

# Washington State Aging and Long Term Supports Administration Residential Care Services

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Services

Aging and Long Term Support Administration

Washington State Department of Social and Health Services

## ***DSHS Aging and Long-Term Support Administration (AL TSA)***

### **Vision**

*Seniors and people with disabilities living in good health, independence, dignity, and control over decisions that affect their lives*

### **Mission**

*To **Transform Lives** by promoting choice, independence and safety through innovative services*

### **We Value**

*The Pursuit of Excellence, Collaboration, Honesty, Respect, Open Communication, Diversity, Accountability, and Compassion*



## Residential Care Services

**350** staff

**3600** residential facilities licensed or certified

**72,000** residential care clients

# AL TSA

# Residential Care Services

# Aging and Long-Term Support Administration

## Residential Care Services (RCS)

**Mission:** To protect the **rights, security, and well-being** of individuals living in licensed or certified residential settings.

- RCS is responsible for the licensing/certifying and oversight of:
  - Adult Family Homes
  - Assisted Living Facilities
  - Nursing Homes
  - Intermediate Care Facilities for Individuals with Intellectual Disabilities
  - Supported Living
  - Enhanced Services Facilities.



# The Continuum of Care

## **Leadership and partnership:**

RCS and residential providers and caregivers are working to improve the quality of life and quality of care for our residents through respectful communications and professional relationships.

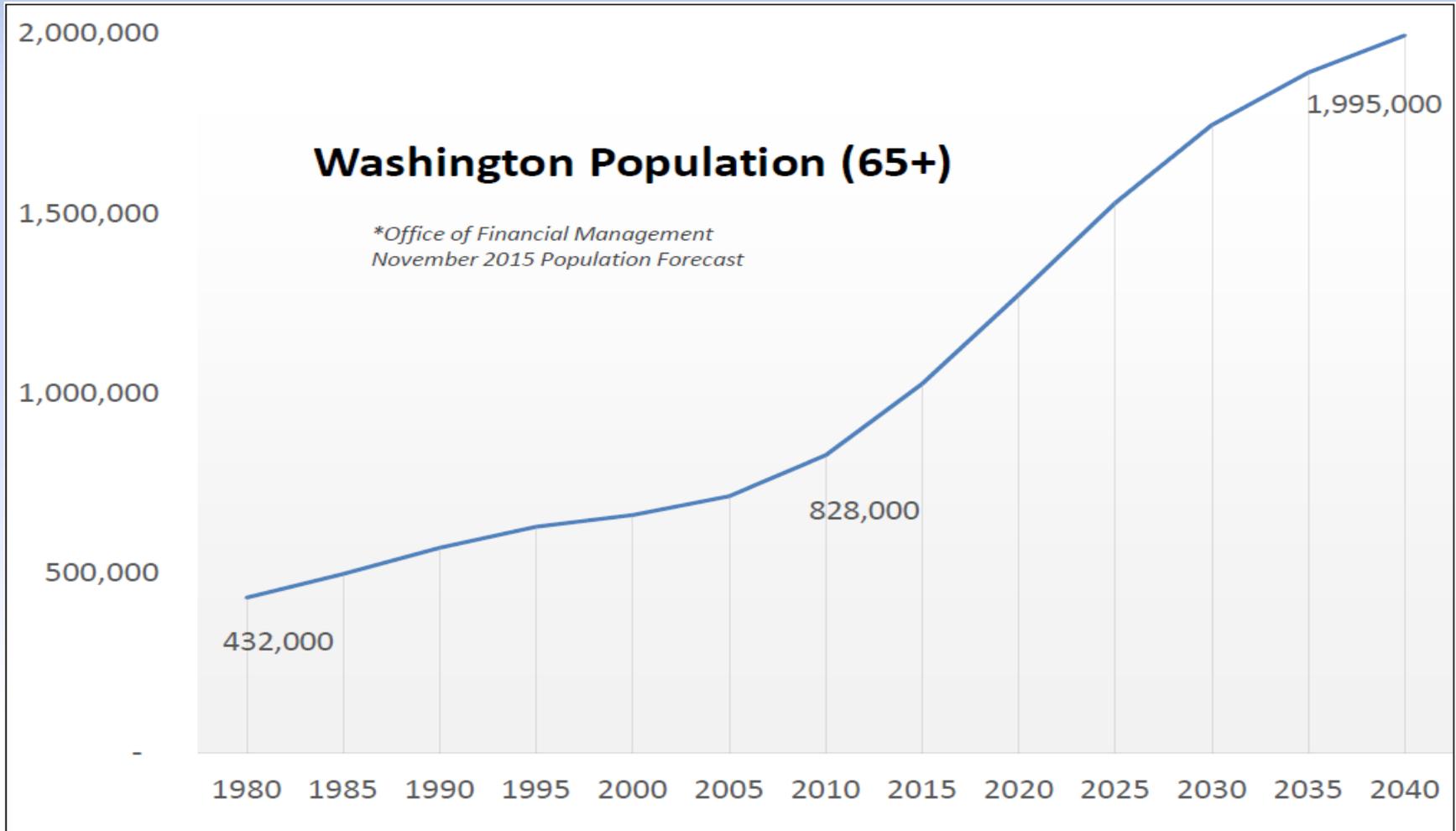
## **The development and delivery of strategic services and innovative funding:**

New Home and Community-Based Service rules and requirements with a focus on person-centered planning and providing full access to the benefits of community living.

## **Making the connections and understanding the transformation of services**

We are all working together to ensure quality options for our residents, their families and friends, and our communities.

## The Age Wave: Growth in the older adult population

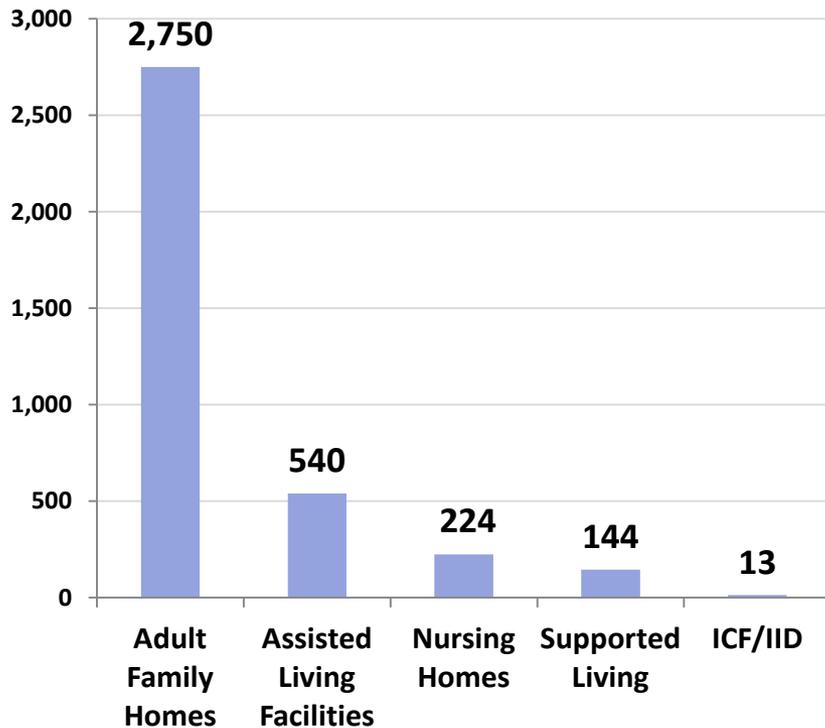


# Distribution of beds/facility types

<b>All beds</b>	<b>70,671</b>
Adult Family Home	15,637
Assisted Living Facility	32,114
Nursing Home	22,177
ICF/IID (Intermediate Care Facilities for Individuals with Intellectual Disabilities)	787
Enhanced Service Facilities	20 (+ 16 pending in Snohomish CO)
Supported Living Agencies	144 (4,000 + clients)

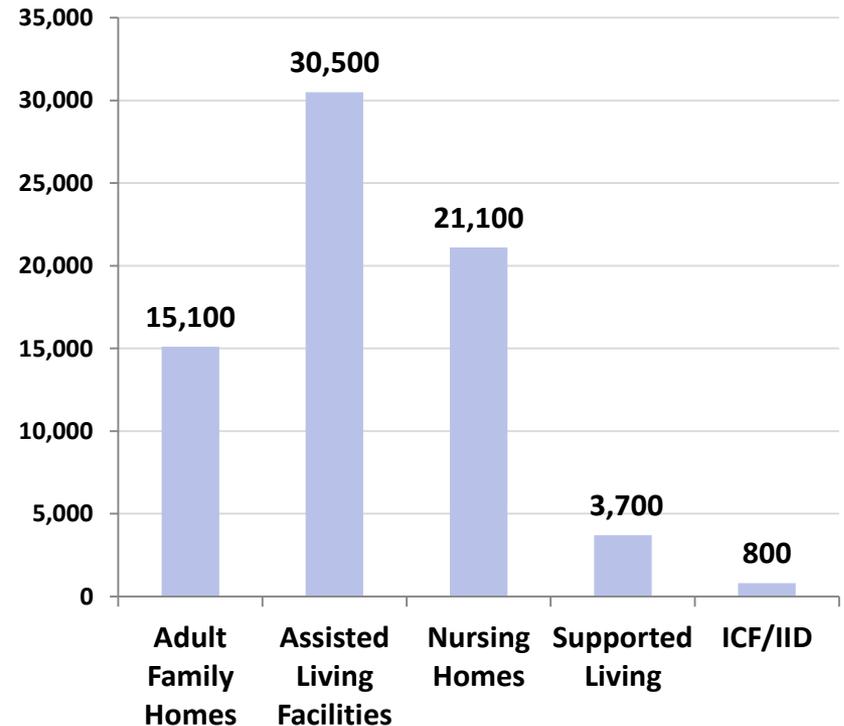
# How many settings do we license or certify?

### Number of Licensed and Certified Settings



### Number of Beds

*(for Supported Living, reflects individuals served)*



Source: FY 2015 average, AL TSA Office of Rates Management.

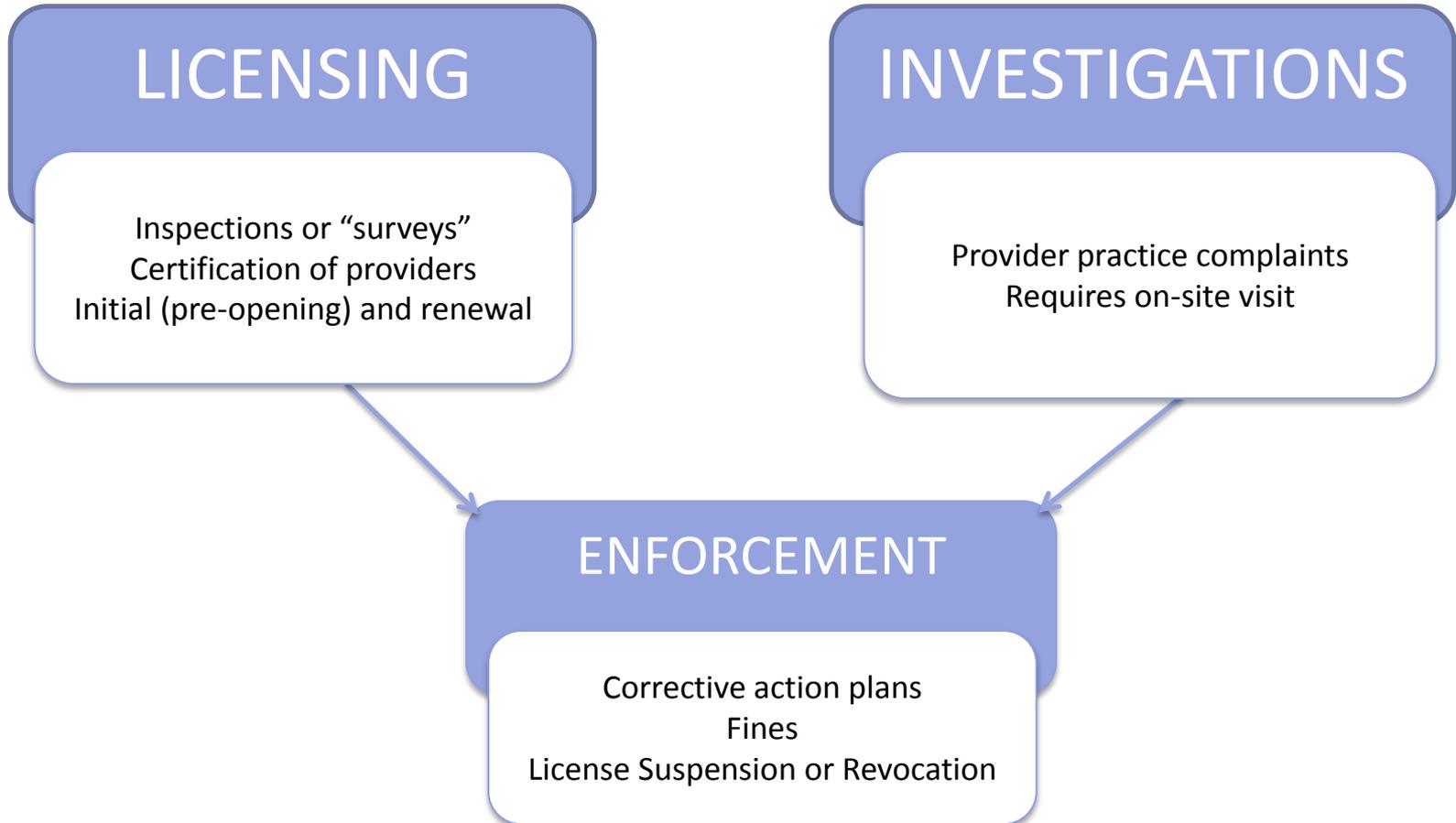
# RCS Complaint Investigations

- State Fiscal Year 2017      27,975 intakes

## Top 10 Allegation Types

1. Quality of Care/Treatment
2. Resident/Patient/Client abuse
3. Injury of unknown origin
4. Misappropriation of property
5. Accidents
6. Neglect
7. Quality of Life
8. Admission, Transfer and Discharge Rights
9. Physical Environment
10. Resident/Patient/Client Rights

# Residential Care Services: Current Key Elements

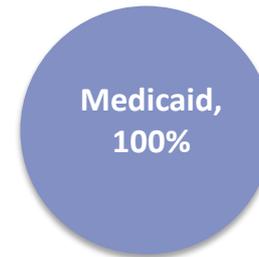


# Who is the “market” for the settings we license?

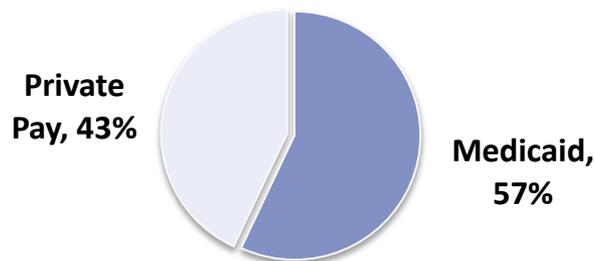
## Nursing Homes



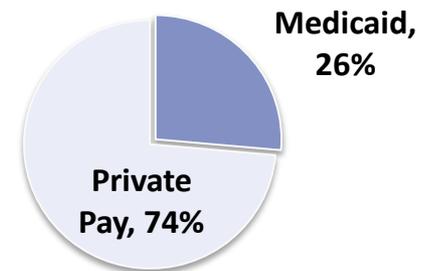
## ICF/IID and Supported Living



## Adult Family Homes



## Assisted Living Facilities



Source: FY 2015, ALISA Office of Rates Management.

## Licensed and Certified Settings by Size and Type of Oversight

<b>Setting</b>	<b>Size (number of residents)</b>	<b>Statutory Oversight</b>	<b>Frequency of Inspection/ Certification</b>
<b>Skilled Nursing Facilities ("Nursing Homes")</b>	90 average	Federal and state	Every 15 months (12 month average)
<b>Assisted Living Facilities</b>	60 average	State	Every 18 months (15 month average)
<b>ICF/IID (Intermediate Care Facilities for Individuals with Intellectual Disabilities)</b>	16 maximum	Federal and state	Every 15 months (12 month average)
<b>Adult Family Homes</b>	6 maximum	State	Every 18 months (15 month average)
<b>Supported Living</b>	2-3 typical	State	At least every 24 months

# Everyone has a role in the safety of residents



# Investigations are targeted to two kinds of safety issues

## Abuse and Neglect

*Adult Protective Services*

### Example 1:

An elderly neighbor with dementia appears neglected, and you also worry his “friend” is defrauding him.

### Example 2:

A woman living in facility is being mentally and physically abused by a specific staff member.

## Provider Practice Complaints

*Residential Care Services*

### Example 1:

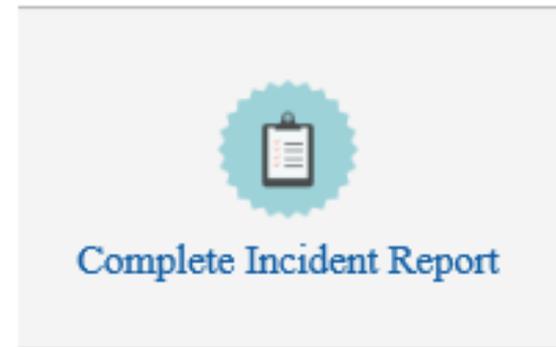
A resident has an unexplained 40 lb. weight loss over the past 3 months. The facility is not doing anything about the weight loss.

### Example 2:

Residents are being put to bed at 6:30 pm each day, not by choice.

## Provider Online Complaint Reporting

Owners, caregivers, social workers, nurses, physicians and other employees of RCS-licensed and/or certified facilities or agencies are mandated reporters and must report if they have reasonable cause to believe **abandonment, abuse, financial exploitation, or neglect** has occurred to a vulnerable adult.



[www.dshs.wa.gov/altsa/residential-care-services/residential-care-services-online-incident-reporting](http://www.dshs.wa.gov/altsa/residential-care-services/residential-care-services-online-incident-reporting)

## Report Concerns Involving Vulnerable Adults

All reports will be screened by Adult Protective Services and/or Residential Care Services. ***If the person is in immediate danger, call 911.*** You do not need proof to report suspected abuse and you do not need to give your name.

<https://www.dshs.wa.gov/altsa/home-and-community-services/report-concerns-involving-vulnerable-adults>



# Mental Health Transformation Team Update

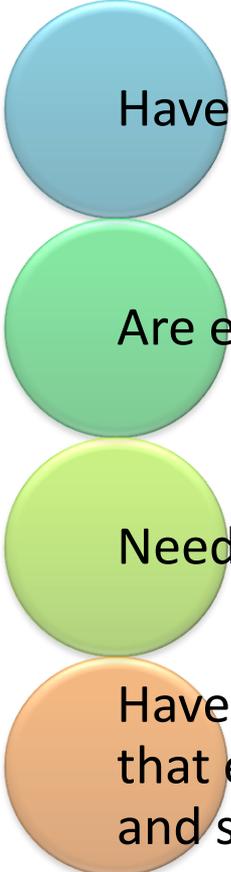
# Residential Care Services Behavioral Health Support Team (BHST)

- Washington State has identified a gap in community options for individuals with behavioral challenges and personal care needs, particularly for those ready for discharge from the state psychiatric hospitals.
- A new law was enacted in 2016, and as part of the Governor-directed Mental Health Transformation, AL TSA received additional funding to increase community alternative options that prioritize the transition of individuals who have long term care needs and are ready for discharge from state psychiatric hospitals.
- In response to this need, AL TSA is increasing the types and capacity of specialized community options available to Washington State citizens using home and community-based services.

# Where are individuals currently living upon discharge from the state psychiatric hospitals?

- Adult Family Homes (50%)
- Private Homes
- Assisted Living Facilities
- Nursing Homes
- ESFs
- Other

ALTSA is looking to expand the capacity for individuals moving or diverting from psychiatric hospitals who:



Have been deemed as ready for discharge

Are eligible for ALTSA services

Need high staffing levels or the specialized services

Have complex personal and behavioral care needs that exceed the capacity of the long-term service and supports available through other contracts

**There is a current RFI focusing on providers who are interested in providing services and supports to those who are:**

**Younger adults (18-55) with needs for personal care assistance and behavioral challenges related to chronic behavioral health issues**

**Adults of any age with neurological or cognitive issues such as Huntington's Disease, Traumatic Brain Injury, or signs of Developmental Disabilities**

**Older adults with dementia or dementia and mental health conditions who have complex personal care and/or medical needs**

# Resource Needs Include:

## Pilot Specialized Services Contract

- **Within a facility licensed as or converting to Assisted Living Facility (ALF) to provide supports to an identified population(s)**

## Enhanced Services Facility (ESF)

- **Focusing on counties that do not have an ESF and**
- **Have a large number of people who need to move or divert from state hospitals**

## Expanded Community Services (ECS) Plus and Respite

- **Added to a current Nursing Facility (NF) contract**

## What are the **GOALS** of our Behavioral Health Support Team?

- Immediate success for those in transition to a new living arrangement;
- Long-term success for people with behavioral challenges in home and community-based settings;
- Success for providers within the regulatory structure, by promoting expertise within community settings and assisting them in meeting unique and complex needs in an individualized and person-centered approach;
- Robust coordination across agencies for system success in transitioning individuals from state and community psychiatric hospitals into community settings;
- Supports for providers in giving high-quality care to individuals with complex needs who are able to relocate out of institutional settings; and
- Proactively provide the necessary training and consulting education that assists providers in being successful in serving this population.

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