



Virginia Department of
Health Professions
Board of Long-Term Care Administrators

Final Minutes
Full Board Meeting

September 24, 2025

The Virginia Board of Long-Term Care Administrators convened for a full board meeting on Wednesday, September 24, 2025, at the Department of Health Professions, Perimeter Center, 9960 Mayland Drive, 2nd Floor, Board Room #4, Henrico, Virginia.

BOARD MEMBERS PRESENT:

Kimberly Brathwaite, ALFA, Vice-Chair
Todd Barnes, NHA
Pamela Dukes, MBA, Citizen Member
Charles Gaskins, DDS, Citizen Member
Latonya Hughes, PhD, RN, NHA
Jasmine Montgomery, NHA
Dennis Pregent, ALFA, NHA

BOARD MEMBERS NOT PRESENT:

Lynn Campbell, LPN, Citizen Member
Felita Creekmore, ALFA

DHP STAFF PRESENT FOR ALL OR PART OF THE MEETING:

Erin Barrett, Director of Legislative and Regulatory Affairs
Sarah Georgen, Board Administrator
Annette Kelley, MS, CSAC, Deputy Executive Director
Arne W. Owens, Agency Director
Matt Novak, Policy and Economic Analyst
Corie E. Tillman Wolf, JD, Executive Director
Joi Yancey, Administrative Support Specialist

BOARD COUNSEL

Sara Blose, Senior Assistant Attorney General

OTHER GUESTS PRESENT

Michelle Grachek, National Association of Long Term Care Administrator Boards
Judy Hackler, Virginia Assisted Living Association
Val Hornsby, Virginia Department of Health
Lisa Kirby, NHA, Chair
Joani Latimer, State Long-Term Care Ombudsman
Dana Parsons, LeadingAge Virginia
Betsy Archer, LeadingAge Virginia
Jennifer Yañez Pryor, Virginia Commonwealth University
Haig Darakjian, Virginia Assisted Living Association

CALL TO ORDER

Ms. Brathwaite called the meeting to order at 10:04 a.m. and asked the Board members and staff to introduce themselves.

With five board members present at the meeting, a quorum was established in order for the Board to conduct business.

Ms. Brathwaite welcomed Todd Barnes, NHA, to his first meeting as a newly appointed Board Member.

Ms. Brathwaite read the mission of the Board, which is also the mission of the Department of Health Professions.

Ms. Brathwaite reminded the Board members and audience about microphones, computer agenda materials, and breaks.

Ms. Tillman Wolf then read the emergency egress instructions.

APPROVAL OF MINUTES

Ms. Brathwaite opened the floor to any edits or corrections regarding the draft minutes for a Board meeting and Formal Hearing held on June 24, 2025. The minutes were approved as presented.

ORDERING OF THE AGENDA

Ms. Brathwaite opened the floor for any additional items to be added to the agenda.

Upon a **MOTION** by Ms. Dukes properly seconded by Ms. Montgomery, the Board voted to accept the agenda. The motion passed unanimously (5-0).

PUBLIC COMMENT

There was no public comment.

BOARD MEMBER RECOGNITION

Ms. Brathwaite recognized past Board member, Lisa Kirby, for her service and dedication to the Board of Long-Term Care Administrators from 2021 to 2025. She announced that Ms. Kirby's first term expired on June 30, 2025, and provided brief remarks on her tenure with the Board.

AGENCY REPORT – Arne W. Owens, Agency Director

Mr. Owens welcomed the Board Members back to the Perimeter Center and welcomed Mr. Barnes on his recent appointment to the Board.

Mr. Owens reported on Executive Order Number Fifty-Two (2025), which establishes Nursing Home Oversight and Accountability Advisory Board and directs Virginia's executive agencies to strengthen oversight of the state's nearly 300 nursing homes by filling inspector vacancies, improving recruitment and retention, and establishing a regional office in Northern Virginia. Mr. Owens reported that Ms. Tillman Wolf was appointed to the Advisory Board to represent the Department of Health Professions (DHP).

Mr. Owens stated that DHP remains focused on internal operations and ongoing initiatives, with a continued emphasis on improving efficiency across all areas.

Mr. Owens stated that for the upcoming 2026 General Assembly session beginning in January, DHP has submitted legislative proposals to the Secretary's Office. He said that the proposals are still under review, and that updates will be provided as developments occur. Additionally, Mr. Owens stated that the General Assembly will be reviewing the next biennial budget, which is set to take effect on July 1, 2026.

With no questions, Mr. Owens concluded his report.

STAFF REPORTS

Executive Director's Report – Corie E. Tillman Wolf, JD, Executive Director

Welcome and Congratulations

Ms. Tillman Wolf introduced and welcomed Todd Barnes, NHA, who was recently appointed to the Board. She also congratulated Ms. Brathwaite and Ms. Dukes on their reappointment to second terms on the Board.

Board Updates

Ms. Tillman Wolf provided a comprehensive update on activities since the Board's last meeting, including the delivery and planning for a number of presentations by Board staff for LeadingAge Virginia, the State Long Term Care Ombudsman Program, and for Enforcement staff.

She reported on her appointment to the Governor's Nursing Home Oversight and Accountability Advisory Board, and her participation in the Advisory Board's meeting held on September 15, 2025. She stated that Mr. Barnes is also a member of the Advisory Board. She stated that materials from the meeting were provided to Board members for their information.

Ms. Tillman Wolf reported on communications to licensees to include information on the PositiveAge Virtual AIT Leadership Program and an upcoming newsletter.

Ms. Tillman Wolf discussed ongoing collaborations with stakeholders regarding AITs, training, and information sharing.

Additionally, Ms. Tillman Wolf provided an update on the biennial budget process and highlighted an approved request for funding in the Board's budget to support expert case reviewers for disciplinary cases. She emphasized that this initiative is intended to alleviate workload for Board members and staff, expedite the case review process, and reduce the backlog of disciplinary cases. Recommendations from the Board's

expert reviewers regarding disposition of cases will be submitted to the Board Chair or the Special Conference Committee Chair for final approval.

Complaints Against Administrators

Ms. Tillman Wolf provided data indicating a significant increase in complaints filed against administrators from the end of calendar year 2024 through mid-2025. She reported an 85% increase in cases received within the past year, with an average of approximately 30 cases received per quarter. She noted that the overall volume of cases continues to trend upward.

Follow-Up Case Data (FY19-FY24)

Ms. Tillman Wolf presented updated data regarding complaints received concerning administrators within their first three and first five years of licensure. She noted that the proportion of complaints involving these newly licensed practitioners fluctuated significantly between fiscal years 2019 and 2024. Over the six year period, administrators who had been licensed within the previous three years accounted for 35% of all complaints, representing a substantial share of the total caseload. Administrators who were in their first five years of licensure represented 46% of all complaints received during this time period.

She further reported that complaints related to business practices, standard of care (diagnosis/treatment), and abuse/abandonment were also the leading types of cases filed against administrators during the reporting period.

NAB Updates

Ms. Tillman Wolf announced that the NAB Mid-Year Meeting is scheduled for October 29–31, 2025, in Santa Fe, New Mexico.

She also reported that she was recently appointed as Chair of the State Governance and Regulatory Issues Committee, as the previous Chair had stepped down.

She further reported that the Professional Practice Analysis (PPA) is currently underway. The PPA will serve as the foundation for reviewing the Domains of Practice and updating the Exam Blueprint.

Dr. Hughes arrived at 10:26 a.m.

2025 Board Meeting Schedule

Ms. Tillman Wolf reminded Board members of the remaining 2025 Board meeting schedule.

- December 2, 2025

Ms. Tillman Wolf announced the schedule for the 2026 Board meetings.

- March 18, 2026
- June 23, 2026
- September 17, 2026

- December 16, 2026

Notes and Reminders

Ms. Tillman Wolf stated that a Conflict of Interest Form was provided for Board members' review and signature, based on a new policy from the agency, ensuring that Board Members notify the Executive Director as soon as possible if there is a conflict of interest for disciplinary case review.

Ms. Tillman Wolf provided reminders to the Board regarding attendance at meetings and hearings, as well as updates to contact information. She thanked members for their service and dedication to the Board.

With no questions, Ms. Tillman Wolf concluded her report.

Discipline Report – Annette Kelley, MS, CSAC, Deputy Executive Director

As of August 31, 2025, Ms. Kelley reported the following disciplinary statistics:

- 108 Patient Care Cases
 - 0 at Informal
 - 0 at Formal
 - 26 at Enforcement
 - 78 at Probable Cause
 - 4 at Administrative Proceedings Division
- 48 Non-Patient Care Cases
 - 0 at Informal
 - 0 at Formal
 - 24 at Enforcement
 - 23 at Probable Cause
 - 1 at Administrative Proceedings Division
- 4 Compliance Cases

Ms. Kelley reported the following Total Cases Received and Closed:

- | | |
|-------------------|-------------------|
| • Q4 2022 – 19/17 | • Q3 2024 – 26/36 |
| • Q1 2023 – 23/39 | • Q4 2024 – 27/30 |
| • Q2 2023 – 14/22 | • Q1 2025 – 21/16 |
| • Q3 2023 – 18/23 | • Q2 2025 – 26/16 |
| • Q4 2023 – 23/18 | • Q3 2025 – 34/30 |
| • Q1 2024 – 24/14 | • Q4 2025 – 48/19 |
| • Q2 2024 – 26/22 | |

Ms. Kelley noted an increase in the number of cases received recently by the Board for Quarters 3 and 4 of 2025.

Complaint Source Data

Ms. Kelley reviewed the complaint source data for July 1, 2024, to August 27, 2025. She reported that a total of 152 complaints were received, with the highest number submitted anonymously (46), followed by other government agencies (31), and the Department of Health Professions/non-personnel sources (23). Additional sources included unidentified others (20), employees/employers/staff (18), family members (11), self/licensees (2), and current or former residents of a facility (1). A snapshot of the data was presented to provide context on the distribution of complaint sources.

Ms. Kelley reported the top three complaint categories for licensed administrators were identified as business practice issues, abuse, abandonment, or neglect, and standard of care. Ms. Kelley presented a chart showing case submissions by region, based on the licensee's address of record. It was noted that this may not reflect the actual location of the long term care facility. She stated that the regional distribution appeared relatively balanced, with the Northern region representing the highest number of cases.

Ms. Kelley indicated that she would explore conducting a more detailed analysis of cases by region. She stated that future analyses will aim to consider the location of the facility where the administrator is employed, rather than relying solely on the licensee's address of record.

Ms. Kelley extended her appreciation to Ms. Yancey for her work in compiling the complaint source data.

With no questions, Ms. Kelley concluded her report.

Licensure Report – Sarah Georgen, Licensing and Operations Supervisor

Ms. Georgen presented licensure statistics that included the following information:

Current License Count – ALFA and NHA

ALFA	Q4 – 2025	NHA	Q4 – 2025
ALFA	624	NHA	946
ALF AIT	106	NHA AIT	84
Preceptor	204	Preceptor	212
Total ALFA	934	Total NHA	1,242

Ms. Georgen reviewed the trends in licensure counts since Q4 2020.

Ms. Georgen reported that, effective April 9, 2025, Nursing Home Administrators and Assisted Living Facility Administrators became eligible to request inactive licensure status. She noted that development of the inactive status request form and accompanying Frequently Asked Questions (FAQs) is currently underway in preparation for the 2026 renewal cycle.

With no questions, Ms. Georgen concluded her report.

BOARD COUNSEL REPORT – Sara Blose, Senior Assistant Attorney General

Ms. Blose provided an update on a court case involving the Board.

LEGISLATIVE AND REGULATORY REPORT

Legislative Report; Review of Potential Agency Legislative Requests

Ms. Barrett reviewed a draft legislative proposal included in the agenda materials, which seeks to amend the Callahan Act. The proposed amendments would allow fee actions to be implemented through exempt regulatory action, permit the Department to request general fund appropriations for discrete costs, and authorize the recovery of costs associated with investigations and disciplinary proceedings.

Ms. Barrett noted that this proposal was developed jointly with the Department of Professional and Occupational Regulation (DPOR), which the Callahan Act also governs. It was emphasized that this is a draft proposal only, and any legislative initiative must be approved by the Agency Director and the Governor's Office before proceeding. Upon approval, the agency may begin identifying patrons for the proposed legislation. She stated that no action was required from the Board at this time and that the item was presented for informational purposes only.

With no questions, Ms. Barrett concluded her report.

Report on Status of Regulations

Mr. Novak provided an update on the status of pending regulatory actions.

With no questions, Mr. Novak concluded his report.

BOARD ACTION

Waiver of Application and Fee for Registration as ALF Preceptor for Active, Registered NHA Preceptors, 18VAC95-30-180(B)(4)

Mr. Novak stated that the Board's Regulatory Advisory Panel (RAP) for Assisted Living Facility Administrators-in-Training discussed strategies for streamlining the preceptor registration process and clarifying existing requirements related to Nursing Home Administrator (NHA) Preceptors who currently precept or intend to precept in the assisted living setting.

The RAP recommended that the Board consider waiving the application and fee requirement for separate registration of Assisted Living Facility (ALF) Preceptors who are already licensed NHAs who are actively registered as NHA Preceptors, as permitted under 18VAC95-30-180(B)(4).

Upon a **MOTION** by Ms. Dukes and properly seconded by Ms. Montgomery, the Board voted to waive the application and fee requirement for registration as an ALF Preceptor for active, registered NHA Preceptors pursuant to 18VAC95-20-180(B)(4). The motion passed unanimously (6-0).

Delegation of Probable Cause Review and Recommendations to Board's Expert Discipline Case Reviewers

Ms. Tillman Wolf reviewed current procedures for determining probable cause in disciplinary cases, which are made by Board members in consultation with staff, as outlined in Board Bylaws.

Due to the increasing volume of disciplinary cases and time constraints faced by Board members, staff have initiated efforts to secure and fund licensed expert case reviewers to assist with case review. Ms. Tillman Wolf noted that amendments to the Board's Bylaws will be reviewed by the Legislative/Regulatory Committee, with recommendations to be presented to the full Board at a later date.

In the meantime, Ms. Tillman Wolf requested that the Board consider a motion for the delegation of authority to the Executive Director to assign probable cause determinations to the Board's contracted expert case reviewers. Recommendations from the case reviewers would be forwarded to the Board Chair or Special Conference Committee Chair for final approval.

Upon a **MOTION** by Ms. Dukes and properly seconded by Ms. Montgomery, the Board voted to delegate authority to the Executive Director to assign the determination of probable cause to the Board's contracted expert case reviewers, who may consult with Board staff and make recommendations to the Board Chair or to the Special Conference Committee regarding case disposition. The motion passed unanimously (6-0).

PRESENTATIONS

National Examinations for Long Term Care Administrators – Michelle Grachek, M.Ed, CAE, President & CEO, National Association of Long Term Care Administrator Boards (NAB)

Ms. Grachek offered a detailed overview of the NAB examination process, including the development and structure of the Nursing Home Administrator (NHA), Residential Care/Assisted Living (RCAL) and CORE exams including the stages of exam development—job analysis, item writing and review, exam assembly, standard setting, and implementation—as well as the transition to the Linear-On-the-Fly Testing (LOFT).

Ms. Grachek also discussed the history of the NAB exams and shared examination data comparing Virginia's pass rates to national averages. For the CORE exam, Virginia had a 44% total pass rate (50% for first-time test takers, 27% for repeat test takers) compared to the national average of 61%. For the NHA exam, Virginia's total pass rate was 56% (72% for first-time test-takers, 40% for repeat test-takers) versus the national average of 53%. For the RCAL exam, Virginia had a 50% total pass rate (70% for first-time test takers, 29% for repeat test takers) compared to the national average of 69%. Additional data from July 2022 to June 2023 showed that changes in the CORE exam content outline and pass point adjustments may have influenced pass rates. She stated that these shifts may reflect the impact of the 2020 Professional Practice Analysis (PPA), which placed an increased emphasis on emergency preparedness and added content related to telehealth. Ms. Grachek noted that generational shifts, the quality of mentorship, and the loss of institutional knowledge due to retirements may also have been contributing factors. Lower overall exam pass rates since the pandemic have been noted in a number of other professions as well.

Ms. Grachek stated that the 2025 PPA survey will be distributed nationally to licensees, who will receive one CE hour for participating. She stated that the survey was a key opportunity for professionals to provide

input on what knowledge and skills are critical to the role of a senior living and health services administrator. She said that while minor changes are anticipated, no major domain revisions are expected in 2025.

Ms. Grachek stated that a review of test-taking limits is scheduled for October, with the possibility of reverting to a four-attempt limit. She also addressed exam preparation strategies, including the AIT toolkit, NAB practice exams, online study guides with interactive and game-based learning, and a recommended reference list. She reported that a follow-up with 25 successful first-time test takers revealed an average study time of four months. Ms. Grachek discussed misinformation about the exam—particularly from unaffiliated third-party providers and social media.

In response to a Board question about the comparability of practice exams to the actual exam, it was clarified that the same item writers write practice exams and are currently considered comparable. However, the NAB team may consider the feedback for further review and potential updates.

Mr. Pregent arrived at 11:13 a.m.

The Board took a break at 11:40 a.m. and reconvened at 11:53 a.m.

LeadingAge Virginia Webinar Series – Dana Parsons, Vice President & Legislative Counsel, LeadingAge Virginia

Ms. Parsons announced the launch of a Virtual AIT Leadership Program: Virginia's Pathway to Administrator Success, a year-long, no-cost virtual program developed by PositiveAge, the nonprofit foundation of LeadingAge Virginia. The initiative, supported by a grant from the NAB Foundation, aims to strengthen workforce development through the Administrator-in-Training Leadership Program.

The program includes ten live sessions led by experienced Virginia professionals, covering regulatory requirements, exam preparation, and professional development. Of over 50 applicants, 27 AITs have been selected so far (12 Assisted Living and 15 Nursing Home Administrators) to participate.

The first half of the program focuses on foundational topics, including licensure, training plans, AIT-preceptor relationships, and support systems, while the second half emphasizes exam readiness, setting-specific training, and career development. She stated that sessions include expert instruction, interactive questions and answers, as well as peer engagement.

Overview of Long-Term Care Ombudsman Program – Joani Latimer, State Long-Term Care Ombudsman

Ms. Latimer provided a presentation on an overview of Virginia's Long-Term Care (LTC) Ombudsman Program, which advocates for the rights, safety, and well-being of residents in nursing homes, assisted living facilities, and home-based care. She stated that the program operates under federal and state authority and is managed by the Department for Aging and Rehabilitative Services.

She noted that the key responsibilities of the Ombudsman program include resolving resident complaints, providing education on long-term care services and rights, supporting resident councils, and promoting systemic improvements in care quality.

She reported that nearly half (48%) of Virginia's nursing homes fall below the national average in quality ratings, highlighting common issues including staffing shortages, poor training, weak supervision, and frequent ownership changes. She stated that the program faces challenges, including under-resourced enforcement, industry resistance to regulation, and a growing trend of private equity acquisitions.

Ms. Latimer provided recommendations, including strengthening oversight, improving inter-agency coordination, increasing transparency, and addressing workforce and leadership instability.

Residential Care/Assisted Living Exam Preparation Course – Jennifer Yañez Pryor, MA, MS, ALFA, Gerontology Graduate Program Director and Joint Program Director, Assisted Living Administration Concentration, Virginia Commonwealth University

Ms. Pryor provided an overview of the Virginia Commonwealth University Residential Care/Assisted Living Exam Preparation Course. She stated that the course, launched in 2019, is designed to support individuals preparing for licensure in Virginia, particularly those in the Administrator-in-Training (AIT) program, individuals who have previously failed the exam, or those seeking additional guidance and support.

The curriculum focuses on reviewing content aligned with the Domains of Practice (DOP), understanding the exam structure, managing test anxiety, and identifying individual strengths and weaknesses to tailor study efforts. Feedback from participants has highlighted concerns about topics such as Finance and Human Resources, especially among those who have been out of school for an extended period. She stated that the course incorporates this feedback to provide targeted support and includes NAB resources and handouts.

Ms. Pryor stated that the course is offered twice a year, with the next session scheduled for October 2, 2025, and an additional session planned for March 26, 2026. An online, self-paced version of the course is being developed to enable year-round training and increased accessibility, starting in 2026. Ms. Pryor stated that they have received positive feedback from participants in the course who had successfully passed the exam.

ELECTIONS

Ms. Brathwaite stated that in accordance with the Bylaws, during the first meeting of the organizational year, the Board shall elect from its members a Chair and Vice-Chair.

Ms. Brathwaite provided remarks regarding the process of making additional floor nominations.

Ms. Brathwaite opened the floor for nominations for Chair of the Board of Long-Term Care Administrators.

Ms. Brathwaite nominated herself for the position of Chair. There were no other nominations. The nominations were closed.

Upon a **MOTION** by Mr. Pregent, properly seconded by Ms. Dukes, the Board voted to elect Ms. Brathwaite as Chair of the Board of Long-Term Care Administrators. The motion passed unanimously (7-0).

Ms. Brathwaite opened the floor for nominations for Vice-Chair of the Board of Long-Term Care Administrators.

Ms. Montgomery nominated herself for the position of Vice-Chair. There were no other nominations. The nominations were closed.

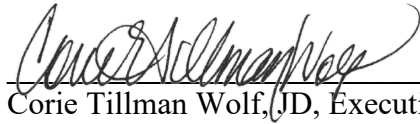
Upon a **MOTION** by Mr. Pregent, properly seconded by Ms. Dukes, the Board voted to elect Ms. Montgomery as Vice-President of the Board of Long-Term Care Administrators. The motion passed unanimously (7-0).

NEXT MEETING

The next scheduled meeting date is December 2, 2025.

ADJOURNMENT

With all business concluded, the meeting adjourned at 12:42 p.m.



Corie Tillman Wolf, JD, Executive Director

June 24, 2026

Date