

Annual Report



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

2022



Adult Family Home Council

OF WASHINGTON STATE

A Letter From Our Executive Director

*Dear AFH Owners of
Washington State...*

These last two years have been so challenging for our community. Yet, despite the global pandemic, the constantly changing guidance, new mandates, reimplementing of inspections, inflation, workforce shortages, and supply chain issues, we are still here. We are here to improve the lives and well-being of the vulnerable adults in our care. I believe it is that underlying mission of service to the residents and our community that drives so many adult family home operators, staff, and caregivers to persevere despite the challenges we face. I think it is important that we take a moment and applaud the dedication and commitment of all of those who are still here and focused on making sure that the most vulnerable among us are cared for in a manner that offers respect and dignity.

I am also grateful to be able to share with you the important work that the Adult Family Home Council has been doing to support adult family homes in fulfilling their mission. Our advocacy efforts have resulted in maintained and increased funding levels for adult family home operators. Our Education & Support team continues to provide relevant, timely information to providers ensuring best practices and regulatory compliance. We are making new investments to expand public awareness of adult family homes through targeted marketing efforts. All our work continues to respond to the needs and direction of our membership.



This report will outline some of the work accomplished over the last year. While we are proud of the progress we are making in fulfilling our mission and supporting our members, we know there is much left to do. Our success depends on a continuing growing membership. We rely on that membership to report and share their needs to drive our work going forward. I thank you for your interest and engagement with our work.

All the best,

John Ficker
Executive Director

We will be raising our dues on July 1, 2022. This will be the first time we raised our membership costs since July 2013. We will be using these dues to invest in marketing and advocacy.

OUR MISSION

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



Education



Advocacy



Marketing



Support

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:	George Kibunyi
Region 6:	Claudia Coppola
Region 7:	Currently Vacant

At Large Delegate:	Daniela Torkelson
At Large Delegate:	Madonna Maxaner
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.

ADVOCACY

Legislative Session 2022: Summary

The 2022 Legislative Session was a short-session, sixty days. During that time, we focused our efforts on funding the Collective Bargaining Agreement and the Extension of the COVID-19 Relief Funding.

Funding for the Collective Bargaining Agreement

A primary objective of the Adult Family Home Council in this session was to secure funding for the renegotiated contract. The final budget allocates over \$20 million to fund the negotiated changes. The funds are distributed in a variety of ways.

- 3-7% variable increases to the base daily rate
 - Average 5.5% or
 - Average \$5.86 per day increase
- Increases Medicaid contributions to the Adult Family Home Training Network (AFHTN)
 - Funding for the AFHTN will expand access to the Long-Term Care Foundations Pilot Program.
- Effective 07/01/2022

The rate increases and the increased support for workforce development are critical in ensuring the ongoing viability of Washington's adult family homes. An updated rate sheet will be available soon for AFH Council members.

Extension of the COVID-19 Relief Funding

Providers have been receiving supplemental payments since the beginning of the declared state of emergency in March of 2020. Those payments are the result of federal funding that will continue until the end of the public health emergency. Currently those payments are set at \$13.96 per day and ended on 03/31/22. It is unclear when exactly the public emergency will be declared over. When it is over, any cost will be paid solely by the state.

Instead of having the funds halt suddenly upon the lifting of the emergency, the legislature developed a plan to reduce the COVID-19 funding over time. The current enhancements will stay in place until 06/30/22. Beginning on 07/01/22, the COVID rate add-ons are reduced by 20% every six months, and are fully phased down by FY 2025.

COVID-19 Rate Enhancement

\$13.96	Through June 30, 2022
\$11.17	Through July 2022
\$8.38	Through January 2023
\$5.58	Through July 2023
\$2.79	Through January 2024
\$0	Through July 2024

ADVOCACY

Next Steps

While we are glad to see progress in increasing reimbursement for adult family home operators, we realize that rising costs and wages continue to be a challenge for all homes. This summer, we will be able to take meaningful action to hold the state accountable for paying fair wages.

There is strength in numbers and the best way to join these efforts is to invest in your industry.

Why Membership Matters

We have an opportunity to make a huge impact for the adult family homes of Washington. In Summer of 2022, the Adult Family Home Council will be renegotiating current Medicaid rates. The process allows us to insist upon meaningful increases that will address our workforce shortages and the increasing cost of everything. We intend to work with the state on a contract that reflects the hard and critical work you do every day. If they do not agree to our terms, we have the opportunity to take legal action and put these issues before an arbitrator. The arbitrator (like a judge) will hear the facts of the contract dispute and make a final ruling. The facts are on our side. We believe we can prepare a case that will result in a significant award for the adult family homes of Washington.

The process of contract negotiations and arbitration is expensive. The Adult Family Home Council is funded only by member dues. For us to meet the legal expenses and prepare the best possible presentation, we need every adult family home to participate. Understand that Medicaid funds nearly 65% of current residents in adult family homes. Low Medicaid rates have an impact on every AFH. We are hoping you will join us in these efforts.

Additional Ways We are Working for You

Demand Fair Pay

- The only way that rates change is through bargaining RCW 41.56
- Under the law, the AFH Council is the exclusive representative of adult family home providers
- Fight inflation

Hold DSHS Accountable

- Our contract negotiations require more transparency
- Improved working conditions
- Timely and accurate assessments

Workforce Development

- Fund more workers through training (time and tuition)
- Build, recruit, and train caregivers
- Create career ladders for caregivers

Expand Our Market

- Invest in public awareness of the adult family home option
- Improve and develop our "Find a Home" page
- Increase awareness of our individualized compassionate care setting

EDUCATION

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.

Webinars

100
webinars

134.5
hours of
CE given

7,216
attendees

Virtual Chapter Meetings

13
chapter
meetings

19.5
hours of
CE given

721
attendees

Conferences

2021 Fall Conference

7
hours of
CE given

298
attendees

Online Campus

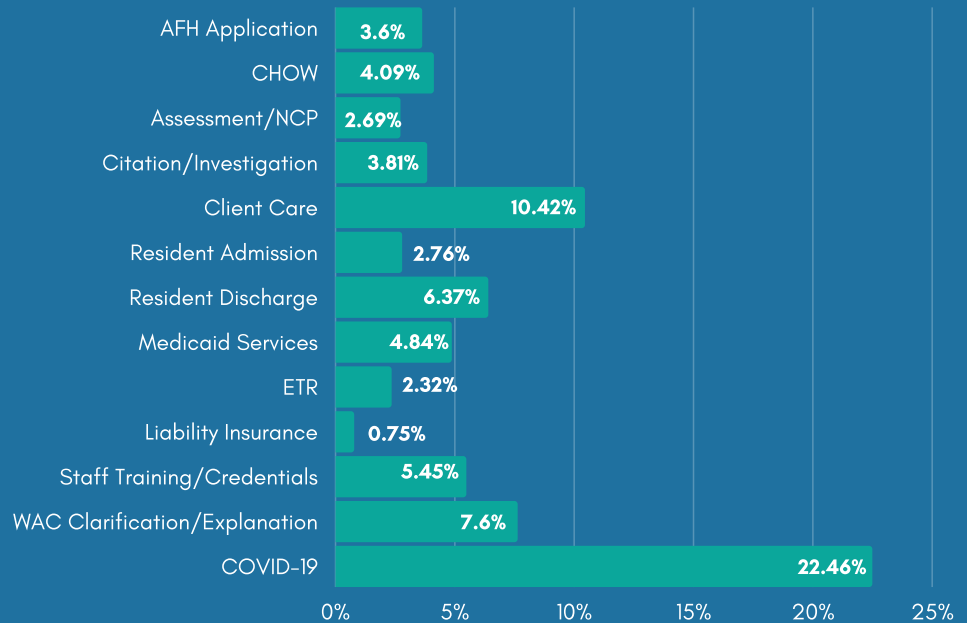
accessed by
almost 900
members

SUPPORT

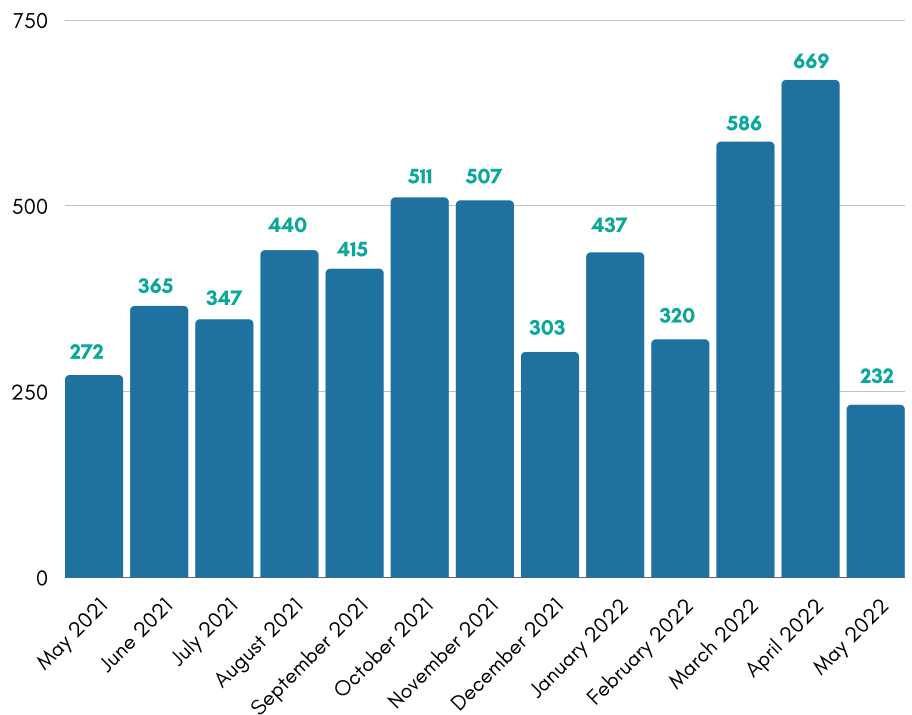
Topics of support:

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



Email Support



MARKETING

Public Awareness Campaign

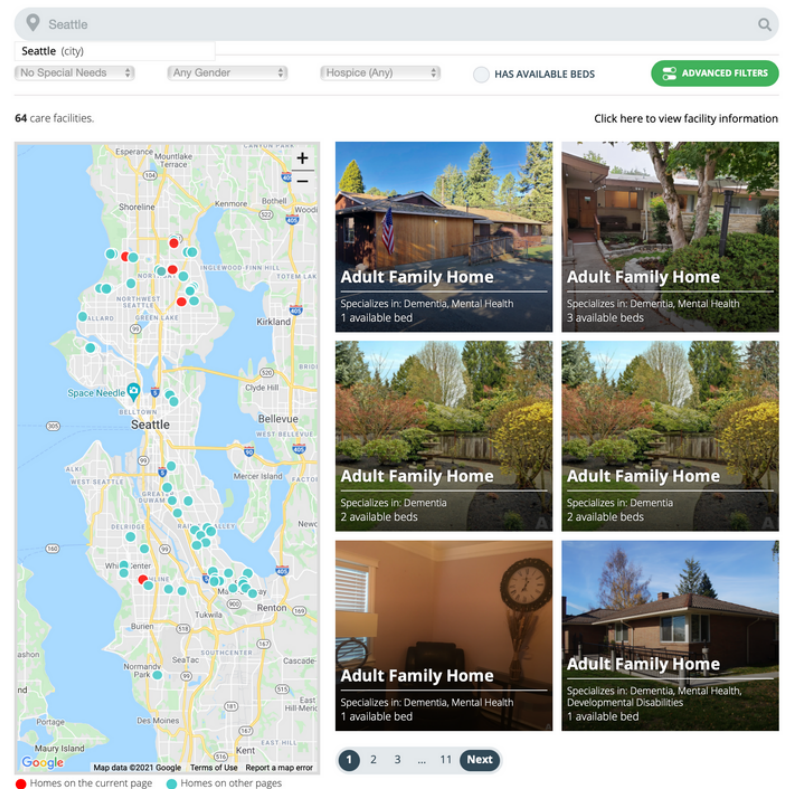
The Ault Family Home Council is developing a public awareness campaign to help the general public understand the adult family home option. We know that adult family homes offer a far more intimate and individualized setting for care. We are excited to help more people recognize this as a preferred method of receiving care for themselves or a loved one. Our public awareness campaign should launch in Fall of 2022. Currently, work is underway to make improvements to our "Find a Home" page on our website to create a user experience that helps connect our members with their next resident.

Our "Find a Home" AFH Locator

Benefits of our AFH locator:

- Increases 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

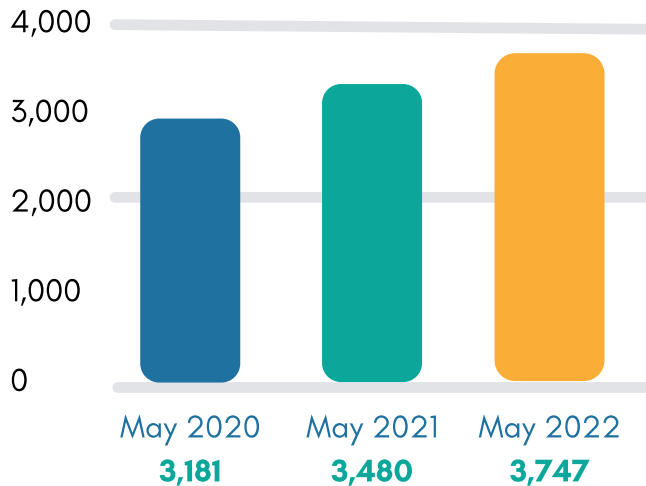


"Find a Home" AFH Locator Profiles Feature:

- Beds available
- Activities offered
- Price range
- Touring hours
- Services offered
- Home features
- Specialty licenses
- Contact information

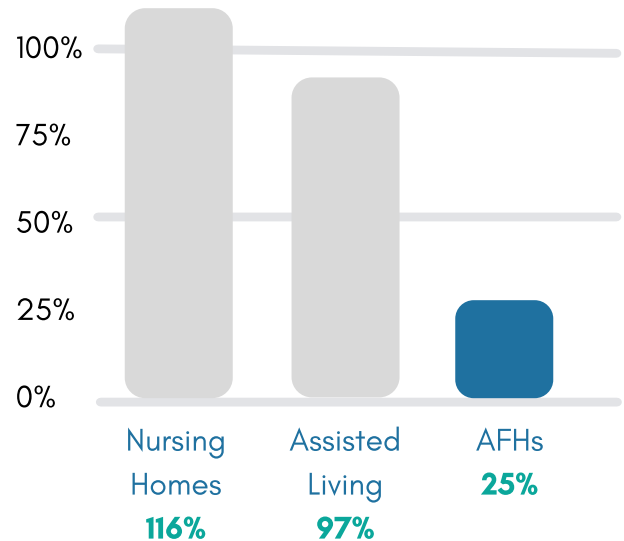
HIGHLIGHTS

Number of AFHs in WA



Net Gain 566 homes – 17.8% growth rate over two-year period

Cumulative Percent of Facilities that Experienced a COVID-19 Outbreak by Setting
March 2020 – March 2022



Kind Words from Our Members

"You have always been so kind, full of support and help me find just what I need."

"You have no idea how much it means to be able to call you, even if it's just so we can vent to you and know you listen to us without judgement. Just having someone to talk to who gets it and what we do is so important, and to be able to have someone explain the rules to us when we aren't sure and don't have time to read them ourselves and figure them out. It means the world – I can't even tell you – to know you are out there and ready to listen. Thank you all exist."

The Adult Family Home Council Team

John Ficker

Executive Director

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Karen Cordero

Director of Education & Support

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Molly Noble

Education & Support Specialist

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Brenna Botsford

Education & Support Specialist

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Doris Elkins

Membership Coordinator

doris@adultfamilyhomecouncil.org

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)** or **Certified Nursing Assistants (CNAs)**. We also reimburse their adult family homes for the **time** it takes for these employees to complete the training and certification process. Also, 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.

Our Workforce Development Team: Shereice Brown (Workforce Development Manager), Zenaida Almodovar (Workforce Development Specialist), and Cassheina Penfield (Recruiting Specialist), are continuing to develop **human resource best practice materials** for adult family homes and provide them with **ongoing HR support**. They also administer our **pilot program** and assist adult family homes in **recruiting new caregivers**. You can reach Shereice at shereice@ltcfwa.org, Zenaida at zenaida@ltcfwa.org, and Cassheina at cassheina@ltcfwa.org.



www.longtermcarefoundationwa.org



[@LTCFWA](https://www.facebook.com/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 \$50 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 \$50 per month, per license. My 9 Digit ProviderOne ID# is: _____
- ☐ I would like to use the automatic bank draft payment plan at \$50 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
A.E.P., PLLC
Adult Family Home Connection
Adult Family Home Solutions
Adult Family Homes NW Real Estate
AFH Management
Alliant Americas
Angie Holmstrom Homes PLLC
Anita L. Redline, Attorney at Law, PLLC
Assured Home Health & Hospice
AXIS Pharmacy Northwest
Baseline Delegation LLC
Beautiful Homes for Sale
BHS Pharmacy
Carewatchers
CESCO Medical
Chefs for Seniors
Cornerstone Healthcare Training Company, LLC
Costless Senior Services
Crown Health, Traveling Doctors
Daniela Micu
Dispatch Health
Elder Village Partners
Empowering People, Inc
English Insurance Group
Envision Home Health of Washington
Everlasting Smiles 4U
Felton Health Care Specialists
FidaLab
Fortiphi Insurance, LLC
Gabbert Architects Planners
Golden Sherpa Inc.
Home Visit Services LLC
Hope Nursing Institute LLC
Horizon Marketing Group, Inc.
Hospice of Spokane
In It Together RN
John L Scott Real Estate
Joining Hands LLC
Kelley-Ross LTC

Kerning Billing Services LLC
Kindred at Home - Home Health & Hospice
Law Office of Rachel A Brooks
LegalShield
Lighthouse AFH Consulting
Lincoln Pharmacy LLC
Managed Healthcare Pharmacy
Matrx Pharmacy
MD Medical
Medicare Specialist - Billy Harrison
Mercury Pharmacy Services
Molina Healthcare
MyMedSupplies (Geneva Woods Company)
NAT-Healthcare Academy
NESCO Realty Group
New York Life - Francis Franco
North Care Training
Novari Primary Care
Pacific NW Retirement Solutions Inc
Padgett Business Services
Personal Care & Assisted Living Insurance Center, LLC
Premier Nurse Delegation
Proactive Solutions LLC
Professional Medical Corp
Providence Home Health and Hospice Services of Snohomish County
Providence Senior and Community Services
Ready Meds Pharmacy
Rice Insurance
S & H Training Center Inc
Sixth Ave Pharmacy
Soundview Medical Supply
Super Mario's Kitchen LLC
Synkwise
The Federal Savings Bank
The Roley Agency
Visiting Angels
Visiting Physicians Association
Washington Adult Family Home Services
Washington Care Academy
Welcome Home Puget Sound
WFG Financial Group - Susan Valdez