



Rapid Response Staffing in Long-Term Care Facilities

Updated August 4, 2020

The Michigan Department of Health and Human Services will be offering Rapid Response Staffing Resources in select counties to assist long-term care facilities who may be experiencing a staffing shortage. Rapid Response Staffing Resources will be available to nursing homes, assisted living centers, homes for the aged, and adult foster care homes.

Rapid Response Regions: Staffing will be available in

- West Michigan: Kent, Ottawa, Allegan, Muskegon, Newago, Montcalm Counties
- Southeast Michigan: Wayne, Oakland, Macomb, Livingston, Washtenaw Counties

Currently, MDHHS is only able to offer staffing support in the above listed counties.

Rapid Response Staffing Availability:

MDHHS will provide short term (72 hours or less) of consecutive staffing assistance to facilities facing staffing shortages. Staffing services will be supplied by 22nd Century Technologies, Inc. (TSCTI)

- Facilities will be able to request a maximum of one registered nurse and four certified nursing assistance/resident care assistants per shift
- Staffing will provide up to a total of 72 consecutive hours of staffing coverage

Facilities requesting staffing assistance **must demonstrate that they meet the criteria** in [Appendix A](#) by completing a [brief survey](#) within 24 hours of requesting staffing support. The survey requests basic details about the facility, number of staff who have missed shifts, whether emergency staffing protocols have been enacted, and if the facility has reached out to staffing agency for assistance. Any questions about Rapid Response Staffing can be sent to MDHHS-LTCStaffing@michigan.gov. Please note, requests for staffing assistance cannot be made via email.

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

To Request Rapid Response Staffing:

Step One: Facility reviews and determines they meet **all** of the criteria in [Appendix A](#)

Step Two: Contact 22nd Century Technologies, Inc (TSCTI) at 800-674-8380

Step Three: Facilities **must** complete the [survey](#) *within 24 hours* of requesting staffing resources to verify they have met the criteria.

By requesting staffing supports, facilities agree they have met the required criteria and will complete the [survey](#). Failure to either meet the criteria when requesting staff resources or completing the survey will result in MDHHS invoicing the facility directly for the cost of staffing supports.



Requesting Facility Responsibilities:

The Requesting Facility must:

- Provide onsite supervision, at all times, while temporary staffing agency employees are working.
- Conduct orientation of temporary staffing agency employees to types of care provided and regulatory oversight requirements that are applicable to duties being assigned.
- Assess and only assign temporary staffing agency employees to duties that meet their specific qualifications and skills.
- Orient temporary staffing agency employees to patient or resident care plans as applicable to duties assigned.

Appendix A: Long-Term Care Facility Emergency Staffing 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
Nursing Home	<i>Emergency Staffing:</i> 50% or more of scheduled nursing care staff (RNs, LPNs, and CNAs) have missed two shifts in a row and the absences are unrelated to a strike or labor dispute	<ul style="list-style-type: none"> If the home shares ownership or operational management with 5 or more nursing 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. Have conducted outreach to local Emergency Operations Center to explore coverage with medical volunteers Have called upon staff in administration (Administrator, Director of Nursing, other department heads) to assist with providing direct care, supervision and non-ADL needs 	<p>Yes, staffing agency did not have staff available</p> <p>No, did not reach out to a staffing agency</p>
Homes for the Aged	<i>Emergency Staffing:</i> 50% or more of scheduled staff have missed two shifts in a row and the absences are unrelated to a strike or labor dispute	<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 Have conducted outreach to local Emergency Operations Center to explore coverage with medical volunteers 	<p>Yes, staffing agency did not have staff available</p> <p>No, did not reach out to a staffing agency</p>

<p>Assisted Living Centers</p>	<p><i>Emergency Staffing:</i> 50% or more of scheduled staff have missed two shifts in a row and the absences are unrelated to a strike or labor dispute</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 • Have conducted outreach to local Emergency Operations Center to explore coverage with medical volunteers 	<p>Yes, staffing agency did not have staff available</p> <p>No, did not reach out to a staffing agency</p>
<p>Adult Foster Care Home Licensed as Large or Congregate</p>	<p><i>Emergency Staffing:</i> 50% or more of scheduled staff have missed one shift and the absences are unrelated to a strike or labor dispute</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 	<p>Yes, staffing agency did not have staff available</p> <p>No, did not reach out to a staffing agency</p>
<p>Adult Foster Care Home Licensed as Family or Small</p>	<p><i>Emergency Staffing:</i> 50% 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>	<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. 	<p>Yes, staffing agency did not have staff available</p> <p>No, did not reach out to a staffing agency</p>

Appendix B: Frequently Asked Questions

1. Who is eligible to receive Emergency Staffing Resources?

Long-term care facilities (nursing homes, assisted living center, homes for the aged, and adult foster care homes) are eligible to receive emergency staffing resources if they have met [MDHHS criteria](#), which includes:

- Reside in one of the following counties: Kent, Ottawa, Allegan, Muskegon, Newago, Montcalm, Wayne, Oakland, Macomb, Livingston, Washtenaw
- Demonstrated need for staffing, with specific staffing thresholds for each facility type
- Enacted all the steps in the emergency protocol for staffing listed by facility type
- Reached out to other staffing agencies without success of obtaining additional staff

2. How do I access Emergency Staffing Resources if my facility meets all the criteria?

Once a facility has met all of the criteria, they can contact **22nd Century Technologies, Inc. (TSCTI) at 800-674-8380**. Facilities also must submit a [survey](#) certifying they have met [criteria](#) to MDHHS no later than 24 hours after submitting a request to TSCTI. **Failure to submit the survey or failure to meet the specified criteria will result in the LTC facility being billed for all staffing services provided by TSCTI.**

3. How much and what types of staffing support will be available?

Facilities should only request the number of staff needed to fill in vacant positions. Facilities can request up to 5 staff members per shift that can include one registered nurse and up to four certified nursing assistants and/or residents care assistants.

4. What if I need more than 5 staff members?

Facilities requiring more than the five allocated staff members can work with TSCTI or another temporary staffing agency to obtain additional staffing, however, the facility will have to pay for any staff support over the initial five covered under emergency staffing.

5. How many shifts will TSCTI cover?

TSCTI will provide 72 consecutive hours of staffing services.

6. What if I need staffing for longer than 72 hours?

LTC facilities that require longer term staffing than 72 hours, or who do not meet the criteria listed in [Appendix A](#), or who reside outside of the select counties, can contact TSCTI at 800-674-8380 or another temporary staffing agency, who may have additional staffing resources available. LTC facilities will be responsible for contracting for services directly with the staffing agency. MDHHS will not pay for these services.

Additionally, Medefis, an AMN Technology, is providing a portal to connect healthcare facilities with a network of regional and national staffing agencies to supply additional nursing professionals. There is no cost to the healthcare facility to join. Interested facilities can contact Brian Tobin at 402-315-1103 or Brian.Tobin@medefis.com.

7. What if my facility finds another staffing contractor, will MDHHS pay for that?

No, if a facility is able to access another staffing agency then the facility *does not* meet the criteria for emergency staffing resources. MDHHS is only providing support for emergency staffing needs through TSCTI to facilities who have been unable to obtain staffing elsewhere.

8. What if my facility is not in one of the listed counties?

LTC facilities outside of the listed county can still request staffing support from TSCTI or another temporary staffing agency, however, the facility will be responsible for entering into an agreement with staffing contractor and paying for staffing resources.

9. My facility is having difficulties filling out the survey documenting that the criteria for staffing was met, who should I contact?

The facility can contact MDHHS at MDHHS-LTCStaffing@michigan.gov. Please note, staffing requests cannot be emailed. If a facility is unable to complete the survey within 24 hours, and contacts the inbox during that window, the facility will not be penalized for failure to submit the survey. This inbox is staffed Monday-Friday 8am-5pm

10. What type of tasks can the staff from TSCTI perform?

The staffing resources will support LTC facilities based on facility and resident need, but will be prepared to assist with activities of daily living (bathing, dressing, transferring, toileting, eating); provide infection prevention assistance; and provide environmental cleaning assistance. If a facility has a specific need or request, they should discuss that with TSCTI.

11. Will TSCTI conduct licensing and background checks?

Yes, the individuals who will provide staffing support to long-term care facilities will be vetted by TSCTI including a criminal background check and a licensure check prior to being assigned to a facility. TSCTI will have this information available upon facility request.

12. Will staff from TSCTI undergo TB and COVID-19 screenings?

As part of vetting by TSCTI, staff do have to provide negative TB test results. Currently, TSCTI is not including COVID-19 testing as part of their vetting process. However, temperature checks are taken for staffing coming in and out of facilities.

13. Do the staff from TSCTI have to comply with the Emergency Order for weekly testing of Nursing Facility staff?

Yes, in some situations. Rapid Response Staffing Resources will only be available for a maximum of 72 consecutive hours. If nursing facilities are completing their routine, weekly testing of staff during the period that TSCTI is providing staffing support, then TSCTI staff should be tested. If TSCTI staff are no longer in the building when weekly testing occurs, they do not have to be tested as part of the facility.

14. My facility is experiencing a strike or labor dispute, can we request Rapid Response Staffing Resources?

No, facilities experiencing a staffing shortage due to a strike or labor dispute do not meet criteria for Rapid Response Staffing Resources, as defined in [Appendix A](#). If a facility requests Rapid Response Staffing Resources for a labor dispute or strike, the facility may be subject to recoupment or other consequences. Facilities can independently request staffing support from temporary staffing agencies in these circumstances. The facility will be solely responsible for entering into an agreement with staffing contractor and paying for staffing resources. MDHHS will not pay for services.

15. I have additional questions that were not answered here, who should I contact?

Question can be sent to MDHHS at MDHHS-LTCStaffing@michigan.gov. Please note, staffing requests cannot be emailed, and this inbox is staffed Monday-Friday 8am-5pm.