

**ADULT FOSTER CARE LICENSING ADVISORY COUNCIL
MEETING MINUTES
February 15, 2012**

MEMBERS PRESENT

James Cannon, Salli Christenson, Ira Combs, Jenny Cook, Cynthia Farrell, John Kerr, Linda Lawther, Kathleen Murphy, Justine Rowley, Lauren Swanson

ADULT FOSTER CARE/HOME FOR THE AGED LICENSING STAFF

Luttrell D. Levingston, Director, AFC/HFA Licensing Division
Erika Ferrell, Adult Foster Care Licensing Consultant
Mary Holton, Adult Foster Care Licensing Consultant
Marva Chambers, Secretary

VISITORS

Nancy Thompson, Area Agency on Aging, Southfield, MI
Amanda Waldron, Area Agency on Aging of Western Michigan

Linda Lawther, Chairperson, called the meeting to order. Roll call of members showed a quorum was present.

Approval of Agenda

Linda Lawther requested to add review of statute pertaining to the Adult Foster Care Licensing Advisory Council under "Other" and to move the Election of Chairperson and Vice Chairperson after that item. Agenda was approved with the above changes following a motion to approve from Salli Christenson seconded by Ira Combs. All were in favor.

Other

Linda welcomed new members and visitors and asked everyone to introduce themselves.

The Council member roster was circulated and reviewed for any additions or corrections to contact information.

Linda referred the Council to statute in Act 218 pertaining to the Adult foster care licensing advisory council: "Adult foster care licensing advisory council; creation; appointment, qualifications, and terms of members; vacancy; compensation; schedule for reimbursement; content and enforcement of rules; conducting business at public meeting; availability of writings to public."

Kathleen Murphy made a motion for Linda to continue as Chairperson for another year. All were in favor. Linda accepted the position of Council Chair for 2012.

Kathleen made a motion for Salli Christenson to be Vice Chairperson of the Council. Lauren seconded the motion. All were in favor. Salli accepted the position of Vice Chairperson for 2012.

Approval of Minutes – November 16, 2011

Salli made a motion to approve the minutes seconded by Kathleen to approve the minutes as written. All were in favor. Minutes approved.

Public Comment

None

Division/Bureau Updates

Staffing Update

Luttrell Livingston said that the Bureau is fully staffed for the first time since early retirements created a number of vacancies.

Luttrell said adult foster care staff is going to be equipped with iPhones and laptops. Consultants cover a wide area and this will save money on travel and office space. With this mobility consultants can do reports and make calls in the field, or an assigned office. Currently 8 consultants in the Upper Peninsula, Midland and Saginaw have these capabilities. All consultants will have this mobility within a few months.

Pilot Renewal Inspection Data

Luttrell provided background information on the development of the interview and observation renewal inspection for the new members.

The AFC/HFA Licensing Division looked at Wisconsin's renewal process as a model and used some of their process to implement the focused onsite renewal inspection (FORI) as an alternative to the standard license renewal inspection for high performing facilities. In this process the provider completed a self-audit in order for the consultant to review less paperwork and get a better perspective of care being provided.

The Council formed a subcommittee to evaluate the strengths and weakness of the original FORI process and found the licensee's perspective was that the consultant's work was handed to the licensee and the consultant's did not feel it was a timesaver.

During the process the subcommittee looked at Wisconsin's renewal process. The key codes Wisconsin used were looked at as a step that could be used for Michigan's consultants to focus on in a renewal. A key indicator reference sheet of key areas that need to be identified each time a consultant does a renewal inspection was developed.

The focused onsite renewal inspections were available to facilities with a history of rule compliance. The new Interview and Observation inspection process will be used for all license renewals.

Adult Foster Care staff in Pontiac, Clinton Township and Flint and all Home for the Aged staff implemented the Interview and Observation Renewal Inspection for 90 days.

Erika Ferrell provided the Council with the following data comparing the standard inspection/interview and observation inspection compiled from questionnaires completed by consultants who used the standard renewal inspection process in Grand Rapids, Midland, Mt. Pleasant and Saginaw and consultants who completed the interview and observation renewal inspections.

INTERVIEW & OBSERVATION RENEWAL INSPECTION PILOT DATA SAMPLE
October 2011 – December 2011

CONSULTANT QUESTIONNAIRES	% (#)		
	AFC Standard	AFC I & O	HFA
	Total: 120	Total: 83	Total: 34
1. Type of Facility	AF: 32% (39) AS: 39% (47) AM: 18% (21) AL: 10% (12) AC: 1% (1)	AF: 22% (18) AS: 70% (58) AM: 3% (3) AL: 5% (4)	All HFA
2. Difficulties Related to 1 Day Notice		Yes: 7% (6) No: 93% (77)	NA
Sample of Comments to Difficulties Related to 1 Day Notice (AFC I & O Only)			NA
<ul style="list-style-type: none"> • I had asked for some information regarding availability earlier in the month. • Yes. I could not get a hold of the licensee by phone. It took me a few days before I finally reached her by phone to give her notice. • Yes. I asked if residents would be there and they said yes, but residents decided to leave before I got there. 			
3. Difficulties Conducting Interview & Observation Inspection			
1- Interfered with completing an effective inspection		1: 0	1: 0
2- It was extremely difficult		2: 0	2: 0
3- I had some challenges		3: 19% (16)	3: 6% (2)
4- I did not have any difficulties		4: 71% (59)	4: 94% (32)
5- Interview and observation made the inspection process easier		5: 10% (8)	5: 0
4. Consultant satisfied that the inspection was thorough enough to protect residents			
1- Extremely dissatisfied <i>*HFA-12 no responses: % based on 32 responses</i>		1: 0	1: 0
2- Dissatisfied		2: 6% (5)	2: 14% (3)
3- Somewhat satisfied		3: 41% (34)	3: 45% (10)
4- Satisfied		4: 48% (40)	4: 41% (9)
5- Extremely satisfied		5: 5% (4)	5: 0
5. Subsequent complaint investigations arising from the inspections		NONE	NONE
6. Was it necessary to expand the inspection beyond the I & O model?		Yes: 14% (12) No: 86% (71)	Yes: 18% (6) No: 82% (28)
7. Was consultant able to interview residents at the facility?		Yes: 81% (67) No: 19% (16)	Yes: 100% (34)
8. Did the consultant have to make additional trips to the facility?		Yes: 2% (2) No: 98% (81)	No: 100% (34)
9. Did the consultant need additional information not maintained at the facility?		Yes: 10% (8) No: 90% (75)	No: 100% (34)

The Council reviewed the data and questionnaire and made the following suggestions:

- Linda suggested adding “why” to question 6 if the answer is yes.
- Luttrell suggested adding “interact” in question 7 for residents who are non verbal.
- Ira suggested adding a narrative for size of home (1-6 instead of AS, 6-12 instead of AM, 12-20 instead of AL).

Erika also provided data compiled from some of the questions on the survey completed by licensees participating in the interview and observation inspection shown below.

LICENSEE QUESTIONNAIRES	% (#)	
	AFC I & O	HFA
	Total: 40	Total: 21
1. Inspection focus on Interview & Observation	Yes: 100% (40)	Yes: 100% (21)
2. Was the scope of the inspection expanded? <i>*For AFC, 4 people did not respond: % based on 36 responses</i>	Yes: 28% (10) No: 61% (22) NA: 11% (4)	Yes: 43% (9) No: 57% (12) NA: 0
3. Staff’s Response to Inspection 1- Positive and helpful 2- Positive 3- Neutral 4- Negative 5- Negative and lacking	1- 65% (26) 2- 27% (11) 3- 8% (3) 4- 0 5- 0	1- 76% (16) 2- 19% (4) 3- 5% (1) 4- 0 5- 0
4. Resident’s Response to Inspection 1- Positive and helpful 2- Positive 3- Neutral 4- Negative 5- Negative and lacking	1- 37% (15) 2- 50% (20) 3- 13% (5) 4- 0 5- 0	1- 33% (7) 2- 43% (9) 3- 24% (5) 4- 0 5- 0
5. Prefer New Inspection Model over the inspection process used previously? <i>*AFC- 1 person did not respond but commented "both were helpful"</i>	Yes: 84% (33) No: 8% (3) NA: 8% (3)	Yes: 100% (21)
Sample of Comments to Prefer New Inspection Model		
AFC		
<ul style="list-style-type: none"> • There was more interaction with the consumers. It helped show the consumers the importance of the rules we have to follow. • I agree with the staff more of a notice would be nice to have adequate staffing, I do like the observations and interviewing part though. Just need more notice even a 2 week notice would be nice to adjust schedules as needed. • Really like the 24 hour notice. We have our family & kids here and are very busy so 24 hour notice was great, hope you decide not to stop it. 		
HFA		
<ul style="list-style-type: none"> • This was a more fair process and felt more like a learning process. • Much more collaborative. I think it will lead to improved resident care and best practice implementation. • Definitely!! Previous inspections overlooked care and focused on finding multiple deficiencies. They did <u>not</u> feel residents or care focused. The new process looks at care, as well as details, but really takes time to evaluate how well residents are cared for whether they are treated with respect & dignity and their quality of life. 		
6. Process Meaningful, Accurate and Balanced 1- Strongly Disagree 2- Disagree 3- Neutral	1- 12% (5) 2- 8% (3) 3- 0	1- 12% (1) 2- 0 3- 0

4- Agree 5- Strongly Agree	4- 35% (14) 5- 45% (18)	4- 33% (7) 5- 62% (13)
Sample of Comments to Process Meaningful, Accurate and Balanced		
AFC		
<ul style="list-style-type: none"> As a visual assessment - yes, as an interaction assessment - yes , as a documentation assessment - no. 		
HFA		
<ul style="list-style-type: none"> I've been involved with inspections at multiple sites and this was the first time I felt that quality of care was truly the focus. 		
7. Any information that would have been beneficial to receive prior to the inspection? <i>*AFC-two people did not respond: % based on 38 responses</i>	Yes: 0 No: 87% (33) NA: 13% (5)	Yes: 5% (1) No: 90% (19) NA: 5% (1)
Sample of Comments on Information that would have been beneficial prior to the inspection		
HFA		
A better understanding of what would/was the new process involved.		

Erika said that 50% of the providers who went through the interview and observation renewal completed the survey.

Luttrell reported some of the challenges the consultants found during the pilot were:

- Moving along timely because the residents enjoy talking with the consultant even though conversation gives a glimpse of what is actually going on in the home.
- Consultants had to go early or late to interview residents who were not always present in the home during the regular work day.

Luttrell said staff who participated in the pilot were extremely helpful and 3 of those staff have been participating on the subcommittee. Kathleen added that Denise Nunn, Area Manager and her staff participating in the pilot were open to changing some areas of the interview and observation process and to test again with a pilot program before it is rolled out to all licensees.

Ira asked if consultants could give individual training to licensee and staff when there is a pattern of not meeting the licensing rules as previously provided by Patricia Sperti, a retired AFC consultant. Discussion and comments followed.

- Luttrell responded that consultants are always willing to assist or direct licensees with appropriate technical assistance or other resources to provide training.
- John Kerr suggested training could be in conjunction with the trade associations. Luttrell said the Division attends training for the trade associations every year.
- Erika sends out weekly rule reminders on the Listserv with Technical Assistance.
- Kathleen added that communication and clarification of the rules through technical assistance in the field is helpful to the licensee.

Legislative Issues

Mary Holton reported that she has been keeping an eye on SB 788 and 787. These bills amend legislation passed in 2010 requiring a criminal history check and criminal records check of an applicant for a license to operate a home for the aged or an adult foster care facility. The legislation did not meet language that satisfied the FBI. This pending bill would also allow licensees that have already been fingerprinted the ability to utilize their previous fingerprints.

SB 788 (AFC) and 787 (HFA) was approved by the Senate and is now in the House of Representative where it has been referred to Committee on Health Policy after the first reading. (2-16-2012 the bill was recommended for second reading).

Bureau Statistics

A report comparing AFC/HFA activity (enrollments received, original licensees issued, renewals issued and facilities closed) and special investigations received, sent and closed over a period of time was provided for review.

Statistics showing the top most cited rules by type of license and county location was provided and reviewed as requested by the Council at the last meeting.

A count of facility by type and county was requested to be presented at the May 16th Council Meeting.

Other Discussion

Lauren said the Council needs to look toward the future and think about how to advocate to Legislature what the AFC Licensing Advisory Council is doing.

Linda recommended inviting Jim Gale to the May 16th Council meeting to discuss planning for future request to Legislature on behalf of the Division.

Linda suggested the Council Bylaws be added to the May16th agenda for review.

Cynthia Farrell reported that Adult Services and Children Services are both under Children Services. Beginning March 5, 2012 there will be one 800 telephone number to report both child abuse and adult abuse. Centralized Intake has cross trained 86 staff to take the report and refer to the appropriate department.

Bishop Ira wanted the Council to be aware that some city ordinances are putting a limitation on the number of people residing in unlicensed homes for the purpose of controlling the placement of MPRI resident in communities that do not want them.

Adjournment

Ira made a motion to adjourn the meeting. Kathleen seconded the meeting. All were in favor. Meeting adjourned at 12:10 p.m.

NEXT MEETING: Wednesday, May 16, 2012, 10 a.m., 7109 W. Saginaw, 2nd Floor Conference Room. If you are unable to attend, please call Marva Chambers at 517-373-8580.