

Welcome and Introductions

Wednesday, May 12, 2021



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Senior Deputy Director

Behavioral Health and Developmental Disabilities

Putting people first, with the goal of helping all Michiganders lead healthier and more productive lives, no matter their stage in life.

Today's topics and guests

- **Short summary of the AFC-HFA survey results**
Al Jansen, Senior Deputy Director, BHDDA
- **New MDHHS guidance on COVID-19 testing**
Katie Commey, Manager
Strategic Partnerships and Special Projects
- **Temporary Staffing Options for AFCs/HFAs**
Nicole Hudson, State Assistant Administrator to Chief
Deputy of Health/Chief Medical Executive

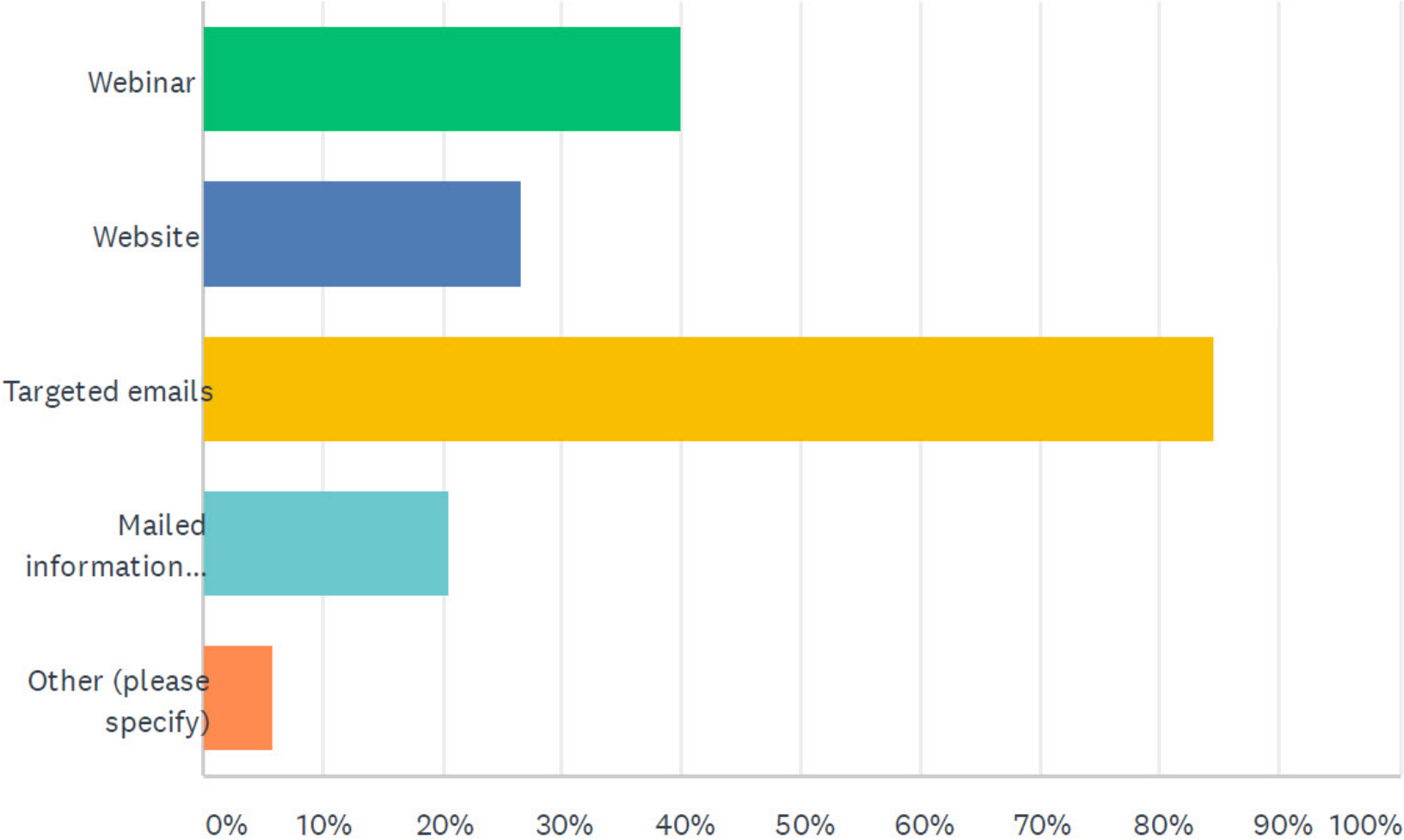
Thank you for taking our survey!

★ 405 people responded.

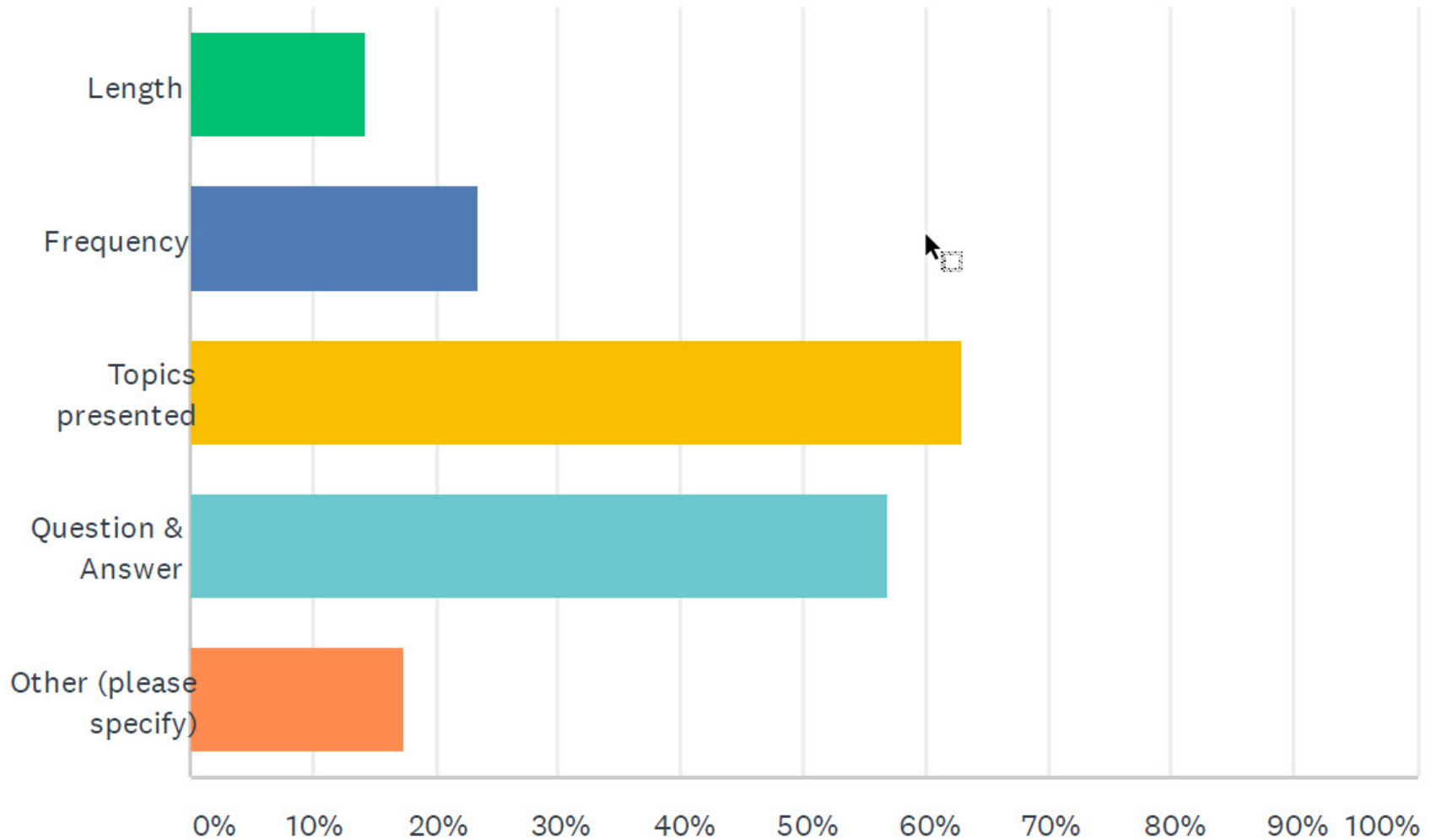
★ 58% of responses came from people at AFCs.
35% of responses came from HFAs.
17% came from other types of facilities /organizations.

★ About half said they'd attended between 1 and 6 of these sessions. Almost 25% reported attending 6 or more.

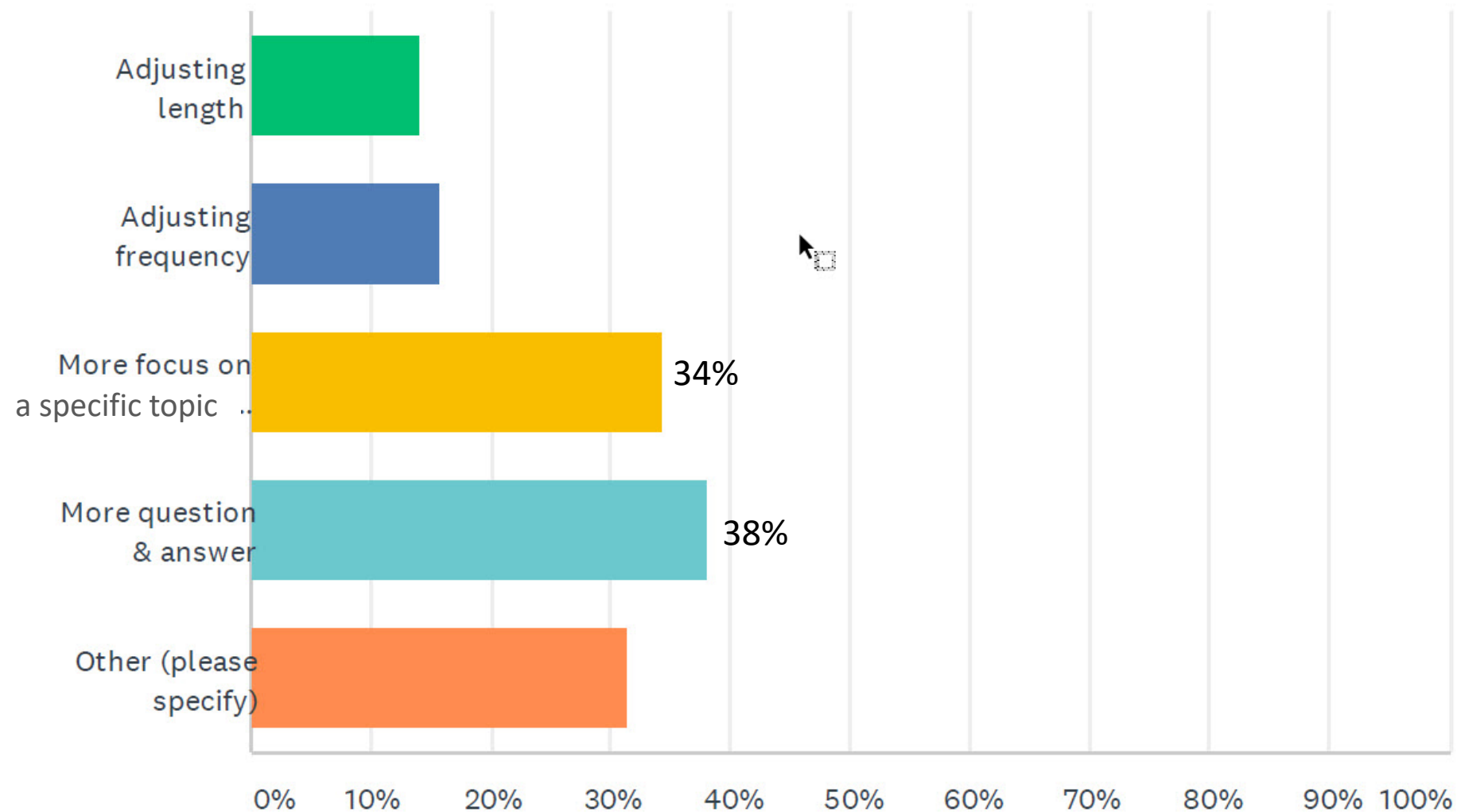
We asked: What is the best way to get COVID-19 information to you? You responded:



We asked: What is most helpful about these sessions? You responded:



We asked: What improvements can we make to these sessions?



Common Topics of Concern

1. Visitation guidelines
2. COVID-19 testing
3. PPE ---
 - how to get it
 - how to pay for it
 - when & how to use it

Thank you for your thoughtful responses and appreciation of our efforts.

We are taking all your comments into consideration!

Review of MDHHS Testing Order



Katie Commey, MPH

Strategic Partnerships and Special Projects

Medical Services Administration

MDHHS May 5 testing order impacting Nursing Facilities, Homes for the Aged, and Adult Foster Care facilities licensed to care for 13 or more individuals reflects guidance released on April 27 from CMS and the CDC.

[Testing in Skilled Nursing Facilities, Homes for the Aged, and Adult Foster Care Facilities Rescission of October 28, 2020 Order](#)

Under the revised order, testing is required under the following circumstances:

Initial testing of all new or returning residents to a facility and newly hired staff when the individual is unvaccinated and has not been tested within 72 hour prior to intake or start date

Under the revised order, testing is required under the following circumstances, cont.

Testing any resident or staff member with symptoms of COVID-19 or suspected exposure to COVID-19, regardless of that individual's vaccination status.

Under the revised order, testing is required under the following circumstances, cont.

Weekly testing of all residents and staff in facilities experiencing an outbreak (any facility-acquired positive cases among residents or staff) until 14 days after the last new positive case, regardless of that individual's vaccination status.

Under the revised order, testing is required under the following circumstances, cont.

Weekly testing of all *unvaccinated staff*.

A facility's responsibility is to request, obtain and maintain a record of vaccination status for all residents and staff:

- Facility's electronic medical record, or
- MCIR, or
- Staff members presentation of valid CDC vaccination card.

Updates to COVID-19 Surveillance Weekly Survey



Katie Commey, MPH

Strategic Partnerships and Special Projects

Medical Services Administration

Weekly Qualtrics COVID-19 surveillance survey is being updated in two areas:

- Supplies availability
- Resident and staff vaccination status

Supplies Availability – New Format

For each supply category, facilities are asked if they have URGENT need (Yes or No). Answer “Yes” if your facility will no longer have the supply item in 7 days, otherwise answer “No”

Example:

Do you have an urgent need for FACEMASKS?

- Yes
- No

Vaccine Questions – New

Facilities are asked to provide the vaccination status of residents and staff.

of Residents and Staff who have completed vaccination series

of Residents and Staff for whom vaccination is contraindicated (cannot receive vaccine for medical reasons)

Vaccine Questions – Definitions

Completed Vaccine Series

- Have received BOTH doses of a two-dose vaccine (Moderna, Pfizer), or
- Have completed ONE dose of single-dose vaccine (Johnson & Johnson/Janssen)

Vaccine Questions – Definitions

Healthcare Personnel (HCP)

- Ancillary Services (environmental, laundry, maintenance, and dietary)
- Nurse Employees (registered nurses, licensed practical/vocational nurses)
- Aides, Assistants or Technicians (certified nursing assistants, nurse aides, medication aides, and medication assistants)
- Physician and Licensed Independent Practitioners (physicians, residents, fellows, advanced practice nurses, physician assistants)
- Other HCP (persons not covered in the categories above, regardless of clinical responsibility or patient contact, including contract staff, students, volunteers or other non employees, but not including visitors)

Vaccine Questions – Definitions

Eligibility to have worked

- Include all HCP who could have worked at this healthcare facility for at least 1 day during the week of data collection, regardless of clinical responsibility or patient contact. Include HCP on sick leave, maternity leave, vacation, etc. Include persons who worked full-time and part-time.

Rapid Response Staffing in Long-Term Care Facilities



Nicole Hudson
State Assistant Administrator to
Chief Deputy of Health / Chief Medical Executive

MDHHS is offering Rapid Response Staffing statewide to assist long-term care facilities that may be experiencing a staffing shortage. This includes:

Skilled Nursing Facilities, Assisted Living Centers, Homes for the Aged, and Adult Foster Care Homes

MDHHS's contracted staffing agencies can provide short term (120 hours or less) of consecutive staffing assistance

Facilities will be able to request of maximum of 5 staff per shift.

MDHHS cannot guarantee that every facility that meets criteria and request staffing resources will receive staffing support, due to the high demand for supplemental staffing.

How to Request Staffing

Detailed instructions can be found here:

[https://www.michigan.gov/documents/coronavirus/RRS
Guidance for LTC Facilities Program Updates Oct 2020
FINAL 706611 7.pdf](https://www.michigan.gov/documents/coronavirus/RRS_Guidance_for_LTC_Facilities_Program_Updates_Oct_2020_FINAL_706611_7.pdf)

Facilities should thoroughly review this document before requesting staffing resources to understand their responsibilities under this program.

If a facility fails to meet the criteria or fails to submit the required survey within 24 hours of requesting staffing, the facility will be billed by MDHHS for the staffing costs.

Step One: Self Certifying Criteria

Criteria for Requesting Staffing Support			
Facility Type	Demonstrated Need for Staffing Assistance	Enacted Emergency Protocol for Staffing	Facility Reached Out to a Staffing Agency but No Staff Available (Facility must first reach out to staffing agency that is not contracted with MDHHS)
Homes for the Aged	<p><i>Emergency Staffing:</i> 40% or more of scheduled staff have missed two shifts in a row and the absences are unrelated to a strike or labor dispute</p> <p># of staff who have missed a shift divided by the total number of staff scheduled for that shift must equal 40% or higher.</p>	<ul style="list-style-type: none"> • If the home shares ownership or operational management with 5 or more homes, have requested backup support from those homes • If part of a corporate structure with regional staff, have called upon those employees to provide care and supervision to residents • If part of a continuing care retirement community, have requested staffing support from other areas of the CCRC operation • Enlisted members of management staff to assist with resident care and supervision where appropriate 	Yes, staffing agency did not have staff available
Adult Foster Care Home Licensed as Large or Congregate	<p><i>Emergency Staffing:</i> 40% or more of scheduled staff have missed one shift and the absences are unrelated to a strike or labor dispute</p> <p># of staff who have missed a shift divided by the total number of staff scheduled for that shift must equal 40% or higher.</p>	<ul style="list-style-type: none"> • If the home shares ownership or operational management with 3 or more AFC homes, have requested backup support from those homes • If part of a corporate structure with regional staff, have called upon those employees to provide care and supervision to residents. • Enlisted members of management staff to assist with resident care and supervision where appropriate 	Yes, staffing agency did not have staff available
Adult Foster Care Home Licensed as Family or Small	<p><i>Emergency Staffing:</i> 40% of scheduled staff have missed one shift or there is reason to believe that staff will not be able to report for the next shift and the absences are unrelated to a strike or labor dispute</p> <p># of staff who have missed a shift divided by the total number of staff scheduled for that shift must equal 40% or higher.</p>	<ul style="list-style-type: none"> • If the home shares ownership or operational management with 3 or more AFC homes, have requested backup support from those homes. 	Yes, staffing agency did not have staff available

Step Two: Facility Contacts Staffing Contractor

Facilities contact one of the staffing contractors:

- 22nd Century Technologies, Inc (TSCTI) at 1-800-674-8380
- ATC Healthcare at 1-800-240-4707 or stateofmichigan@athealthcare.com
- P.I.E. Management (William Phillips) at 313-967-7871 or skendrick@piemanagement.com

In some instances, facilities may need to contact multiple staffing agencies for staff; however, facilities can **only receive a total of 5 staff for 5 days from all staffing sources.**

Facilities who attempt to circumvent these rules will be subject to recoupment or other consequences.

Step Three: Facility Completes Survey

- Facilities must complete the survey within 24 hours **AFTER** requesting staffing resources to verify they have met the criteria.
 - You cannot request staffing resources via this survey
 - The survey only comes to MDHHS – do not use it to try and request staffing
 - **Do not** fill the survey out until you have contacted the staffing agency and arranged staff
 - **Do not** fill out the survey first or before calling the staffing contractor
- MDHHS uses the survey to verify that the facility met the criteria – it is not reviewed until after a facility requests staffing supports.
- MDHHS does not pre-certify or approve the survey before a facility can request staffing supports.

Questions?

- Please review the program guidance document for Frequently Asked Questions:
https://www.michigan.gov/documents/coronavirus/RRS_Guidance_for_LTC_Facilities_Program_Updates_Oct_2020_FIN_AL_706611_7.pdf
- All other questions can be emailed to: MDHHS-LTCStaffing@michigan.gov
- Please note, requests for staffing assistance cannot be made via this email address.

Direct Care Workers Wage Increase FAQ

Visit: https://www.michigan.gov/coronavirus/0,9753,7-406-98178_100722---,00.html

Scroll down to “Staffing” and click the down arrow.

Michigan Department of Health and Human Services Home for the Aged (HFA) & Adult Foster Care (AFC) COVID-19 Response: Direct Care Worker Wage Increase Frequently Asked Questions

April 30, 2021

1. How do I know if my HFA/AFC is eligible for the \$2.25 direct care wage increase for staff?

A licensed HFA/AFC must be receiving the Medicaid Personal Care Supplement Payment for at least one Medicaid resident in their facility. MDHHS is verifying eligibility based on the Personal Care Supplement reimbursement so it is very important that you submit your Personal Care Supplement billing timely to ensure timely eligibility/reimbursement of any DCW wages.

For licensed facilities that have a resident enrolled in an Integrated Care Organization please contact MDHHS-HFA-COVID-PAYMENT@michigan.gov and request assistance. MDHHS will need to know if there are other residents residing in the facility that receive a Medicaid Personal Care Supplement through the Adult Services Authorized Payments (ASAP) or if the facility bills an ICO for the Personal Care Supplement. Please do not send resident specific information via email.

2. Are licensed facilities that do not have any Medicaid residents eligible for reimbursement? Do I have to be a licensed facility to receive the reimbursement?

Licensed facilities that are receiving the Medicaid Personal Care Supplement Payment for at least one Medicaid resident are eligible for reimbursement of the direct care worker wage increase for each Medicaid resident.

Concluding Remarks

Reminder

A recording of today's presentation will be sent to the groups below, and they will email it to their members.

- Community Mental Health Association of Michigan
- Michigan Assisted Living Association
- Michigan Center for Assisted Living
- Leading Age of Michigan

You can also download the slides from our presentations at Michigan.gov/Coronavirus. Click the RESOURCES tab and select "For AFC and HFA Operators." Scroll to bottom of page.

Send your questions/comments to:

Staffing: MDHHS-LTCStaffing@michigan.gov

Vaccines: MDHHS-COVID-Longtermcare@Michigan.gov

Testing: MDHHS-COVIDTestingSupport@michigan.gov

Emergency Orders: MDHHS-MSA-COVID19@michigan.gov

All Other Questions:

MDHHS-COVID-AFC-HFA-Response@michigan.gov

- Subscribe to correspondence at this link: [Subscribe](#)