# **Board of Long-Term Care Administrators**

Department of Health Professions
Perimeter Center
9960 Mayland Drive, Suite 200
Henrico, Virginia 23233-1463
Board Room #4

December 15, 2015 9:30 a.m.

# **AGENDA**

CALL TO ORDER

ORDERING OF AGENDA

**PUBLIC COMMENT PERIOD** 

**ACCEPTANCE OF MINUTES - Tab 1** 

• Board Meeting – August 11, 2015

# INFORMAL CONFERENCES HELD

o (4) October 7, 2015

AGENCY DIRECTOR'S REPORT - Dr. David Brown, DC

EXECUTIVE DIRECTOR'S REPORT - Lisa R. Hahn - Tab 2

# **NEW BUSINESS**

- Legislative & Regulatory Update Elaine Yeatts Tab 3
  - o Revision to Guidance Document 95-8 ByLaws to conform to Code of Virginia
- Model AIT & Preceptor Program Update Lisa R. Hahn
- Workforce Data Report Dr. Elizabeth Carter Tab 4

# **ADJOURNMENT**

# Tab 1

# UNAPPROVED MINUTES VIRGINIA BOARD OF LONG TERM CARE ADMINISTRATORS MEETING MINUTES

The Virginia Board of Long Term Care Administrators convened for a board meeting on Tuesday, September 22, 2015 at the Department of Health Professions, Perimeter Center, 9960 Mayland Drive, 2<sup>nd</sup> Floor, Board Room #4, Henrico, Virginia.

# The following members were present:

Karen Hopkins Stanfield, NHA, Vice-Chair Marj Pantone, ALFA Doug Nevitt, ALFA Derrick Kendall, NHA Mitchell P. Davis, NHA Warren Koontz, MD, Citizen Member Mary B. Brydon, Citizen Member

# The following members were absent for the meeting:

Shervonne Banks, Citizen Member Martha H. Hunt, ALFA

# DHP staff present for all or part of the meeting included:

Lisa R. Hahn, Executive Director David Brown, DC, Agency Director Elaine Yeatts, Senior Policy Analyst Lynne Helmick, Deputy Executive Director Missy Currier, Deputy Executive Director

# Quorum:

With 7 members present a quorum was established.

# **Guests Present:**

Randy Lindner, President & CEO of NAB
Judy Hackler, Virginia Assisted Living Association (VALA)
Dana Parsons, LeadingAge Virginia
Brenda Clarkson, Virginia Association for Hospices & Palliative Care (VAHPC)
Matt Mansell, Virginia Health Care Association (VHCA)
Debbie Blom, Virginia Association for Home Care and Hospice (VAHC)

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# CALLED TO ORDER

Ms. Hopkins Stanfield called the Board meeting to order at 10:05 a.m. and stated the agenda would be re-ordered to accommodate everyone's schedules.

# PUBLIC COMMENT PERIOD

No Public Comment was received.

# ACCEPTANCE OF MINUTES

Upon a motion by Marj Pantone and properly seconded by Derrick Kendall, the board voted to accept the following minutes:

- Minutes of Board Meeting December 16, 2014
- (2) Formal Hearings April 16, 2015

The motion passed unanimously.

Ms. Hopkins Stanfield reported that the following informal conferences were held since the board last met and that the minutes could be found on the LTC website and/or Regulatory Townhall:

- December 16, 2014
- (2) January 30, 2015
- (2) May 11, 2015
- (1) June 9, 2015

# AGENCY DIRECTOR'S REPORT - Dr. David Brown, D.C.

Dr. Brown welcomed the newest members to the board and told them what a great privilege they have to represent the Commonwealth in its mission to protect the public. Dr. Brown reminded everyone of the two upcoming board training events being held at DHP. September 28<sup>th</sup> titled Board Development Training was for more seasoned members to drill down and learn the essentials when dealing with disciplinary matters. He added that October 16<sup>th</sup> was for new board members to gain a broad overview of the agency and what it takes to become an effective board member.

# PRESENTATION - Randy Lindner, President & CEO of NAB

Randy Lindner began by providing an overview of the National Association of Long Term Care Administrators (NAB); their mission and strategic goals; who the stakeholder's involved were; and the benefits they provide to State Regulatory Boards. He touched on NCERS; the Academic Accreditation Programs, and the National Examinations and publications.

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Mr. Lindner then spoke more in depth about **Health Services Executive (HSE)**, exploring a new vision for the profession. He explained some of the benefits were:

- Provides career progression for executive leadership (across multiple service lines)
- Facilitates jurisdictional mobility
- Provides groundwork for international leadership development models
- Creates efficient credentialing model for jurisdictions
- Enhances image of the profession
- Responsive to employer needs
- Streamlines the licensees' acquisition of second and third credentials
- Breaks down the silos of competence and acknowledges foundational practice standards
- Provides standards against which curriculum content can be evaluated/validated
- Contributes to consumer confidence re: consistency and quality of care

Mr. Lindner provided results of the studies that were conducted and made a request to the Virginia Board to recognize in regulations the HSE as meeting licensure requirements for NHA, RCAL and/or HCBS.

# EXECUTIVE DIRECTOR'S REPORT – Lisa R. Hahn

Ms. Hahn gave welcome to Mitchell P. Davis, NHA & Mary B. Brydon, Citizen Member as the newest members on the board and to Martha Hunt, ALFA as a returning board member. She also welcomed Randy Lindner, President & CEO of NAB and again thanked him for his presentation about the new Health Service Executive (HSE) Credential.

# Ms. Hahn reported on the following:

# Budget

Cash Balance as of June 30, 2014	\$(368,103)
YTD FY15 Revenue	\$667,921
Less direct and In-Direct Expenditures	\$430,342
Cash Balance as of June 30, 2015	\$(130,525)

# **Licensee Statistics**

# **ALF**

- 610 ALF Administrators
- 118 AIT's
- 6 "Acting" AIT
- 196 Preceptors
- Total 930

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# NHA

- 845 Nursing Home Administrators
- 95 Nursing Home AIT's (increase from 67 in June 2014)
- 225 NHA Preceptors
- Total 1,165

# Total ALF & NHA Licensees/Registrations - 2,095

# **Licenses/Registrations Issued (12/17/2014 – 09/17/2015)**

	Acting ALF-Administrator-In-Training	9
	Administrator-in-Training	43
	ALF-Administrator-In-Training	56
	Assisted Living Facility Administrator	42
	Assisted Living Facility Preceptor	25
	Nursing Home Administrator	54
	Nursing Home Preceptor	9
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■ Total 238 (This # does not include pending applications)

# **Licenses Renewed March 2015**

		Renewed	Expired
	ALF Administrator	551	82
	ALF Preceptor	169	29
	NHA	749	103
	NHA Preceptor	210	31
Total	S	1,679	245

# **Discipline Statistics**

# **42** open cases:

- 21 cases in Investigations
- 12 in Probable Cause
- 4 in APD
- 5 at Informal Stage
- 0 at Formal Stage
- 9 LTC Compliance Cases being monitored

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#### **Historical Case Data**

# FY 2012

- 63 cases received
- 57 cases closed
- 9 (16%) of closed cases went to IFC

# FY 2013

- 45 cases received
- 56 cases closed
- 6 (11%) of closed cases went to IFC

#### FY 2014

- 47 cases received
- 38 cases closed
- 5 (13%) of closed cases went to IFC

### FY15

- 64 cases received
- 52 cases closed
- 6 (12%) of closed cases went to IFC & 4 of the 6 went on to Formal Hearings)
- 50% were ALF cases & 50% were NHA cases

# **Summary of Hearings FY2015**

### 4 formals were held

- 3 resulted in revocation, 1 resulted in suspension
- 2 were NHAs and 2 were ALFAs
- 1 involved drug diversion, 2 involved financial fraud, 1 involved a fraudulent diploma
- One IFC concerned compliance with a previous Order, the other concerned a failure to report and incident
  - 6 PHCO's issued
  - 1 involved standard of care
  - 2 involved fraud
  - 1 involved unregistered medication aides
  - 2 resulted from CE audits

# Virginia Performs (Patient Care Cases) - Fourth Quarter 2015

- Clearance Rate 133%
- Age of Pending caseload older than 250 days 14%
- % of Cases closed within 250 days 75%
- 2015 Customer Satisfaction 96.3% Q4; 100% Q3; 100% Q2; N/A Q1 (no survey responses)

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■ Q4 2015 Caseloads: received=3, closed=4

Pending over 250=2 Closed within 250=3

### **Board Business**

#### **SHEV**

Ms. Hahn reported that she contacted Dr. Joseph DeFilippo at the State Council of Higher Education for Virginia to discuss the best method of disseminating information to the colleges and universities in order to educate students on the licensure process to become a NHA or ALFA. We have had occasions where students have contacted the board to become licensed only to find out that they must first complete an internship and take a national examination. Some have a false impressions that once they graduate with a degree in HC administration (with no internship) that they are qualified to enter the field. Ms. Hahn was please to conclude that Dr. DeFilippo is very much interested in helping to resolve this issue and stated she would keep the board updated as more information becomes available.

#### **NAB Business**

Ms. Hahn reported that she and Karen Hopkins Stanfield attended the Annual Meeting held in Philadelphia in June as she serves on the Board of Directors and NAB's treasurer. Karen served as our voting state delegate. Ms. Hahn shared that Key Topic Points at the meeting were:

- Implementation plan for the Professional Practice Analysis (PPA) and the new Health Services Executive (HSE) which Randy Lindner presented on.
- Drafting of the new AIT Manual which will serve as a guide for state boards and agencies as well as provide the tools and knowledge needed by students to become effective administrators.
- Approval of a new NCERS website from Learning Builder which will allow NAB to streamline the review and approval process for continuing education programs.
- NAB Attendees had the opportunity to screen the "Glen Campbell…I'll Be Me" documentary which left everyone with a sense of compassion for those that suffer from Alzheimer's and the people that help them try to live their lives with dignity.

Ms. Hahn concluded that she also attended a Leadership Retreat for the NAB Executive board during August 2015 and that she and Karen will be attending the Mid-Year meeting in November.

# **Staffing Notes**

Ms. Hahn highlighted her staff's involvement serving in leadership positions on agency and association committees.

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- Lynne Helmick serves as Chair of the DHP Safety Committee. Lynne is also working with the Compliance Work Group for the new MLO Licensing Software.
- Kathy Petersen serves as Chair of the DHP Social Planning Committee. She will be serving on the Discipline Work Group for the new MLO Software.
- Kathy has been instrumental in creating a "Naming Convention" Policy & Guidelines for storing Disciplinary cases electronically for archival and storage purposes.
- Missy Currier attended the Commonwealth Management Institute last spring. Missy was recently appointed as Secretary/Treasurer of the DHP Bonus Committee. She also is involved with the Licensing Work Group for MLO.
- Laura Mueller (Licensing Specialist) served on the DHP "On Boarding" Committee tasked to ensure that each new employee receives a consistent orientation to the Agency.
- All FunPaLS staff will be assisting with the October 16th New Board Member Orientation day.

### **Board Communications**

- If you have a change of address, email address, cell phone number, please remember to contact us so that we have the most current information.
- Please try to respond to email requests within a timely manner especially when the email requests a reply for availability or a response to a licensure or disciplinary question.

Ms. Hahn thanked the board for all their hard work & dedication!

# Remaining 2015 Meetings

- September 28th Board Member Development Day
- October 16th New Board Member Training
- December 15th Board Meeting

### 2016 Board Meeting Schedule

- Please reserve the following dates for the entire day: These dates are also used for our Formal Hearings. It is imperative that you commit to these dates.
- March 15th
- June 14th
- September 20th
- December 13th

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# **NEW BUSINESS**

# Report of Regulatory Actions - Elaine Yeatts

Ms. Yeatts proved a handout of the new regulations which become effective on November 4, 2015 regarding the oversight of acting administrators in an AIT program. She reviewed in detail the new requirements that were promulgated in order to conform to the Law.

# **Election of Officers**

A motion was made by Dr. Warren Koontz and properly seconded by Mitch Davis to close the nominations. The motion carried unanimously.

A motion was made by Dr. Warren Koontz and properly seconded by Marj Pantone to accept the nomination of Karen Hopkins Stanfield as Board Chair and Derrick Kendall as Board Vice-Chair. The motion carried unanimously.

# **ADJOURNMENT**

Ms. Hopkins Stanfield adjourned the meeting	g at 12:15 p.m.
Karen Hopkins Stanfield, NHA, Chair	Lisa R. Hahn, Executive Director
Date	Date

# Tab 2

# Virgina Department of Health Professions Cash Balance As of October 31, 2015

	Long Term Care dministrators
Board Cash Balance as of June 30, 2014/5	\$ (130,525)
YTD FY16 Revenue	39,700
Less: YTD FY16 Direct and In-Direct Expenditures	175,156
Board Cash Balance as October 31, 2015	 (265,980)

# Virginia Department of Health Professions Revenue and Expenditures Summary Department 11400 - Long-Term Care Administrators For the Period Beginning July 1, 2015 and Ending October 31, 2015

Account				Amount Under/(Over)	
Number	Account Description	Amount	Budget	Budget	% of Budget
	Fee Revenue	Alligant	244901		<b>3</b>
	Application Fee	29,040.00	88,035.00	58,995.00	32.99%
	License & Renewal Fee	7,835.00	586,850.00	579,015.00	1.34%
	Dup. License Certificate Fee	70.00	- 6	(70.00)	0.00%
	Board Endorsement - Out	630.00	1,905.00	1,275.00	33.07%
	Monetary Penalty & Late Fees	1,775.00	4,215.00	2,440.00	42.11%
	Misc. Fee (Bad Check Fee)	35.00	-	(35.00)	0.00%
	Total Fee Revenue	39.385.00	681,005.00	641,620.00	5.78%
	Sales of Prop. & Commodities		,	,	
	Misc. Sales-Dishonored Payments	315.00		(315.00)	0.00%
	Total Sales of Prop. & Commodities	315.00	-	(315.00)	0.00%
	Total Revenue	39,700.00	681,005.00	641,305.00	5.83%
	100,10791100	00,.00.00	55,,555.55	0,1,000.00	
5011110	Employer Retirement Contrib.	4,140.66	10,291.00	6,150.34	40.24%
	Fed Old-Age ins- Sal St Emp	2,192.83	5,537.00	3,344.17	39.60%
	Group Insurance	367.94	862.00	494.06	42.68%
	Medical/Hospitalization ins.	6,607.09	18,837.00	12,229.91	35.08%
	Retiree Medical/Hospitalizatn	324.67	760.00	435.33	42.72%
	Long term Disability Ins	204.08	478.00	273.92	42.69%
	Total Employee Benefits	13,837.27	36,765.00	22,927.73	37.64%
5011200		•	·		
	Salaries, Classified	31,014.84	72,367.00	41,352.16	42.86%
	Salaries, Overtime	136.45	#	(136.45)	0.00%
	Total Salaries	31,151.29	72,367.00	41,215.71	43.05%
5011300	Special Payments				
	Deferred Compostn Match Pmts	206.00	696.00	490.00	29.60%
	Total Special Payments	206.00	696.00	490.00	29.60%
5011930	Turnover/Vacancy Benefits		-	727	0.00%
	Total Personal Services	45,194.56	109,828.00	64,633.44	41.15%
5012000	Contractual Svs				
5012100	Communication Services				
5012110	Express Services	22	142.00	142.00	0.00%
5012140	Postal Services	321.64	1,500.00	1,178.36	21.44%
5012150	Printing Services	26.14	500.00	473.86	5.23%
5012160	Telecommunications Svcs (VITA)	441.29	1,320.00	878.71	33.43%
5012170	Telecomm. Svcs (Non-State)	126.08		(126.08)	0.00%
	Total Communication Services	915.15	3,462.00	2,546.85	26.43%
5012200	Employee Development Services				
5012210	Organization Memberships	-	1,200.00	1,200.00	0.00%
5012240 I	Employee Trainng/Workshop/Conf	-	200.00	200.00	0.00%
50122 <b>5</b> 0 I	Employee Tuition Reimbursement		802.00	802.00	0.00%
•	Total Employee Development Services	-	2,202.00	2,202.00	0.00%
5012300 I	Health Services				
5012360	X-ray and Laboratory Services		110.00	110.00	0.00%
	Total Health Services		110.00	110.00	0.00%

# Virginia Department of Health Professions Revenue and Expenditures Summary Department 11400 - Long-Term Care Administrators For the Period Beginning July 1, 2015 and Ending October 31, 2015

				Amount	
Account				Under/(Over)	
Number	Account Description	Amount	Budget	Budget	% of Budget
5012400	Mgmnt and Informational Svcs				
5012420	Fiscal Services	70.26	7,990.00	7,919.74	0.88%
5012440	Management Services	30.19	6.00	(24.19)	503.17%
5012460	Public Infrmtnl & Relatn Svcs	12.00	2.1	(12.00)	0.00%
5012470	Legal Services	350.00	150.00	(200.00)	233.33%
	Total Mgmnt and Informational Svcs	462.45	8,146.00	7,683.55	5.68%
5012500	Repair and Maintenance Svcs				
5012510	Custodial Services	7.33	5	(7.33)	0.00%
5012520	Electrical Repair & Maint Srvc		17.00	17.00	0.00%
	Total Repair and Maintenance Svcs	7.33	17.00	9.67	43.12%
5012600	Support Services				
5012630	Clerical Services	-	1,027.00	1,027.00	0.00%
5012640	Food & Dietary Services	-	683.00	683.00	0.00%
5012660	Manual Labor Services	145.61	2,182.00	2,036.39	6.67%
5012670	Production Services	1,627.08	2,960.00	1,332.92	54.97%
5012680	Skilled Services		4,408.00	4,408.00	0.00%
	Total Support Services	1,772.69	11,260.00	9,487.31	15.74%
5012800	Transportation Services				
5012820	Travel, Personal Vehicle	765.92	4,680.00	3,914.08	16.37%
5012830	Travel, Public Carriers		300.00	300.00	0.00%
5012850	Travel, Subsistence & Lodging	94.04	800.00	705.96	11.76%
5012880	Trvl, Meal Reimb- Not Rprtble	51.00	400.00	349.00	12.75%
	Total Transportation Services	910.96	6,180.00	5,269.04	14.74%
	Total Contractual Svs	4,068.58	31,377.00	27,308.42	12.97%
5013000	Supplies And Materials				
5013100	Administrative Supplies				
5013120	Office Supplies	124.36	400.00	275.64	31.09%
	Stationery and Forms		100.00	100.00	0.00%
	Total Administrative Supplies	124.36	500.00	375.64	24.87%
5013500	Repair and Maint. Supplies				
5013530	Electrcal Repair & Maint Matri	_	2.00	2.00	0.00%
	Total Repair and Maint. Supplies		2.00	2.00	0.00%
5013600	Residential Supplies				
	Food and Dietary Supplies		81.00	81.00	0.00%
	Total Residential Supplies		81.00	81.00	0.00%
5013700	Specific Use Supplies				
5013730	Computer Operating Supplies	1.53	<del></del>	(1.53)	0.00%
	Total Specific Use Supplies	1.53	-	(1.53)	0.00%
	Total Supplies And Materials	125.89	583.00	457.11	21.59%
5014000	Transfer Payments				
5014100	Awards, Contrib., and Claims				
5014130	Premiums	727	300.00	300.00	0.00%
5014150	Unemployment Comp Reimbursemt		100.00	100.00	0.00%
	Total Awards, Contrib., and Claims		400.00	400.00	0.00%

Virginia Department of Health Professions
Revenue and Expenditures Summary
Department 11400 - Long-Term Care Administrators
For the Period Beginning July 1, 2015 and Ending October 31, 2015

Account	A The control of	ā marumā	Budget	Amount Under/(Over) Budget	% of Budget
Number	Account Description	Amount	400.00	400.00	0.00%
	Total Transfer Payments	1	400.00	400.00	0.00 /
	Continuous Charges				
	Insurance-Fixed Assets		25.00	25.00	0.00%
	Property Insurance		25.00	25.00	0.00%
	Total Insurance-Fixed Assets	20	25.00	25.00	0.007
	Operating Lease Payments	0.400.05	7 0 4 0 0 0	4 740 05	34.45%
	Building Rentals - Non State	2,496.05	7,246.00	4,749.95	
•	Total Operating Lease Payments	2,496.05	7,246.00	4,749.95	34.45%
5015500 l	Insurance-Operations				0.000
5015510	General Liability Insurance	55	91.00	91.00	0.00%
	Surety Bonds		6.00	6.00	0.00%
•	Total Insurance-Operations	-	97.00	97.00	0.00%
	Total Continuous Charges	2,496.05	7,368.00	4,871.95	33.88%
5022000 l	Equipment				
5022200 I	Educational & Cultural Equip				0.000
5022240 I	Reference Equipment		36.00	36.00	0.00%
•	Total Educational & Cultural Equip	-	36.00	36.00	0.00%
5022600	Office Equipment				
5022610	Office Appurtenances	-	17.00	17.00	0.00%
5022640	Office Machines	-	100.00	100.00	0.00%
7	Total Office Equipment		117.00	117.00	0.00%
•	Total Equipment		153.00	153.00	0.00%
•	Total Expenditures	51,885.08	149,709.00	97,823.92	34.66%
	Allocated Expenditures				
20600 1	Funeral\LTCA\PT	31,884.28	87,599.10	55,714.82	36.40%
30100 I	Data Center	21,532.74	69,643.44	48,110.70	30.92%
30200 i	Human Resources	1,158.53	4,399.92	3,241.39	26.33%
30300 1	Finance	8,869.22	13,307.37	4,438.15	66.65%
30400 l	Director's Office	3,973.89	7,732.09	3,758.20	51.39%
30500 [	Enforcement	40,049.52	73,247.94	33,198.43	54.68%
30600	Administrative Proceedings	7,093.79	18,200.09	11,106.30	38.98%
30700 I	Impaired Practitioners	5	86.38	86.38	0.00%
30800 /	Attorney General	4,461.99	10,155.70	5,693.71	43.94%
30900 I	Board of Health Professions	2,420.37	4,282.00	1,861.62	56.52%
31100	Maintenance and Repairs	F-	400.50	400.50	0.00%
31300 I	Emp. Recognition Program	42.03	177.37	135.34	23.69%
31400 (	Conference Center	23.65	210.58	186.93	11.23%
31500 I	Pgm Devipmnt & implmentn	1,760.61	4,509.99	2,749.38	39.04%
7	Total Allocated Expenditures	123,270.61	293,952.45	170,681.84	41.94%
	Net Revenue in Excess (Shortfall) of Expenditures	\$ (135,455.69)	\$ 237,343.55	\$ 372,799.24	57.07%

# Long Term Care Administrators

License Count Report

As of:	12/2015	12/2014	12/2013
NHA Administrator in Training	89	82	75
ALF Administrator in Training	116	107	81
"Acting" ALF Administrator in Training	5	6	5
Nursing Home Administrator	872	883	847
Assisted Living Facility Administrator	627	646	617
Nursing Home Preceptor	232	244	238
Assisted Living Facility Preceptor	204	198	180
Total	2,145	2,166	2,043

# Virginia Department of Health Professions

David E. Brown, D.C. Director

Patient Care Disciplinary Case Processing Times: Quarterly Performance Measurement, Q1 2012 - Q1 2016

"To ensure safe and competent patient care by licensing health professionals, enforcing standards of practice, and providing information to health care practitioners and the public **DHP Mission Statement** 

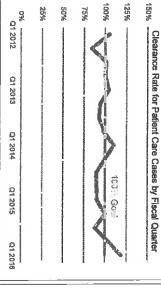
most recently, on Virginia Performs through Key Performance Measures (KPMs). KPMs offer a concise, balanced, and data-based way to measure disciplinary case processing. These three Disposition uphold the objectives of the DHP mission statement. The following pages show the KPMs by board, listed in order by caseload volume; volume is defined as the number of cases measures, taken together, enable staff to identify and focus on areas of greatest importance in managing the disciplinary caseload; Clearance Rate, Age of Pending Caseload and Time to In order to uphold its mission relating to discipline, DHP continually assesses and reports on performance. Extensive trend information is provided on the DHP website, in biennial reports, and degrees of data fluctuation. received during the previous 4 quarters. In addition, readers should be aware that vertical scales on the line charts change, both across boards and measures, in order to accommodate varying

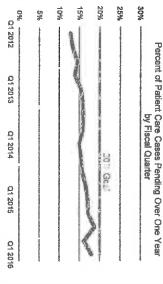
Clearance Rate - the number of closed cases as a percentage of the number of received cases. A 100% clearance rate means that the agency is closing the same number of cases as it receives each quarter. DHP's goal is to maintain a 100% clearance rate of allegations of misconduct through the end of FY 2016. The current quarter's clearance rate is 119%, with 859 patient care cases received and 1,021 closed.

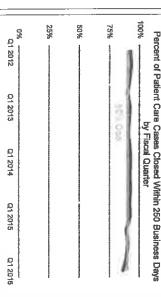
Age of Pending Caseload - the percent of open patient care cases over 250 business days old. This measure tracks the backlog of patient care cases older than 250 business days to aid management in providing specific closure targets. The goal is to maintain the percentage of open patient care cases older than 250 business days at no more than 20% through the end of FY 2016. The current quarter shows 18% patient care cases pending over 250 business days with 2,405 patient care cases pending and 438 pending over 250

business days.

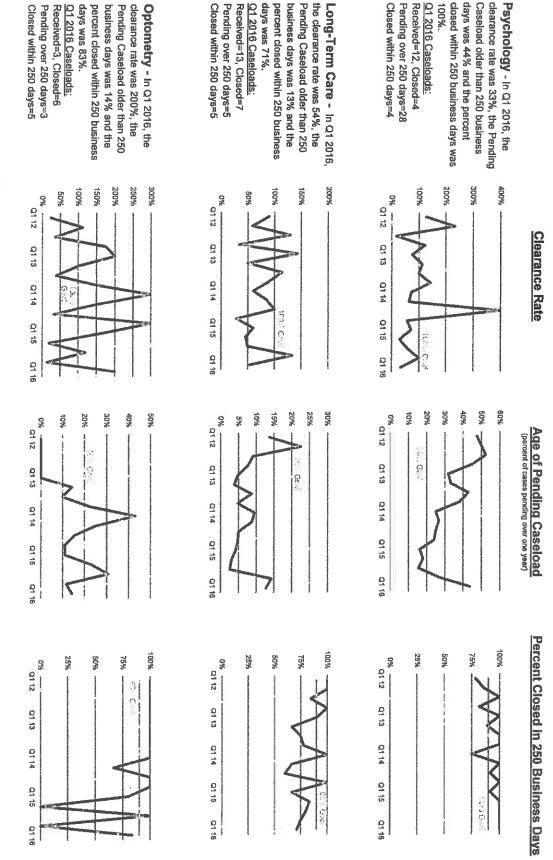
Time to Disposition - the percent of patient care cases closed within 250 business days for cases received within the preceding eight quarters. This moving eight-quarter window approach captures the vast majority of cases closed in a given quarter and effectively removes any undue influence of the oldest cases on the measure. The goal is to resolve 90% of patient care cases within 250 business days through the end of FY 2016. The current quarter shows 87% percent of patient care cases being resolved within 250 business days with 997 cases closed and 862 closed within 250 business days.







# Virginia Department of Health Professions - Patient Care Disciplinary Case Processing Times, by Board



Note: Vertical scales on line charts change, both across boards and measures, in order to accommodate varying degrees of data fluctuation.



# APPLICANT SATISFACTION SURVEY RESULTS APPROVAL RATE

FISCAL YEAR 2016, QUARTER ENDING 9/30/2015

Quarter 4	Quarter 3	Quarter 2	Quarter 1	Quarter Breakdo
April 1st - June 30th	January 1st - March 31st	October 1st - December 31st	July 1st - September 30th	down

\*Applicant Satisfaction Surveys are sent to all initial applicants. The survey includes six categories for which applicants rate their satisfaction on a scale from one to four, one and two being degrees of satisfaction, three and four being degrees of disatisfaction. This report calculates the percentage of total responses falling into the approval range. An "n/a" is used if no response was received for that board during the specified timeframe.

AGENCY	Veterinary Medicine	Social Work	Psychology	Physical Therapy	Pharmacy	Optometry	Nursing	Nurse Aide	Medicine	Long Term Care Administrator	Funeral Directing	Dentistry	Counseling	Audiology/Speech Pathology	Board	
91.9%	100.0%	87.3%	78.7%	96.6%	98.8%	n/a	93.7%	96.8%	86.2%	100 0%	100.0%	94.1%	78.0%	100.0%	Q2 FY2013	
93.5%	83.3%	84.7%	89.6%	100.0%	97.5%	ηVa	94.4%	97.6%	94.4%	100.0%	n/a	98.7%	69.9%	100.0%	Q3 FY2013	
93.5%	93.3%	94.9%	99.1%	98.6%	97.3%	100.0%	96.5%	99.1%	87.5%	n/a	100.0%	94.7%	76.3%	100.0%	Q4 FY2013	
93.6%	97.4%	86 6%	88.6%	96.9%	97.7%	100.0%	94.3%	97.2%	91.1%	100.0%	100.0%	90.9%	80.1%	94.8%	Q1 FY2014	
95.0%	100.0%	90.7%	92.6%	98.7%	98.1%	1:00:0%	96.4%	99.7%	91.8%	100.0%	100.0%	95.9%	83.2%	85 7%	Q2 FY2014	
94.2%	100.0%	95.8%	88.9%	100.0%	97.6%	N/A	94.5%	96 5%	92.2%	88.9%	88.9%	92.3%	87.7%	100.0%	Q3 FY2014	
95.1%	100.0%	88.5%	96.0%	90.5%	99.1%	NA	94.5%	100.0%	95.0%	100.0%	100.0%	88.9%	92.8%	100.0%	Q4 FY2014	
94.2%	100.0%	92 0%	89.6%	94.3%	98.8%	100.0%	95.6%	95.6%	92.2%	100 0%	N/A	86 3%	83.3%	89.6%	Q1 FY2015	
92.5%	100.0%	92.0%	76.8%	97 3%	98.3%	100.0%	94.9%	97.3%	81.2%	100 0%	100.0%	91.7%	91.1%	83.3%	Q2 FY2015	
95.1%	N/A	90.7%	90.0%	100.0%	100.0%	NA	98.1%	88.9%	84.8%	100.0%	100.0%	100 0%	83.9%	100 0%	Q3 FY2015	
93.9%	91.7%	92.6%	84.9%	100 0%	99.5%	66.7%	97.2%	98.9%	89.6%	96.3%	97.0%	93.3%	80.8%	86.7%	Q4 FY2015	
90.6%	100.0%	90.7%	83.3%	96.9%	96.3%	100.0%	92.4%	100.0%	80.8%	100.0%	88.9%	96.4%	79.6%	76.7%	Q1 FY2016	CURRENT

# Virginia Department of Health Professions

# APPLICANT SATISFACTION SURVEY RESULTS

# APPROVAL RATE

LAST FIVE FISCAL YEARS

April 1st - June 30th	Quarter 4
January 1st - March 31st	Quarter 3
October 1st - December 31st	Quarter 2
July 1st - september 30th	Quarter 1
nweb	Quarter Break

\*Applicant Satisfaction Surveys are sent to all initial applicants. The survey includes six categories for which applicants rate their satisfaction on a scale from one to four, one and two being degrees of satisfaction, three and four being degrees of disatisfaction. This report calculates the percentage of total responses falling into the approval range. "N/A" indicates that no response was received for that board during the specified timeframe.

Agency Total	Veterinary Medicine	Social Work	Psychology	Physical Therapy	Pharmacy	Optometry	Nursing	Nurse Aide	Medicine	Long Term Care Administrator	Funeral Directing	Dentistry	Counseling	Audiology/Speech Pathology		Board
94.6%	97.7%	90.6%	88.1%	95.3%	97.7%	100.0%	94.8%	97 5%	94.1%	94.4%	95.2%	95.7%	75.7%	91.8%		FY11
0.7%	-0.1%	-5.6%	4.0%	2.4%	-0.9%	0.0%	1.6%	0.4%	2.6%	2 0%	5.0%	-2.9%	-1.8%	-1.4%	FY12 & FY11	Change Between
95.3%	97.6%	85.5%	84.6%	97.6%	96.8%	100.0%	96.3%	97.9%	96.5%	96 3%	100.0%	92.9%	74.3%	90.5%		FY12
-4,8%	-1.8%	3.2%	7.9%	-0.8%	1.1%	-71%	-1.1%	-0.1%	-6.4%	-100.0%	0.0%	2.0%	-2.4%	9.1%	FY13 & FY12	Change Between
93,6%	95.8%	88.2%	91.3%	96.8%	97.9%	92.9%	95.2%	97 8%	90.3%	n/a	100.0%	94.8%	72.5%	98.7%		FY13
0.8%	3.7%	1.0%	0.2%	0.4%	0.1%	76%	-0.3%	0.5%	1.9%	100.0%	-3.0%	-3.2%	17.1%	4.8%	FY14 & FY13	Change Between
94.3%	99.3%	89.1%	91.5%	97.2%	98.0%	100.0%	94.9%	98.3%	92.0%	98.5%	97.0%	91.8%	84.9%	94.0%		FY14
-0.6%	4.0%	3.1%	-8.3%	₩6.0	1.0%	-8,3%	1.2%	-1.0%	-3.3%	-0.5%	1.4%	0.3%	-1.1%	-7.6%	FY15 & FY14	Change Between
93.8%	95.4%	91.9%	83.9%	96.3%	98.9%	91.7%	96.0%	97.3%	89.0%	98.0%	98.3%	92.1%	83.9%	86.9%		FY15

# Tab 3

# VIRGINIA BOARD OF LONG-TERM CARE ADMINISTRATORS

# **BYLAWS**

# Article I. Officers Election, Terms of Office, Vacancies

# 1. Officers

The officers of the Virginia Board of Long-Term Care Administrators (Board) shall be a Chair and a Vice-Chair.

# 2. Election.

The organizational year for the Board shall run from July 1<sup>st</sup> through June 30<sup>th</sup>. During the first quarter of the <u>fiscal</u> year, the Board shall elect from its members a Chair and a Vice-Chair.

# 3. Terms of Office.

The terms of office of the Chair and Vice-Chair shall be for one year or until the next election of officers, unless their term on the Board expires before that time. No officer shall be eligible to serve for more than three consecutive terms in the same office unless serving an unexpired term.

### 4. Vacancies.

A vacancy occurring in any office shall be filled by a special election at the next meeting of the Board.

# Article II. Duties of Officers

# 1. Chair.

The Chair shall preside at all meetings and conduct all business according to the Administrative Process Act and Robert's Rules; shall appoint all committees except where specifically provided by law; shall appoint agency subordinates; shall sign certificates and documents authorized to be signed by the Chair; and, may serve as an ex-officio member of committees.

# 2. Vice- Chair.

The Vice-Chair shall perform all duties of the Chair in the absence of the Chair.

# Article III. Duties of Members

# 1. Qualifications.

After appointment by the Governor, each member of the Board shall forthwith take the oath of office to qualify for service as provided by law.

# 2. Attendance at meetings.

Members of the Board shall attend all regular and special meetings of the full Board, meetings of committees to which they are assigned and all hearings conducted by the Board at which

Guidance Document: 95-8

their attendance is requested by the Executive Director, unless prevented by illness or other unavoidable cause. In the case of an unavoidable absence of any member from any meeting, the Chair may reassign the duties of such absent member.

# Article IV. Meeting

#### 1. Number.

The Board shall schedule at least three regular meetings in each year, with the right to change the date or cancel any board meeting with the exception that a minimum of one board meeting will take place annually. The Chair shall call meetings at any time to conduct the business of the Board and shall convene conference calls when needed to act on summary suspensions and settlement offers. Additional meetings shall be called by the Chair upon the written request of any two members of the Board.

# 2. Quorum.

A majority of the members of the Board shall constitute a quorum at any meeting. Five members of the Board, including one who is not a licensed nursing home administrator or assisted living facility administrator, shall constitute a quorum.

# 3. Voting.

All matters shall be determined by a majority vote of the members present.

# Article V. Committees

# 1. Standing Committees.

As part of their responsibility to the Board, members appointed to a committee shall faithfully perform the duties assigned to the committee. The standing committees of the Board shall be the following:

Legislative and Regulatory Committee Credentials Committee Special Conference Committees

# 2. Ad Hoc Committees.

The Chair may appoint an Ad Hoc Committee of two or more members of the Board to address a topic not assigned to a standing committee.

### 3. Committee Duties.

# a) Legislative/Regulatory Committee.

The Legislative/Regulatory Committee shall consist of two or more members, appointed by the Chair. This Committee shall consider matters bearing upon state and federal regulations and legislation and make recommendations to the Board regarding policy matters. The Committee shall conduct a periodic review of the laws and regulations. Proposed changes in State laws, or in the Regulations of the Board, shall be distributed to all Board members prior to scheduled meetings of the Board.

# Guidance Document: 95-8

# b) Credentials Committee.

The Credentials Committee shall consist of two or more members appointed by the Chair and shall review all non-routine applications for licensure to determine if the applicant satisfies the requirements established by the Board. The committee shall review requests for extensions of time to earn continuing education and may grant such requests for good cause on a one-time basis. The Committee shall not be required to meet collectively to complete initial reviews. The committee chair shall provide guidance to staff on the action to be taken as a result of the initial review.

# c) Special Conference Committees.

Special Conference Committees shall consist of two or more members appointed by the Chair and shall review investigation reports to determine if there is probable cause to conclude that a violation of law or regulation has occurred, hold informal fact-finding conferences and direct the disposition of disciplinary cases. The Committee shall not be required to meet collectively to complete the initial review. The committee chair shall provide guidance to staff on the action to be taken as a result of the probable cause review.

# Article VI. Executive Director

# 1 Designation.

The Administrative Officer of the Board shall be designated the Executive Director of the Board.

# 2. Duties.

The Executive Director shall:

- a) Supervise the operation of the Board office and be responsible for the conduct the staff and the assignment of cases to agency subordinates,
- b) Carry out the policies and services established by the Board,
- c) Provide and disburse all forms as required by law to include, but not be limited to, new and renewal application forms.
- d) Keep accurate record of all applications for licensure, maintain a file of all applications and notify each applicant regarding the actions of the Board in response to their application. Prepare and deliver licenses to all successful applicants. Keep and maintain a current record of all licenses issued by the Board.
- e) Notify all members of the Board of regular and special meetings of the Board. Notify all Committee members of regular and special meetings of Committees. Keep true and accurate minutes of all meetings and distribute such minutes to the Board members prior to the next meeting.
- f) Issue all notices and orders, render all reports, keep all records and notify all individuals as required by these Bylaws or law. Affix and attach the seal of the Board to such documents, papers, records, certificates and other instruments as may be directed by law.
- g) Keep accurate records of all disciplinary proceedings. Receive and certify all exhibits presented. Certify a complete record of all documents whenever and wherever required by law.

Guidance Document: 95-8

h) Present the biennial budget with any revisions to the Board for approval.

# Article VII: General Delegation of Authority

- 1. The Board delegates to Board staff the authority to issue and renew licenses, registrations and certificates where minimum qualifications have been met.
- 2..The Board delegates to the Executive Director the authority to reinstate licenses, registrations and certificates when the reinstatement is due to the lapse of the license, registration or certificate and not due to previous Board disciplinary action unless specified in the Board order.
- 3. The Board delegates to Board staff the authority to develop and approve any and all forms used in the daily operations of the Board business, to include, but not limited to, licensure applications, renewal forms and documents.
- 4. The Board delegates to the Executive Director the authority to sign as entered any Order or Board-approved Consent Order resulting from the disciplinary process.
- 5. The Board delegates to the Executive Director, who may consult with a special conference committee member, the authority to provide guidance to the agency's Enforcement Division in situations wherein a complaint is of questionable jurisdiction and an investigation may not be necessary.
- 6. The Board delegates to the Executive Director, who shall consult with a member of a special conference member, the authority to review information regarding alleged violations of law or regulations and determine whether probable cause exists to proceed with possible disciplinary action.
- 7. The Board delegates to the Chair, the authority to represent the Board in instances where Board "consultation" or "review" may be requested where a vote of the Board is not required and a meeting is not feasible.
- 8. The Board delegates to the Executive Director the selection of the agency subordinate who is deemed appropriately qualified to conduct a proceeding based on the qualifications of the subordinate and the type of case being convened.

# Article VIII. Amendments

A board member or the Executive Director may propose amendments to these Bylaws by presenting the amendment in writing to all Board members prior to any scheduled meeting of the Board.

Code of Virginia
Title 54.1. Professions and Occupations
Chapter 31. Nursing Home and Assisted Living Facility Administrators

# § 54.1-3101. Board of Long-Term Care Administrators; terms; officers; quorum; special meetings.

The Board of Long-Term Care Administrators is established as a policy board, within the meaning of § 2.2-2100, in the executive branch of state government. The Board of Long-Term Care Administrators shall consist of nine nonlegislative citizen members to be appointed by the Governor. Nonlegislative citizen members shall be appointed as follows: three who are licensed nursing home administrators; three who are assisted living facility administrators; two who are from professions and institutions concerned with the care and treatment of chronically ill and elderly or mentally impaired patients or residents; and one who is a resident of a nursing home or assisted living facility or a family member or guardian of a resident of a nursing home or assisted living facility. One of the licensed nursing home administrators shall be an administrator of a proprietary nursing home. Nonlegislative citizen members of the Board shall be citizens of the Commonwealth.

After the initial staggering of terms, the terms of Board members shall be four years. Appointments to fill vacancies, other than by expiration of a term, shall be for the unexpired terms. Vacancies shall be filled in the same manner as the original appointments. All members may be reappointed consistent with § 54.1-107.

The Board shall annually elect a chairman and vice-chairman from among its membership. Five members of the Board, including one who is not a licensed nursing home administrator or assisted living facility administrator, shall constitute a quorum. Special meetings of the Board shall be called by the chairman upon the written request of any three members.

All members shall be reimbursed for all reasonable and necessary expenses incurred in the performance of their duties as provided in §§ 2.2-2813 and 2.2-2825. Funding for the costs of expenses shall be provided by the Department of Health Professions.

The Department of Health Professions shall provide staff support to the Board. All agencies of the Commonwealth shall provide assistance to the Board, upon request.

The Board shall be authorized to promulgate canons of ethics under which the professional activities of persons regulated shall be conducted.

1970, c. 775, §§ 54-903, 54-907; 1973, c. 379; 1981, c. 447; 1987, c. 686, § 54-903.1; 1988, c. 765; 2001, cc. 527, 554; 2005, cc. 610, 924.

# Tab 4

# Virginia's Assisted Living Facility Administrator Workforce: 2015



Virginia Department of Health Professions
Healthcare Workforce Data Center
Perimeter Center
9960 Mayland Drive, Suite 300
Richmond, VA 23233
804-367-2115, 804-527-4466(fax)

E-mail: HWDC@dhp.virginia.gov

Follow us on Tumblr: www.vahwdc.tumblr.com

468 Assisted Living Facility Administrators voluntarily participated in this survey. Without their efforts the work of the center would not be possible. The Department of Health Professions, the Healthcare Workforce Data Center, and the Board of Long-Term Care Administrators express our sincerest appreciation for your ongoing cooperation.

Thank You!

Virginia Department of Health Professions

David E. Brown, D.C.

Director

Jaime H. Hoyle, J.D. Chief Deputy Director

Healthcare Workforce Data Center Staff:

Elizabeth Carter, Ph.D. Director Laura Jackson
Operations Manager

Christopher Coyle Research Assistant

# Virginia Board of Long-Term Care Administrators

# Vice-Chair

Karen Hopkins Stanfield, NHA Dinwiddie

# Members

Shervonne Banks Hampton

Mary B. Bydon Richmond

Mitchell P. Davis, NHA
Salem

Martha H. Hunt, AltFA Richmond

Derrick Kendall, NHA Blackstone

Dr. Warren W. Koontz, MD Henrico

Cary Douglas Nevitt, ALFA Fredericksburg

> Marj Pantone, ALFA Virginia Beach

**Executive Director** 

Lisa R. Hahn

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# The Assisted Living Facility Administrator Workforce: At a Glance:

The Workforce Licensees:	673
Virginia's Workforce.	628
FTEs:	740

Survey Response Rate	2
All Licensees:	70%
Renewing Practitioners:	85%

Demographics	
Female:	82%
Diversity Index:	39%
Median Age:	53

from the University of Virginia's Weldon Cooper Center for Public Service

# Background

Rural Childhood:	47%
HS Degree in VA:	61%
Prof. Degree in VA:	95%

# Highest Prof. Degree

Adminining	25%
Baccalaureate:	13%

# **Finances**

Median Income: \$	60k-\$70k
Vacation:	79%
Retirement:	37%

Sollies V. Houlders .... Aller Date Carte

# Current Employment

Employed in Prof.:	92%
Hold 1 Full-time Job:	82%
Satisfied?:	95%

# Job Turnover

Switched Jobs:	5%
Employed over 7 yrs:	6.8%

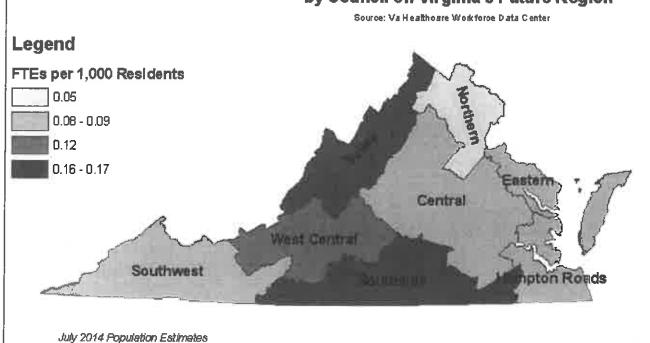
# **Time Allocation**

Administration:	50%-59%
Supervisory:	20%-29%
Patient Care:	10%-19%

Full Time Equivalency Units per 1,000 Residents by Council on Virginia's Future Region

100

50



200

Miles

150

468 Assisted Living Facility Administrators (ALFAs) voluntarily took part in the 2015 Assisted Living Facility Administrator Workforce Survey. The Virginia Department of Health Professions' Healthcare Workforce Data Center (HWDC) administers the survey during the license renewal process, which takes place every March for ALFAs. These survey respondents represent 70% of the 673 ALFAs who are licensed in the state and 85% of renewing practitioners.

The HWDC estimates that 628 ALFAs participated in Virginia's workforce during the survey period, which is defined as those who worked at least a portion of the year in the state or who live in the state and intend to return to work as an ALFA at some point in the future. Between April 2014 and March 2015, Virginia's ALFA workforce provided 740 "full-time equivalency units", which the HWDC defines simply as working 2,000 hours a year (or 40 hours per week for 50 weeks with 2 weeks off).

83% of ALFAs are female, including 79% of those ALFAs who are under the age of 40. In a random encounter between two ALFAs, there is a 39% chance that they would be of different races or ethnicities, a measure known as the diversity index. Although this percentage increases to 42% for those ALFAs who are under the age of 40, this still remains below the diversity index of 54% for Virginia's overall population.

47% of all ALFAs grew up in a rural area, but less than one-third of these professionals currently work in non-Metro areas of the state. Overall, 21% of Virginia's ALFAs work in rural areas of the state. In addition, 96% of Virginia's ALFA workforce has some educational background in the state, including 60% who received both their high school and initial professional degrees in the state.

One-quarter of ALFAs hold an Administrator-in-Training certificate as their highest professional degree, while another 19% do not have any professional degree that is specific to health administration. One half of all ALFAs in the state hold the title of Administrator at their primary work location, while another 20% hold the title of Executive Director.

92% of Virginia's ALFAs are currently employed in the profession, and only 1% are involuntarily unemployed at the moment. 82% of all ALFAs hold one full-time position, while another 12% work multiple jobs. More than half of all ALFAs work between 40 and 49 hours per week, while 15% work at least 60 hours per week.

The median annual income for ALFAs is between \$60,000 and \$70,000. In addition, 81% of ALFAs receive at least one employer-sponsored benefit, including 79% who receive paid vacation time. 95% of ALFAs indicate they are satisfied with their current employment situation, including 72% who indicate they are "very satisfied".

Over the past year, 5% of Virginia's ALFAs have switched jobs, and 20% have been employed at multiple work locations. Meanwhile, more than two-thirds of all ALFAs have remained at the same primary work location for at least two years. 81% of all ALFAs work at a for-profit establishment, while most of the remaining workforce is employed at non-profit institutions.

A typical ALFA spends approximately half of her time on administrative tasks, and more than one-third of all ALFAs serve an administrative role, meaning that at least 60% of their time is spent on administrative activities. In addition, the typical ALFA spends approximately one-quarter of her time performing supervisory tasks and 15% of her time treating patients. On average, the typical ALFA treats between 50 and 74 total patients at her primary work location.

31% of ALFAs expect to retire by the age of 65. Nearly 30% of the workforce expects to retire in the next ten years, while half the current workforce expects to retire by 2035. Over the next two years, only 2% of Virginia's ALFA workforce plans to leave the profession, while 3% expect to leave the state to practice elsewhere. Meanwhile, 15% hope to pursue additional educational opportunities, and 7% expect to increase their patient care activities.

# A Closer Look:

Licensees						
License Status	# #	%				
Renewing Practitioners	521	77%				
New Licensees	69 »	10%				
Non-Renewals	83	12%				
All Licensees	673	100%				

Source: Va. Healthcare Workforce Data Center

HWDC surveys tend to achieve very high response rates. 85% of renewing ALFAs submitted a survey. These respondents represent 70% of all ALFAs who held a license at some point in the past year.

Response Rates					
Statistic	Non Respondents	Respondent	Response Rate		
By Age					
Under 30	8	12	60%		
30 to 34	13	24	65%		
35 to 39	20	32	62%		
40 to 44	24	63	72%		
45 to 49	18	60	7.7%		
50 to 54	27	78	74%		
55 to 59	∵ 33	86	72%		
60 and Over	62	113	65%		
Total	205	468	70%		
New Licenses					
Issued in Past Year	43	26	38%		
Metro Status					
Non-Metro	36	93	72%		
Metro	144	356	71%		
Not in Virginia	25	19	43%		

Source: Va. Healthcare Workforce Data Center



Response Rates	
Completed Surveys	468
Response Rate, all licensees	70%
Response Rate, Renewals	85%

Source: Va. Healthcare Workforce Data Center

# **Definitions**

- 1. The Survey Period: The survey was conducted in March 2015.
- 2. Target Population: All ALFAs who held a Virginia license at some point between April 2014 and March 2015.
- 3. Survey Population: The survey was available to ALFAs who renewed their licenses online. It was not available to those who did not renew, including some ALFAs newly licensed in the past year.



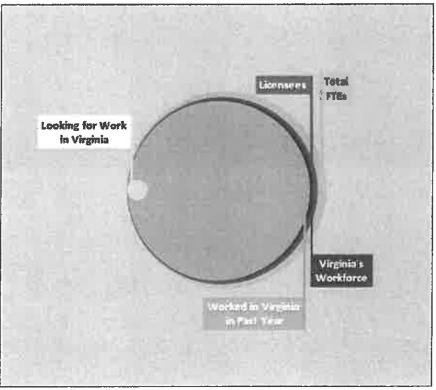
Virginia's ALFA Workforce				
Status	#	96		
Worked in Virginia in Past Year	619	99%		
Looking for Work in Virginia	8	1%		
Virginia's Workforce	628	100%		
Total FTEs	740			
Licensees	673			

Source: Va. Healthcare Workforce Data Center

This report uses weighting to estimate the figures in this report. Unless otherwise noted, figures refer to the Virginia Workforce only. For more information on HWDC's methodology visit: www.dhp.virginia.gov/hwdc

# **Definitions**

- 1. Virginia's Workforce: A licensee with a primary or secondary work site in Virginia at any time in the past year or who indicated intent to return to Virginia's workforce at any point in the future.
- 2. Full Time Equivalency Unit (FTE): The HWDC uses 2,000 (40 hours for 50 weeks) as its baseline measure for FTEs.
- 3. Licensees in VA Workforce: The proportion of licensees in Virginia's Workforce.
- **4.** Licensees per FTE; An indication of the number of licensees needed to create 1 FTE. Higher numbers indicate lower licensee participation.
- Workers per FTE: An indication of the number of workers in Virginia's workforce needed to create 1 FTE. Higher numbers indicate lower utilization of available workers.



Source: Va. Healthcare Workforce Data Center

# A Closer Look:

Age & Gender						
Age	Male		Female		Total	
	##	% Male	#	% Female	#	% in Age Group
Under 30	2	9%	16	91%	17	3%
30 to 34	8	23%	25	77%	33	6%
35 to 39	10	23%	32	77%	42	8%
40 to 44	16	21%	62	79%	78	14%
45 to 49	13	20%	55	80%	··· 68 ···	12%
50 to 54	9	11%	75	89%	85	15%
55 to 59	14	14%	89	86%	103	18%
60 +	30	22%	104	78%	134	24%
Total	101	18%	457	82%	559	100%

Source: Va. Healthcare Workforce Data Center

Race & Ethnicity					
Race/	Virginia* Al		FAs	ALFAs Under 40	
Ethnicity	96	#	%	#	%
White	64%	433	76%	70	74%
Black	19%	101	18%	15	16%
Asian	6%	19	3%	5	5%
Other Race	0%	3	1%	2	2%
Two or more races	2%	3	1%	0	0%
Hispanic	8%	10	2%	2	2%
Total	100%	569	100%	94	100%

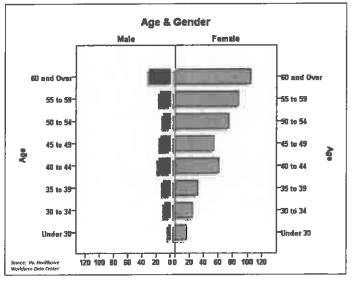
\*Population data in this chart is from the US Census, ACS 1-yr estimates, 2011 vintage.

Source: Va. Healthcare Workforce Data Center

16% of all ALFAs are under the age of 40, and nearly 80% of these professionals are female. In addition, there is a 42% chance that two randomly chosen ALFAs from this age group would be of a different race or ethnicity.

At a Glance	:
<u>Gender</u> % Female: % Under 40 Female:	82% 79%
Age Median Age: % Under 40:	53 16%
% 55+: Diversity	42% 39%
Diversity Index: Under 40 Div. Index:	42%

In a chance encounter between two ALFAs, there is a 39% chance they would be of a different race/ethnicity (a measure known as the Diversity Index). For Virginia's population as a whole, the comparable number is 54%.

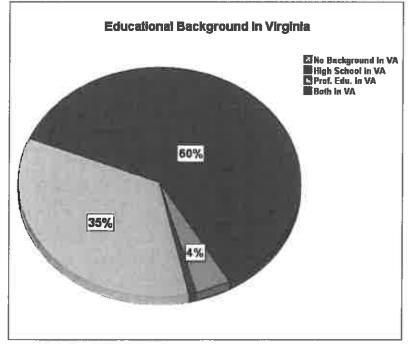


# At a Glance: Childhood Urban Childhood: 16% Rural Childhood: 47% Virginia Background HS in Virginia: 61% Prof. in VA: 95% HS or Prof. in VA: 96% **Location Choice** % Rural to Non-Metro: 31% % Urban/Suburban 11% to Non-Metro: SHORE WE CONTINUE WARRED SPECIEL

## A Closer Look:

USE	Primary Location: DA Rural Urban Continuum	Rural S	tatus of Chile Location	dhood
Code	Description	Rural	Suburban	Urban
	Metro Cour	nties		
1	Metro, 1 million+	32%	49%	19%
2	Metro, 250,000 to 1 million	55%	30%	15%
3	Metro, 250,000 or less	73%	17%	10%
	Non-Metro Co	ounties		
4	Urban pop 20,000+, Metro adj	65%	20%	15%
6	Urban pop, 2,500-19,999, Metro adj	70%	21%	9%
7	Urban pop, 2,500-19,999, nonadj	95%	0%	5%
8	Rural, Metro adj	64%	27%	9%
9	Rural, nonadj	50%	25%	25%
	Overall	47%	37%	16%

Source: Va. Healthcare Workforce Data Center



Source: Va. Healthcare Workforce Data Center

47% of all ALFAs grew up in a rural area, and 31% of these professionals currently work in non-Metro areas of the state. Overall, 21% of ALFAs currently work in rural areas of the state.

## Top Ten States for Assisted Living Facility Administrator Recruitment

Rank	All Assisted Li	ving Fa	cility Administrators	
Kank	High School	#	Init. Prof Degree	#
1	Virginia	342	Virginia	489
2	New York	30	North Carolina	4
3	Outside U.S./Canada	28	New York	4
4	Pennsylvania	21	lowa	3
5	North Carolina	18	New Jersey	3
6	Maryland	18	New Mexico	2
7	West Virginia	12	Pennsylvania	2
8	New Jersey	11	Georgia	1
9	Florida	7	Kentucky	1
10	California	s 7	Delaware	1

61% of licensed ALFAs received their high school degree in Virginia, and 95% earned their initial professional degree in the state.

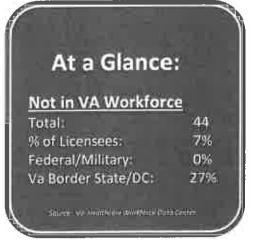
Source: Va. Healthcare Workforce Data Center

Among ALFAs who have been licensed in the past five years, 58% received their high school degree in Virginia, while 93% earned their initial professional degree in the state.

(250000)	License	ed in Pa	ast Five Years	
Rank	High School	#	Init. Prof Degree	#
1	Virginia	108	Virginia	156
2	North Carolina	11	New York	3
3	Maryland	11	New Mexico	2
4	Pennsylvania	9	New Jersey	1
5	Outside U.S./Canada	7	Delaware	1
6	New York	7	North Carolina	1
7	Massachusetts	6	Washington, D.C.	1
8	West Virginia	4	West Virginia	1
9	New Jersey	4	Maryland	1
10	Illinois	3		

Source: Va. Healthcare Workforce Data Center

7% of licensees were not a part of Virginia's ALFA workforce. 97% of these licensees worked at some point in the past year, including 83% who worked as ALFAs.



	Highest Degree			WEST
		alth istration	All D	egrees
Degree	#	56	#	%
No Specific Training	107	19%		RE()
Admin-in-Training	140	25%	-	-
High School/GED	=-7		158	29%
Associate	53	10%	116	21%
Bachelors	72	13%	172	31%
Graduate Cert.	18	3%	24	4%
Masters	36	6%	80	14%
Doctorate	3	1%	4	1%
Other	125	23%		-
Total	554	100%	554	100%

Source: Va. Healthcare Workforce Data Center

One-quarter of all ALFAs have an Administrator-in-Training certificate as their highest professional education, while 19% have no health administration-specific training.

	Job Title	25		
40265	Prin	nary	Seco	ndary
Title	#	%	#	%
Administrator	316	50%	46	7%
<b>Executive Director</b>	124	20%	16	3%
Owner	58	9%	18	3%
Assistant Admin.	34	5%	14	2%
Pres./Exec. Officer	30	5%	9	1%
Other	88	14%	20	3%
At Least One	533	85%	96	15%

At a Glance	1
Health Administra	ion
Education	
Admin-in-Training:	25%
Bachelor's Degree:	13%
Associate Degree:	10%
Licenses/Registrati	ons
Nurse (RN or LPN):	21%
RMA:	17%
CNA:	4%
lob Titles	
Administrator:	50%
Executive Director:	20%

Licenses and Registra	tions	
License/Registration	#	95
Nurse (RN or LPN)	132	21%
Registered Medication Aide	106	17%
Certified Nursing Assistant	27	4%
Nursing Home Administrator	10	2%
Respiratory Therapist	1	0%
Other	43	7%
At Least One	275	44%

One half of Virginia's ALFA workforce held the title of Administrator at their primary work location. Another 20% held the title of Executive Director.

# At a Glance: Employment Employed in Profession: 92% Involuntarily Unemployed: 1% **Positions Held** 1 Full-time: 82% 2 or More Positions: 12% Weekly Hours: 40 to 49: 53% 60 or more: 15% Less than 30: 1%

#### A Closer Look:

Current Work Statu	is	
Status	#	96
Employed, capacity unknown	0	0%
Employed in a capacity related to long-term care	517	92%
Employed, NOT in a capacity related to long-term care	25	4%
Not working, reason unknown	0	0%
Involuntarily unemployed	3	1%
Voluntarily unemployed	8	1%
Retired	7	1%
Total	560	100%

Source: Va. Healthcare Workforce Data Center

92% of licensed ALFAs are currently employed in the profession, and only 1% are involuntarily unemployed at the moment. 82% of all ALFAs currently hold one full-time job, while 12% have multiple positions. More than half of all ALFAs work between 40 and 49 hours per week, while 15% of ALFAs work at least 60 hours per week.

Current Positi	ons	
Positions	#	96
No Positions	18	3%
One Part-Time Position	13	2%
Two Part-Time Positions	3	1%
One Full-Time Position	459	82%
One Full-Time Position & One Part-Time Position	39	7%
Two Full-Time Positions	15	3%
More than Two Positions	10	2%
Total	557	100%

Source: Va. Healthcare Workforce Data Center

Current We	ekly Hou	rs
Hours	#	%
0 hours	18	3%
1 to 9 hours	3	1%
10 to 19 hours	1	0%
20 to 29 hours	2	0%
30 to 39 hours	18	3%
40 to 49 hours	290	53%
50 to 59 hours	135	25%
60 to 69 hours	49	9%
70 to 79 hours	15	3%
80 or more hours	17	3%
Total	548	100%

Inc	ome	
Hourly Wage	##	%
Volunteer Work Only	3	1%
Less than \$30,000	34	8%
\$30,000-\$39,999	37	8%
\$40,000-\$49,999	59	13%
\$50,000-\$59,999	71	16%
\$60,000-\$69,999	73	16%
\$70,000-\$79,999	60	13%
\$80,000-\$89,999	45	10%
\$90,000-\$99,999	30	7%
\$100,000 or More	39	9%
Total	451	100%

Source: Va. Healthcare Workforce Data Center

At a Glance	
Earnings	
Median Income: \$60	)k \$70k
Benefits	
Paid Vacation:	79%
Employer Retirement:	37%
Satisfaction	
Satisfied:	95%
Very Satisfied:	72%

Employer-Sponsored Benefits					
Benefit	#	96			
Paid Vacation	406	79%			
Paid Sick Leave	331	64%			
Dental Insurance	279	54%			
Group Life Insurance	243	47%			
Retirement	190	37%			
Signing/Retention Bonus	39	8%			
Receive at least one benefit	420	81%			

\*From any employer at time of survey.

Source: Va. Healthcare Workforce Data Center

The median income for ALFAs is between \$60,000 and \$70,000 per year. In addition, 81% of ALFAs receive at least one employer-sponsored benefit at their place of work, including 79% who receive paid vacation time.

95% of ALFAs are satisfied with their job, including 72% who are very satisfied with their current work circumstances.

Job Sa	tisfaction	
Level	#	%
Very Satisfied	393	72%
Somewhat Satisfied	125	23%
Somewhat Dissatisfied	21	4%
Very Dissatisfied	8	2%
Total	548	100%

Employment Instability in Past Yea	r	
In the past year did you?	#	%
Experience Involuntary Unemployment?	9	1%
Experience Voluntary Unemployment?	24	4%
Work Part-time or temporary positions, but would have preferred a full-time/permanent position?	5	1%
Work two or more positions at the same time?	90	14%
Switch employers or practices?	33	5%
Experienced at least 1	147	23%

Source: Va. Healthcare Workforce Data Center

Only 1% of Virginia's ALFAs experienced involuntary unemployment at some point in the past year. By comparison, Virginia's average monthly unemployment rate was 5.0% during the past year.<sup>1</sup>

Locatio	n Tenu	re		
	Primary			ondary
Tenure	#	%	#	%
Not Currently Working at this Location	3	1%	7	7%
Less than 6 Months	38	7%	11	12%
6 Months to 1 Year	34	6%	4	4%
1 to 2 Years	97	18%	14	15%
3 to 5 Years	92	17%	14	* 15%
6 to 10 Years	96	18%	23	24%
More than 10 Years	184	34%	22	23%
Subtotal	544	100%	94	100%
Did not have location	10	M = LLTGG	516	
Item Missing	74		18	
Total	628		628	2 20

At a Glance:

Unemployment
Experience 2015
Involuntarily Unemployed: 1%
Underemployed: 1%

Turnover & Tenure
Switched Jobs: 5%
New Location: 16%
Over 2 years: 68%
Over 2 yrs, 2<sup>nd</sup> location: 63%

68% of ALFAs have worked at their primary location for more than 2 years — the job tenure normally required to get a conventional mortgage loan.

<sup>&</sup>lt;sup>1</sup> As reported by the US Bureau of Labor Statistics. The non-seasonally adjusted monthly unemployment rate ranged from 5.5% in July/August 2014 to 4.5% in December 2014.



More ALFAs work in Hampton Roads than in any other region of the state. Northern and Central Virginia are also significant employers of Virginia's ALFA workforce.

Nur	nber of	Work Lo	cations		
Locations	Locat	ork ions in Year	Work Locations Now*		
	#	.96	#	96	
0 9	8	2%	13	2%	
1	436	78%	455	82%	
2	74	13%	62	11%	
3	32	6%	24	4%	
4	0	0%	0	0%	
5	1	0%	1	0%	
6 or More	5	1%	3 "	1%	
Total	557	100%	557	100%	

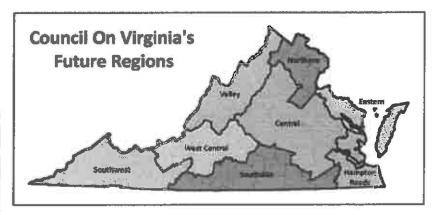
<sup>\*</sup>At the time of survey completion, March 2015.

Source: Va. Healthcare Workforce Data Center

#### A Closer Look:

Regional Dist	ribution	of Work	Locatio	ns
COVF Region		mary ation	Secondary Location	
	#	96	#	86
Central	106	20%	17	18%
Eastern	14	3%	0	0%
Hampton Roads	116	21%	27	28%
Northern	108	20%	14	15%
Southside	45	8%	11	12%
Southwest	26	5%	6	6%
Valley	54	10%	8	8%
West Central	69	13%	8	8%
Virginia Border State/DC	3	1%	0	0%
Other US State	1	0%	4	4%
Outside of the US	0	0%	0	0%
Total	542	100%	95	100%
Item Missing	75		17	

Source: Va. Healthcare Worldorce Data Center



16% of Virginia's ALFA workforce currently have multiple work locations, while 20% of all ALFAs have had multiple work locations at some point in the past year.

Locat	ion Sec	tor			
Sector		mary ation	Secondary Location		
WATER STATE OF THE	#	%	#	%	
For-Profit	428	81%	80	86%	
Non-Profit	95	18%	10	11%	
State/Local Government	7	1%	3	3%	
Veterans Administration	0	0%	0	0%	
U.S. Military	0	0%	0	0%	
Other Federal Government	0	0%	0	0%	
Total	530	100%	93	100%	
Did not have location	10		516		
Item Missing	89	č.	19	2-1	

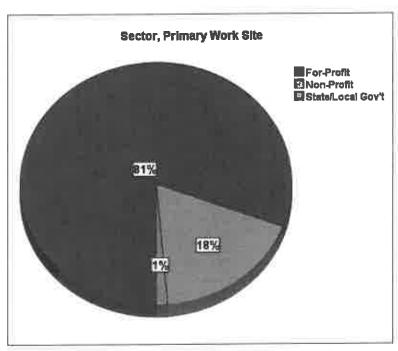
At a Glance:
(Primary Locations)

Sector
For Profit: 81%
Federal: 0%

Top Establishments
Assisted Living Facility: 85%
Continuing Care
Retirement Comm.: 3%

Source: Va. Healthcare Workforce Data Center

Nearly all ALFAs work in the private sector, including 81% who worked at a for-profit establishment.



Source: Va. Healthcare Workforce Data Center

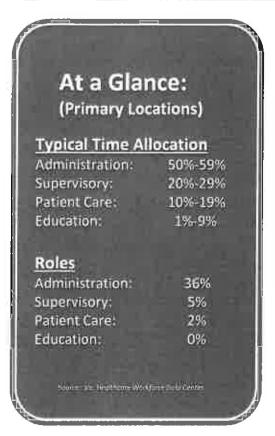
Locatio	n Type			
Establishment Type	Prin Loca	nary ition	Secondary Location	
	#	%	#	%
Assisted Living Facility	490	78%	75	12%
Continuing Care Retirement Community	25	4%	4	1%
Skilled Nursing Facility	18	3%	7	1%
Home/Community Health Care	14	2%	6	1%
Rehabilitation Facility	10	2%	4	1%
Academic Institution	6	1%	3	0%
Hospice	6	1%	3	0%
Adult Day Care	6	1%	0	0%
PACE	3	0%	0	0%
Other Practice Type	22	4%	15	2%
At Least One Establishment	543	86%	97	15%

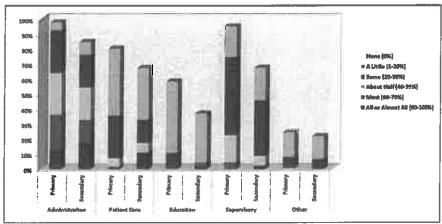
78% of Virginia's ALFA workforce was employed at an Assisted Living Facility at their primary work location.

Source: Va. Healthcare Workforce Data Center

55% of ALFAs were employed at an independent/stand-alone organization at their primary work location. Another 38% of Virginia's ALFAs were employed at a facility chain organization.

Locat	tion Type			
Organization Type		nary ation	Secondary Location	
	#	%	#	%
Independent/Stand Alone	263	55%	43	54%
Facility Chain	182	38%	31	39%
Hospital-Based	4	1%	0	0%
College/University	4	1%	0	0%
Integrated Health System	4	1%	0	0%
Other	21	4%	5	6%
Total	478	100%	79	100%
Did not have location	10		516	
Item Missing	v 140		33	

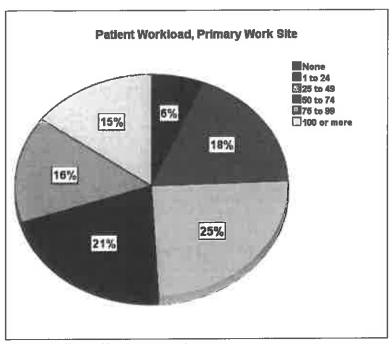




Source: Va. Healthcore Workforce Data Center

A typical ALFA spends more than half of her time performing administrative tasks. In addition, 36% of ALFAs fill an administrative role, defined as spending 60% or more of their time on administrative activities.

Time Allocation										
Marie Control of the	Adr	nin.	Patient Care		Education		Supervisory		Other	
Time Spent	Prim Site	Sec. Site	Prim Site	Sec. Site	Prim Site	Sec. Site	Prim Site	Sec. Site	Prim Site	Sec. Site
All or Almost All (80-100%)	12%	17%	0%	11%	0%	2%	0%	2%	0%	2%
Most (60-79%)	24%	15%	2%	0%	0%	2%	4%	0%	0%	0%
About Half (40-59%)	28%	22%	5%	7%	0%	0%	18%	7%	1%	0%
Some (20-39%)	28%	22%	28%	15%	10%	0%	52%	37%	7%	4%
A Little (1-20%)	5%	9%	45%	35%	48%	33%	21%	22%	16%	15%
None (0%)	2%	15%	20%	33%	42%	63%	5%	33%	75%	78%



At a Glance:

Patient Workload
(Median)
Primary Location: 50-74
Secondary Location: 25-49

Source: Va. Healthcare Workforce Data Center

The typical ALFA was responsible for between 50 and 74 patients at their primary work location and an additional 25 to 49 patients at their secondary work location, if they had one.

Patient Workload Responsibility						
# of Patients		nary ition	Secondary Location			
Transaction 1	#	%	#	%		
None	30	6%	14	17%		
1-24	91	18%	24	29%		
25-49	123	25%	15	18%		
50-74	102	21%	17	20%		
75-99	77	15%	5	6%		
100-124	23	5%	3	4%		
125-149	19	4%	0	0%		
150-174	9	2%	0	0%		
175-199	9	2%	1	1%		
200-224	1	0%	1	1%		
225-249	3	1%	0	0%		
250-274	0	0%	0	0%		
275-299	0	0%	Ó	0%		
300 or more	8	2%	2	2%		
Total	497	100%	84	100%		

Retireme	nt Expe	ctations		100	
Expected Retirement	All	ALFAs	ALFAs over 50		
Age	e#	%	#	%	
Under age 50	4	1%	-		
50 to 54	9	2%	0	0%	
55 to 59	42	9%	12	4%	
60 to 64	97	20%	45	16%	
65 to 69	176	36%	106	38%	
70 to 74	84	17%	63	23%	
75 to 79	21	4%	15	5%	
80 or over	6	1%	6	2%	
I do not intend to retire	51	10%	31	11%	
Total	490	100%	278	100%	

Source: Va. Healthcare Workforce Data Center

At a Glanc	e:
Retirement Expec	tations
All ALFAs	
Under 65:	31%
Under 60:	11%
ALFAs 50 and over	
Under 65:	21%
Under 60:	4%
Time until Retiren	nent
Within 2 years:	6%
Within 10 years:	29%
Half the workforce:	by 2035

31% of all ALFAs expect to retire before the age of 65, while one-third plan on working until at least age 70. Among ALFAs who are age 50 and over, 21% still expect to retire by age 65, while 41% plan on working until at least age 70.

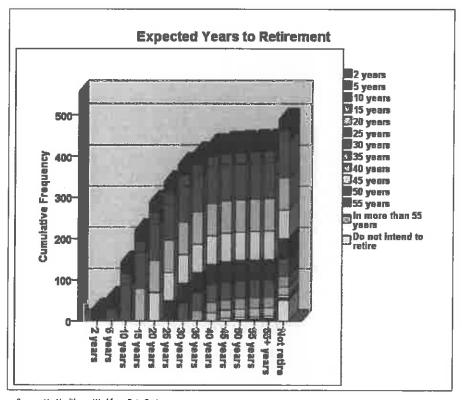
Within the next two years, just 2% of Virginia's ALFA workforce expects to leave the profession and 3% plan on leaving the state. Meanwhile, 15% of ALFAs plan on pursing additional educational opportunities, and 7% also expect to increase patient care hours.

Future Plans		
2 Year Plans:	#	96
Decrease Participation	on:	
Leave Profession	13	2%
Leave Virginia	20	3%
Decrease Patient Care Hours	53	8%
<b>Decrease Teaching Hours</b>	2	0%
Cease Accepting Trainees	6	1%
Increase Participatio	n	
Increase Patient Care Hours	45	7%
Increase Teaching Hours	9	1%
Pursue Additional Education	92	15%
Return to the Workforce	7.	1%
	57	9%

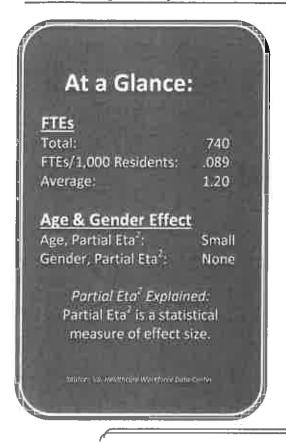
By comparing retirement expectation to age, we can estimate the maximum years to retirement for ALFAs. While only 6% of ALFAs expect to retire in the next two years, 29% expect to retire within the next decade. More than half of the current ALFA workforce expects to retire by 2035.

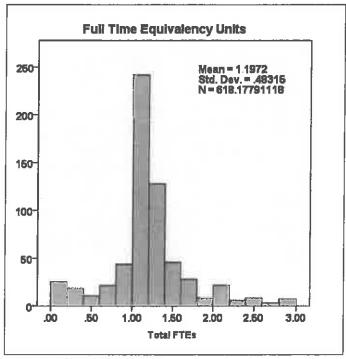
Time to Retirement					
Expect to retire within	#	96	Cumulative %		
2 years	27	6%	6%		
5 years	28	6%	11%		
10 years	87	18%	29%		
15 years	79	16%	45%		
20 years	69	14%	59%		
25 years	49	10%	69%		
30 years	43	9%	78%		
35 years	26	5%	83%		
40 years	20	4%	87%		
45 years	6	1%	89%		
50 years	3	1%	89%		
55 years	2	0%	90%		
In more than 55 years	1	0%	90%		
Do not intend to retire	51	10%	100%		
Total	490	100%			

Source: Va. Healthcare Workforce Data Center



Using these estimates, retirements will begin to reach over 10% of the current workforce every five years by 2025. Retirements will peak at 18% of the current workforce around the same time before declining to under 10% again around 2045.



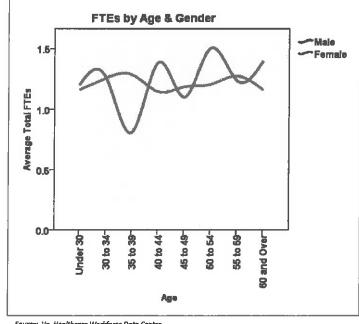


Source: Va. Healthcare Workforce Data Center

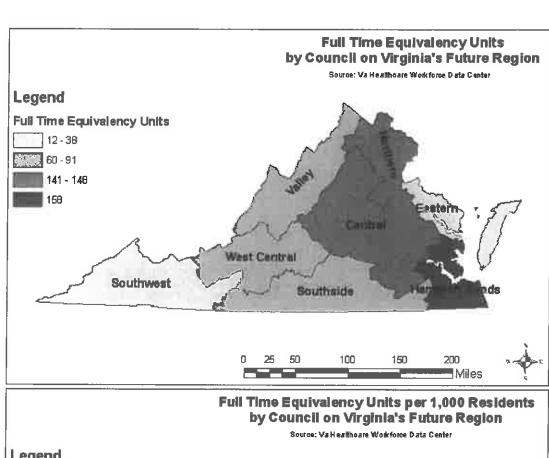
The typical ALFA provided 1.17 FTEs in the past year, or approximately 47 hours per week for 50 weeks. Statistical tests did not verify that a difference exists.<sup>2</sup>

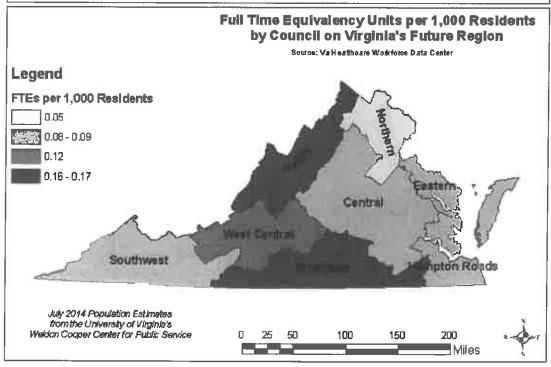
Full-Time	Equivalend	y Units
Age	Average	Median
	Age	
Under 30	1.14	1.20
30 to 34	1.25	1.22
35 to 39	1.16	1.18
40 to 44	1.18	1.15
45 to 49	1.16	1.09
50 to 54	1.23	1.17
55 to 59	1.25	1.18
60 and Over	1.18	1.09
	Gender	
Male	1.27	1.15
Female	1.20	1.20

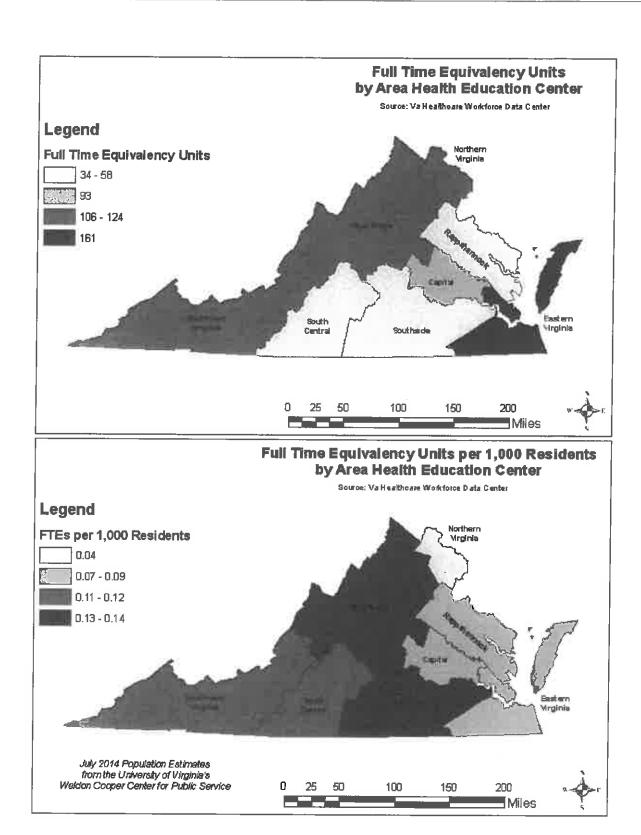
Source: Va. Healthcare Workforce Data Center

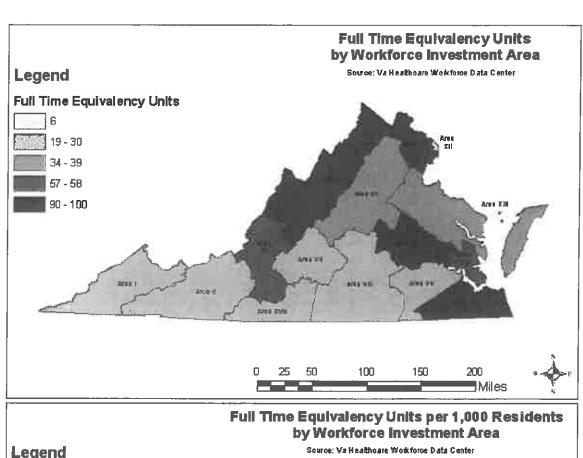


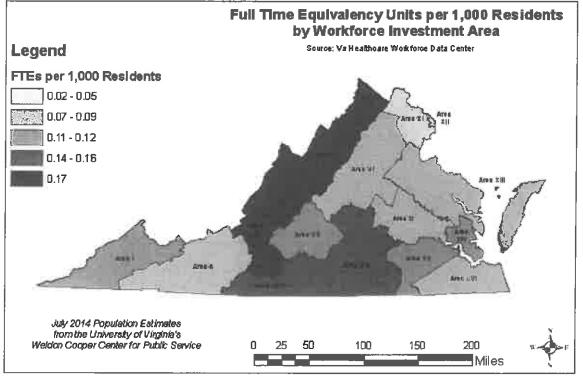
<sup>&</sup>lt;sup>2</sup> Due to assumption violations in Mixed between-within ANOVA (Interaction effect was significant).

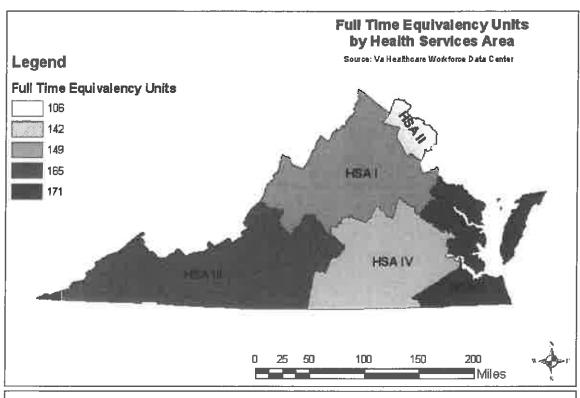


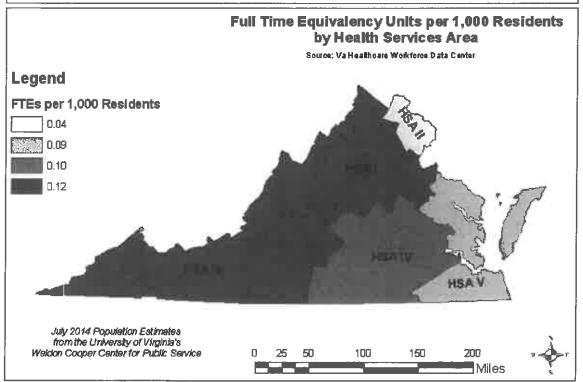


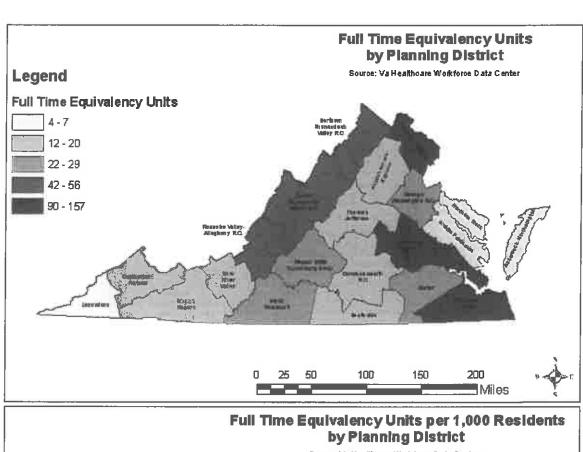


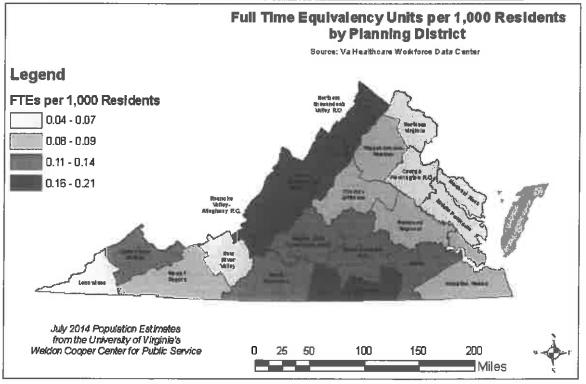












# Appendix A: Weights

Rural		Location Weight		Total Weight	
Status	#	Rhite	Weight	Min	Max
Metro, 1 million+	370	71.89%	1.390977	1.25746	1.61213
Metro, 250,000 to 1 million	64	76.56%	1.306122	1.18075	1.47594
Metro, 250,000 or less	66	62.12%	1.609756	1.45524	1.81905
Urban pop 20,000+, Metro adj	21	61.90%	1.615385	1.46033	1.73967
Urban pop 20,000+, nonadj	0	NA	NA	NA	NA
Urban pop, 2,500- 19,999, Metro adj	59	74.58%	1.340909	1.2122	1.5541
Urban pop, 2,500- 19,999, nonadj	29	72.41%	1.380952	1.2484	1.60051
Rural, Metro adj	13	76.92%	1.3	1.17522	1.46902
Rural, nonadj	7	71.43%	1.4	1.26562	1.50771
Virginia border state/DC	30	40.00%	2.5	2.26003	2.89747
Other US State	14	50.00%	2	1.80802	2.26003

Age		Age Weight			Total Weight	
	#	Rate	Weight	Min	Max	
Under 30	20	60.00%	1.666667	1.5541	2.89747	
30 to 34	37	64.86%	1.541667	1.39369	2.68016	
35 to 39	52	61.54%	1.625	1.46902	2.82504	
40 to 44	87	72.41%	1.380952	1.25428	2.40076	
45 to 49	78	76.92%	1.3	1.17522	2.26003	
50 to 54	105	74.29%	1.346154	1.21694	2.34027	
55 to 59	119	72.27%	1.383721	1.2509	2.40558	
60 and Over	175	64.57%	1.548673	1.40002	2.69234	

See the Methods section on the HWDC website for details on HWDC Methods: <a href="https://www.dhp.virginia.gov/hwdc/">www.dhp.virginia.gov/hwdc/</a>

Final weights are calculated by multiplying the two weights and the overall response rate:

Age Weight x Rural Weight x Response Rate = Final Weight.

Overall Response Rate: 0.695394

