



2022

# Annual Impact Report



**Long-Term Care Foundation**

of Washington State

# CELEBRATING A YEAR OF GROWTH AND OPPORTUNITY

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*To our valued friends, colleagues, partners, and the adult family homes of Washington we are so honored to serve:*

With the very best wishes of our Board of Directors, Advisory Council, and staff, we are pleased to present our 2022 Annual Impact Report. We hope it will inform and engage you about our work at The Long-Term Care Foundation and the Adult Family Home Training Network.

This report highlights our priorities and accomplishments in FY22 (July 1, 2021 – June 30, 2022), including:

- adding two new difference-makers to our team—Zenaida Almodovar, Workforce Development Specialist, and Cassheina Penfield, Recruiting Specialist
- increasing the number of sponsored individuals in our Pilot Program to 636 (our goal was 125-150)
- enriching the relevance and value of our Pilot Program by adding AFH Administrator, CNA, HCA to CNA Bridge, and HCA Refresher trainings
- helping 30 adult family homes recruit and hire new caregiver
- expanding our webinar series on HR Best Practices and the ProviderOne Payment System
- achieving all the deliverables in our vendor contract with the Department of Social and Health Services (DSHS)

We are pleased to conclude our report with a heartwarming story from some participants in our Pilot Program and an uplifting message from Laura Vaillancourt, a member of our Board of Directors and Advisory Council.

Like you, we continue to find our way through and beyond the pandemic. We are proud of what we have accomplished but mindful of how much more we have to do to reach, serve and support adult family home owners and caregivers across Washington State as your partner in workforce development. You energize and inspire us—thank you!

Onward together in 2023...



Bob Le Roy  
Executive Director



John Ficker  
Board Chair

## OUR BOARD OF DIRECTORS

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### **John Ficker**

*Board Chair*  
Executive Director,  
Adult Family Home Council

### **Anderson Jolly**

Owner/Founder  
Ready Meds Pharmacy

### **Dorothy Schlimme**

Owner, Dorothy's Angel Haven

### **Elizabeth Page**

Executive Director  
Sean Humphrey House

### **Gene Nassen**

Owner, Genteel Establishment

### **Laura Vaillancourt**

Licensed Mental Health Counselor

### **Madonna Maxaner**

Owner, Dayspring Adult Family Home

### **Sangeeta Saigal**

Attorney at Law, Saigal Services

## OUR ADVISORY COUNCIL

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### **Amy Degon**

Community Relations Manager  
MyMedSupplies

### **Evelyn Galasso**

Owner, Dream Haven AFH

### **Sandy Harper, MBA**

Health and Medical Program Manager  
Community Colleges of Spokane

### **Patricia Hunter**

Washington State Long-Term Care Ombuds

### **Sarah Lane, HCA**

Owner/Instructor  
S & H Training Center, Inc

### **Faduma Mursal, RN, BSN**

Director of Training  
Washington Care Academy

### **Amy Thomas**

Owner, AFH Solutions

### **Laura Vaillancourt**

Licensed Mental Health Counselor

### **Robin VanHying, MSN, RN**

CEO/Director of Training & Development  
Cornerstone Healthcare Training Company, LLC

### **Jim Wilgus**

Regional Leader/Executive Director  
Alzheimer's Association

## OUR STAFF

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### **Bob Le Roy**

*Executive Director*  
bob@ltcfwa.org

### **Shereice Brown**

*Workforce Development Manager*  
shereice@ltcfwa.org

### **Zenaida Almodovar**

*Workforce Development Specialist*  
zenaida@ltcfwa.org

### **Cassheina Penfield**

*Recruiting Specialist*  
cassheina@ltcfwa.org

### **Jessica Griffin**

*Communication & Administration  
Specialist*  
jessica@ltcfwa.org

## OUR MISSION

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The mission of The Long-Term Care Foundation (LTCF) is to improve and develop access to high-quality long-term care services through public awareness, community connections, and a well-supported long-term care workforce.

## OUR PURPOSE

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As required by Senate Bill 5672, The Long-Term Care Foundation is the non-profit organization created to develop and manage the Adult Family Home Training Network (AFHTN) established by the exclusive bargaining representative of adult family homes designated under RCW 41.56.029 with the capacity to provide training, workforce development, and other services to adult family homes (AFH).

## OUR FUNDING

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Senate Bill 5672 further directs the parties to the collective bargaining agreement—the Adult Family Home Council, Office of Financial Management, and Department of Social and Health Services (DSHS)—negotiate a Memorandum of Understanding to provide for contributions to the Adult Family Home Training Network. Pursuant to the terms of a Vendor Contract, the Department of Social and Health Services and The Long-Term Care Foundation will allocate funding to build the Adult Family Home Training Network through a portion of the negotiated training benefit outlined in the collective bargaining agreement.

## WE WORK FOR YOU

Our goal is to work for AFH providers across the state, which is why we base our work on direct feedback from owners and providers through our bi-annual surveys. Here are a few examples of questions and responses from our Winter 2021 Survey and how these results have directly led to our work today.

*Q14: What type of training does your staff need to complete in order to be compliant?*

Top Three Results  
 1) 1 HCA  
 2) Nurse Delegation  
 3) Mental Health

*Q15: On average, how long is it taking your staff to complete training and testing?*

Top Three Results  
 1) 1-3 months (37%)  
 2) 3-6 months (30%)  
 3) 6-9 months (18%)

*Q17: What HR topics would you like to learn more about?*

Top Three Results  
 1) Recruiting Staff  
 2) HR Policies and Procedures for My AFH  
 3) Retaining Staff

The question regarding types of training needed for compliance (Q14), affirmed our work in partnering with training companies all across the state to ensure wherever a provider needed it, they could receive the necessary training through our Pilot Program. Regarding the timeline of completing testing and training (Q15), our Workforce Development Team tracks and records the training process with every student of the Pilot Program from start to finish. This not only provides the data needed to reflect the obstacles that prolong the completion process, but also help give us what we need to advocate for more available testing centers. On the topic of Human Resource topics (Q17), we took these responses and created a series of webinars over the course of the year with a focus on these top three responses to HR needs.

### We want to hear from you!

Make your voice heard! Don't miss our next survey, fill out the contact form on the home page of our website to be added to our email list. Stay up-to-date with events, webinars, Pilot Program updates and more!

# OUR SECOND FULL YEAR

JULY 1, 2021 - JUNE 30, 2022

JUL 2021	Expanded qualifying Pilot Program offerings to include AFH Administrator, CNA, HCA to CNA Bridge, and HCA Refresher Trainings
AUG 2021	<ul style="list-style-type: none"> <li>- Published 2021 Annual Impact Report (July 2020-June 2021)</li> <li>- Updated Communications Plan for FY23</li> </ul>
SEPT 2021	<ul style="list-style-type: none"> <li>- Promoted Shereice Brown to Workforce Development Manager</li> <li>- Presented overview of our work to over 280 attendees at AFHC Virtual Fall Conference</li> <li>- Published results of Spring 2021 Online Survey</li> </ul>
OCT 2021	Welcomed Zenaida Almodovar as Workforce Development Specialist
NOV 2021	Increased number of community instructor training partners to 27
DEC 2021	Recorded over 3,200 visits to our website year-to-date
JAN 2022	With DSHS, presented two in continuing series of ProviderOne webinars
FEB 2022	Hosted regular quarterly meeting of Foundation's Advisory Council
MAR 2022	<ul style="list-style-type: none"> <li>- Accepted 101 sponsored individuals in Pilot Program in one month</li> <li>- Hosted first "Conversation with The Long-Term Care Foundation"</li> <li>- Presented two in continuing series of HR Best Practices webinars</li> </ul>
APR 2022	Welcomed Cassheina Penfield as Recruiting Specialist
MAY 2022	Presented webinar on recruiting AFH staff to approximately 200 attendees at AFH Council Virtual Spring Conference
JUN 2022	<ul style="list-style-type: none"> <li>- Received confirmation that funding from State of Washington for Foundation and Training Network will double effective July 1, 2022</li> <li>- Achieved all deliverables in vendor contract with DSHS</li> <li>- Accepted 636 sponsored individuals in Pilot Program from December 20, 2020 through June 30, 2022</li> <li>- Updated Strategic Plan and Operating Budget for FY23</li> </ul>

# COMMUNICATION & ENGAGEMENT

## Website

www.longtermcarefoundationwa.org

8,574

visits

## Facebook

@LTCFWA

727

follows

644

likes

## Monthly Emails

69

emails  
sent

each sent to  
over **3,100**  
recipients

## Webinars

15

webinars

1,288

attendees

## Semi-Annual Online Surveys

135

responses  
to Winter  
Survey

## Events/Conferences

Presented at and/or  
attended 4 tribal events

Attended 10 Adult Family Home Council  
(AFH Council) Chapter Meetings

Presented at AFH Council  
Virtual Fall Conference

Presented at AFH Council  
Virtual Spring Conference

Presented at and/or participated in 34  
events hosted by partner organizations\*

*\*Alzheimer's Association, DSHS Resource  
Support & Development Team, Washington  
State Senior Citizens' Lobby, Workforce  
Development and Retention Group*

# WORKFORCE DEVELOPMENT

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*From our Workforce Development Team*

"My work as the Workforce Development Manager at the Long-Term Care Foundation is evolving.

I appreciate and value all my interactions with the adult family home community. As we continue to experience success and growth with our Pilot Program, I am grateful for the impact it has made so far and will continue to make.

The pilot program has exceeded our expectations and one of the many things I would like to focus my attention on is helping and seeing more individuals get certified. I would like to create a partnership with the caregivers and providers to achieve this goal. We still have a small percentage of certified individuals that have fully completed training and obtained certification. My hope would be to support those needing our assistance and highlight any successes or concerns with the certification process."

## **Shereice Brown**

Workforce Development Manager

"A major success for the Pilot Program Workforce Development is its continued growth, surpassing expectations and goals.

We offer continued guidance and support whether it is helping the provider find a school, helping with the process of the DOH applications and testing portion of the process, or answering any questions that may arise. We keep up with each student's progress along the way, and we are able to efficiently gather data that helps us improve the program and increase awareness of challenges providers face that we would not know of otherwise.

My biggest challenge is communication. I hope to see most if not all of our students finish their courses, and I try to establish a relationship with each caregiver and provider so they feel comfortable asking for guidance if needed. My goal is to help each and every Medicaid-contracted adult family home have trained caregivers that can provide the care the residents need and take one thing off the providers' plates in this process."

## **Zenaida Almodovar**

Workforce Development Specialist

"My position as a Recruitment Specialist is very rewarding.

As a recruitment specialist I receive emails weekly from providers who are in need of caregivers. Working with these homes means more than just finding someone to fill a position, it means finding that perfect fit in a place that cares for our loved ones. As the Pilot Program grows, more and more people are becoming aware that they are no longer in this alone. We are here to help every step of the way. From finding that perfect caregiver to add to their homes, to finding someone with the heart to become that perfect caregiver.

This is a time where recruiting caregivers has proven to be incredibly challenging. It can often be frustrating when you have several applicants apply and not one of them answer your calls, text, or emails. In spite of the workforce crisis, we are all experiencing right now, I know that just being able to help adult family homes in need makes me feel good. I want the adult family home community to know they are not alone."

## **Cassheina Penfield**

Recruiting Specialist

## OUR PILOT PROGRAM

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### Sponsored Applicants

Number of Sponsored Applicants - **636**  
 Number Who Have Dropped Out - **93**  
 Number Who Have Completed Training - **160**  
 Number Who Have Passed Test and  
 Have Been Certified as an HCA or CNA - **26**  
 Number of Individuals Looking for Work in AFHs  
 Matched with AFHs Wanting to Hire Caregivers - **30**

### Location of Sponsored Applicants

Metropolitan (Urban) - **536**  
 Non-Metropolitan (Rural) - **100**  
 Eastern Washington - **170**  
 Western Washington - **466**

### Trainings Provided to Sponsored Applicants

Adult Education - **30**  
 AFH Administrator Training - **98**  
 CNA - **95**  
 HCA - **355**  
 HCA to CNA Bridge - **54**  
 HIV/AIDS - **44**  
 Specialty Training - **336**

### Funds Expended for Eligible Adult Family Homes and Sponsored Applicants

Training Costs Paid to Community Instructors - **\$342,838**  
 Time Costs Reimbursed to Eligible Adult Family Homes - **\$142,380**  
 Total - **\$485,218**

### Looking Ahead

In FY23, given a substantial increase in funding and greater awareness of our work across the adult family home community, we believe we could accept 600 new sponsored individuals into our Pilot Program. Managing and tracking this significant and continuing growth will provide us with opportunities and challenges. Our regular contact with participants in the Pilot Program allows us to not only offer support and guidance, but also gather vital information and data to inform the evaluation and improvement of processes, procedures, and regulations. More information about the Pilot Program and links to the applications for eligible adult family homes and individuals may be found on our website: [Pilot Program | LTCFWA \(longtermcarefoundationwa.org/pilotprogram\)](https://www.longtermcarefoundationwa.org/pilotprogram).

## OUR STRATEGIC PLAN

Our first Strategic Plan is a blueprint for how we intend to serve and support the long-term care workforce in adult family homes across Washington State. This three-year plan is framed by five Strategic Objectives:

### **Enhancing Effective Communications**

Increasing awareness among our clients and stakeholders about the relevancy and value of the Long-Term Care Foundation and the Adult Family Home Training Network as resources for required training and workforce development requires the continued development and implementation of a multi-platform communications plan including the following elements: web presence, social media presence, regularly scheduled emails and webinars, periodic mailers, online surveys, meetings and conferences, and an annual impact report. Our messaging will inform stakeholders about events, resources, surveys, trainings, workforce development, and adult family home stories. It will be delivered to all bargaining unit members and other stakeholders.

### **Activating Meaningful Stakeholder Engagement**

In order to optimize the benefits of The Long-Term Care Foundation and the Adult Family Home Training Network for the adult family home providers and staff we serve, we must continue to inform and solicit input from all our stakeholders, including tribal partners, and involve them in informing the process of delivering the required training and developing effective strategies for growing the caregiver workforce.

### **Delivering Required Training**

Given our mandate from the Legislature and our contract with the Department of Social and Health Services (DSHS), our top priority is delivering the training required for an individual to become certified as a Home Care Aide (HCA) or Certified Nursing Assistant (CNA) and/or complete selected approved trainings to further long-term care worker professional and career development.

### **Strengthening Workforce Development**

Growing the long-term care workforce is essential if we are to meet current and projected needs for qualified, well-trained, well-supported caregivers in adult family homes. Elevating caregiving as a career opportunity will help mitigate the rampant turnover among adult family home caregiving staff.

### **Building Our Infrastructure**

Growing the number and enhancing the roles of staff and volunteer leadership are essential to expanding the reach and impact of The Long-Term Care Foundation and the Adult Family Home Training Network. As the depth and breadth of our work grows, we must ensure that the Foundation, through the Network, has the resources to implement its mission, satisfy the terms of our contract with the Department of Social and Health Services, and—most importantly—deliver required training and related services to more adult family home owners and staff in more places.

## OUR COMMUNITY INSTRUCTORS

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**B&D Solutions**

253-312-7032

**Blossom Health Care LLC**

253-945-8332

**Brilliant Concepts Trainers, LLC**

253-426-0259

**Career in Caregiving, LLC**

360-748-3112

**Caregiver for Hire USA, LLC**

253-517-3182

**Care Plus Home Health, Inc**

360-373-8016

**Clark College**

360-992-2939

**CNA School of Longview Inc**

360-644-3970

**CNA Training School of Nursing, Inc**

360-546-0098

**Columbia Safety, LLC**

info@columbiasafty.net

**Community Colleges of Spokane**

sandy.harper@ccs.spokane.edu

**Cornerstone Health Care  
Training Company LLC**

206-673-2919

**Crystal Point CNA Training School**

206-819-0361

**Divine CNA Training**

253-874-0184

**Dr Eli Home Care Training, LLC**

hardlaborwk@yahoo.com

**Green River Community College**

253-833-9111

**Headway Nursing Services**

1-800-380-4929

**Health Professionals Institute**

1-800-380-4929

**Highline Community College**

206-592-4399

**Home Aide Training Center LLC**

253-893-9768

**Lewis-Clark State College**

208-792-5272

**Long Term Care Education  
Associates LLC**

360-787-3172

**Maples Consulting & Training**

425-501-6444

**MedSmart Academy**

425-737-1605

**North Care Training**

425-239-5027

**North Seattle Continuing Education**

206-934-3619

**Northwest NAC Training**

360-882-0101

**Nursing Assistant Training Institute**

206-546-1120

**ProCare Academy of Washington**

hardlaborwk@yahoo.com

**S&H Training Center**

360-539-7423

**SPOTTS Consulting**

360-921-3610

**St. Therese Training and CE**

909-680-5857

**Sparrow Health Care**

509-290-5489

**Sunrise Services Caregiver Training**

360-755-3801

**The Beyond LLC**

203-214-5768

**Visiting Angels**

253-537-3700

**Washington Care Academy LLC**

206-306-6588

## A STORY FROM OUR PILOT PROGRAM



"As a provider, I am very grateful to The Long-Term Care Foundation Pilot Program. I learnt of the program through the Adult Family Home Council, who referred me to Zenaida.

Our overall experience with the Pilot Program has been positive. The process to certification was made easy thanks to the great help received from Zenaida: by being accessible, her timely response to questions, following up on our concerns, a good recourse person.

For my caregivers: it was convenient, faster certification time, classes were offered virtually and at their individual pace.

We now have qualified staff, who gained their certificates through a convenient facilitatory program free of cost."

**Lenna**

## MISSION MOMENT

*A Message from Laura Vaillancourt, Long-Term Care Foundation  
Board Member and Geriatric Mental Health Specialist*



I have recently been reflecting on my good fortune of being in the position to do 'work' that feeds my spirit. I use quotes around the word work because what I get to do every day is filled with learning, growing and connecting with others and does not feel like work at all.

I remember deciding in graduate school that I wanted to work with the aging population and those that care for older adults. When I tapped into my natural interests and my history growing up in a nursing home environment, it was as if my path was already laid out for me.

After working for years in hospital and skilled nursing settings, I started my own counseling and care management practice and secured a contract with DSHS for their new "Roads to Community Living" program. This pilot program included a service that provided counseling and challenging behavior consulting to individuals who were transitioning from higher levels of care into adult family home settings and providing support to the Adult Family Homes. I had no idea how rewarding this work would be for me.

I had and continue to have the privilege to meet and connect with so many like-minded people, people who are drawn to the world of caring, healing and supporting older adults and those with disabilities. My AFH colleagues are owners, providers and caregivers. But more than that, they are advocates, angels, friends. They are counselors, teachers, protectors. I have learned more about the human condition by working with AFH providers than in all my years of education, training and working in medical settings.

It is such an honor for me to serve on the board of the Long-Term Care Foundation. I view this opportunity as a tangible way to support providers in doing the most important work of all- caring for our most vulnerable.

***"The true measure of any society can be found in how it treats its most vulnerable members" Mahatma Gandhi***

It is my deepest privilege to get to work alongside and learn from those that continue to give of themselves every day.

Laura Vaillancourt, LMHC, GMHS  
Licensed Mental Health Counselor  
Geriatric Mental Health Specialist  
Eldercare Counseling and Guidance Services



3309 Capitol Blvd SW  
STE 1  
Tumwater, WA 98501

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A special thanks to the Adult Family Home Council  
for their work and support!



The Long-Term Care Foundation of Washington State (LTCF) will be working to operationalize an Adult Family Home Training Network (AFHTN) as prescribed in **Second Substitute Senate Bill 5672**, enacted during the 2019 Legislative Session. This bill was passed thanks to the tremendous efforts of the Adult Family Home Council, who work to improve the lives and well-being of vulnerable adults through the support of adult family homes.

To learn more/Become a member:

[www.adultfamilyhomecouncil.org](http://www.adultfamilyhomecouncil.org)  
[info@adultfamilyhomecouncil.org](mailto:info@adultfamilyhomecouncil.org)  
(360) 754-3329

## Stay Connected with Us!

Phone: (360) 764-7233

Email: [info@ltcfwa.org](mailto:info@ltcfwa.org)

Facebook: @LTCFWA

Website:  
[www.longtermcarefoundationwa.org](http://www.longtermcarefoundationwa.org)