RCFE ADMINISTRATOR INITIAL CERTIFICATION PROGRAM

Day 1

WELCOME AND INTRODUCTIONS

WELCOME!

*Congratulations* on your decision to become a certified RCFE Administrator!
ABOUT THIS COURSE

RCFE Administrator Certification Program
Prerequisite
60 classroom hours
“Core of Knowledge”

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ABOUT YOUR INSTRUCTOR

Name
Background
Years with CCG
An “interesting” fact…

ABOUT CARE AND COMPLIANCE GROUP

Mission:
Promote and provide practical training and compliance solutions for senior living and residential care providers.

ABOUT CARE AND COMPLIANCE GROUP

Founded in 1984
Administrator Certification
Continuing Education
Staff Training
Policy Manuals
Compliance Services
PART OF THE IPCed FAMILY

Instructors: Click on the play button to begin the movie.

TELL US ABOUT YOURSELF...

- Name?
- Background?
- Experience in senior living/care?
- An "interesting" fact about yourself…?

SCHEDULE AND AGENDA

- Schedule for the week
- Schedule each day
- Lunch, breaks, and other "housekeeping" issues
DAY 1

1) Introduction

2) Opening an RCFE

3) Business Operations

PRE-TEST

What is the difference between an assisted living community and a Residential Care Facility for the Elderly?

a) There is no difference
b) Assisted living typically care for more frail residents
c) Only residential care has to be licensed
d) Residential Care Facility for the Elderly is the state term, assisted living is a more generic industry term
Residents in a RCFE are typically very healthy and independent, and have few health problems.

a) True  
b) False

An RCFE administrator must:

a) Be at least 21 years of age  
b) Complete a department-approved 80 hour certification program  
c) Meet education requirements based on the size of the RCFE  
d) All of the above

Which of the following are exempt from licensure as an RCFE?

a) Health facility or clinic  
b) A home that supplies room and board only  
c) A daughter caring for her mother at home  
d) All of the above
Community Care Licensing is not allowed to look into the finances of your RCFE

a) True
b) False

INTRODUCTION TO ASSISTED LIVING AND RESIDENTIAL CARE

National
- Communities: Over 31,000 (4+ beds)
- Licensed Beds: Over 971,900
- Average resident age: 86.9
- Average resident income: $27,260

California
- Communities: 7,475
- Licensed Beds: 146,420
- Average resident age: 86.9
- Average resident income: $27,260

Source: National Survey of Residential Care Providers, CDC, 2010 (National) Community Care Licensing, 2013 (California)
INTRODUCTION TO ASSISTED LIVING

What’s the difference?

NATIONAL TRENDS

COMMUNITIES, BY SIZE

Figure 1. Residential care facilities and residents, by facility size: United States, 2010.

- Extra-large (more than 100 beds): 7% (2,110), 26% (35,550)
- Large (50-100 beds): 10% (4,700), 10% (4,100)
- Medium (11-25 beds): 50% (11,400), 32% (301,300)
- Small (4-10 beds): 13% (7,100), 8% (77,000)

Note: Estimates may vary due to rounding and method of calculation.
CHRONIC CONDITIONS

STATE AND NATIONAL ORGANIZATIONS

THE CALIFORNIA ASSISTED LIVING ASSOCIATION

- Leadership
- Advocacy
- Education
- www.caassistedliving.org
**LEADING AGE**

- Advocates for quality
- Represents more than 400 nonprofit providers
- Membership profiles
- www.aging.org

**ARGENTUM (PREVIOUSLY ALFA)**

- Largest
- Since 1990
- Promote business and operational excellence
- www.argentum.org

**NCAL**

- National advocacy
- Education
- Networking
- Professional Development
- Quality Initiatives
- www.ncal.org
NCAL

AALNA
American Assisted Living Nurses Association

- Dedicated exclusively to nursing in assisted living
- Operated by nurses, for nurses
- www.alnursing.org

INTRODUCTION TO RCFE REGULATIONS

RCFE REGULATIONS

California Department of Social Services

Community Care Licensing Division
We recommend you become familiar with CCL's website:
ccl.ca.gov
OTHER STATE AND FEDERAL LAWS APPLY

PHILOSOPHY AND GOALS

Core Principles of Assisted Living
- Choice
- Independence
- Dignity
- Quality of Life
CHOICE

The right to choose
Few choices years ago
Newer option for care
More choices today

CHOICE

Instructions: Click on the play button to begin the movie.

INDEPENDENCE

Sense of Meaning and Purpose
Key to the Assisted Living Philosophy
Support and Encourage Independence in Residents
Sense of fulfillment
Aging not always treated with dignity in our society
Attitudes still need to change
Ageism is a fact
QUALITY OF LIFE

Surroundings, relationships, and beliefs

Embrace the little things

Big ideas

PERSON CENTERED CARE

Individuality
Choice
Privacy
Dignity
Respect
Independence
Community
HOME
### TERMINOLOGY

<table>
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<th>NO</th>
<th>YES</th>
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<tr>
<td>Patient</td>
<td>Resident</td>
</tr>
<tr>
<td>Facility</td>
<td>Community</td>
</tr>
<tr>
<td>Admission</td>
<td>Move in</td>
</tr>
<tr>
<td>Discharge</td>
<td>Move out</td>
</tr>
<tr>
<td>Administrator license</td>
<td>Administrator certificate</td>
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</tbody>
</table>

### BALANCING ACT

**Group Project!**

Assisted living takes a holistic view of the resident and his/her family
Balance needs and preferences
Balance quality of life with length of life

### BALANCING ACT

Your resident Mary has lived in your community for six months. Mary was diagnosed with Parkinson’s disease five years ago and in recent months has shown increased symptoms, such as shuffling gait, imbalance, and memory impairments.
Mary worked as an attorney for over 30 years, running her own firm in Los Angeles that handled high-end real estate cases. Mary still takes great care in her appearance, insisting on wearing a business suit and high heels every day.
Unfortunately the high heels in particular are creating a safety risk. You feel the heels, along with her shuffling gait and balance issues, have contributed to Mary falling several times in recent weeks.

Mary’s husband is very upset about the falls, insisting it is your responsibility to prevent them. He tells you to remove all the high heels from Mary’s closet and donate them to the Good Will.

**BALANCING ACT**

Mary worked as an attorney for over 30 years, running her own firm in Los Angeles that handled high-end real estate cases. Mary still takes great care in her appearance, insisting on wearing a business suit and high heels every day.

**BALANCING ACT**

Mary’s husband is very upset about the falls, insisting it is your responsibility to prevent them. He tells you to remove all the high heels from Mary’s closet and donate them to the Good Will.

**BALANCING ACT**

How would you handle this situation?

What would you do to prevent Mary from falling?

What would you tell Mary’s daughter?
LETS DIG IN

- Regulations you'll be learning:
  - 87406
  - 87407
  - 87408
  - 87409

FIND THE ANSWER

- Who can be an RCFE Administrator?
- What difference does SIZE make?
- What is the PROCESS to become an administrator?
- How do I STAY certified?
New slide added here
Sharon Brothers, 12/4/2015

new slide
Sharon Brothers, 12/4/2015
ADMINISTRATOR QUALIFICATIONS

- Diploma or GED
- 21 years old
- 16 to 49 residents
- 50 or more
- Equivalent education

INITIAL CERTIFICATION PROCESS

1) Complete the training.
2) Take and pass the test.
3) Pass the background check.
4) Submit the application and fee.

Applicable Regulations:
- 87406
- 87408
- 87409
2) Take and Pass the test.

3) Pass the background check.

LIC9163

Always check the CDSS website for the most current forms to use!
INITIAL CERTIFICATION PROCESS

4) Submit the application and pay fee.
INITIAL CERTIFICATION PROCESS

5) Pay the fee.

CONTINUING EDUCATION REQUIREMENTS

- 40 hours every 2 years
- 20 hours in a classroom setting
- 8 hours must be related to dementia
- Renew 90 days prior
- Renew after expiration and pay!

Applicable Regulations
- 87407

TERMINOLOGY AND DEFINITIONS
FIND THE ANSWER

- Regulation: 87101
- Find three terms you didn’t know before today. Prepare to share them and their meaning with the class.

TERMINOLOGY AND DEFINITIONS

Important for understanding regulations
Some on exam
Alphabetical order rather than by importance

Applicable Regulations
- 87101

TERMINOLOGY BINGO

Write the terms on the following slide randomly on your BINGO card
Your instructor will read the definition of the terms in random order
Circle or mark the corresponding word
First student to get all five letters wins
new slide
Sharon Brothers, 12/4/2015
1. Administrator
2. Ambulatory Person
3. Appropriately Skilled Professional
4. Basic Services
5. Capacity
6. Care and Supervision
7. Deficiency
8. Department
9. Elderly Person
10. Evaluator
11. Exception
12. License
13. Licensee
14. Nonambulatory Person
15. Non-Compliance Conference
16. Provision/Provide
17. Residential Care Facility for the Elderly
18. Responsible Person
20. Waiver
DIG IN!

- Article 2: Find three things you didn’t know about licenses for care and prepare to share them!
- Refer to these regulations:
  
  • 87105
  • 87106
  • 87107
  • 87108
  • 87109
  • 87110
  • 87111
  • 87112
  • 87113
  • 87114
  • 87115
  • 87116
  • 87117
  • 87118

RCFE LICENSE

<table>
<thead>
<tr>
<th>Required</th>
<th>Consequences</th>
<th>Posting</th>
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<tbody>
<tr>
<td>Exemption</td>
<td></td>
<td>Address</td>
</tr>
<tr>
<td>Integral Facilities</td>
<td></td>
<td>Nondiscrimination</td>
</tr>
<tr>
<td>Transferability</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Continuation</td>
<td></td>
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</table>

Applicable Regulations

- Article 2

APPLICATION PROCESS
• 87156 through 87163: What steps do you need to follow to get licensed? What’s a provisional license? Do you need one?

LICENSED VS. CERTIFIED

Administrator
• Person
• Certified

Facility
• Building / property
• Licensed

Licensee
• Individual or entity
• Holds the license

APPLICATION PROCESS

Orientation ➔ Submit ➔ Meeting with LPA

License awarded ➔ Inspection ➔ Clearance
new slide
Sharon Brothers, 12/4/2015
RCFE LICENSE

Applicable Regulations

Application
Fees
Review
Capacity
Withdrawal
Resubmission
Provisional License
Denial of License

Fire Clearance

DSS/CCL
- Determining resident ambulatory, non-ambulatory or bedridden status.
- Determining the facility staffing requirements for the type of clients for all shifts.
- The qualification of caregivers that serve in that capacity

Office of the State Fire Marshall
- Write Regulations For The Protection of Life And Property - H&S Code 13143
- Provide interpretations for the regulations they write - H&S 13143.8
- Prepare and Conduct Training Sessions – H&S 13144.5

Local Fire Authority
- Agents of the State Fire Marshal to enforce regulations
- Perform Pre-Inspections at the request of an applicant
- Conduct Fire Safety Inspections as requested by Licensing
PRE-LICENSING INSPECTION

Get a pre-licensing inspection
Contact your local fire department to request

FIRE CLEARANCE: OCCUPANCIES

R-2.1
R-3.1
R-4

Applicable Regulations
- 87202
- 87203

FIRE CLEARANCE: BASIC REQUIREMENTS

R-3.1

Housed above first story
CAPACITY AND AMBULATORY STATUS

Ambulatory
Non-ambulatory
Bedridden

Applicable Regulations
• 87204

PLAN OF OPERATION

Developed during application
Required to follow
Modification requires approval
• What do you need to know – and do – with a Plan of Operations? (Regulations: 87208, 87209)

DIG IN!

Mission?
Service?
What services will you provide?

GROUP PROJECT

Develop your mission statement
It's a business
Leadership matters
Quality needs focus
Financial Management vital

Balancing business needs with:
- Your mission/vision
- Residents
- Staff
LEADERSHIP

Process Influence Groups Goals

• Leadership vs. Management

MANAGERS LEADERS
Are appointed
Get things done with and through other people
Oversee day-to-day operations
Can emerge
Inspire others
Are visionary

LEADERSHIP STYLES

Authoritarian  (autocratic)
Participative  (democratic)
Laissez-faire  (free reign)
QUALITY IMPROVEMENT

Systematic
Measureable

What QI systems do you use?

Systems and processes
Residents
Team
Data

www.ccld.ca.gov

OUTCOMES/INDICATORS

Financial
Occupancy
Turnover
Falls
Readmissions
Medication errors

Financial
Occupancy
Turnover
Falls
Readmissions
Medication errors
What do the regulations require you to do in the area of financial management? (Regulations 87213)
BUILD A BUDGET

- 6 Bed RCFE
- Complete Lines
- 7 - 37 on LIC401
- Multiply by 3
- Divide it by 6
PULLING IT ALL TOGETHER

Census

Personnel

Cost of Supplies

Debt Service

Competition

Profitability

Turnover

Acuity
RATE SETTING

- Flat rate
- A la carte
- Levels of care
- SSI
- Respite

FINANCIAL STATEMENTS

- Income statement
- Balance sheet
- Cash flow statement

XYZ CARE INCOME STATEMENT

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
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<tbody>
<tr>
<td>Operating Revenue</td>
<td>$1000.00</td>
</tr>
<tr>
<td>Cost of Goods Sold</td>
<td>($50.00)</td>
</tr>
<tr>
<td>Gross Profit</td>
<td>$950.00</td>
</tr>
<tr>
<td>Operating Expense</td>
<td>($675.00)</td>
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<tr>
<td>Net Operating Income</td>
<td>$275.00</td>
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<tr>
<td>Interest Income</td>
<td>$0.00</td>
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<tr>
<td>Tax and Interest Expense</td>
<td>($75.00)</td>
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<tr>
<td>Net Income</td>
<td>$200.00</td>
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**XYZ CARE INCOME STATEMENT**

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<th></th>
<th>Actual</th>
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<th>Variance</th>
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<td>$1000.00</td>
<td>$850.00</td>
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<tr>
<td>Cost of Goods Sold</td>
<td>($50.00)</td>
<td>($40.00)</td>
<td>$10.00</td>
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<tr>
<td>Gross Profit</td>
<td>$950.00</td>
<td>$810.00</td>
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<tr>
<td>Operating Expense</td>
<td>($675.00)</td>
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<td>($65.00)</td>
<td>$10.00</td>
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<tr>
<td>Net Income</td>
<td>$200.00</td>
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**BALANCE SHEET**
DIG IN!

- Refer to regulations: 87215, 87216, 87217 and 87218.
- Answer these questions:
  - 1. True or False:
    - You can put your residents' money into your bank account as long as you keep track of any you spend.
  - 2. You can shop for a resident any time you want with your own money – just pay yourself back.
  - 3. It is not your responsibility to watch out for theft and loss.
  - 4. You must be bonded to take any resident money.
What is the name of the state agency that regulates RCFE administrators?

a) The Department of Administration  
b) The Department of Consumer Affairs  
c) The Department of Social Services  
d) The Department of Health Services

How many hours of continuing education must an administrator complete during the 2-year renewal period?

a) 8 hours  
b) 20 hours  
c) 40 hours  
d) 80 hours

Describe the process for transferring an RCFE facility license:
Identify the regulation that addresses application for license and identify at least 10 items that must be in the application:

1. 
2. 
3. 
4. 
5. 
6. 
7. 
8. 
9. 
10.

Identify the four things CCLD evaluates to determine the licensed capacity of an RCFE:

1. 
2. 
3. 
4.

A resident who is ambulatory must reside in a room that is licensed for ambulatory residents only.

a) True
b) False
Identify two examples of when a Plan of Operation would have to be submitted to CCLD for approval:

a) 3 months  
b) 6 months  
c) One year  
d) None of the above

When applying for a license, the applicant must have start-up funds equal to a minimum of ________ operating costs.

a) 3 months  
b) 6 months  
c) One year  
d) None of the above

When is the licensee required to be bonded?

a) All RCFEs must be bonded  
b) When safeguarding resident property  
c) When safety guarding resident valuables  
d) When safeguarding resident cash resources
Name at least three requirements of your theft and loss program:

__________________________
__________________________
__________________________

QUESTIONS?