Community Setting Meeting: ALF Providers Outreach

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| Location: | DHMH-Balt-CR-201Bldg-124 |
| Date: | 04/06/2017 |
| Time: | 11:00 AM – 12:00 PM |
| Attendees: | Lorraine Nawara, Amanda Patek, April Wiley, Lisa Toland, Warren Sraver, Rebecca Oliver, Ran Quan. |

# Agenda items

1. **Outreach Activities to ALF Residential Providers:**
2. Lorraine and her team plan to do site visits to ALF residential providers starting July 1, 2017. The site visit will mainly focus on educating providers on the new Community Setting Rule and answering their questions for non-compliance issues.
3. Lorraine wants to focus on the sites where most people live so they can reach more people.
	1. If the majority of the facilities are in Baltimore City and Baltimore County area, the team will do the first round there.
	2. Second round would be the big providers, i.e. providers with more than 16 beds. (Rose Mary Manor is a big facility.)
	3. For the vocal opponents, the team will prioritize them in the first group.
4. Ian will create a heat mapping figuring the distribution of provider sites across the State. That will take approximately two weeks.
5. Rebecca and her team also plan to do site visit to ALF residential providers who are marked heightened scrutiny in the HCBS survey.
6. Rebecca’s team has the address and the email address for ALF facilities. The team will send emails to providers informing them about the upcoming site visit in the summer.
7. **Education Manual on Community Setting Rule**
8. Before site visit, Lorraine would like to create an education manual for providers in basic Eighth Grade language. Both teams will collaborate on the manual.
9. Since Rebecca’s team had lots of communication with the ALF providers regarding the HCBS survey completion, survey result analysis, Correction Action Plan (CAP) and Request for Reconsideration to be in compliance, the team can start a FAQ consisting of common problems and responses. The FAQ will be a reference guide for the education manual. Rebecca suggests we can include a Do’s & Don’ts in the manual.
10. The questions that appear to be most frequently asked are:
	1. What kind of food should facility offer when answering “Yes” to the survey question “Are participants able to choose what they eat?”?
	2. What kind of locks is considered acceptable when answering “Yes” to the survey question “Do the entrance doors (i.e., the front door) lock?”, “Do participants have keys to their entrance doors? (i.e., the front door)”, “Do participants have lockable bedroom doors?”, “Do participants have keys to their bedroom doors?”, “Do participants have lockable bathroom doors?”? How should the facility implement the Community Setting Rule along with the rules from the fire department?
	3. Can the facility set restraints after answering “Yes” to the survey question “Are participants able to have visitors at any time of the day? (i.e., 24 hours a day)”? There are potential issues, such as the participant’s roommate’s reaction to the visitor, what if the visitor stays at the facility, whether the facility should provide the visitors with meals, etc.
11. For the commonly asked questions, we can include pictures and charts in the manual, like photo of a snack bar, photo of a lock from Home Depot, photo of a common area.
12. DDA will take a part in creating the manual as well.
13. **Lorraine and Rebecca’s team will meet again in two weeks to discuss the update and next step.**

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| Action items | Owner(s) | Deadline | Status |
| Send Lorraine the list of providers in Heightened Scrutiny | Nadine | 4/7/2017 | Done |
| Send emails to ALF providers about the upcoming site visit |  |  | In process |
| Send Rosemarie Manor’s CAP to Lorraine’s team | Ran | 4/7/2017 | Done |
| Send a list of how many participant there are in each facility to Rebecca | Lorraine |  | In process |
| Create the heat mapping of distribution | Ian |  | In process |
| Schedule the next internal meeting in two weeks | Ran |  | In process |
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