

2020

**ANNUAL
IMPACT
REPORT**



Long-Term Care Foundation

of Washington State

Introducing: The Long-Term Care Foundation

OUR FIRST SIX MONTHS

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

On behalf of our Board of Directors and staff, we are pleased to present our first Annual Impact Report. We hope you will find it an informative summary of our efforts and an affirmation of our commitment to inform, educate, and support adult family owners and staff across Washington State.

As you will see, this report covers not an entire year but our first six months in operation since we began our work in January 2020. Going forward, we will produce this report on August 1 of each year describing our accomplishments in the prior year, which for us, begins on July 1 and concludes on June 30.

This report highlights our priorities since January, including hiring staff, engaging our new Board of Directors, developing our initial operating budget as well as communication and strategic plans, launching a new website and Facebook page, initiating outreach to bargaining unit members and other stakeholders, contracting with our first two community instructors, and achieving all the deliverables in our vendor contract with the Department of Social and Health Services. The report concludes with a powerful message from Joe Stephens, a member of our Board, reminding us why we do this work.

The sudden impact and renewed spread of COVID-19 have changed and challenged all of us. The pandemic continues to deny us opportunities to interact in-person with adult family home owners and staff and requires us to be creative and flexible in our outreach and engagement of stakeholders.

Despite the limitations imposed by the virus, we are very pleased with how much we have accomplished in the last six months—and very aware of how much good, hard work lies ahead as we strive to become a relevant, valued, and trusted resource for those we serve. We are incredibly grateful to have you with us on this journey.

Onward together,

John Ficker
Board Chair

Bob Le Roy
Executive Director

OUR MISSION

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

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

Senate Bill 5672 further directs that 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.



Long-Term Care Foundation

of Washington State

OUR BOARD OF DIRECTORS

John Ficker

Board Chair

Executive Director, Adult Family Home Council

Patti Gray

Board Secretary

RN, Board Certified in Gerontology

Gene Nassen

Owner, Genteel Establishment

Anderson Jolly

Owner/Founder Ready Meds Pharmacy

Dorothy Schlimme

Owner, Dorothy's Angel Haven

Laura Vaillancourt

Licensed Mental Health Counselor

Joe Stephens

Owner, Green Meadows Care Home

OUR STAFF

Bob Le Roy

Executive Director

bob@ltcfwa.org

Jessica Griffin

Communication & Administration Specialist

jessica@ltcfwa.org

OUR FIRST STEPS

JANUARY - JUNE 2020

JAN

Convened Board of Directors

Hired staff

Executive Director (Bob Le Roy)

Communication & Administration Specialist (Jessica Griffin)

MAR

Developed operating budget

Created multi-platform communication plan

APR

Gathered input from stakeholders

Online survey

Conversations with training companies

MAY

Contracted with community instructors

Cornerstone Healthcare Training, LLC (Robin VanHying)

S&H Training Center (Sarah Lane, HCA)

JUN

Completed strategic plan, final report and achieved all deliverables in vendor contract

COMMUNICATIONS

We are all about *connection*. Connection between adult family homes and resources, caregivers and training instructors, the Adult Family Home Training Network and caregivers and more.

Here are some of the ways we are starting those connections:

Website

www.longtermcarefoundationwa.org

1,404
visits

Facebook

@LTCFWA

379
follows

365
likes

Monthly Emails

30
emails
sent

each sent
to 3,138
recipients

Webinars

7
webinars

845
attendees

Semi-Annual Online Surveys

411
responses

USPS Mailers

Events/Conferences

COVID-19 IMPACT

The sudden onset and renewed spread of COVID-19 have dramatically impacted adult family homes and LTCF in our development of AFHTN. Adult family home operators have been overwhelmed with challenges in responding to the virus, including daily changes to infection control guidance and reporting requirements as well as ongoing difficulties in acquiring personal protective equipment. For the Long-Term Care Foundation, the virus denied us one of our most effective means of communication and stakeholder engagement—in-person interaction with adult family home owners and staff. COVID-19 required us to be creative and flexible in delivering our messaging and gathering information. In lieu of in-person conversations, meetings, and conferences, we utilized webinars and an online survey.

Lessons Learned

Given the many challenges adult family owners continue to face related to COVID-19, we are very grateful to those who took the time to visit our website and Facebook page and attend our webinars. We realize that we must make every effort to provide information, education, and support of consistent relevance and value to our stakeholders in these distracting and disruptive times. While the webinars were an effective way of reaching stakeholders and generated some great questions in the Q & A sessions that followed our presentations, we will be exploring the use of other web-based applications to promote greater interaction with stakeholders. The online survey also proved to be an effective way of gathering input from stakeholders about their experiences, needs, challenges, and opportunities. Survey responses are informing our process of developing new and follow-up questions for future surveys as well as topics for future webinars and other trainings.

Looking Ahead

As we have no way of knowing what the future holds regarding COVID-19 response and recovery, unless and until we can resume in-person interaction, we will continue to emphasize interactive and conversational web-based applications in our outreach to and engagement of adult family home owners and staff.

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, our top priority is delivering the training required for certification as a home care aide in a manner that is accessible, affordable, and specific to the needs of adult family home providers and staff.

Strengthening Workforce Development

Growing the long-term care workforce must be a priority 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 the new long-term 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 PILOT PROGRAM

We are excited to announce plans to develop and launch a pilot program to provide financial support for tuition and time to complete the required training for new long-term care workers

We are currently working to create a framework and parameters of the pilot program, including eligibility requirements, selection criteria, selection process, and conditions for acceptance of a fixed training benefit. Based on the availability of funds and adult family homes' Medicaid occupancy, we hope to provide this training benefit to 25-50 long-term care workers working in adult family homes by June 30, 2021, as well as reimbursement to participating adult family homes for the cost of tuition and time for employees participating in the pilot program. We look forward to sharing more details about this program by October 1, 2020.

OUR NEW WORKFORCE DEVELOPMENT SPECIALIST

We're looking forward to adding to our team!

Our new ***Workforce Development Specialist*** will serve as the Long-Term Care Foundation's primary HR resource for adult family homes in Washington State. This position will play a key role in developing human resource best practice guidance, providing HR support and guidance to adult family home providers, and developing and launching our pilot program to provide financial support for tuition and time to complete the required training for new long-term care workers.



OUR FIRST COMMUNITY INSTRUCTORS



Sarah Lane, HCA **Owner, Instructor** **S&H Training Center, Inc.**

S&H Training Center delivers the highest quality caregiver training in the Puget Sound area! We offer the 75-hour Home Care Aide training, as well as Dementia, Mental Health, Nurse Delegation (Core and Diabetes), and Continuing Education. We have two locations to serve you in Olympia and Renton.

We train each student to:

- Provide excellent, patient centered care
- Pass their state exam
- Be an outstanding employee

Sarah Lane is the owner and an instructor at S&H Training Center. She is a licensed Home Care Aide and has owned and operated an award-winning home agency for more than five years. With a staff of 40 caregivers, Sarah is well aware of the knowledge and skills employers are looking for in a good caregiver. Beyond the training classes, we also help our HCA students fill out their state applications, prepare for their state exams, and allow them practice time with the manikins to hone their hands-on skills. In addition, our Olympia location also serves as a state testing site. For more information call (360) 539-7423 or email sarah@sandhtraining.com us today! You can register on our website at: www.sandhtraining.com.



Robin VanHying **Cornerstone Healthcare Training, LLC**

Robin has over 30 years of experience as a geriatric nurse, she is a licensed nursing home and assisted living administrator, and has owned and operated an adult family home. Cornerstone Healthcare Training emerged from Robin's passion for caring for others and a dedication to providing quality, convenient and affordable training for caregivers.

Since its establishment in 2010, the team at Cornerstone Healthcare Training has supported and trained over 30,000+ healthcare professionals in Washington State.

Cornerstone continues to be a pioneer in online training for caregivers, providing virtual instructor-led and self-paced e-learning training programs. This includes Home Care Aide (HCA) Training, Nurse Delegation, Nurse Delegation Focus on Diabetes, Mental Health Specialty Training, Dementia Specialty Training, Adult Education and HIV/AIDS Training, among others.

All coursework through Cornerstone is done online with the exception of the skills practice portion of the Home Care Aide training program. The hands-on skills labs are offered in six regional locations across the state.

Check us out online and start training employees today!

Website: cornerstonehealthcaretraining.com

Email: contact@cornerstonehealthcaretraining.co

Phone/Text/Fax - (206) 673-2919



Mission Moment

A Message from Joe Stephens, Long-Term Care Foundation Board Member and Adult Family Home Owner

At the time my caregiving “True North” was first illuminated in my heart, Sheryl and I had been adult family home owners for about four years. The silver lining we had when we opened our first home had begun to show the wear and tear of the realities of 24-7 responsibilities in caring for our residents and our staff. Some residents are just hard to work with. Some staff don’t care to work hard for the benefit of the residents. It is hard, frustrating work which sometimes negatively impacts my attitude toward residents.

One morning during my quiet time, I read the following:

“By wisdom a house is built, and through understanding it is established; through knowledge its rooms are filled with rare and beautiful treasures” Proverbs 24:3-4

Immediately I recognized how wonderfully this describes what we get to do as providers in our adult family homes. I call this my “compass” verse. Indeed our homes are built with wisdom. It requires understanding of the rules to stay open. With knowledge we find wonderful seniors to fill our rooms and true caregivers to work with us as we care for these rare and beautiful treasures who are our residents. Not only is this my “compass” verse, it is also my “Why” – why do I do what I do.

It is my compass verse because it brings my attitude back to true north when I’ve gotten off course. If my residents and staff are “rare and beautiful treasures” in God’s eyes, I had better care for them and treat them accordingly. It is my “why” and keeps me going when it has been particularly rough and challenging.

Caregiving is the hardest work I’ve ever done, yet is the most rewarding because it is exactly what I am called to do in this season of my life.

HOW WE GOT HERE

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
info@adultfamilyhomecouncil.org
(360) 754-3329