



# ANNUAL REPORT



Adult Family Home Council

OF WASHINGTON STATE



*a year's overview*

# WHERE WE ARE NOW



## To the Adult Family Homes of Washington,

I have had the pleasure of being a part of the Adult Family Home Council for seven years now. Each year has been filled with challenges and successes. Each year has taught me an even greater appreciation of your hard and selfless work. This last year has been no exception.

We have had some fantastic and important moments for adult family homes in the last year. Our advocacy through collective bargaining has resulted in rate increases in July of 2019 and again in January of 2020. We have implemented new policies to hold DSHS accountable for timely and accurate assessments. We provided thousands of individuals with hundreds of hours of continuing education. Our highly trained staff have helped hundreds of adult family homes with issues ranging from starting an AFH, admitting a resident or clarifying WAC.

Additionally, we worked to create a new nonprofit organization dedicated to supporting the workforce and training needs of adult family homes, The Long-Term Care Foundation. The Foundation will be funded through DSHS to provide support to adult family homes in the hiring, training, and retaining of qualified staff.

Perhaps the biggest moment for the adult family home industry was the passage of the ESHB 1023 that allows qualified AFHs to apply for an expanded capacity of 7 or 8 beds. This means a new growth opportunity for some homes. It also means that we can be responsive to the increasing demand for long term care services across Washington.

Many of these accomplishments might be overlooked in the outbreak of COVID-19 and the worldwide pandemic. We were disappointed to cancel our spring conferences and chapter meetings. We are concerned about the isolation that visitor restrictions create. While the outbreak has been hard on residents, families, providers, and staff, we should all be proud of how adult family homes have responded. We have witnessed providers pulling together to support each other with staffing and PPE. Our infection rate was dramatically lower than any other long-term care setting. COVID-19 will change our work over the next couple of months and years, but I have faith in the hard-working providers to rise to the challenge.

I look forward to being a part of the future and growth of adult family homes in Washington.

**JOHN FICKER**

EXECUTIVE DIRECTOR



# OUR MISSION

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



**Advocacy**



**Education**



**Marketing**



**Support**

## The Adult Family Home Council Board of Directors

**Region 1:** Kim Erwin

**At Large Delegate:** Daniela Torkelson

**Region 2:** Jenna Hester

**At Large Delegate:** Jeannie Schmid

**Region 3:** Edwin Bondoc

**At Large Delegate:** Bonnie Bruce

**Region 4:** Dorothy Schlimme

**At Large Delegate:** Gene Nassen

**Region 5:** Rey Aquinde

**Region 6:** Joseph Stephens

**Region 7:** Amelia Hertog

*Our Board of Directors are elected by the membership and volunteer their time to promote and support our mission.*

## The Adult Family Home Council Team

### John Ficker

Executive Director  
john@adulthoodfamilyhomecouncil.org

### Karen Cordero

Director of Education & Support  
karen@adulthoodfamilyhomecouncil.org

### Maria Chiechi

Director of Legislative Affairs  
maria@adulthoodfamilyhomecouncil.org

### Molly Noble

Education & Support Specialist  
molly@adulthoodfamilyhomecouncil.org

### Bryon Dahl

Operations Manager  
bryon@adulthoodfamilyhomecouncil.org

P: 360.754.3329 F: 360.943.6653 T: 888.439.8999

523 Pear St. SE Olympia, WA 98501

[www.AdultFamilyHomeCouncil.org](http://www.AdultFamilyHomeCouncil.org)

# ADVOCACY

## Increasing Capacity

*New law allows qualified providers the opportunity to expand their business*

As the number of people in need of long-term care continues to grow, the 2020 Washington State Legislature responded. The AFH Council successfully lobbied for the passage of ESHB 1023 - Allowing certain adult family homes to increase capacity to seven or eight beds. Governor Inslee signed this legislation into law on March 31, 2020 and it goes into effect on June 11, 2020. The Department of Social & Health Services are in the process of writing the rules and application process to allow adult family home providers to apply for a seventh and eighth bed. No adult family home will be opened with 8 beds. There are certain qualifications to be met before applying.



### The adult family home must be able to meet the following qualifications:

- Appropriate square footage
- Appropriate staffing level
- Ability to meet the needs of the current and prospective residents
- Licensed for 24 months
- Complete two full inspection cycles resulting in no enforcement actions
- Operate at a six-bed capacity for at least 12 months
- Attest that an increase will have no adverse impact of the health, safety or quality of life of the current residents
- Demonstrated ability to comply with emergency evacuation standards
- Install a residential sprinkler system in order to serve residents requiring assistance
- Definition from WAC: "Assistance required: Resident is not physically or mentally capable of getting out of the house without assistance from another individual or mobility aids."





# ADVOCACY

## AFH Council's Legislative Lobby Day 2020

On January 23, 2020 approximately 75 adult family home providers, caregivers, residents and affiliate business partners gathered in Olympia for AFH Council's 2020 Lobby Day. After an update on the state of the industry and our legislative agenda by our Executive Director, John Ficker, all attendees had the opportunity to network with each other and attend scheduled meetings with legislators from their districts. This annual event is very important for both the attendees and the legislators. For the attendees, they learn how our legislative system works and for the legislators, they learn from the people doing the work in adult family homes. Every year we have people who attend lobby day for their first time and some for their 20th time. Each one of the attendees are pleasantly surprised and enjoy the day.



“

**Thank you for all the work you and the Council have put in, we are beyond grateful!**



“

**I wanted to thank you and everyone at the Adult Family Home Council for the outstanding job all of you did putting it together. My appointments went really well and you have unanimous support from everyone I spoke to. I really appreciate how much work goes into this and felt like we really got the message out, not only for the 8 bed bill but the ongoing value and need for adult family homes. I met some really nice people doing amazing work. Thanks again for your hard work and dedication to adult family homes!**

# ADVOCACY

## Legislation Supported by the AFH Council

HB 2613 – Granting relief of unemployment benefit charges when discharge is required by law and removing outdated statutory language.

- Allows for employer relief of unemployment insurance benefit charges for claimants unable to satisfy a job prerequisite.
- Requires annual reports from the Employment Security Department to its Advisory Council on noncharged benefits due to the new relief of charges option.
- Removes outdated statutory provisions.

WA State Long Term Care Ombuds Program was successful in “re-instating” \$150,000 of the general fund—state appropriation for fiscal year 2020 and \$150,000 of the general fund—state appropriation for fiscal year 2021 are provided solely for the operations of the long term care ombudsman program.

## 2020

# COLLECTIVE BARGAINING

Collective bargaining is a process of negotiations between the state and the AFH Council, primarily to set Medicaid reimbursement rates, but also to provide for a process to resolve disputes and an official Communications Committee. The AFH Council is the exclusive representative of adult family home providers who receive Medicaid payments. The AFH Council negotiates Medicaid rates every two years coinciding with the state’s budget biennium and works with the state legislature to fund the contracted rates. The AFH Council continues to work for better compensation of residents requiring awake staff at night, two person assist, and exhibit mood and behavior that cause increased time to provide assistance with activities of daily living.

- 47% increase in Medicaid rates since 2015
- New Benefits
  - Mileage reimbursement
  - Timely assessments
  - Training Support
- Average AFH with 3.3 residents increased monthly income by \$2,300

## EDUCATION

### Webinars

81  
WEBINARS

103  
HOURS  
OF CEU

6,410  
ATTENDEES

### Regional Chapter Meetings

38  
MEETINGS

48.5  
HOURS  
OF CEU

637  
ATTENDEES

### 1-2 Day Fall Conference

21  
COURSES

29  
HOURS  
OF CEU

541  
ATTENDEES

By the  
**NUMBERS**

# SUPPORT

ON AVERAGE, THE AFH COUNCIL RESPONDS TO APPROXIMATELY  
**35-50 CALLS PER DAY**  
TO SUPPORT OUR MEMBERS

## 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

# MARKETING

## Helping Residents Find Their New Home

When families are seeking care, they are seeking it for now. Our “Find a Home” tool, powered by AIDA, allows you to share the story of your adult family home. By posting photos and descriptions of home amenities, this tool provides connections with AFHs statewide to potential new residents. More importantly, it allows you to share when you have an available bed. Update your profile and let us help you connect to your next resident!

- Share the story of your AFH
- Keep your home's profile information as up-to-date as possible
- List vacancies and beds filled
- Upload photos of your home to serve as a virtual tour
- List any specialties of your AFH
- List in-home activities available
- List any special features of your home



# Introducing: The Long-Term Care Foundation



## Training Network

The Long-Term Care Foundation is a 501(c)(3) organization committed to improving and developing access to high-quality, long-term care services. This is accomplished through:



**public awareness**



**community connections**



**a well-supported  
long-term care workforce**

The Adult Family Home Training Network will provide training, workforce development and other services to adult family home operators and staff. Funding for the training network comes from a specific negotiated training benefit outlined 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.

In advancing the work of the LTCF, input from adult family home operators and staff will be solicited, welcomed and appreciated. We are hosting stakeholder engagement sessions online via webinar and survey to all bargaining members. We are also reaching out to certified trainers and training companies to gather their perspectives on the development, availability, cost and delivery of the necessary training.



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



@LTCFWA



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

## Our MISSION

"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."

# CRISIS RESPONSE

## Responding to the COVID-19 pandemic and supporting those who care for our most vulnerable

During the uncertain time of a global pandemic, the AFH Council spoke up as the voice in support of AFHs to ensure representation in government guidelines while also adapting to respond to new needs such as PPE supply distribution and providing continuous updates on proclamations and guidelines to AFHs statewide.

# \$22 M

in Federal relief paid  
through Medicaid  
Increases

# 80,000

surgical masks distributed at  
or below cost

# 1,000

donated hand sanitizers  
distributed



As COVID-19 hit at the beginning of March, we began preparing for the unexpected months ahead. We successfully replaced our 2020 Spring Conference with a series of webinars, set-up a COVID-19 resources and updates page on our website, scheduled webinar series on updates and Q&A's for providers, and sent out weekly emails with updates to rules and best practices.

In the midst of a health crisis, our first priority was to support and stand with AFHs and ensure our providers had the most up-to-date and accurate information in order to best care for the most at-risk and vulnerable.

# Membership Information Form

<b>AFH Name:</b>		
<b>Name of Licensee:</b>	<b>DSHS License #:</b>	
<b>AFH Address:</b>		
<b>City:</b>	<b>Zip:</b>	
<b>Mailing Address:</b>		
<b>City:</b>	<b>Zip:</b>	
<b>Phone:</b>	<b>Fax:</b>	<b>Cell:</b>
<b>Email Address:</b>		
<b>Website:</b>		

**Please choose *one* membership option below:**

Set up a \$40 a month payment with a credit/debit card online at [www.AdultFamilyHomeCouncil.org](http://www.AdultFamilyHomeCouncil.org) OR

- ☐ I authorize the ProvideOne payment system to deduct my Adult Family Home Council dues at the rate of \$40 per month, per license. My 9 Digit ProviderOne ID# is: \_\_\_\_\_
- ☐ I would like to use the automatic bank draft payment plan at \$40 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: 523 Pear Street SE Olympia, WA 98501 or by email at: [info@adultfamilyhomecouncil.org](mailto: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



**523 Pear St SE  
Olympia, WA 98501**

## 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	Lincoln Pharmacy LLC
Adult Family Home Connection	Long Term Care Education Association
Adult Family Home Solutions	Lybeck Pedreira & Justus PLLC
Adult Family Homes NW Real Estate	Managed Healthcare Pharmacy
AFH Management	MD Medical
AK Vision Care	Medicare Specialist - Billy Harrison
Alternative Options	Mercury Pharmacy Services
Amada Senior Care	Molina Healthcare
American Classic Homes Real Estate	MyMedSupplies (Geneva Woods Company)
Andreea Mogovan and Team, HomeSmart Real Estate Associates	NESCO Realty Group
Anita L. Redline, Attorney at Law, PLLC	New York Life - Francis Franco
Alternative Options	North Care Training
AXIS Pharmacy Northwest	Padgett Business Services
Baldeh Family Real Estate	Peaks & Plains Inc.
Baseline Delegation LLC	Personal Care & Assisted Living Insurance Center, LLC
BHS Pharmacy	Proactive Solutions LLC
CESCO Medical	Professional Medical Corp
Costless Senior Services	Providence Elder Place
Crown Health, Traveling Doctors	Providence Home Health and Hospice Services of Snohomish County
CTR Services	Providence Senior and Community Services
Dispatch Health	RE/MAX East Side Brokers
Eight 32 Group	Ready Meds Pharmacy
Empowering People, Inc	Rice Insurance
English Insurance Group	S & H Training Center Inc
Envision Home Health of Washington	Sangeeta Saigal, Attorney at Law, PLLC
Fortiphi Insurance, LLC	Seattle Litigation Group, PLLC
Franciscan Hospice and Palliative Care	Singrly by Tony Vaudeville
Gabbert Architects Planners	Sound Health Medical Supply Inc
Golden Sherpa Inc.	Soundview Medical Supply
Golden Years Activities	Super Mario's Kitchen LLC
Hi-School Pharmacy	Synkwise
Horizon Hospice	The Roley Agency
Horizon Marketing Group, Inc.	UnitedHealthcare
Hospice of Spokane	Visiting Physicians Association
In It Together RN	Washington Adult Family Home Services
John L Scott Real Estate	Washington Care Academy
Kindred at Home and Hospice	We Speak Medicare
Law Office of Rachel A Brooks	WFG Financial Group
LegalShield	