

2021

ANNUAL IMPACT REPORT



Long-Term Care Foundation

of Washington State

CELEBRATING OUR FIRST FULL YEAR

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 and staff, we are pleased to present our second Annual Impact Report. Again this year, we hope you will find it an informative summary of our work at The Long-Term Care Foundation and the Adult Family Home Training Network.

This report highlights our priorities and accomplishments in FY21 (July 1, 2020–June 30, 2021), including:

- Adding an important and impactful new member to our staff—Shereice Brown, our Workforce Development Specialist
- Accepting 93 sponsored individuals (our goal was 25–50) into our new Pilot Program to provide funding to create new certified Home Care Aides (HCAs)
- Helping 17 Adult Family Homes (AFHs) recruit and hire new caregivers
- Launching a webinar series on HR Best Practices
- Creating a new Employee Handbook for AFHs
- Achieving all the deliverables in our vendor contract with the Department of Social and Health Services (DSHS).

The report features a heartfelt story of two of the participants in our Pilot Program and concludes with a wonderful message from Dorothy Schlimme, a member of our Board of Directors.

As we emerge—finally—from the pandemic, we are truly inspired by the passion, tenacity, and resilience of AFH owners and caregivers across Washington State, and we look forward to sharing the journey ahead with you as your partner in workforce development.

Onward together in FY22...



Bob Le Roy
Executive Director



John Ficker
Board Chair

OUR BOARD OF DIRECTORS

John Ficker

Board Chair

Executive Director, Adult Family Home Council

Anderson Jolly

Owner/Founder Ready Meds Pharmacy

Dorothy Schlimme

Owner, Dorothy's Angel Haven

Gene Nassen

Owner, Genteel Establishment

Joe Stephens

Owner, Green Meadows Care Home

Laura Vaillancourt

Licensed Mental Health Counselor

Madonna Maxaner

Owner, Dayspring Adult Family Home

Sangeeta Saigal

Attorney at Law, Saigal Services

OUR STAFF

Bob Le Roy

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Shereice Brown

Workforce Development Specialist

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Jessica Griffin

Communication & Administration Specialist

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WHO WE ARE

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 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 Fall 2020 Survey and how these results have directly led to our work today.

*Q11: Where do you struggle with your existing training process?
(Check all answers that apply)*

Top Three Results

- 1) AFHs not having the time or money to train staff - 62.09%
- 2) Cost of training - 53.59%
- 3) Availability of training - 50.98%

Q16: Do you consistently have all the staff you need?

Results

- 1) No - 62.67%
- 2) Yes - 37.33%

Q18: It's easy to find one or more qualified candidates when I need one.

Top Three Results

- 1) Strongly Disagree - 53.59%
- 2) Disagree - 33.99%
- 3) Agree - 8.50%

Q19: I need help finding qualified candidates.

Top Three Results

- 1) Strongly agree - 47.68%
- 2) Agree - 45.03%
- 3) Disagree - 5.96%

Q21: Would you hire someone with no training/credentials if training was provided?

Results

- 1) Yes - 78.95%
- 2) No - 21.05%

The questions regarding training and finding qualified staff have led to our continual promotion of our Pilot Program (Q11, Q18, Q21). The questions regarding the difficulty in finding qualified caregivers or not having enough staff are being addressed as Sheriece Brown, our Workforce Development Specialist, assists homes with recruitment by posting ads for caregivers and connecting those individuals to homes in need of staff (Q16, Q19).

We want to hear from you!

Our Spring 2021 Survey is going on now! In order to build and provide you with the most successful Adult Family Home Training Network, we would like to hear from you about your experiences regarding recruitment, training, and workforce development in your homes.

www.longtermcarefoundationwa.org/survey

OUR FIRST FULL YEAR

JULY 1, 2020- JUNE 30, 2021

AUG 2020

Introduced first Annual Impact Report (January-June 2020)

SEP 2020

Hired Shereice Brown as Workforce Development Specialist

OCT 2020

With DSHS, hosted first series of ProviderOne webinars

Launched Fall 2020 online survey

DEC 2020

Launched Worker Sponsorship Pilot Program

JAN 2021

Recruited first new caregiver for AFH

FEB 2021

Increased number of contracted community instructors to eight

MAR 2021

Created and introduced new employee handbook for AFHs

Introduced first in new series of HR Best Practices webinars

APR 2021

Completed first pilot program progress report

MAY 2021

Introduced new webinar on employee handbook

JUN 2021

Launched Spring 2021 online survey

Included Adult Education as qualifying training for pilot program

Updated strategic plan and operating budget for FY22

Achieved all deliverables in expiring vendor contract with DSHS

Finalized terms of new two-year vendor contract with DSHS

COMMUNICATION & ENGAGEMENT

Website

www.longtermcarefoundationwa.org

6,917
visits

Facebook

@LTCFWA

646
follows

582
likes

Monthly Emails

62
emails
sent

each sent to
over 3,300
recipients

Webinars

13
webinars

1,235
attendees

Semi-Annual Online Surveys

153
responses
to Fall
Survey

Events/Conferences

Presented at and/or
attended 5 tribal events

Attended 15 Adult Family Home
Council (AFHC) Chapter Meetings

Presented at AFHC
Virtual Fall Conference

Presented at AFHC Virtual
Spring Conference

Presented at and/or participated in 27
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

From our Workforce Development Specialist, Shereice Brown

In September 2020, I was hired by The Long-Term Care Foundation as a Workforce Development Specialist to serve as a resource to adult family homes in Washington State.

Pilot Program

A major success for Workforce Development was the development and implementation of the pilot program. The pilot program provides funds to eligible adult family homes to cover the cost of the training necessary for their caregivers to become certified as Home Care Aides. By June 30, 2021, we accepted 93 sponsored individuals into the pilot program. I am extremely excited to have surpassed our goal, which was accepting 25-50 sponsored individuals. Another important part of the pilot program for me is checking in with all the participants during their progress towards certification. During COVID-19, most Home Care Aide trainings were offered online and at the convenience of the student. I want to get regular updates from individuals, so if they have any questions along the way I could help answer them. The updates also provide important data for me to use to improve and assist students in completing their training and getting certified.

HR Support and Guidance

As more adult family homes become aware of The Long-Term Care Foundation and the services we provide and assist with, the more questions I receive. I get questions from providers asking about recruiting, job descriptions, performance management, hiring and training requirements. I developed an HR FAQ (Frequently Asked Questions) document to capture questions asked via email, over the phone and during HR Webinars. The HR FAQ is updated periodically on our website at www.longtermcarefoundationwa.org/resources as I continue to receive questions.

We developed an employee handbook for our use at The Long-Term Care Foundation and offer it to be used as a template for adult family homes in Washington State. You can find and download the employee handbook in the Resources section on our website at www.longtermcarefoundationwa.org/resources.

The employee handbook is proving to be a great resource, helping new adult family home providers and even those that have been around for a while implement important policies and procedures. It also serves as a valuable overall guide for recruiting and hiring new employees.

There is a huge caregiver recruiting crisis going on right now. The loss of just one caregiver in an adult family home can be critical. In hopes of helping with this ongoing issue, I have been helping adult family homes with recruiting assistance. I acknowledge that some adult family homes do not always have the right resources or time to recruit new caregivers for their homes. So far, I have been able to recruit 17 new caregivers. Some of these caregivers have their Home Care Aide licenses already. For the ones that were interested in being trained as a Home Care Aide, I matched them with adult family homes looking to hire caregivers. I help strategize and brainstorm innovative ideas on finding caregivers.

As recruiting continues to be a challenge, I will continue to do all I can to help adult family home providers address this critical need.

HR Training and Helpful Webinars on ProviderOne

The Long-Term Care Foundation provides several, helpful, interactive webinars. You asked, and we listened to your feedback about wanting training on HR topics most important to you. In March 2021, I launched our HR Best Practices series, with an overview of HR Best Practices for adult family homes. I also present webinars to review key highlights from the employee handbook. In addition, I team up with DSHS (Department of Social and Health Services) instructors quarterly to do ProviderOne trainings.

I am very proud of what we have accomplished so far and excited about opportunities to expand the scope of our pilot program and truly become a partner in workforce development for all adult family homes in Washington in the years ahead.

OUR PILOT PROGRAM

Sponsored Applicants

Number of Sponsored Applicants - **93**
 Number Who Have Dropped Out - **14**
 Number Who Have Completed HCA Training - **13**
 Number Who Have Passed Test - **1**
 Number of Individuals Looking for Work in AFHs
 Matched with AFHs Wanting to Hire Caregivers - **17**

Location of Sponsored Applicants

Metropolitan (Urban) - **75**
 Non-Metropolitan (Rural) - **18**
 Eastern Washington - **34**
 Western Washington - **59**

Trainings Provided to Sponsored Applicants

Core Basic + Orientation and Safety - **4**
 Dementia + Nurse Delegation Core - **3**
 Dementia + Mental Health + Nurse Delegation Core - **1**
 HCA - **19**
 HCA + Dementia + Mental Health - **22**
 HCA + Nurse Delegation Core - **42**
 Mental Health + Core Basic - **1**
 Nurse Delegation Core - **1**

Funds Expended for Eligible Adult Family Homes and Sponsored Applicants

Training Costs Paid to Community Instructors - **\$46,832.00**
 Time Costs Reimbursed to Eligible Adult Family Homes - **\$15,996.00**
 Total - **\$62,828.00**

Looking Ahead

In FY22, the Pilot Program will be expanded, and the sponsorship benefit will be available to cover the cost of the training necessary for a sponsored 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. These trainings include an HCA/CNA Alternative Bridge Program, Adult Education, and Adult Family Home Administrator Training. More information about the Pilot Program and applications for eligible adult family homes and individuals may be found on our website: Pilot Program | LTCFWA (longtermcarefoundationwa.org).

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 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 COMMUNITY INSTRUCTORS



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A STORY FROM OUR PILOT PROGRAM



"I am so thankful that I was able to be in this program!

You have the freedom to do it on your own time! You could go through multiple modules on the weekends, or you could spread them out so you can do them an hour or two a day! The modules were very digestible; I never felt overwhelmed with the materials. Also, they explain all of these concepts through videos, which was very helpful for me because I'm more of a visual learner. Students were also required to pass videos to assess your skills, and the instructors were very responsive and will give you proper critiques to improve. I feel prepared to take on the licensing exam after going through this course!

I really recommend this program to anyone who's interested in becoming a home care assistant!"

Mario

Elsa's Sponsored Individual

"As an AFH provider, I thank you for launching this course and including Mario as part of the pilot program. This will be a huge help for making the training course accessible to anyone who wants to become a home care assistant in a matter of months online."

Elsa **AFH Provider**

MISSION MOMENT

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



My husband, Thomas, and I got into the Adult Family Home business first to manage as we finished getting our training together in January of 2001. We got licensed in July of the same year, and we quickly realized that this was the most rewarding service we could do for our community with our rich backgrounds. Thomas grew up in a military family volunteering in the elderly community of Clinton Minnesota, and I grew up in a missionary village in Kenya, where I would occasionally help in the group home that our local church had started that took care of the elderly.

Coming into the AFH industry, we met two providers, Martin and Audrey Woodin, and they encouraged me to become a member of the Adult Family Home Council. They were so willing and giving and helped us through the application and purchase process of the last AFH they had. I quickly learned to do things right with proper training, which has been my focus in the last ten years, changing our industry and leaving it better than I found it. Our faith in God has been our greatest part because we love on the people we care as if they were our own family. Though regulations have been tough, we continue to strive in our passion in loving and caring for our community that is in need and leading others.

Dorothy Schlimme

AFH Provider, Angel Haven Estates Inc., Auburn, WA
Adult Family Home Council Vice Chair, Long-Term
Care Foundation Board Member



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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
info@adultfamilyhomecouncil.org
(360) 754-3329

Stay Connected with Us!

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