

AFH/HCS Quarterly Connection - December 9, 2022

Questions & Answers

# AFH Provider Questions:	Response:
<p>1 Staffing issue hits us all hard as you said you all experienced it currently. We are losing the care givers we have so fast and we are not able to compete because of the revenue we currently get and unable to give competitive wages and benefits. Is there a way to support us in this issue.</p>	<p>Workforce shortage is a statewide issue and we are trying to approach in a multi-faceted way by increasing access to training and testing, through partnerships with high schools and other community partners, attending career fairs, outreaching to immigrant populations that may be interested in caregiving, and advertising to raise awareness and encourage more people to enter the field of caregiving.</p> <p>The Long Term Care Foundation offers a Worker Sponsorship Training Program to assist with the cost of training new employees, you can learn more at their website: https://www.longtermcarefoundationwa.org/pilot-program.</p> <p>Please view the Tentative Collective Bargaining Agreement 2023-2025. https://ofm.wa.gov/sites/default/files/public/labor/agreements/23-25/23-25AFHC-TA.pdf</p>
<p>2 we see assessments that shouldn't be sent to an AFH. Clinets that needs to be in a closed facility are needing placement in AFH. Clinets that will harm others should be in a closed facility? what can be done about this?</p>	<p>If an individual is considered ready for discharge after receiving treatment for any medical, mental or behavioral condition, we work with them to determine which setting they would like to receive services in. Some clients may need a higher level of care with more supports, such as could be provided in an Enhanced Service Facility, but others may choose to receive their services in a least restrictive setting such as an Adult Family Home. You are free to decide the clients that you bring into your home, not all clients are right for every provider.</p> <p>Registering with AIDA is a way that you can indicate the types of services you are able to provide so when case managers or discharge planners are searching for options, they will know your preferences.</p>
<p>3 Is there anyway you give us the topic when you invite for meeting so we bring our Questions ?</p>	<p>Thank you for this suggestion - we will post the agenda prior to our next session on March 29th.</p>
<p>4 There is no place to sign up for Meaningful Day training? We need help. Thank you!</p>	<p>Please reach out to MeaningfulDay@dshs.wa.gov to request the training and contract.</p>

5	<p>I have been a provider for almost 30 years. when renewing my insurance this year. I was charged triple what I had been paying and my insurer has put restriction on me as far as age goes. they are telling me I can not take anyone under the age of 60.</p> <p>tgis I feel this is restricting me in todays market given the change in residents ages that are being referred to us. is there anything we as providers can do?</p>	<p>The AFH Council (AFHC) has been working with the Office of the Insurance Commissioner to try to educate the liability insurance company underwriters about adult family homes. AFHC is engaged in workgroups with Residential Care Services (RCS) to modify the language licensors/investigators use in their inspection reports so that it isn't as inflammatory as it now is, with the intention of reducing the perceived risk on the part of the insurance companies.</p>
6	<p>can they not hire case managers assistants who can do alot of the foot work for case managers such as interviewing families and reviewing care plans or doing home assessments or going to visit residents and laying eyes on the clients for the case managers.</p>	<p>We are exploring this option. However, whatever decisions the Department makes on the type of position we create, we are limited in the actual number of staff we are able to hire, as the Legislature determines our budget.</p>
7	<p>What exactly are you looking for in the assessment to allow a resident, Whois capable to be left alone unattended for up to 2-4 hours?, what should a provider do if the case manager refuses to include that info?</p>	<p>Home and Community Services does not assess whether a client may be left unattended. The CARE assessment reflects an individual's personal care needs by assessing self performance on Activities of Daily Living (388-106-0010), assistance needed with body care and medication management as well as Instrumental Activities of Daily Living. Please review WAC 388-106-0050 through 388-106-0145 to learn more about the CARE assessment. Any known safety concerns would be documented and reflected in the Safety section of the Assessment Details.</p>
8	<p>Which region is Pierce?</p>	<p>Pierce County is located in Region 3.</p>
9	<p>DDA Case Managers Usually mention in the Assessment that client is "safe to be left unattended" when client can evacuate in an emergency and ask for assistance, and consents to be left unattended. But HCS CM refuse to mention in the assessment that resident is "safe to be left unattended." Does HCS have a different policy about mentioning that resident is safe to be left unattended?</p>	<p>See response to Question 7.</p>
10	<p>Will we possibly be seeing a daily rate increase come 7/1/2023 do you know?</p>	<p>Please view the Tentative Collective Bargaining Agreement 2023-2025. https://ofm.wa.gov/sites/default/files/public/labor/agreements/23-25/23-25AFHC-TA.pdf</p>
11	<p>Can a LPN be given meaningful day without finishing one year?</p>	<p>Generally an AFH has to be contracted for at least 12 months prior to providing Meaningful Day services. Please reach out to the Meaningful Day Manager to discuss your specific situation. MeaningfulDay@dshs.wa.gov</p>

12	Is it possible we can get assessment having a true reflection of client needs Resident needs since we do always find clients needs not fully detailed and especially the behaviour part	Thank you for this feedback. Our goal is always to provide a CARE assessment that will be helpful to the provider while capturing the information provided by the client and collateral contacts. We are planning staff trainings to assist our assessors as they return to doing in-person visits.
13	Can you put your phone numbers in the introduction slide please? Are are we going to get some slides?	Thank you for this suggestion. We will include contact information for our next session. We will resend the Contact Flyers as well.
14	Is there a way to konow who the case manger supervisors are? we have had alot of turnover recently?	You can contact the local HCS office to learn who your Case Manager or their supervisor is. Locate HCS office: https://www.dshs.wa.gov/AL TSA/resources
15	What is the date and time of the next meeting ?	March 29th, 2023 - 1:30-3:00 p.m.
16	What region is king county?	King County is located in Region 2.
17	Could we change dates of CEUS due not on birthdays but on a fiscal year like professional Liscence's. The birthday to birthday date is a horrible concept.	There is no plan to alter the DSHS due dates of continuing education requirements at this time.
18	What is DDA?	Developmental Disabilities Administration or DDA. DDA works with individuals living with developmental disabilities to live in, contribute to, and participate in their communities and to realize their greatest potential. They offer case management, individual and family waiver services, and employment and community access services and more.
19	Have been a provider for more than 10years and contracted with ECS for a while. Unfortunately never had an opportunity to care for an ECS client due to the population I served. I was caring for challenging low functioning DD. Now that I'm transitioning to serve the Hcs population, how can I be contracted for sbs? I was told that I have to serve ECS clients first before getting contracted with sbs. As a provider serving challenging DD clients, does it not not count to be considered for the sbs contract?	Please contact the Resource Specialist for your area. They will discuss your experience and see if you meet the criteria for an ECS or SBS contract. Region 1 (Eastern Washington) Brittany.Dayton@dshs.wa.gov Region 2 (King County and North to Whatcom County) Tuong.Pham@dshs.wa.gov Region 3 (Pierce, Clark, Clallam, Jefferson, Mason, Grays Harbor, Kitsap, Thurston, Pacific, Wahkiakum, Cowlitz and Skamania counties) Michele.Woolley@dshs.wa.gov
20	Can you be a provider if you only have a conditional status or do you have to be a citizen?	Please review General Qualifications outlined in WAC 388-76-10057. Citizenship is not required.

21	Hi I'm burning out trying to find client placement for my client	I'm not sure I understand this question, if your resident is looking for a new residential setting, you could speak with their Case Manager for ideas in the area.
22	1.Providers are getting clients with very low daily rates, for example on AIDA. Case managers keep telling us the rates cannot be raised. why the low rates? 2. ETR committee has become very unreasonable. They just keep denying ETRs. Why is this?	Rates are determined through a bargaining process based on AFH location and client's CARE classification grouping. Rates are set and not subject to individual negotiation. Current rate can be found here: https://www.dshs.wa.gov/altsa/management-services-division/office-rates-management Each request for an Exception to Rule (ETR) is reviewed on a case by case basis in accordance with WAC 388-440-0001. The client's situation must differ from others within their designated CARE classification group to be approved or partially approved for an ETR. We are working on a comprehensive training about the ETR process for AFH providers that will be available in 2023.
23	if a client transition from private to medicaid and the family still wants them to retain the private room, are they allowed to pay the extra charges for the room which is not included in the daily rate?	The AFH Contract reads that the contractor will accept the DSHS payment and the Client portion as sole and complete payment for services provided under the contract (#3, e)).
24	Can the SBS social worker deny application for SBS? Ecs provider for 5 years and SBS worker said he can deny request for SBS. Does he have that authority? Ecs case manager For the provider not client	The client must be in need of ECS/SBS services as determined through a CARE assessment (WAC 388-106-0342). Case reviews occur as needed, but at least every six months, to ensure behavior support plans are relevant and the client continues to need ECS or SBS services.
25	Since there is also a Cargiver shortage is there a plan to wave some of the initial Cargiver requirements to work in AFHs?	No. The legislature did not give the department authority to wave training requirements. We have, however, extended the timeframe for caregivers to complete basic training, to earn certification as provided in WAC 388-112A-0081 and WAC 388-112A-0613.
26	Can we have all the regions and covering counties under send to our emails with the contact person?	The Regional Contact Flyers will be included with the QA responses. You may also contact your local HCS office directly if you need to identify the assigned Case Manager for an individual. https://www.dshs.wa.gov/AL TSA/resources
27	How to get the contract? Online?	Please see response to question 19. Thank you.