Family Home Council to take any and all action required to correct the error. I agree to indemnify and hold Adult Family Home Council harmless from all costs, including attorney's fees (to the extent permitted by law), damage or claims related to Adult Family Home Council action in refusing payment of the item, including claims of any joint account-holder, payee, or endorsee, or in failing to cancel or process an item as a result of incorrect information provided by me. By signing below, I certify that the information I have provided on this ACH Debit Authorization Agreement for Direct Payments is complete, true and submitted for the purpose selected above.

ACH Cancellation Policy

If you wish to cancel a previously scheduled withdrawal from your account, please send an email or written notice to the Adult Family Home Council at: 3309 Capitol Blvd SW STE 1 Tumwater, WA 98501-3305 or by email at: info@adultfamilyhomecouncil.org

Print Name: _____ Signature: _____ Date: _____

Complete this form and fax it to us to start your membership today!

Members currently using the monthly payment plan option will automatically renew and do not need to complete a new information form. Fax this form to 1-360-943-6653 Questions? Call us at 1-360-754-3329



**3309 Capitol Blvd SW STE 1
Tumwater, WA 98501-3305**

Adult Family Home Council's Affiliate Business Partners

The Adult Family Home Council's Affiliate Business Partner program offers businesses who share in the Council's mission 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 adult family homes. Thank you affiliate business partners!

A Better Type of Homecare	Law Office of Rachel A Brooks
Adult Family Home Connection	LegalShield
Adult Family Homes NW Real Estate	Lincoln Pharmacy LLC
AFH Management	Lybeck Pedreira & Justus PLLC
Adult Family Home Solutions	Managed Healthcare Pharmacy
AK Vision Care	MD Medical
Alternative Options	Medicare Specialist - Billy Harrison
Amada Senior Care	Mercury Pharmacy Services
Angie Holmstrom Homes PLLC	MyMedSupplies (Geneva Woods Company)
Anita L. Redline, Attorney at Law, PLLC	New York Life - Francis Franco
Assured Home Health & Hospice	North Care Training
AXIS Pharmacy Northwest	Padgett Business Services
Baldehy Family Real Estate	Personal Care & Assisted Living Insurance Center, LLC
Baseline Delegation LLC	Proactive Solutions LLC
Beautiful Homes for Sale	Professional Medical Corp
Carewatchers	Providence Elder Place
CESCO Medical	Providence Home Health and Hospice Services of Snohomish County
Continuum Care Hospice	Providence Senior and Community Services
Cornerstone Healthcare Training Company, LLC	Ready Meds Pharmacy
Costless Senior Services	Rice Insurance
Crown Health, Traveling Doctors	S & H Training Center Inc
CTR Services	Sangeeta Saigal, Attorney at Law, PLLC
Dispatch Health	Seattle Litigation Group, PLLC
Elder Village Partners	Shield HealthCare
Empowering People, Inc	Singly by Tony Vaudeville
English Insurance Group	Sound Health Medical Supply Inc
Envision Home Health of Washington	Soundview Medical Supply
FidaLab	Super Mario's Kitchen LLC
Fikes Products & Services	Synkwise
Fortiphi Insurance, LLC	The Roley Agency
Franciscan Hospice and Palliative Care	Tran Urgent Care and Wellness Centers
Golden Sherpa Inc.	UnitedHealthcare
HomeAgain VR Foundation	Visiting Physicians Association
Home Visit Services LLC	Washington Adult Family Home Services
Horizon Hospice	Washington Care Academy
Horizon Marketing Group, Inc.	We Speak Medicare
Hospice of Spokane	Welcome Home Puget Sound
In It Together RN	WFG Financial Group - Susan Valdez
John L Scott Real Estate	WFG Financial Group - Tyronne Gamble