

Assisted Living Survey

Municipality of Anchorage
Spring, 2020

April 16, 2020



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Survey Period: March 20 to April 6, 2020

Surveys sent electronically to all “SS” or “DU” licensed homes in the Municipality of Anchorage

Base Response Rate: 25% 40 individual responses

Total Homes Represented: 33.5% 55 of 164 surveyed*

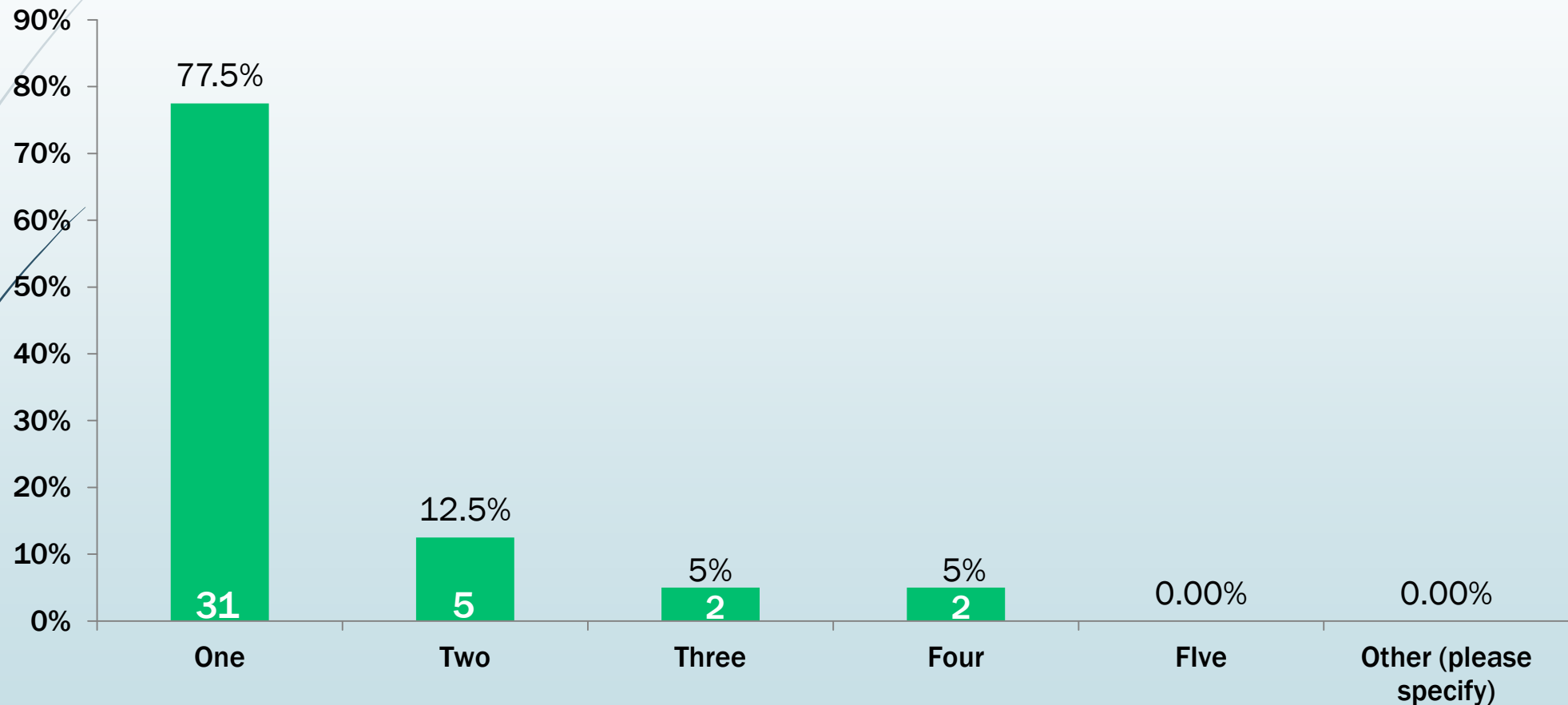
Average Response Time: 15:24

SS: Adults who have a physical disability, are elderly, who suffer from dementia, but who are NOT chronically mentally ill

DU: Adults who have a physical disability, are elderly, who suffer from dementia, who have a developmental or mental health disability

*Some responders own and operate up to four separate homes within the Municipality of Anchorage.

How many assisted living homes do you operate, or own within the Municipality of Anchorage?



**How many residents can you currently serve
under your state license(s)?**

Maximum Residents Allowed by License <small>(All Homes)</small>	Current Residents Today <small>(All Homes)</small>	Overall Occupancy Percentage <small>(All Homes)</small>
512	371	73%

Current size of home by residents?

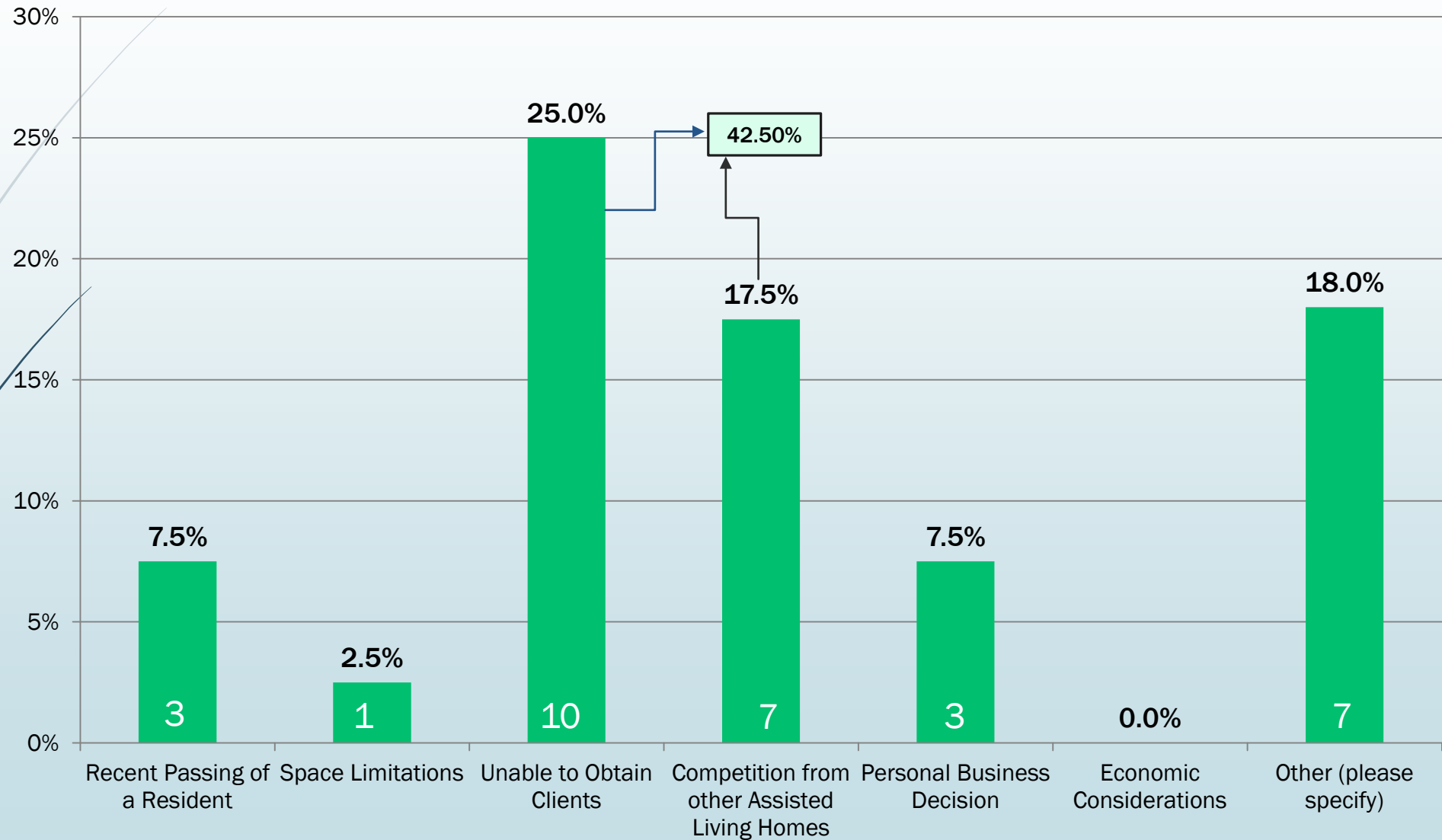
<u>Maximum Residents</u>	<u>Homes Represented</u>	<u>Percentage Represented by Size of Home</u>
1	1	2.4%
2	3	7.3%
4	2	4.8%
5	18	43.9%
6	2	4.8%
7	1	2.4%
10	6	14.6%
15	1	2.4%
20	2	4.8%
21	1	2.4%
29	1	2.4%
40	1	2.4%
63	1	2.4%
120	1	2.4%

59% Small

24% Mid

17% Large

If current occupancy levels are below what your license allows, please select ONE option that best describes why:



From the previous question, what is “Other”?

“Covid19 Pandemic” (3)

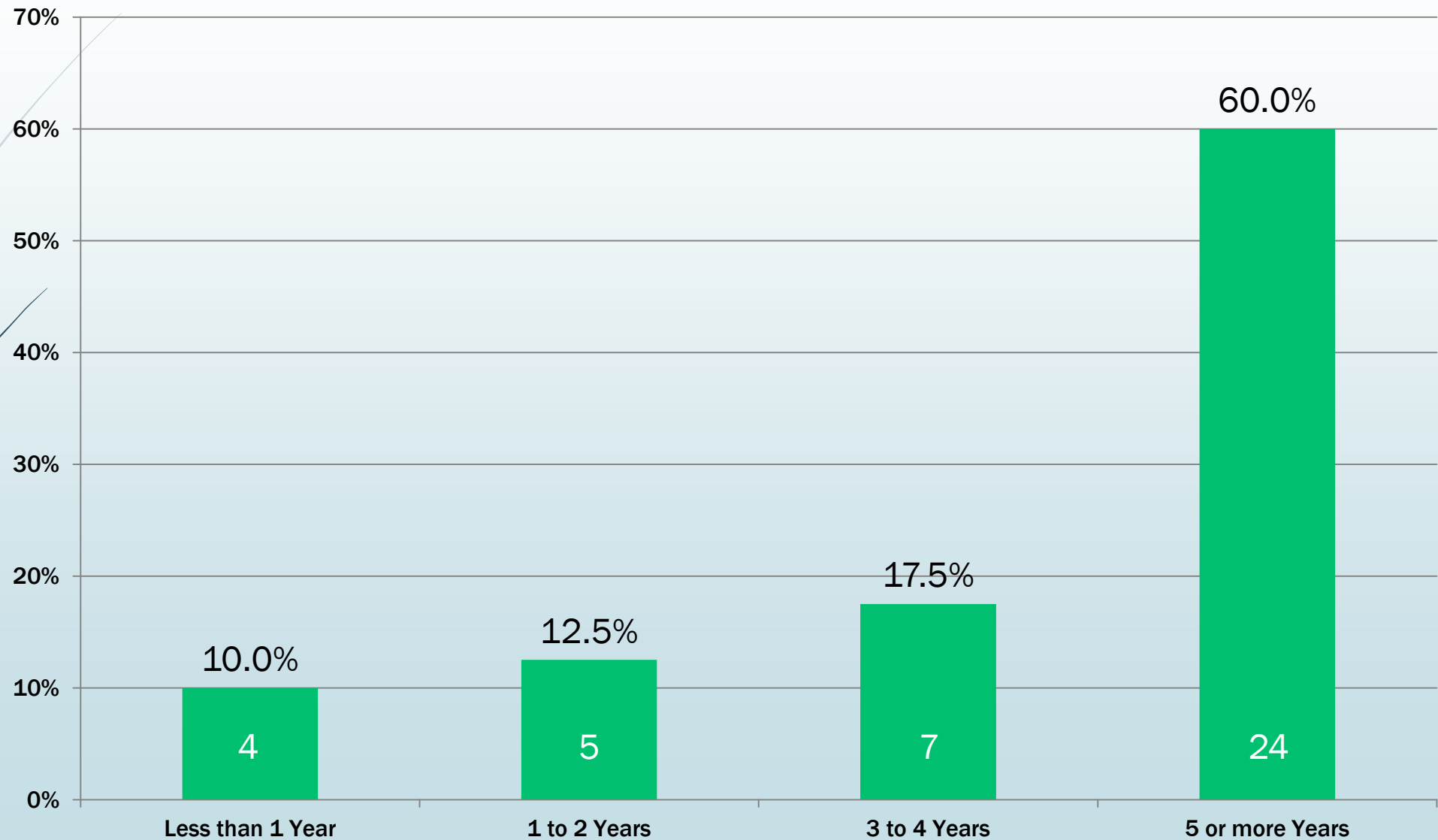
“Just Starting” (1)

“Staff Occupying Rooms” (1)

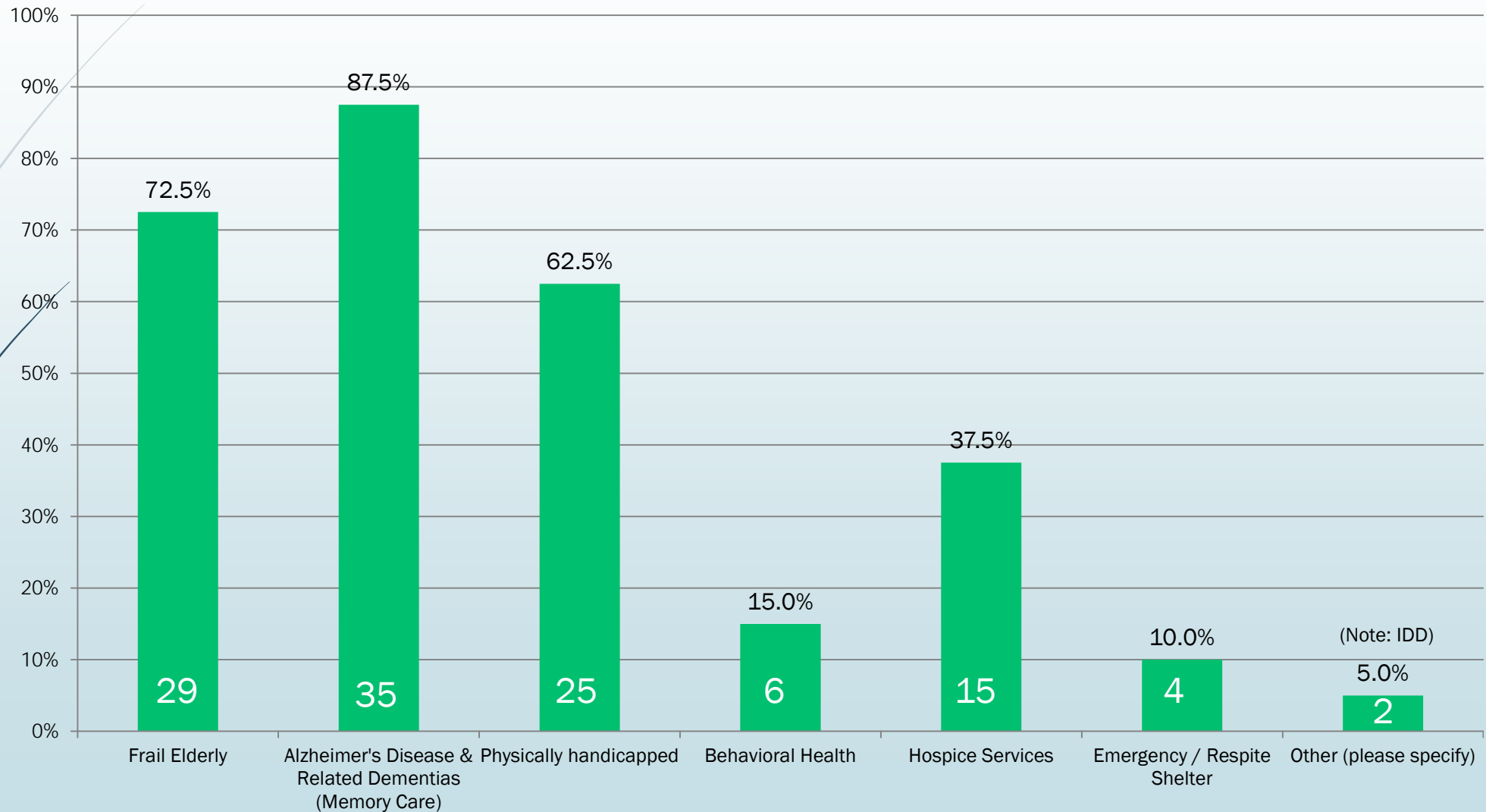
“New Building” (1)

“Recent Addition/Remodel” (1)

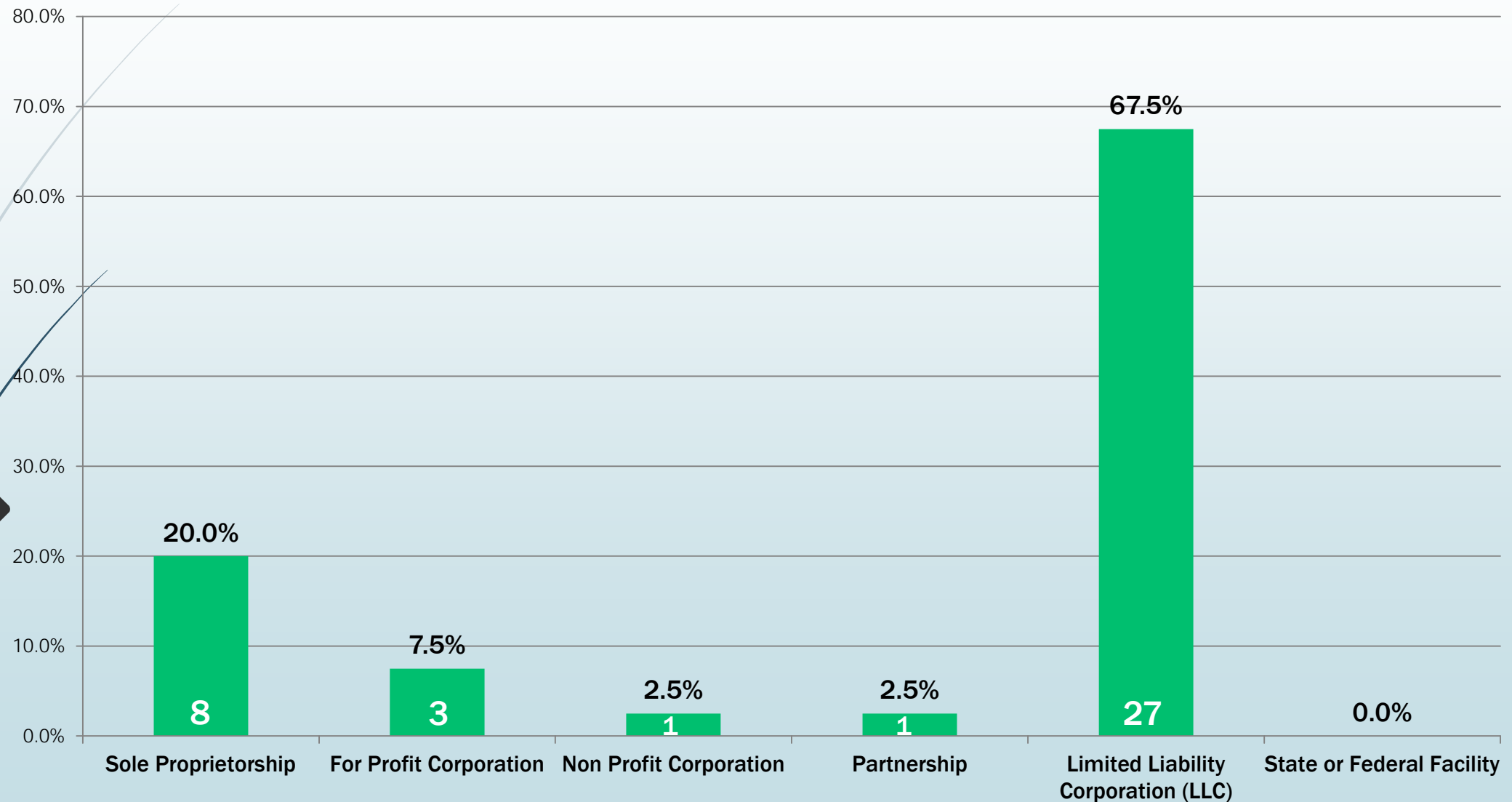
How long have you operated this home?



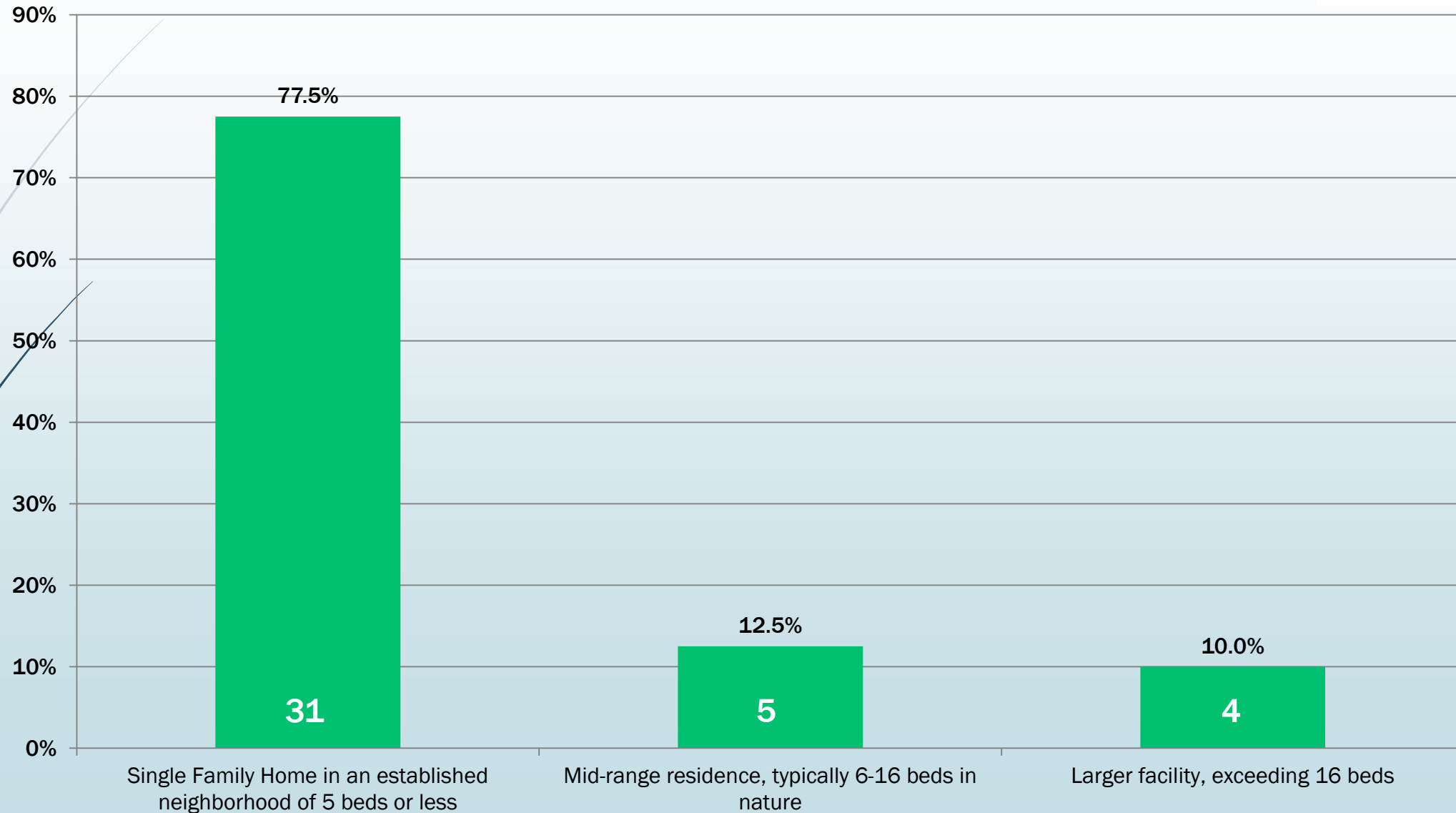
What senior clients do you serve? (Check all that apply)



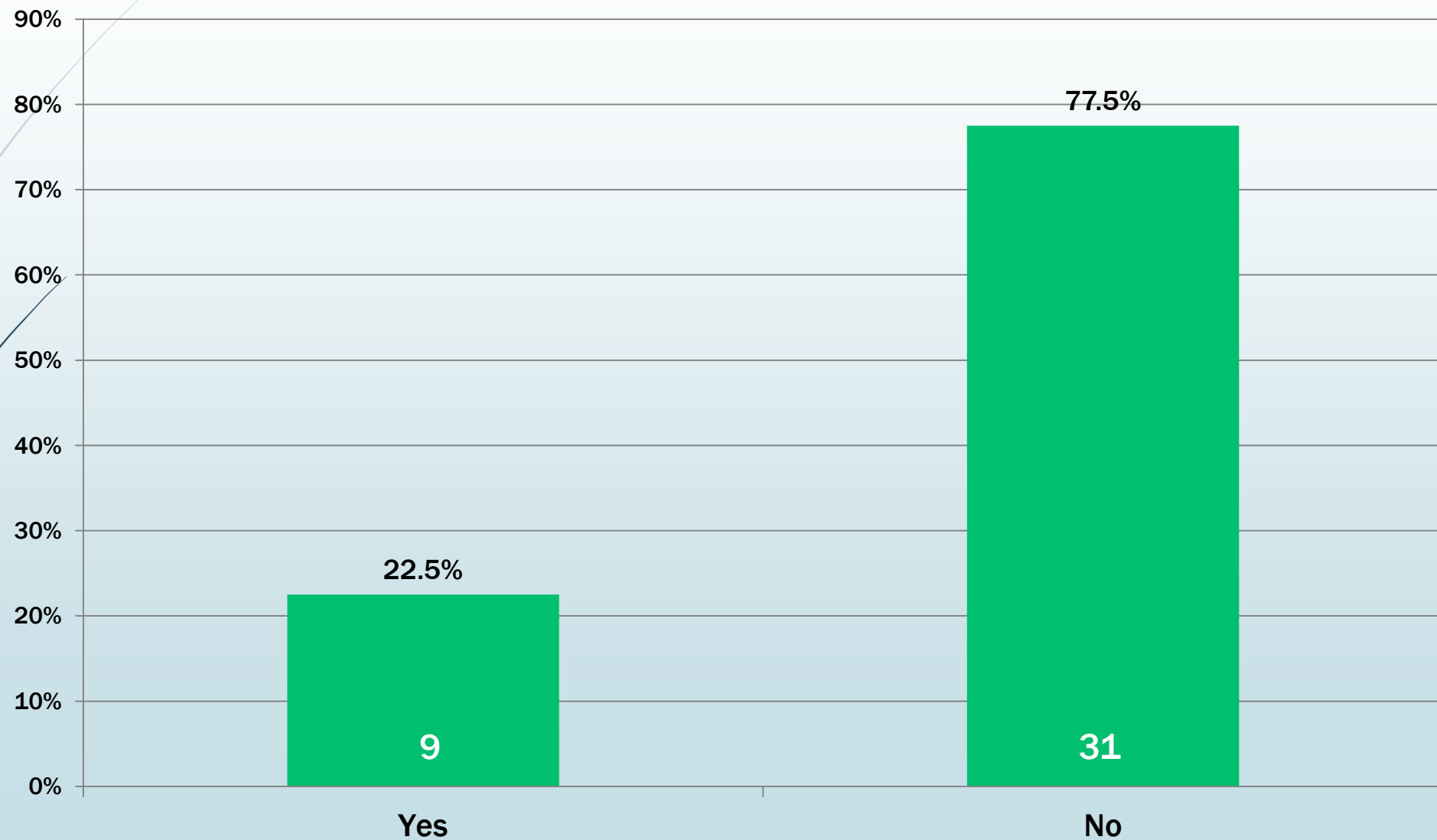
What best describes your organizational structure?



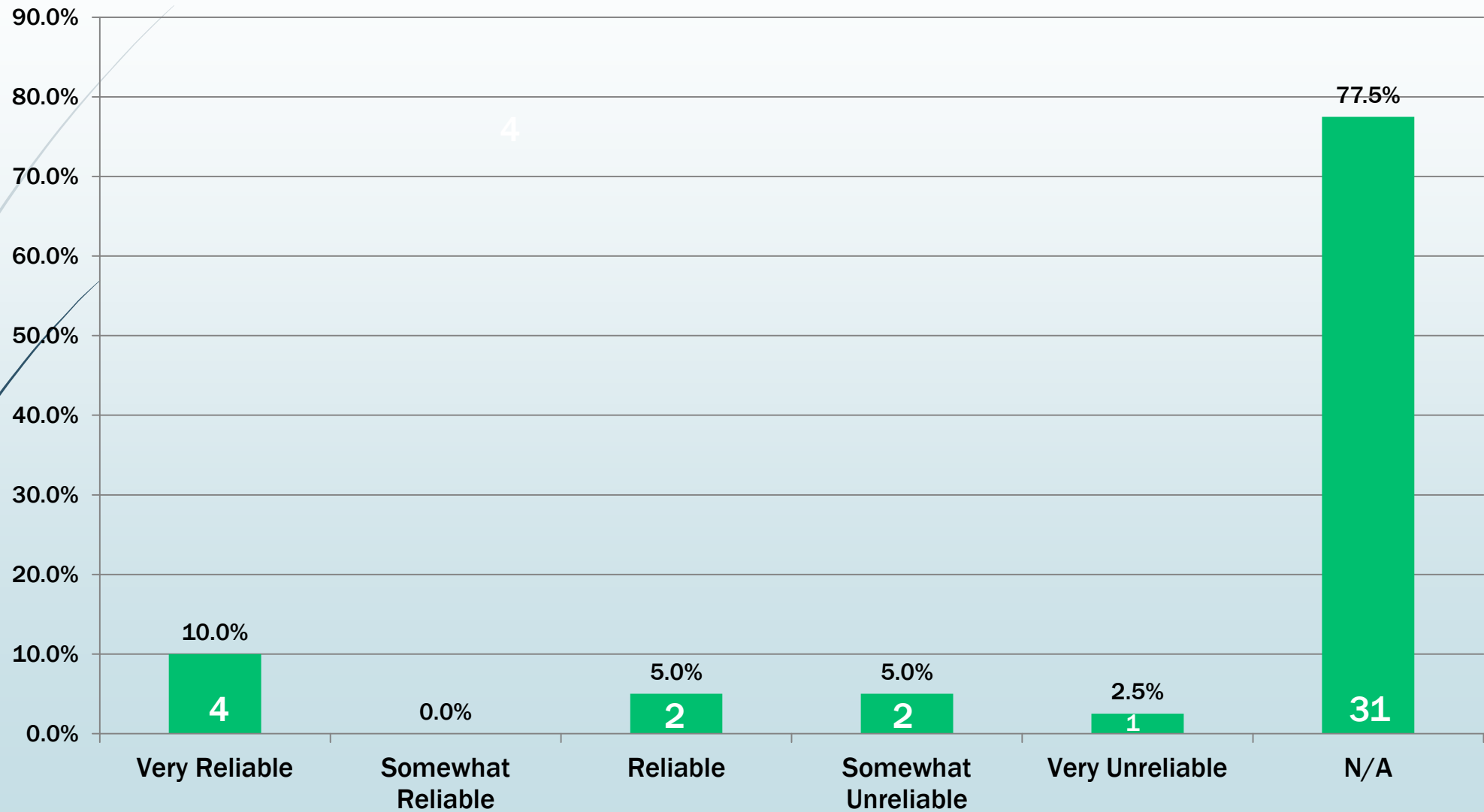
What best describes your assisted living facility?



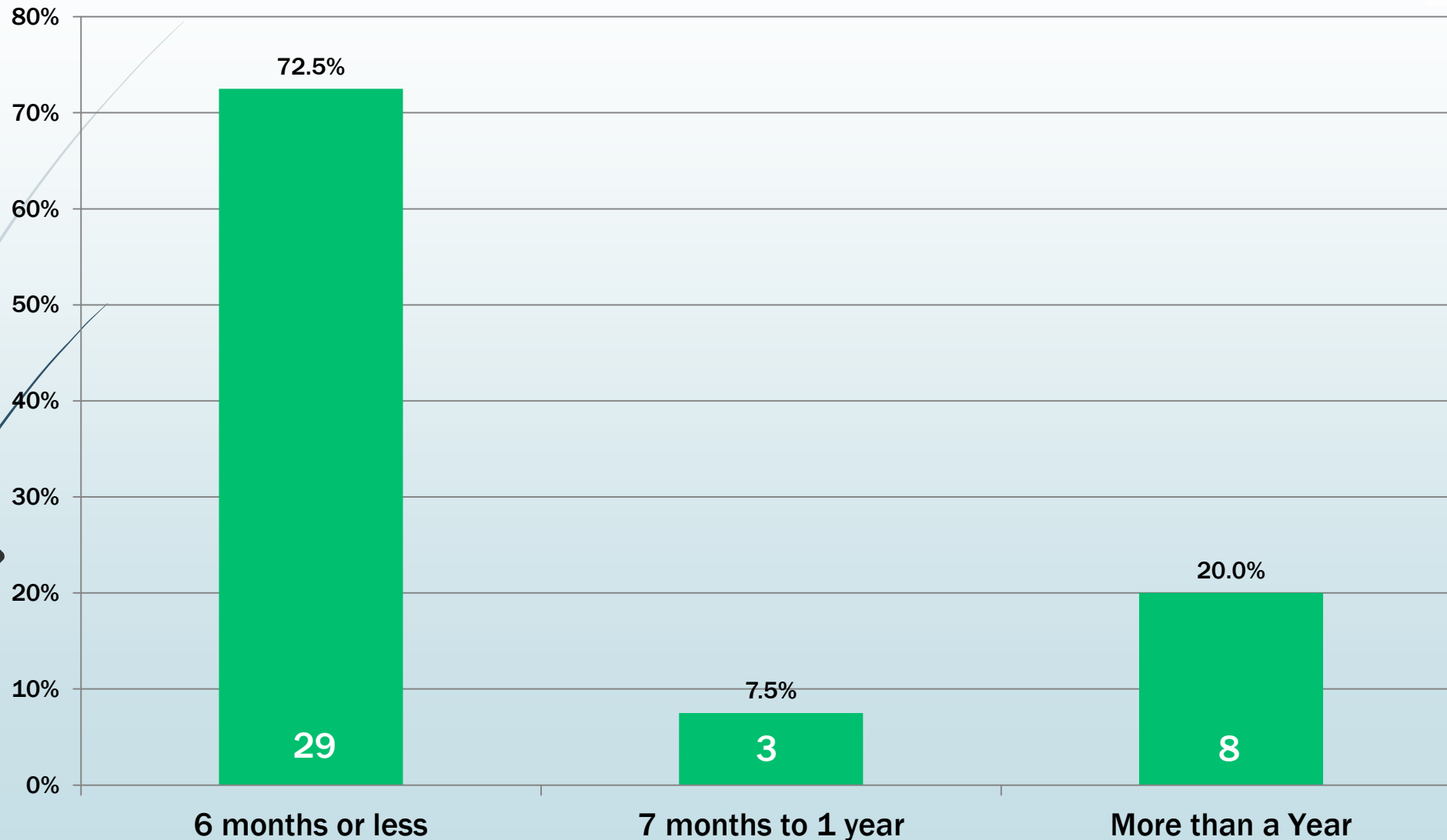
Do you maintain a waiting list?



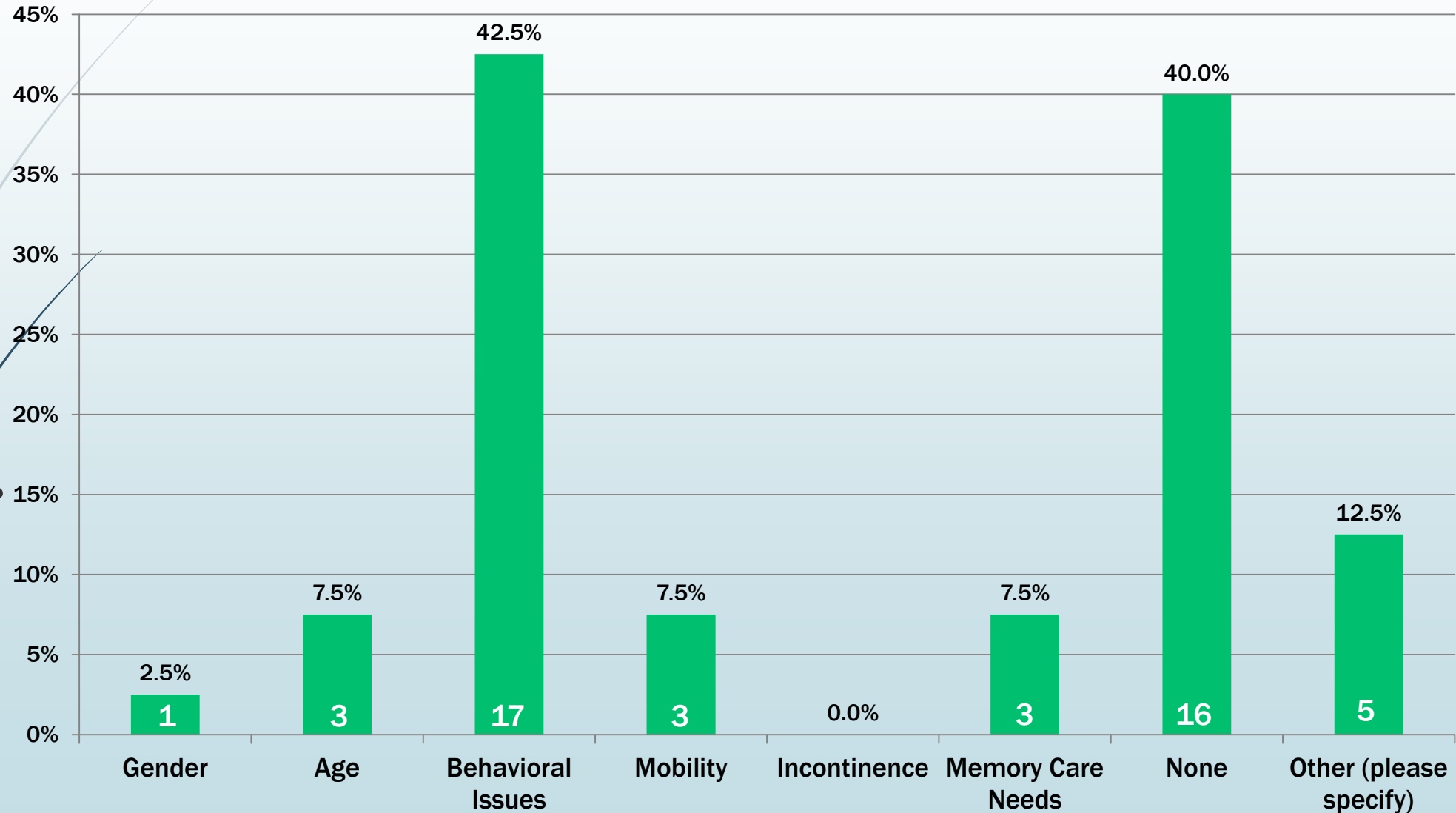
If you maintain a waiting list, how reliable has your list been when used?



How long might a prospective resident have to wait to occupy your home?



Please list any restrictions to occupancy for your home:



Restrictions listed as “other” from the previous question:

“Licensing Limitations” (1)

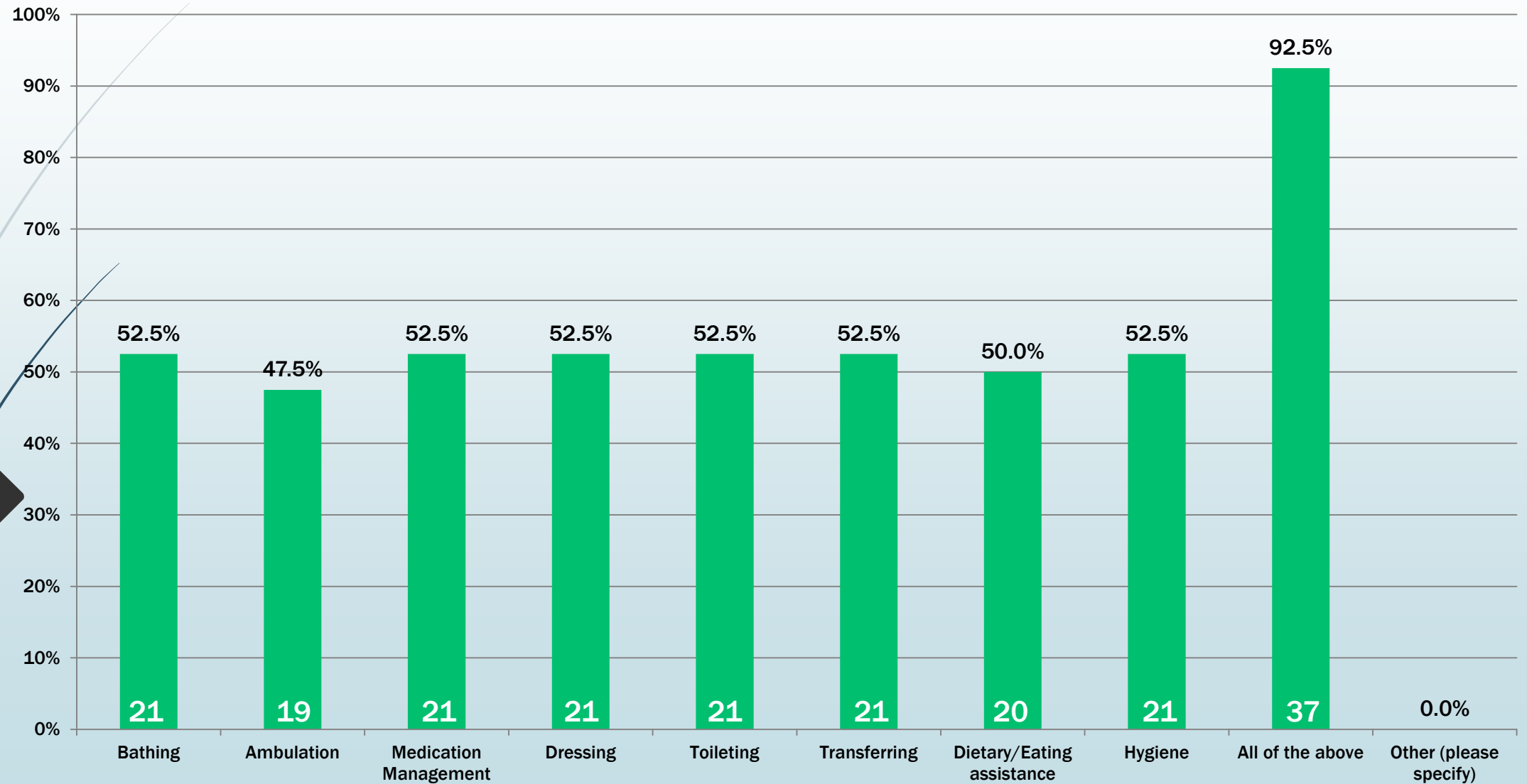
“Insulin Dependent Diabetic” (1)

“Care needs exceeding level of care” (1)

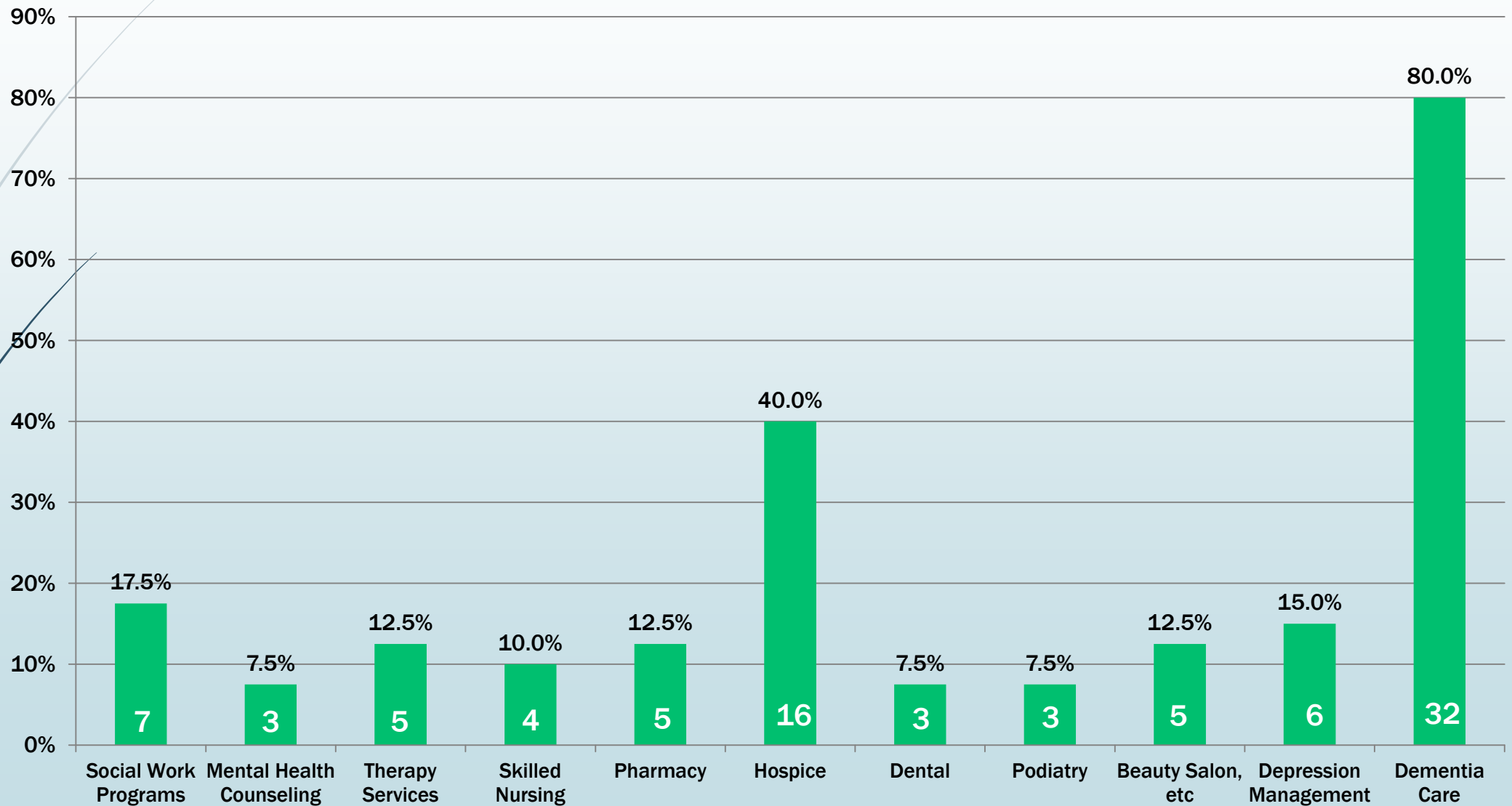
“Bed-bound residents” (1)

“Community cohesiveness/fit” (1)

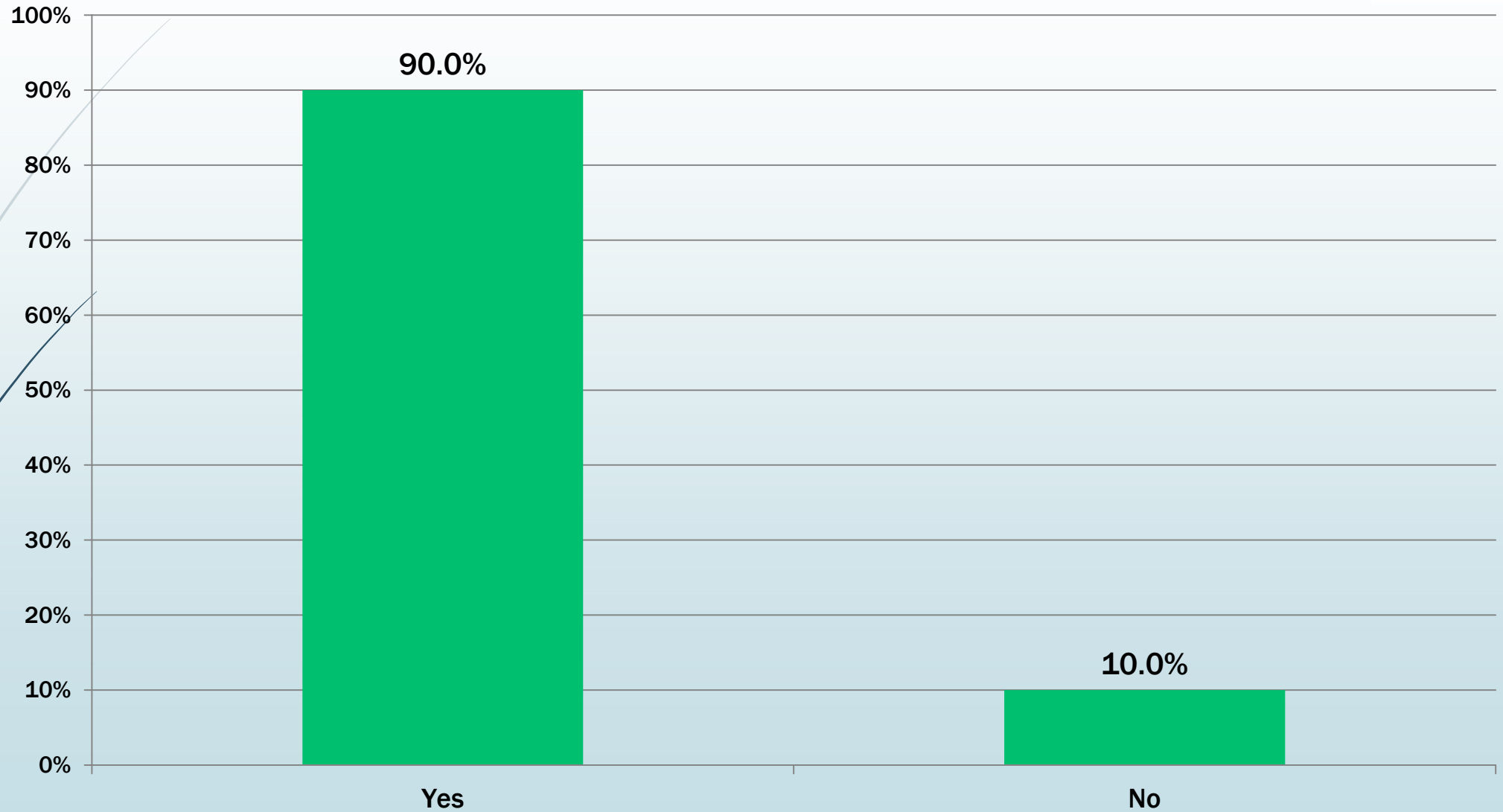
Which Activities of Daily Living (ADLs) do you support?



Which of the following services do you facilitate, host or provide for residents?



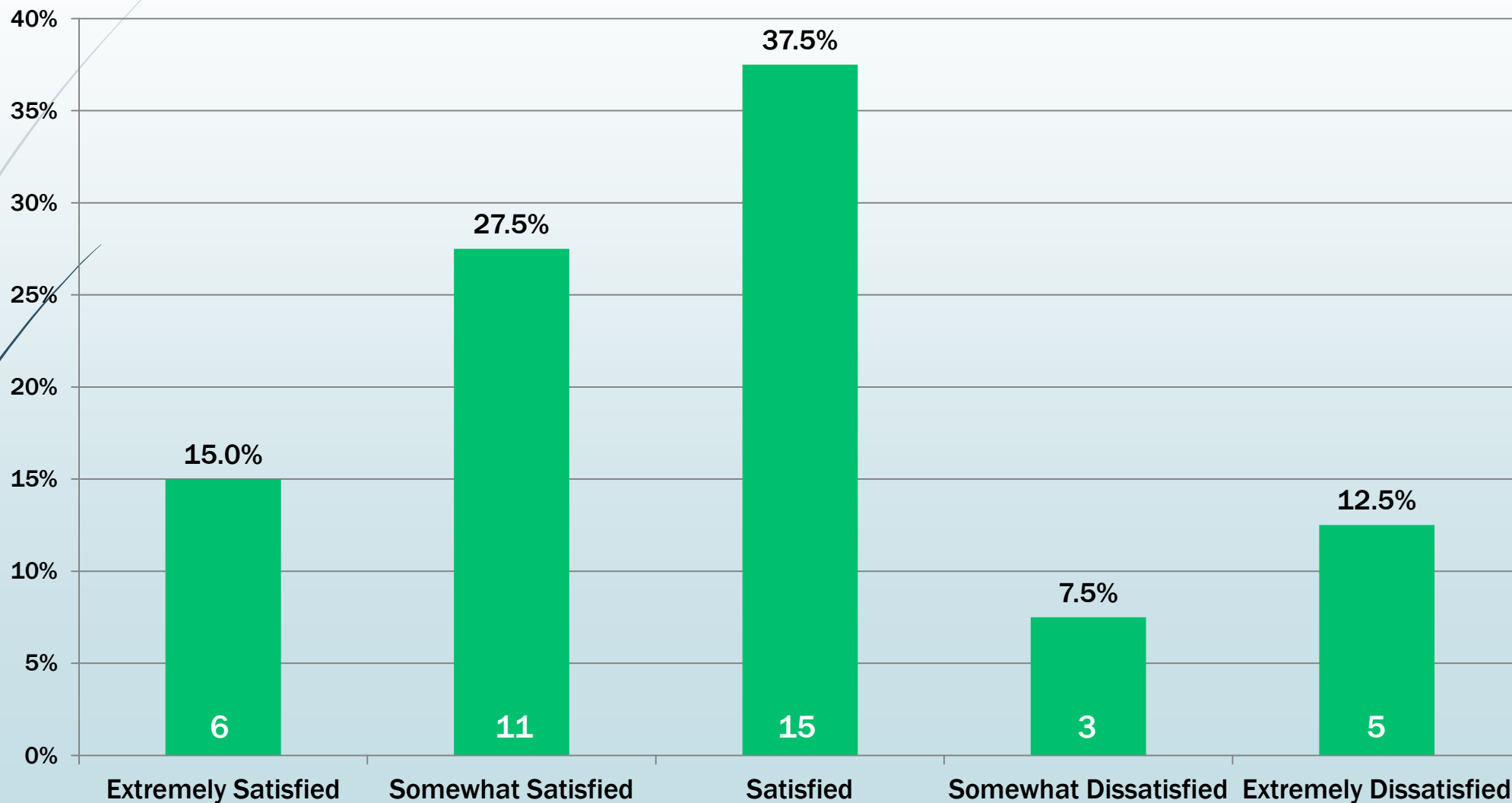
Do you accept clients enrolled in Alaska's Medicaid Waiver program?



What percentage of residents currently utilize Medicaid for payment of their care?

More than 75%	52%
74% to 50%	24%
Less than 50%	24%

Over the past year, how would you rate overall satisfaction with the Alaska Medicaid Waiver program?



If you answered dissatisfied (either option) on the previous question, please explain:

“Turn around for billing exceeds 30 days and can take months”

“Medicaid Waiver Program has many challenges and is dysfunctional. Constantly experiencing billing issues”

“You’re forced to know all the complex rules if you want to remain in business. Rules are so complex most government employees provide unreliable information.”

“In our first year of business we took a \$15,000 loss to services already provided because of complex rules and state employees who were unable to explain them”

“We have never had a time where we were receiving full payment for all residents”

“Slow to approve Plans of Care which means we go without payment for long periods of time”

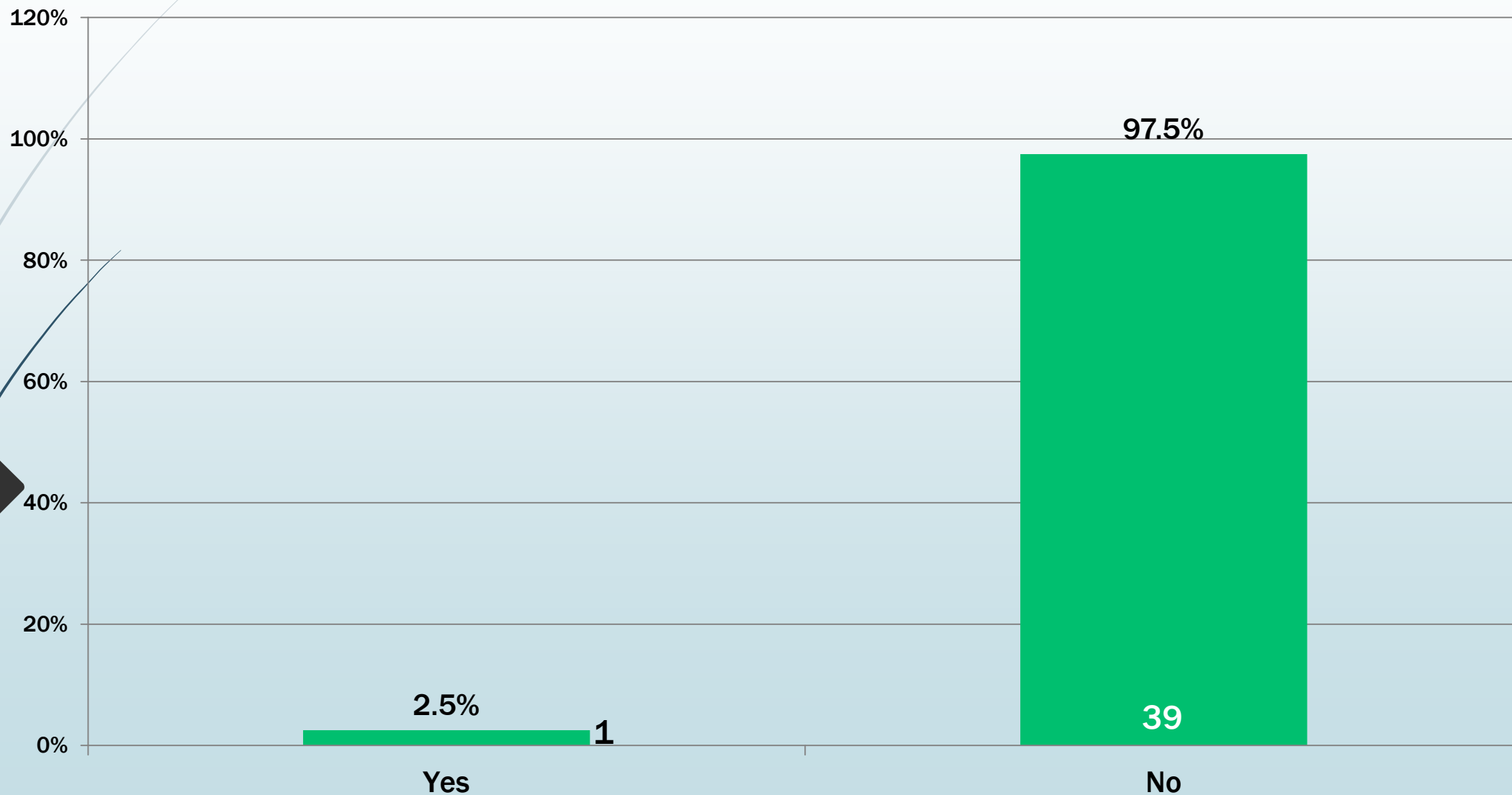
“Slow to process – billing delays”

“Hospice resident passed away a month ago and we still have not received payment”

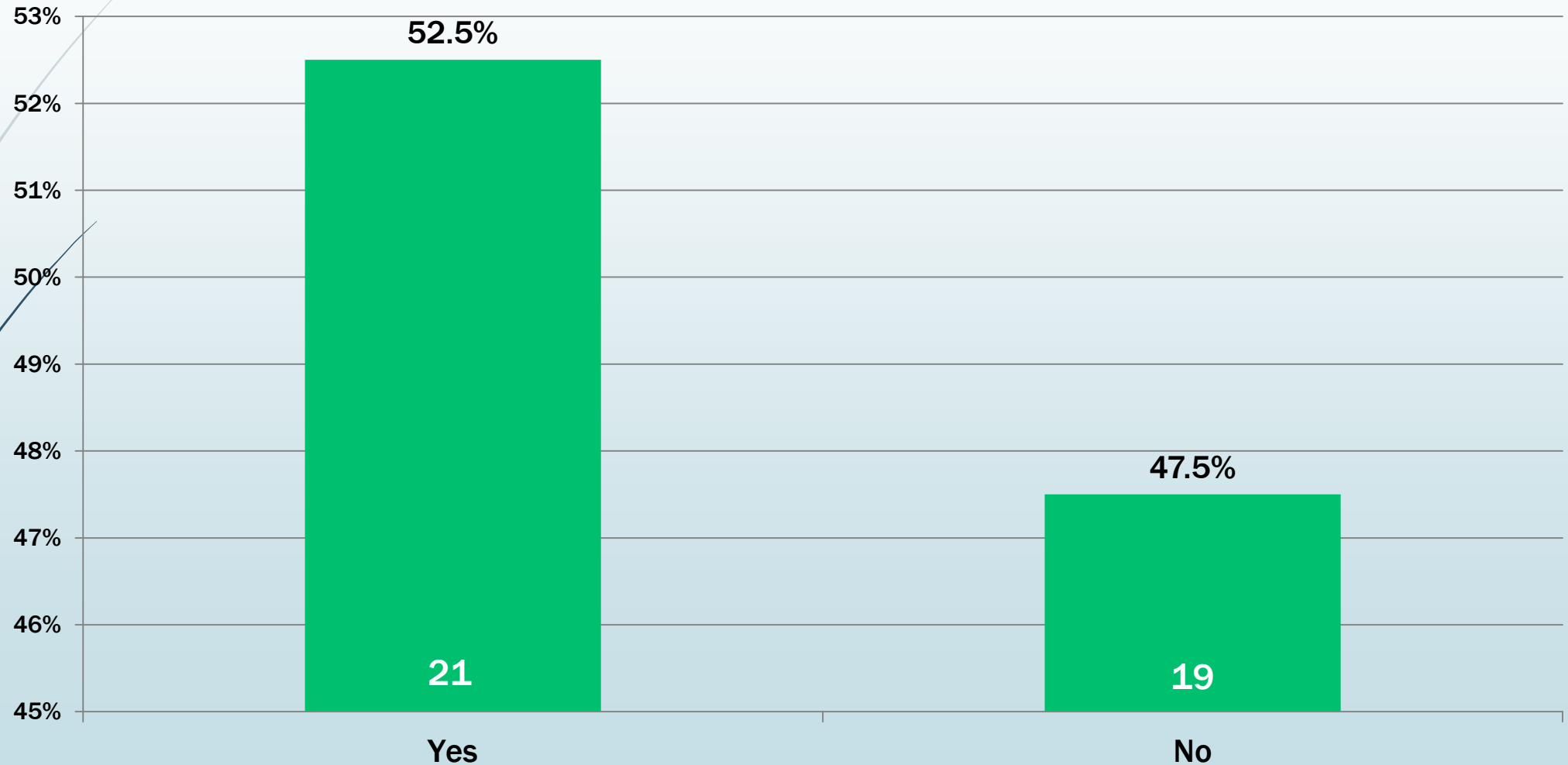
“Daily rates need to increase”

“Low compensation for level of care. Acuity based scale should be implemented. We no longer accept Medicaid”

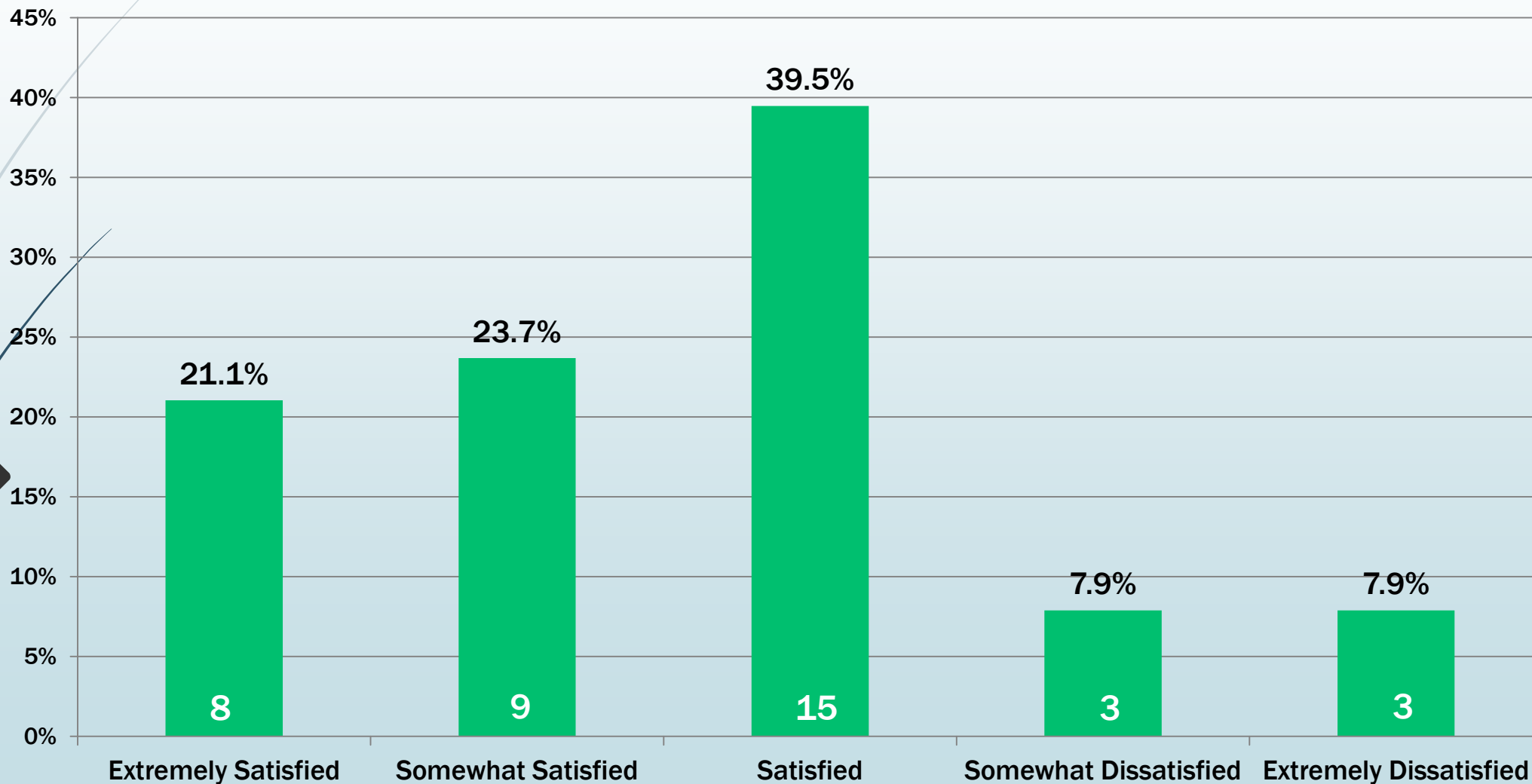
Over the past twelve months, have any residents been removed from the Medicaid Waiver Program at the time of reassessment?



Do any of your residents rely on other public assistance programs through the State of Alaska to assist with their care and services?



Regarding additional public assistance programs, how would you rate your overall satisfaction?



If you answered dissatisfied (either option) on the previous question, please explain:

“My experience dealing with Medicaid or additional assistance programs has been horrible”

“Once a resident moves in to a home, providers have to continue to provide services, whether or not they receive payment – until they go through the eviction process in the courts”

“When something is denied by General Relief or Adult Public Assistance, the home doesn’t get reimbursed and they have no rights to access the information to know if there’s a problem from the beginning”

“General Relief simply does not pay enough for 24-hour care for individuals”

“Slow to respond, can’t get much support or assistance”

“Adult Public Assistance has to approve Waiver recipients – timeframe is too long. General Relief does not pay enough and often doesn’t pay for months at a time”

“We no longer accept General Relief as the work required for the very low pay is not worth it”

What percentage of your residents private pay
(long-term care insurance or private funds) for their assisted living care?

More than 75%	15%
74% to 50%	3%
Less than 50%	82%

What is the average monthly fee for private pay residents?

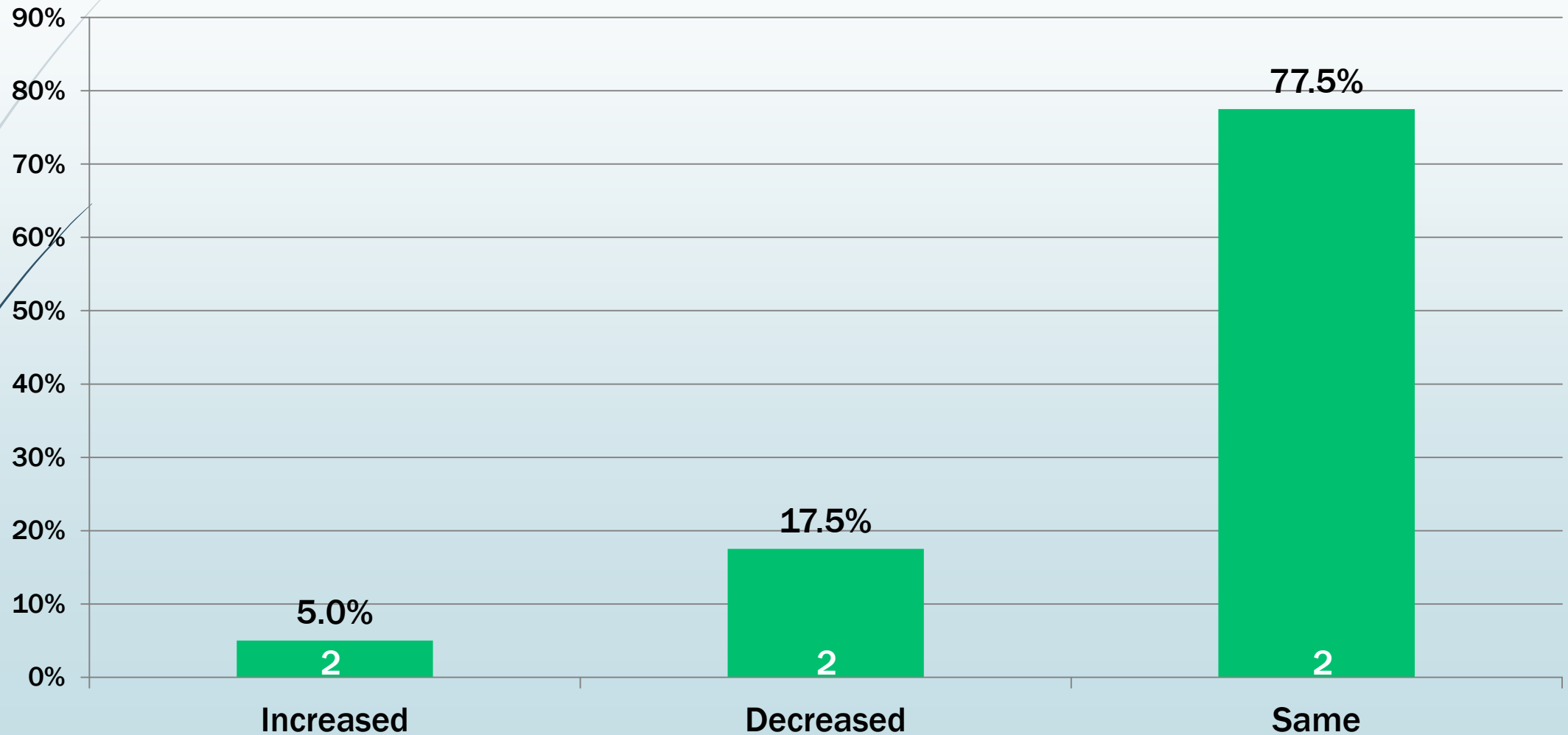


\$2,000 - \$2,999	3%
\$3,000 - \$3,999	6%
\$4,000 - \$4,999	9%
\$5,000 - \$5,999	22%
\$6,000 - \$6,999	38%
\$7,000 - \$7,999	13%
More than \$8,000	9%

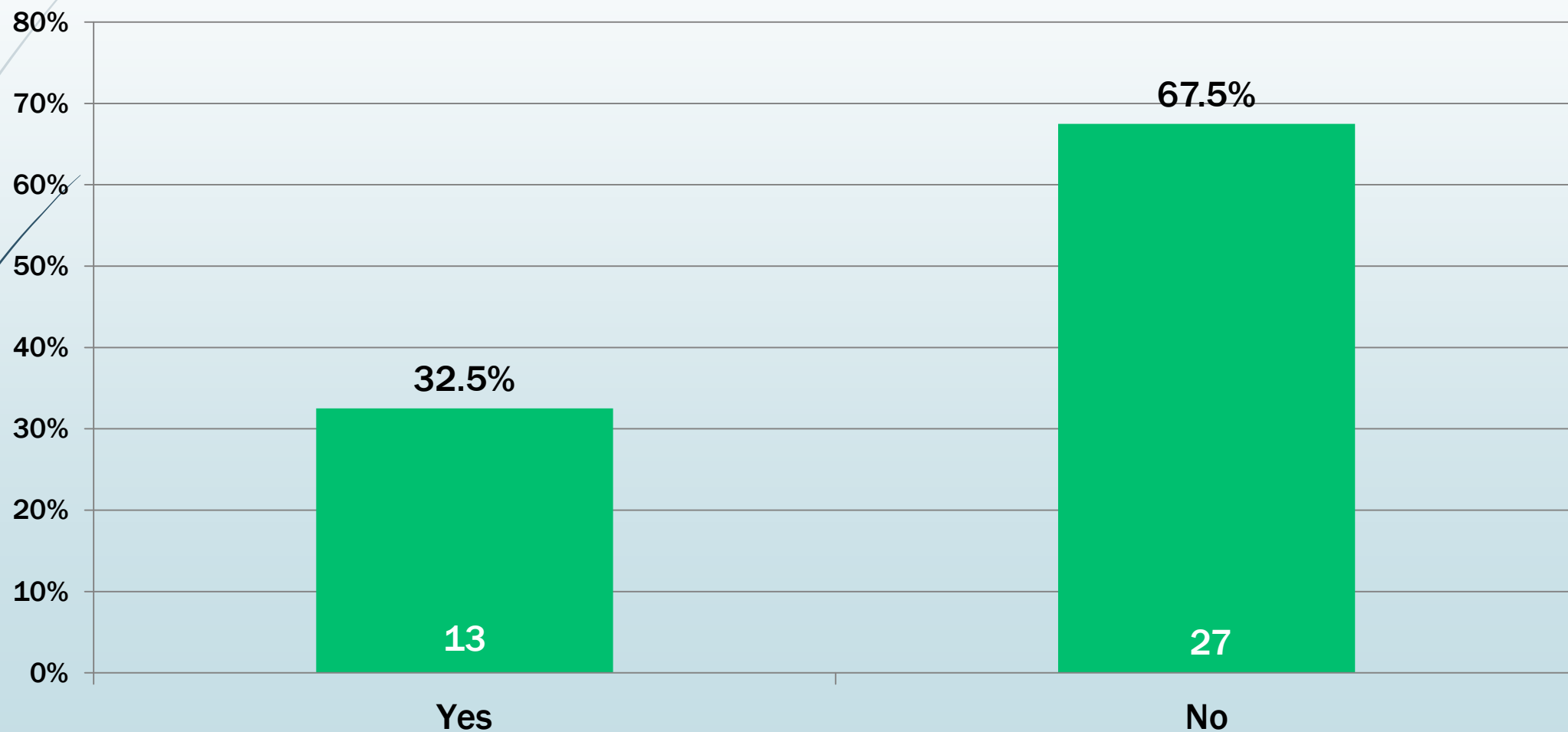
What percentage of your residents rely on family members for payment of their assisted living care?

All	6%
Less than 5%	3%
About 33%	12%
None	79%

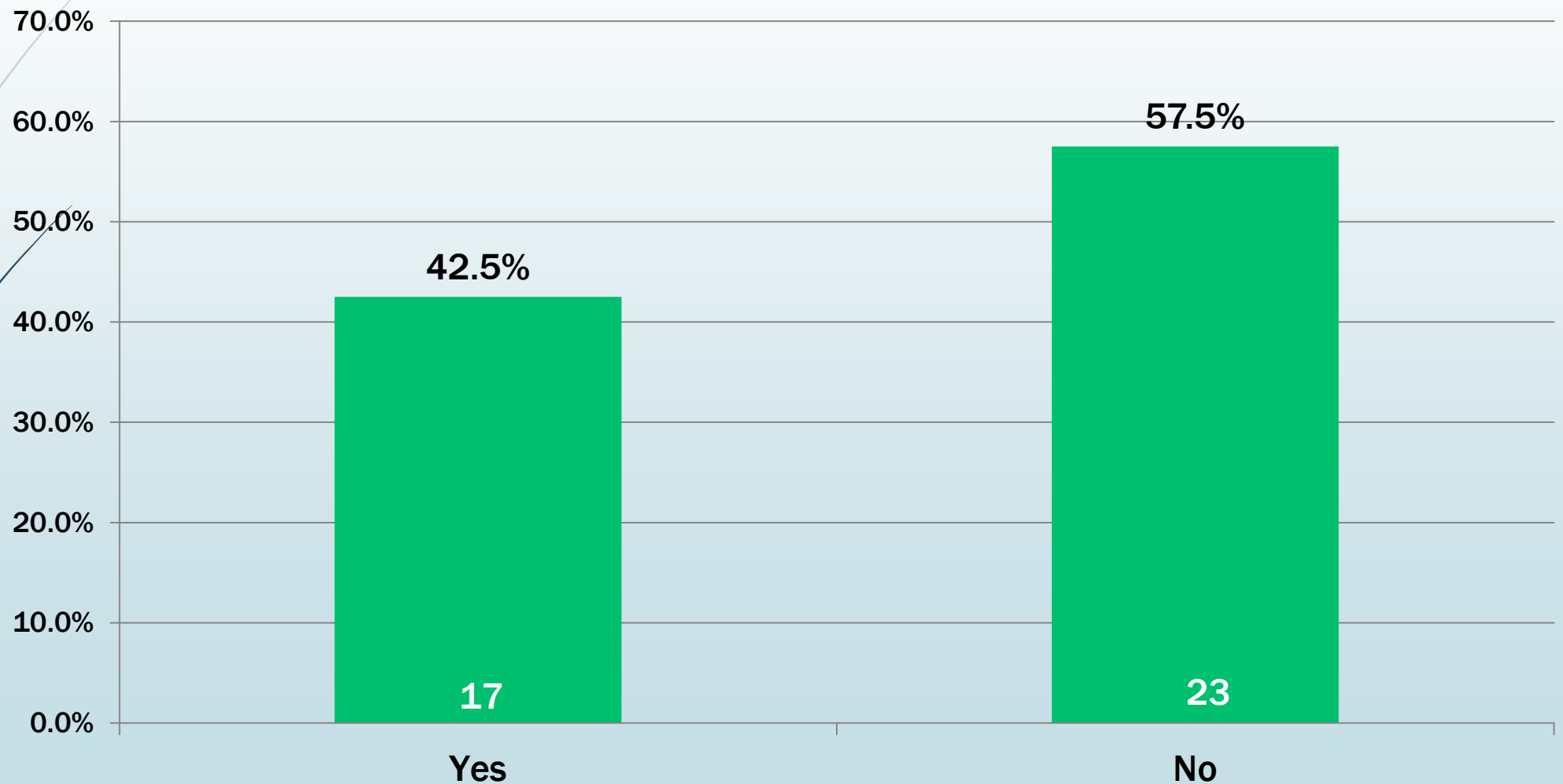
Has your facility increased, decreased, or remained the same with respect to size over the last year?



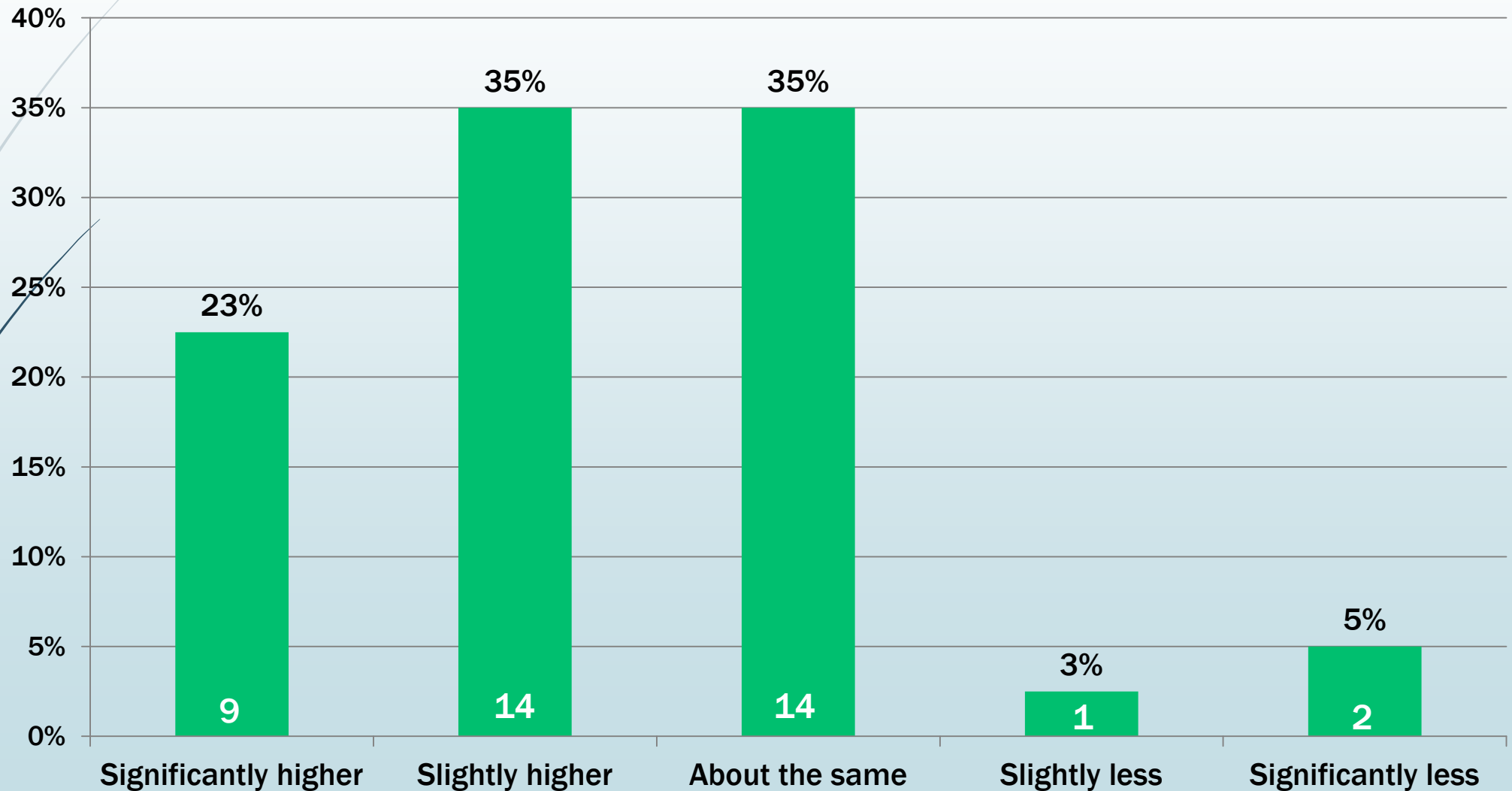
Do you have plans to expand the size of your current home
in the future?



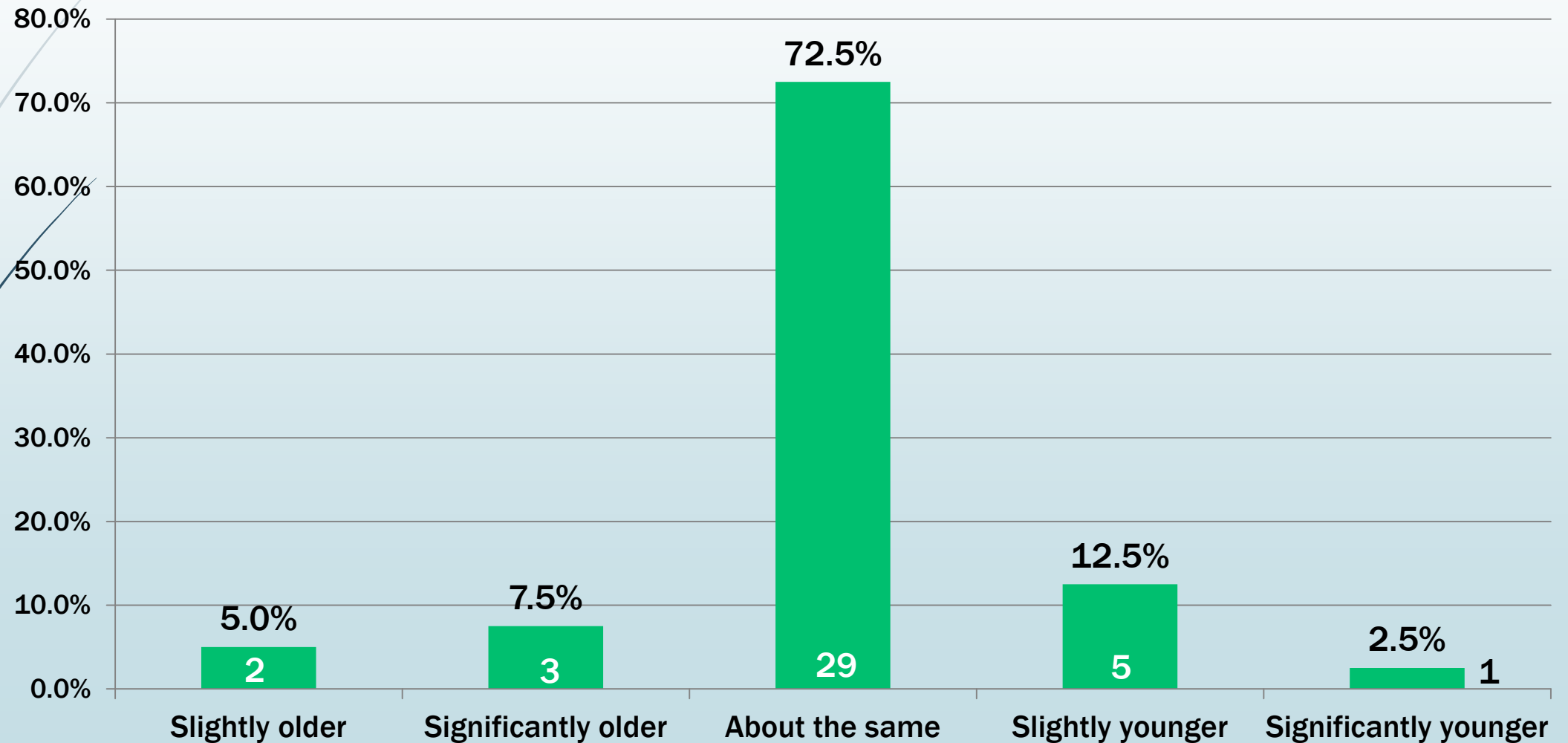
Has your business model changed over the last year to better address the assisted living needs of seniors?



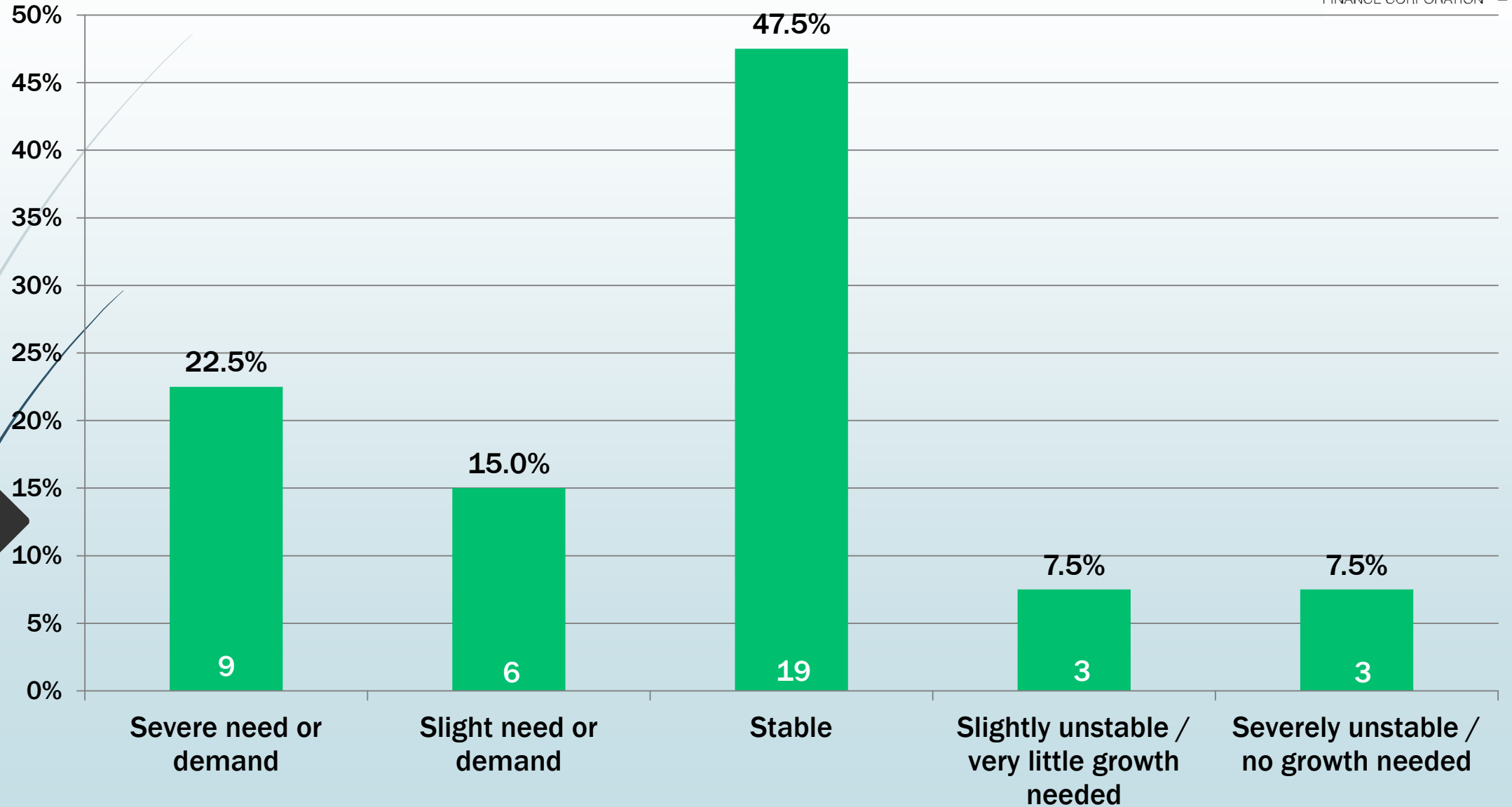
**Contrasting clients today, to previous years, how have levels of care changed
in your opinion?**



Over the last year, has the age of your residents changed in your home?



How would you rate the assisted living market in the Municipality of Anchorage today?



If you answered unstable (either option) in the previous question, please explain your concerns:

“Larger facilities just opened up making it harder to find residents”

“Not all Assisted Living Homes are meeting full occupancy”

“Not sure as we only opened 5 months prior to the Coronavirus Pandemic”

“Either there are too many homes, or too many large facilities putting smaller homes out of business. I have not been able to get to full occupancy since opening two years ago”

“A lot of competition”

“With larger homes coming in, it seems the smaller homes may start to get squeezed out”

Looking ahead over the next 1-2 years, what do you feel are the most significant issues affecting the assisted living industry in the Municipality of Anchorage?



“General Relief is too low compared to cost of operations and actual level of care costs”

“Large homes will put smaller homes out of business”

“Expansion of assisted living homes as elderly population grows”

“Increased acuity levels”

“Structure of Medicaid program and providers not being able to receive payments for services within a reasonable time frame”

“Competition”

“Payments”

“Magnitude of regulations and recent adversarial oversight agencies that make you prove you’re not a bad home”

“Getting low on supplies to operate the home”

“Long time operators closing their homes due to changes and competition”

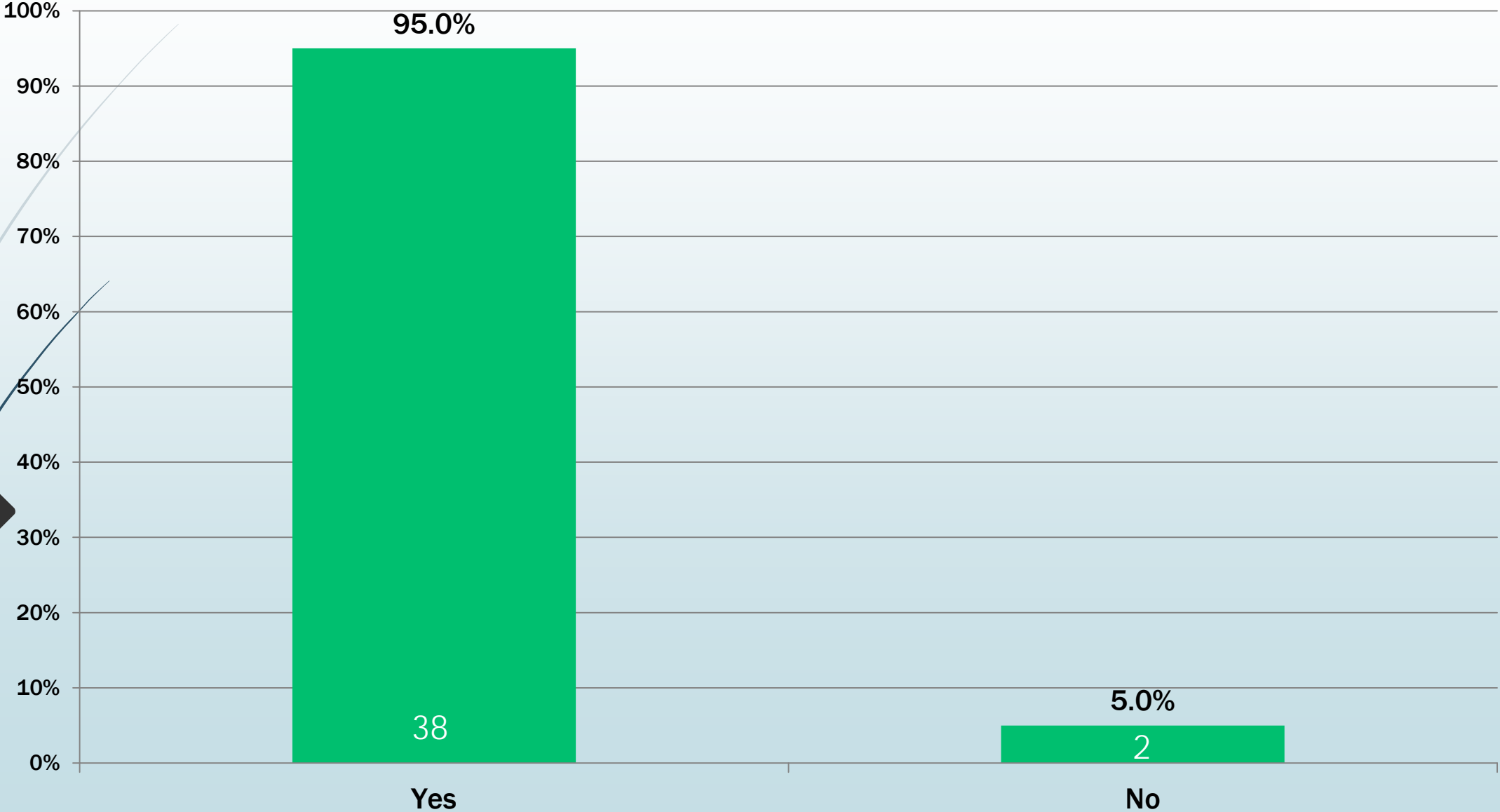
“Staff to resident ratios”

“Clients denied Medicaid Waiver services”

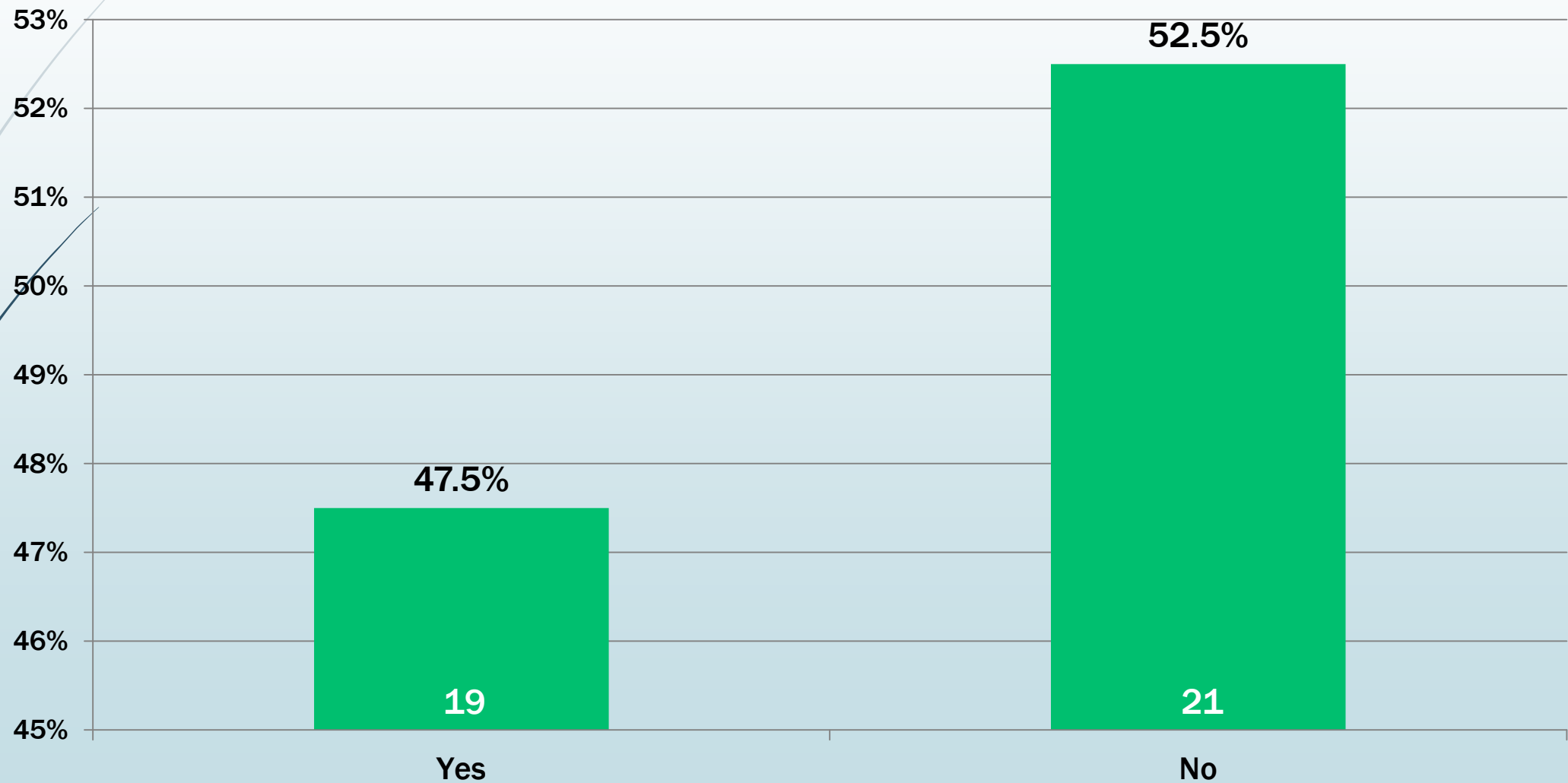
“Cost of actual care versus what is reimbursed by Medicaid” \$6,000 to \$10,000 vs. \$4,200 Medicaid and \$2,000 GR

“Quality of staff – impossible to find workers for \$13/hour”

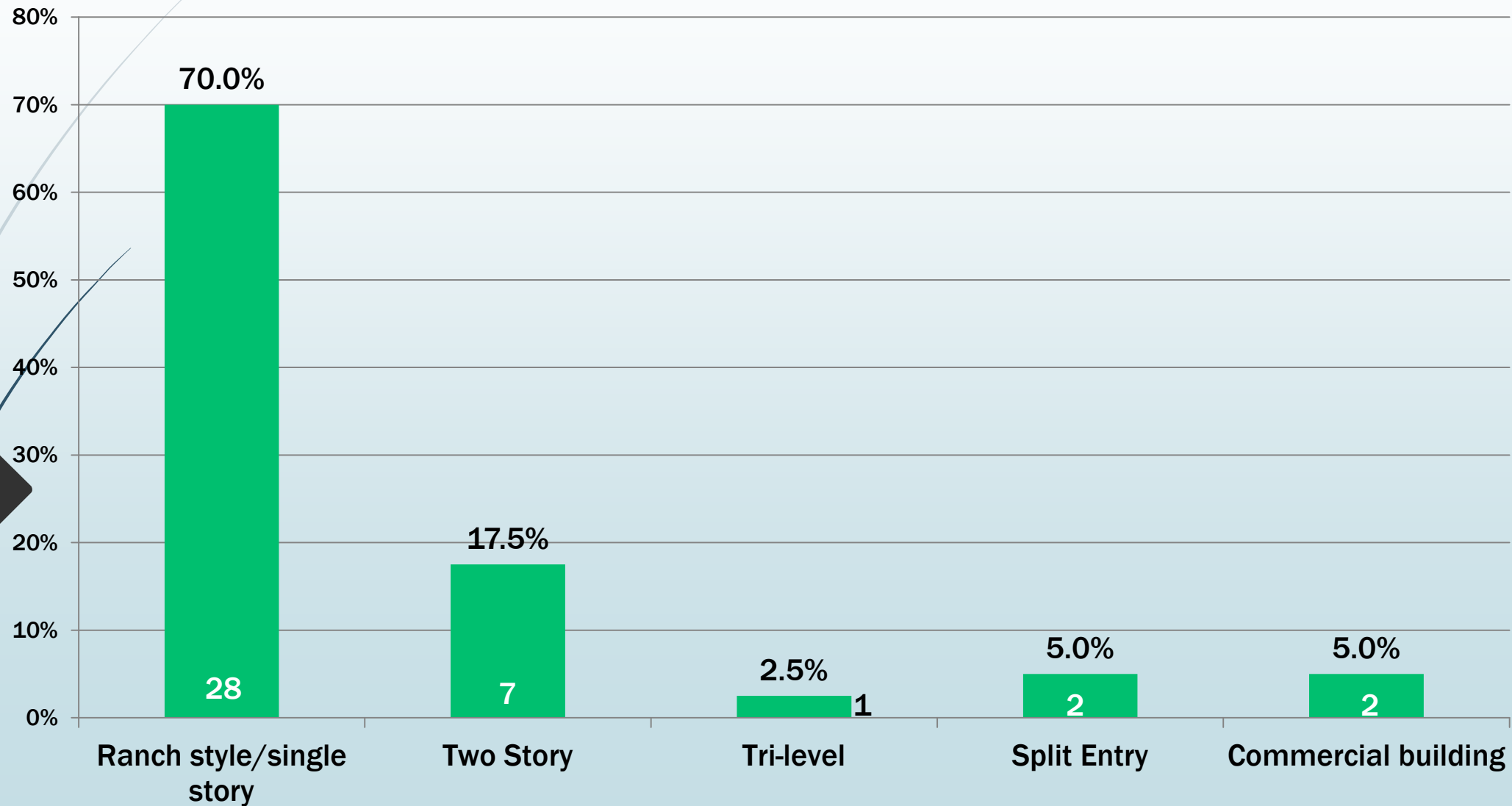
Is your assisted living home fully accessible for the
handicapped?



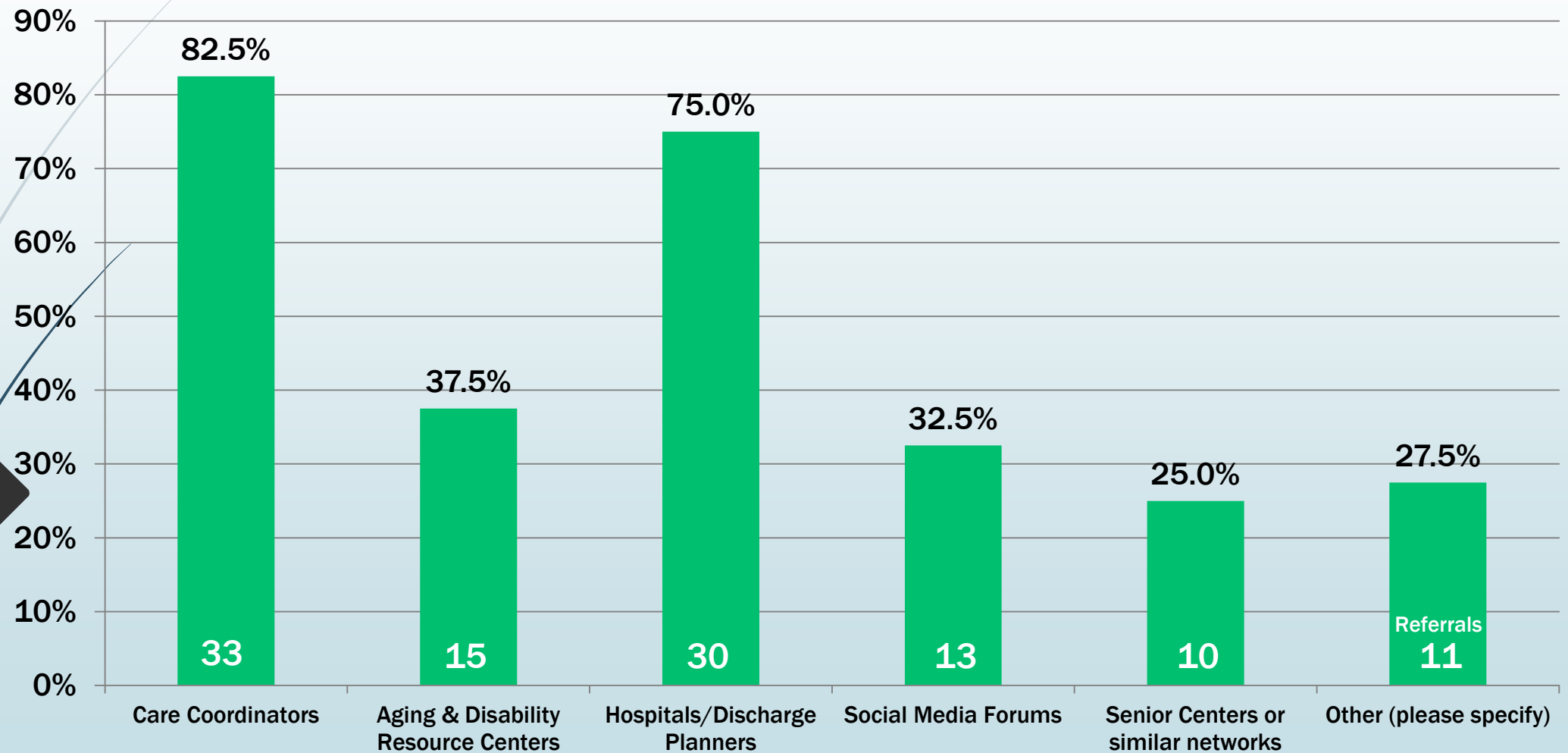
Do you have elevators, chairlifts or similar items in your home to assist residents?



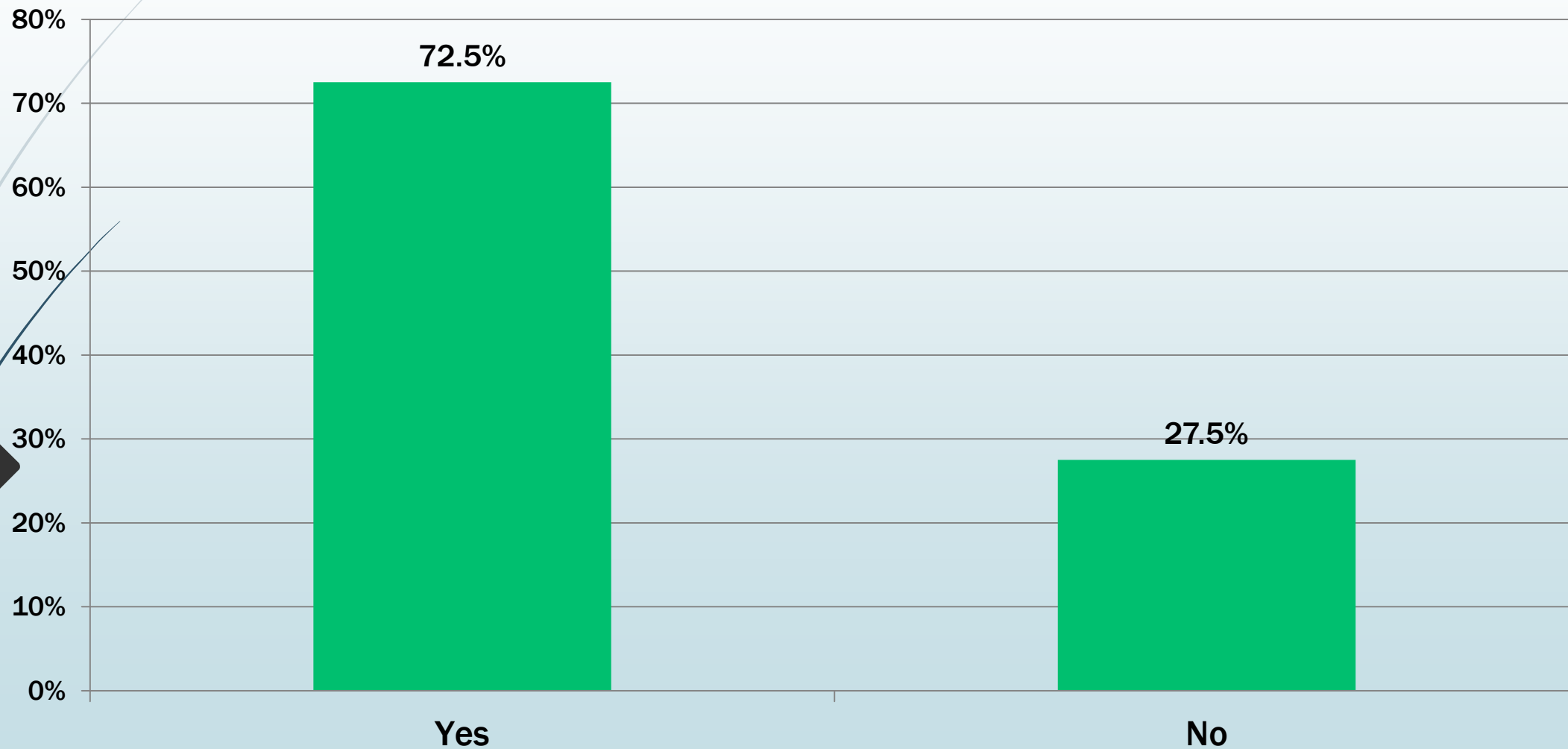
What design style best describes your assisted living home?



How do you market your home to attract residents? (Check all that apply)



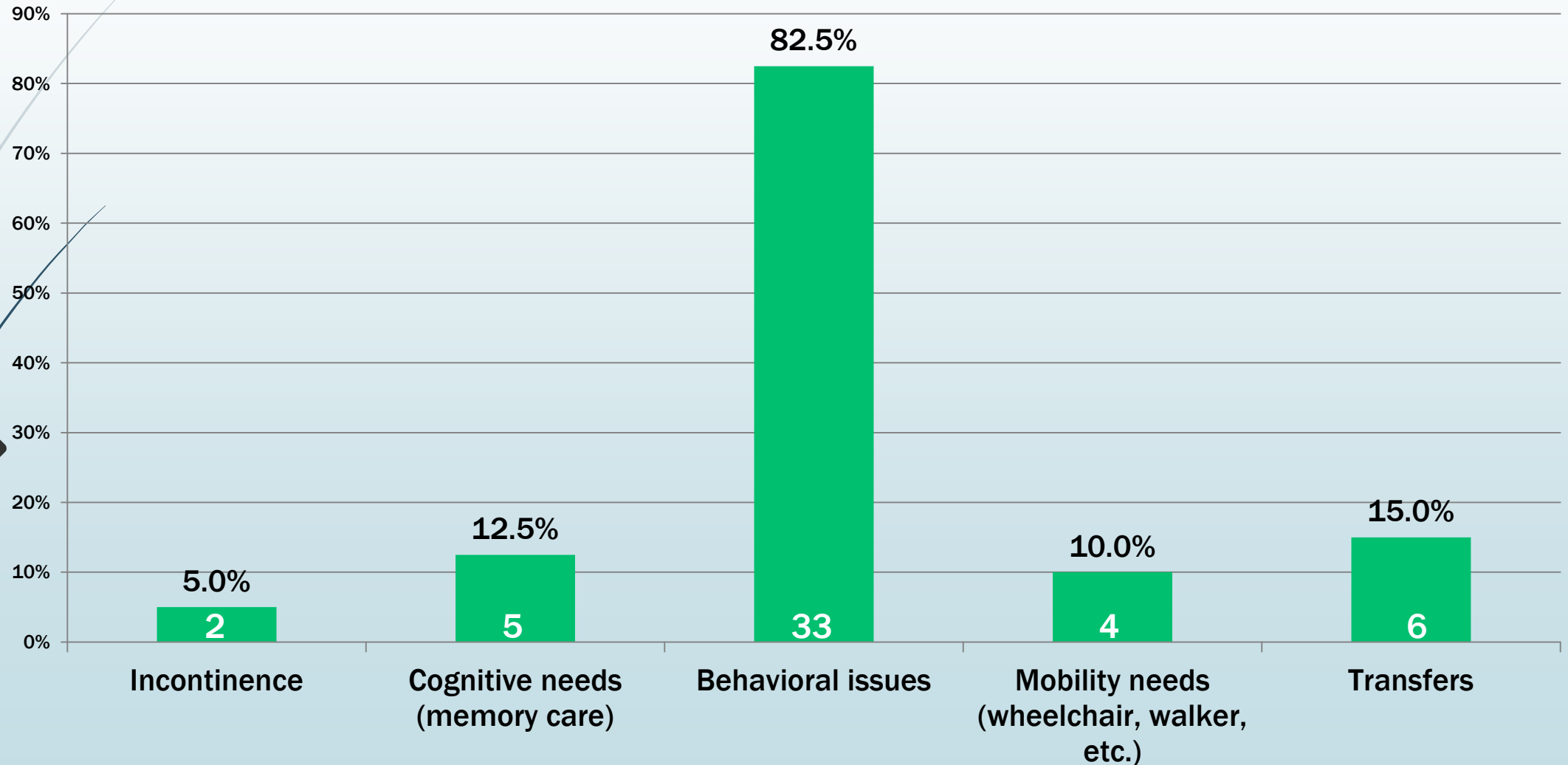
Are you able to accommodate the needs of memory care patients who may experience challenging behaviors, such as wandering or more?



What is the average monthly cost of food for one resident?

\$200-299	13%
\$300-399	16%
\$400-499	19%
\$500-599	32%
\$600-699	13%
\$700+	7%

Under which medical condition would a senior be discharged as service needs exceed the capacity of your home?



What is the average age of residents in your home today?

50s	13%
60s	25%
70s	31%
80+	31%

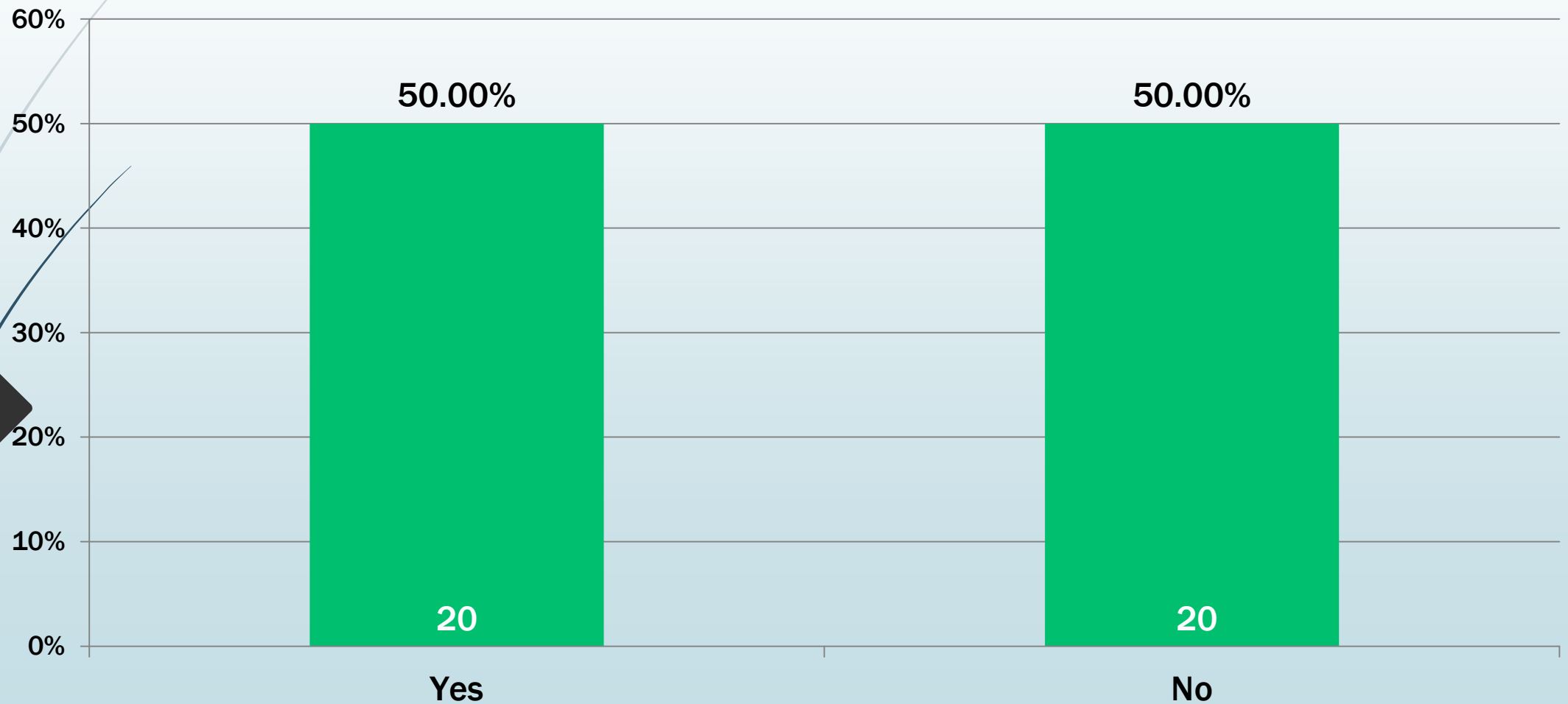
Which languages do care providers in your home speak?

English	64%
Filipino/Tagalog	23%
All Others Combined: Samoan/Spanish/Korean/Hawaiian French/Romanian/Yupik	13%

How many employees do you have,
aside from the administrator?

2	14%
3	23%
4	17%
6-7	20%
9-11	11%
24-28	9%
30+	6%

Have you encountered difficulty over the past year attracting
or securing staff?



What is the average beginning hourly wage for staff?

Minimum Wage	24%
\$11/hr	14%
\$12/hr	30%
\$13/hr	16%
\$14/hr	11%
\$15+/hr	5%

Please share any impacts you may have encountered because of the Coronavirus (Covid19) Pandemic. (If none, please skip.)



“Clients bored/lack of socialization”

“New admission difficulties”

“Visitations/outings now limited”

“Delay of moving new residents in, but maintaining staff has been a huge expense”

“Lack of group activities has impacted residents”

“Limiting new admissions”

“Fear of clients going out everyday, who may contact the virus and infect residents”

“Isolation”

“Could shut us down very quickly if it enters the home – very concerned”

“Food inventory – as residents only eat now (2)”

“Ability to secure Personal Protective Equipment (PPE)”

“Staff shortages due to precautionary measures”

Please add any additional comments/concerns below.
Thank you for assisting us in gathering information about the
assisted living industry in the Municipality of Anchorage!

“No matter how knowledgeable you become of the rules and procedures of how the Medicaid program operates, providers SOLELY rely on these state and government workers to be able to effectively do their jobs to receive payment. In short our payment for these extensive services provided DAILY is at the mercy of the government/state workers so them having the proper skillset and having the proper equipment to complete these tasks is HIGHLY IMPORTANT! I forgot to mention earlier that the Alaska State Medicaid budget has run out of funds every year since we have been in business (4/10/17) preventing us from receiving payment (sometimes for months, on top of all of the other compounding challenges i listed earlier).”

“Questions quite easy to answer”

“Our biggest concern is the Corvid-19 Virus. What do we do if our caregivers get sick? We have no backup caregivers. I asked this of Licensing and did not receive a reply. Who will take care of our clients if we cannot work? Do we call 911? Do we ask that all of our clients get moved to the hospital? This scares us more than anything. Do you have any ideas?”

“Thank you!”

How would you rate our survey?

4.0★
average rating

