



Assisted Living Survey Fairbanks, Alaska

Spring, 2021

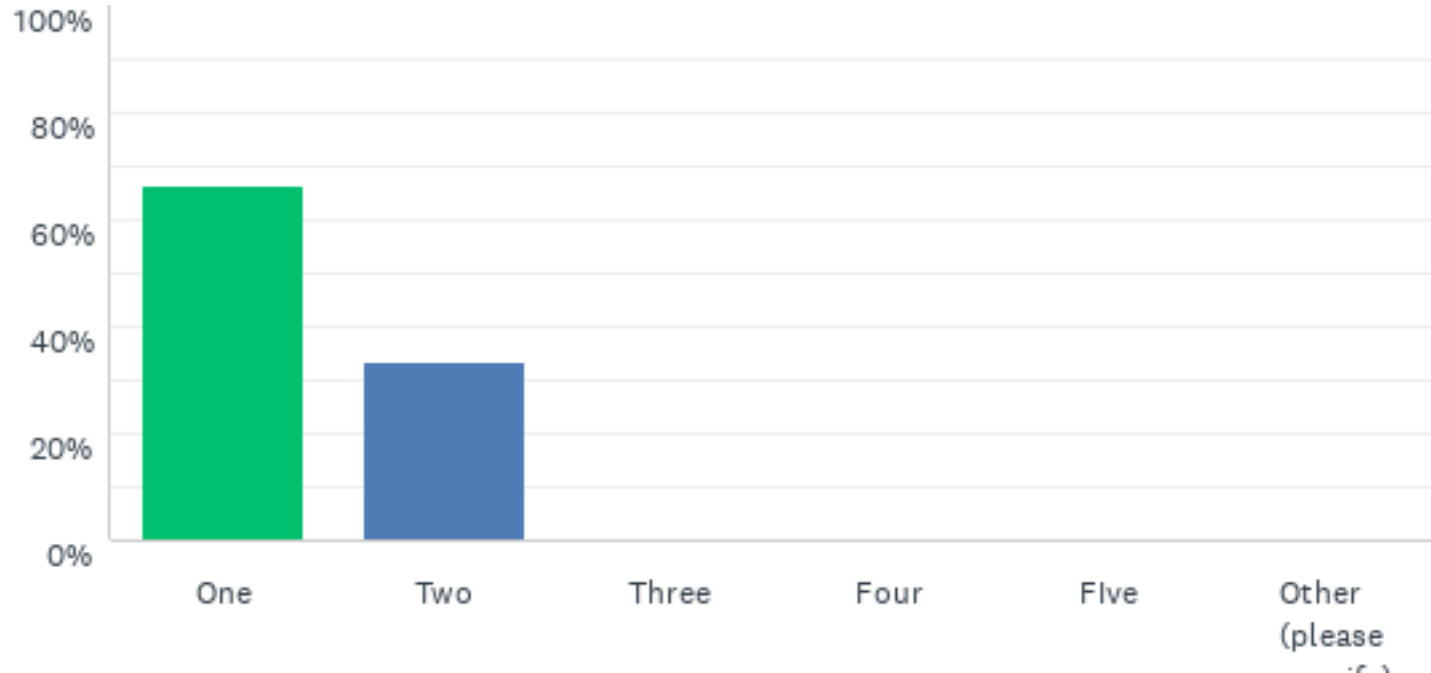
AHFC Senior Housing Office

 Finalized: May 12, 2021

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- A large, light-colored feather graphic is positioned on the left side of the slide, extending from the bottom towards the top.
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- 12 state licensed assisted living homes were invited to participate, including the state owned Alaska Pioneer Home (91 beds)
 - 3 homes responded representing 46 beds (25%) of the overall 180 in Fairbanks
 - Eliminating the state owned facility, responses represented 51.7% of privately owned/operated assisted living beds in the community
 - Survey opened April 12 and closed April 30, 2021
 - Average response time was 26 minutes – all questions were fully answered
 - Surveys were sent to Senior/Dual licensed homes only
 - Completed in cooperation with the Fairbanks Community Health Improvement Plan

Q1: How many assisted living homes do you operate, or own within the Fairbanks North Star Borough?

Answered: 3 Skipped: 0



Q1: How many assisted living homes do you operate, or own within the Fairbanks North Star Borough?



Answered: 3 Skipped: 0

ANSWER CHOICES	RESPONSES	
One	66.67%	2
Two	33.33%	1
Three	0.00%	0
Four	0.00%	0
Five	0.00%	0
Other (please specify)	0.00%	0
TOTAL		3

Q2 How many residents can you currently serve under your state license(s)?

#	RESPONSES	DATE
1	24	4/30/2021 11:47 AM
2	6	4/21/2021 2:26 PM
3	16	4/13/2021 9:44 AM

Q3 How many residents currently occupy your assisted living home(s)?

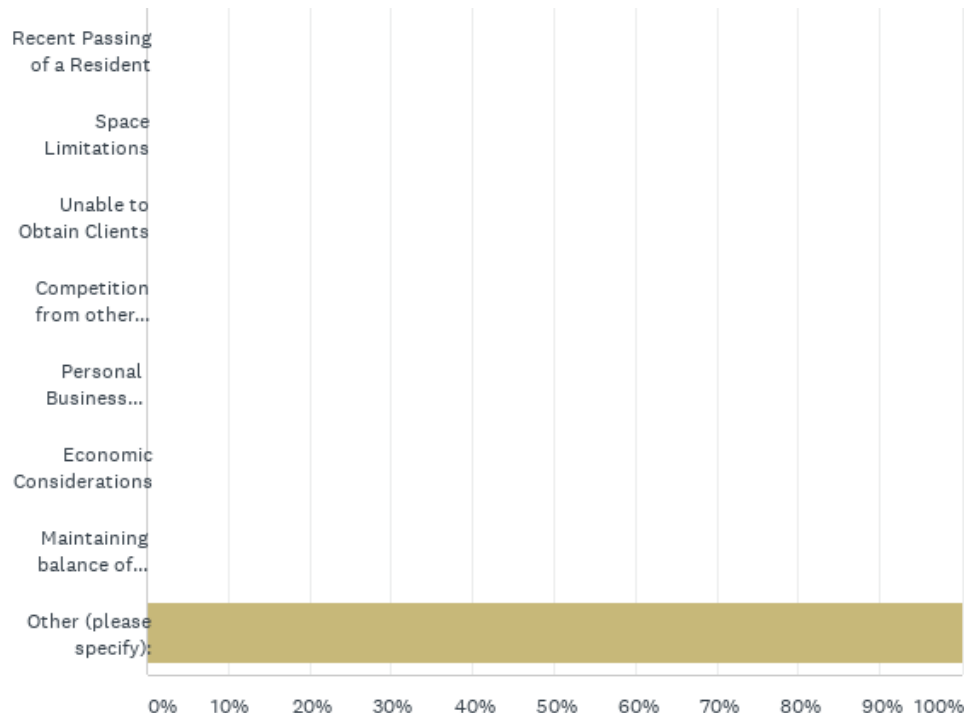
#	RESPONSES	DATE
1	16	4/30/2021 11:47 AM
2	6	4/21/2021 2:26 PM
3	11	4/13/2021 9:44 AM

Total Beds by License: **46**
33 beds occupied, or **71.7%**



Q4: If current occupancy levels are below what your license allows, please select ONE option that best describes why:

Answered: 3 Skipped: 0



- “We've seen a big decrease in lease up activity with COVID. Starting to pick up a little. I'm concerned people are just staying at home not getting the care they need”.
- “Currently at capacity”.
- “COVID-19 still on the rise in the Interior. Residents & Staff currently all vaccinated. The community is not”.

Q5: What best describes your assisted living facility?

Answered: 3 Skipped: 0

ANSWER CHOICES	RESPONSES	
Single Family Home in an established neighborhood of 5 beds or less	0.00%	0
Mid-range residence, typically 6-16 beds in nature	100.00%	3
Larger facility, exceeding 16 beds	0.00%	0
TOTAL		3

Q6: Do you maintain a waiting list?

Answered: 3 Skipped: 0

ANSWER CHOICES	RESPONSES	
Yes	0.00%	0
No	100.00%	3
TOTAL		3

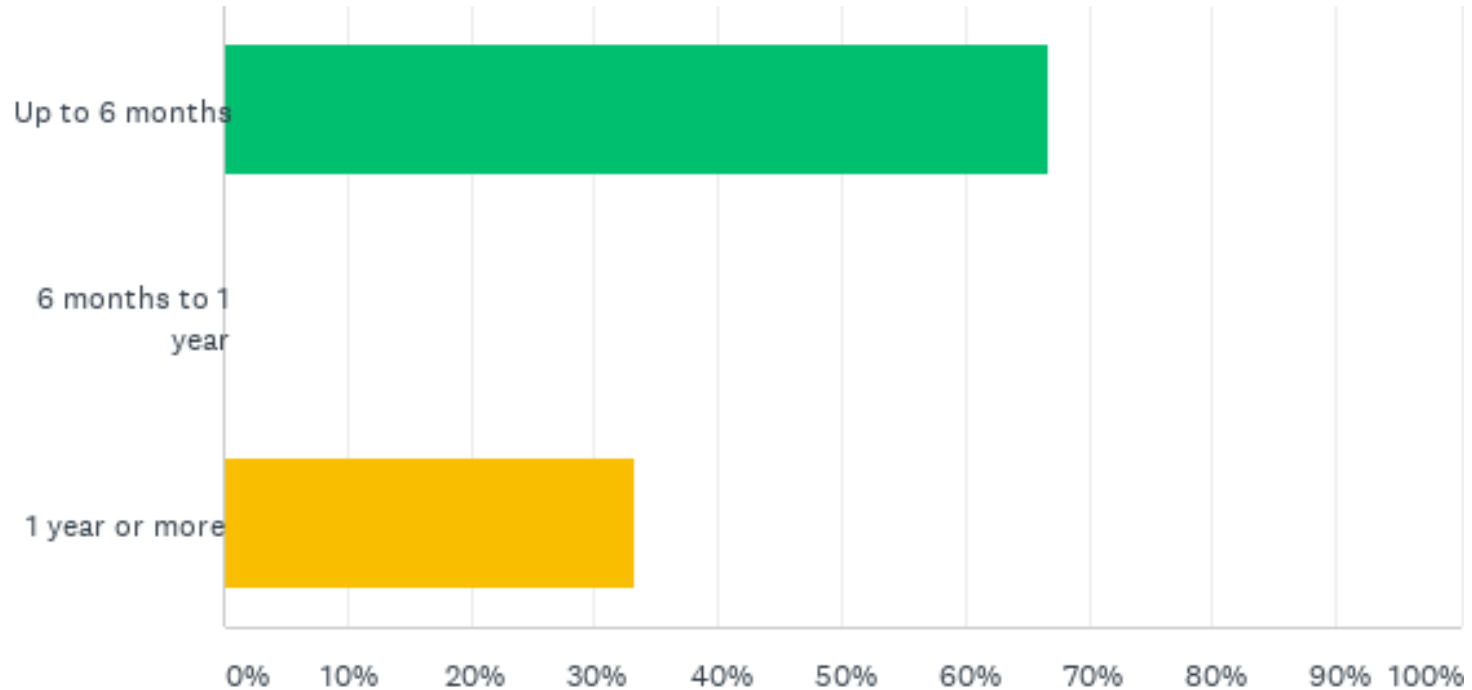
Q7: If you maintain a waiting list, how reliable has your list been when used?

Answered: 3 Skipped: 0

ANSWER CHOICES	RESPONSES	
Very Reliable	0.00%	0
Somewhat Reliable	0.00%	0
Reliable	0.00%	0
Somewhat Unreliable	33.33%	1
Very Unreliable	0.00%	0
N/A	66.67%	2
TOTAL		3

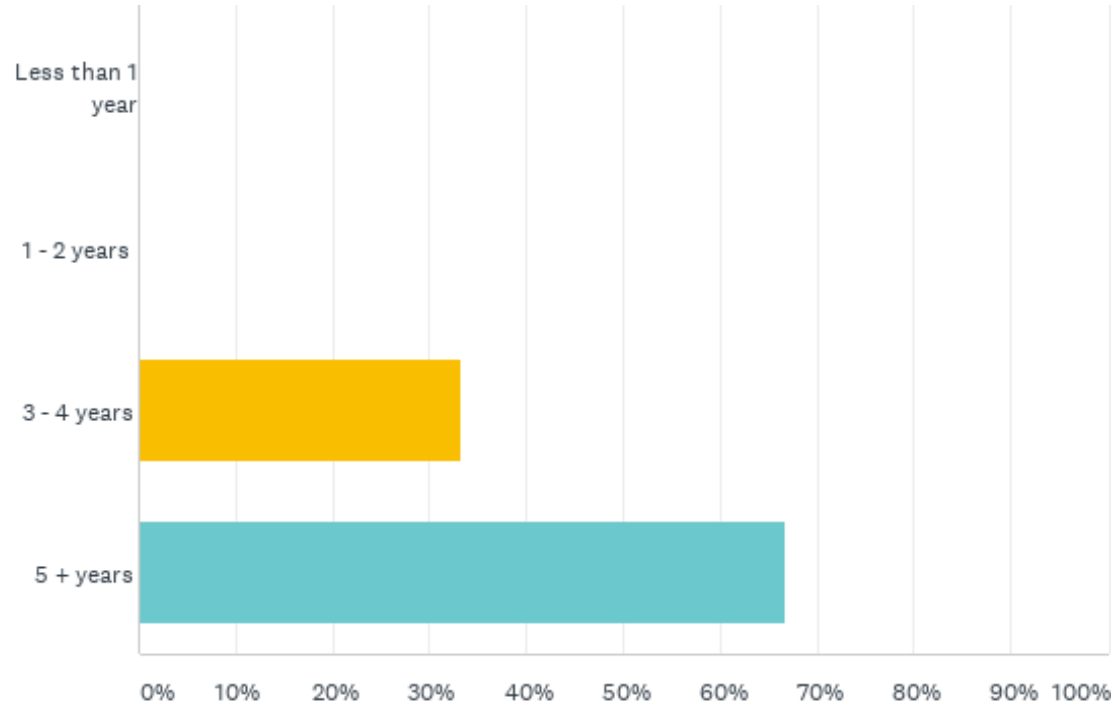
Q8: How long might a prospective resident have to wait to occupy your home?

Answered: 3 Skipped: 0



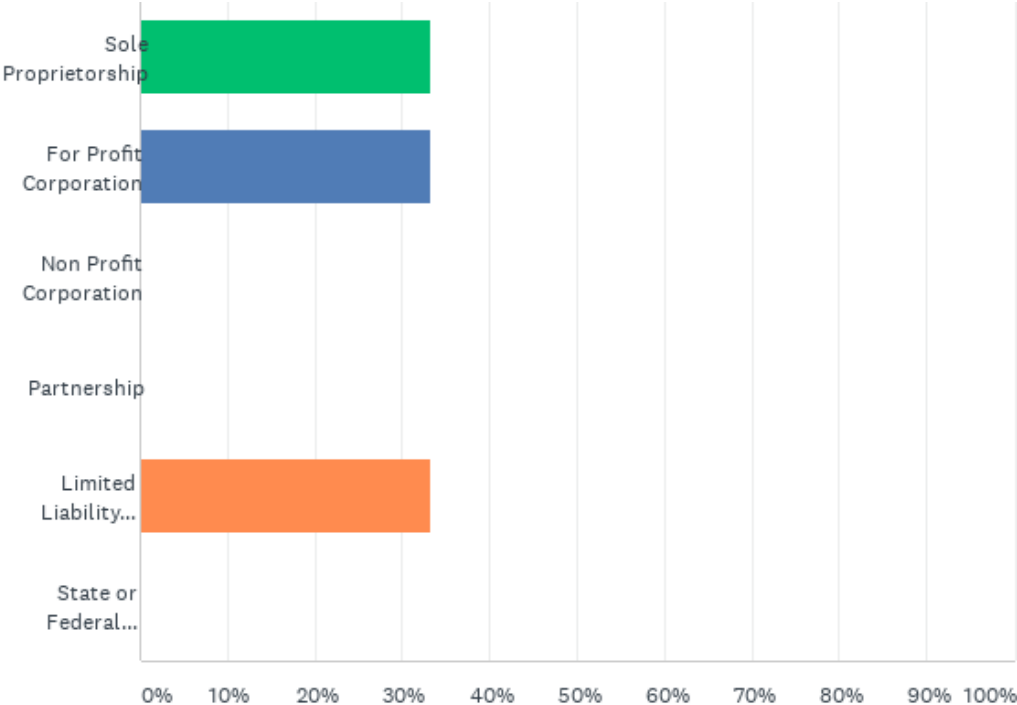
Q9: How long have you operated this home?

Answered: 3 Skipped: 0



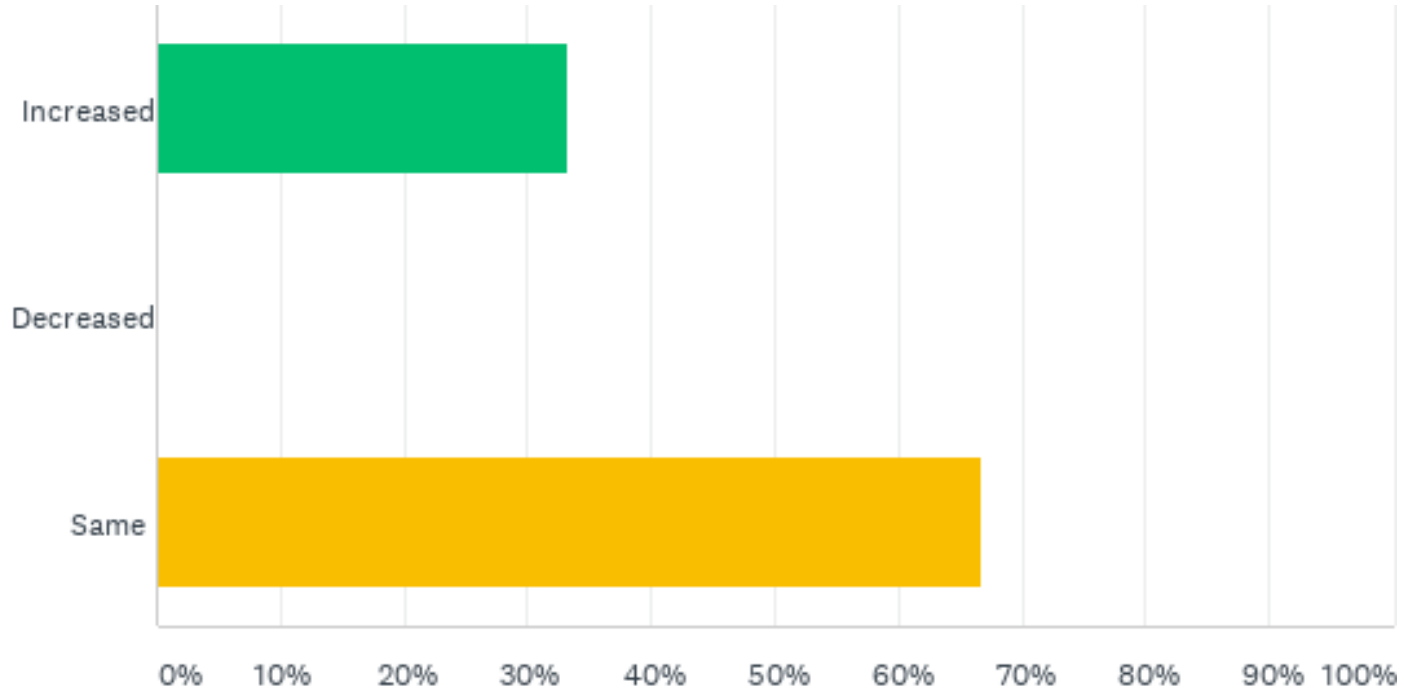
Q10: What best describes your organizational structure?

Answered: 3 Skipped: 0



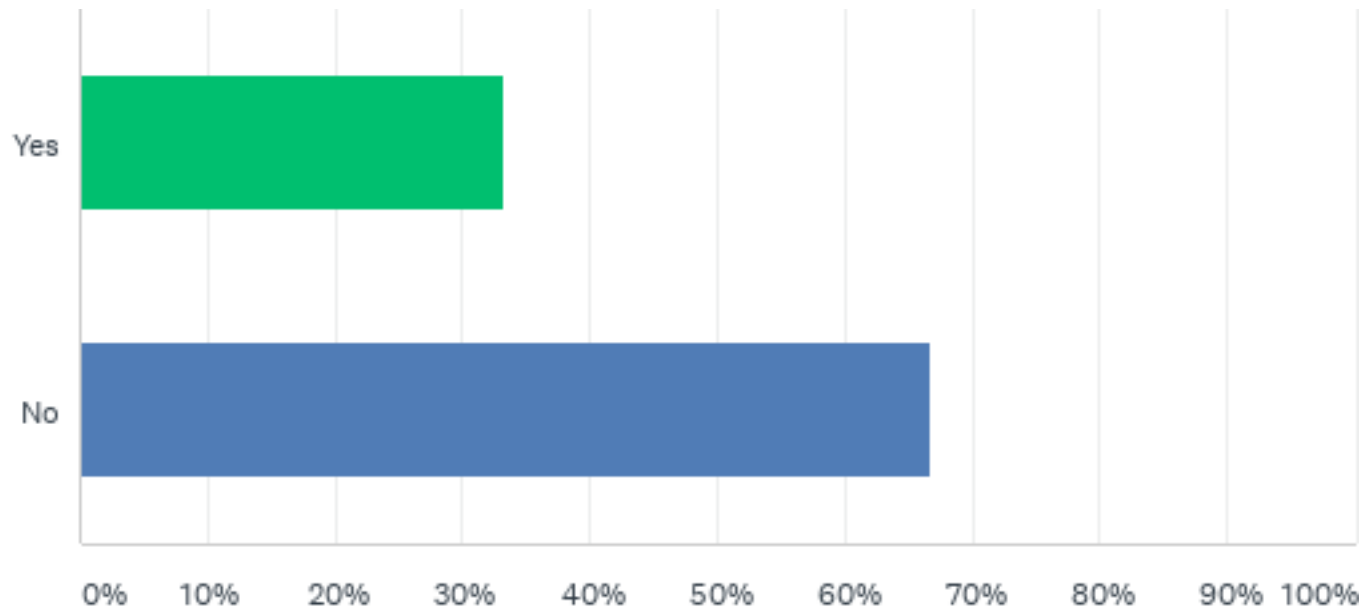
Q11: Has your facility increased, decreased, or remained the same with respect to size over the last year?

Answered: 3 Skipped: 0



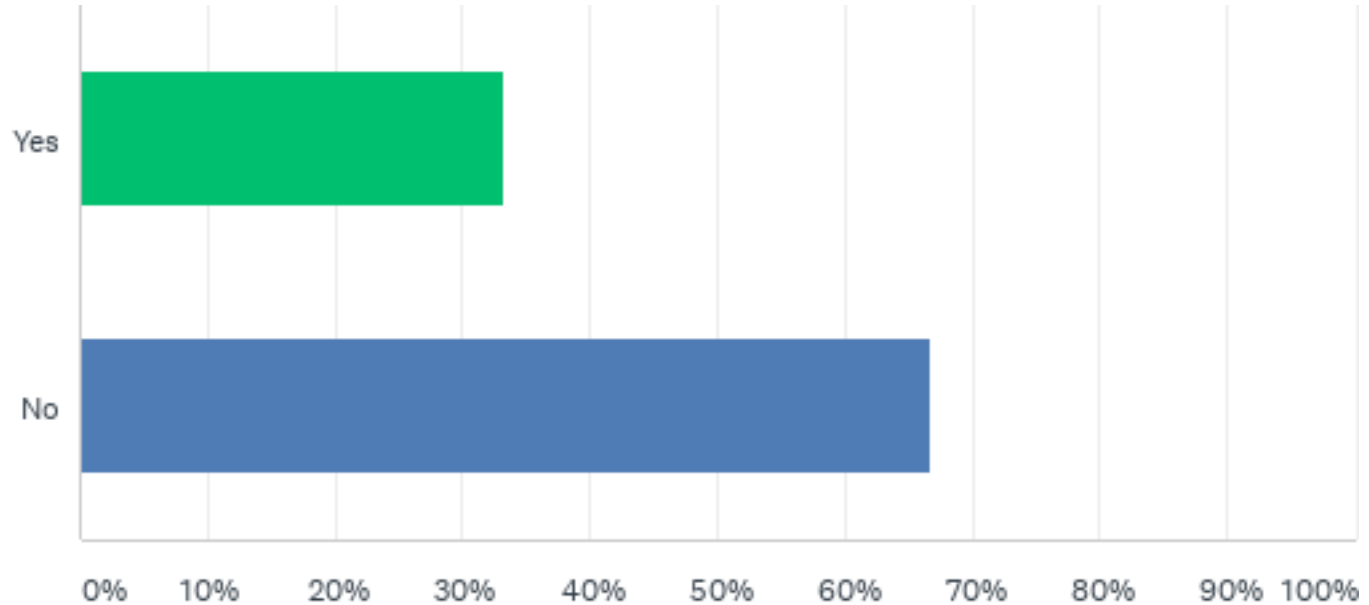
Q12: Do you have plans to expand the size of your current home in the future?

Answered: 3 Skipped: 0



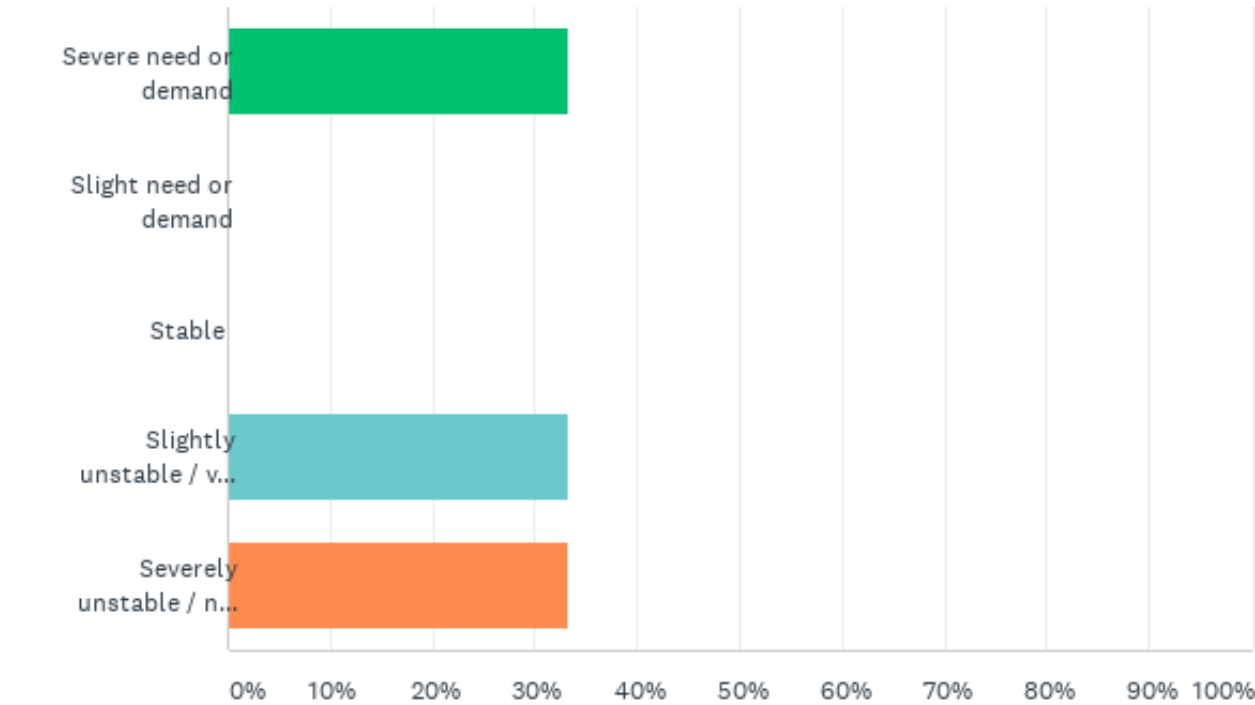
Q13: Has your business model changed over the last year to better address the assisted living needs of seniors?

Answered: 3 Skipped: 0



Q14: How would you rate the assisted living market in Fairbanks today?

Answered: 3 Skipped: 0



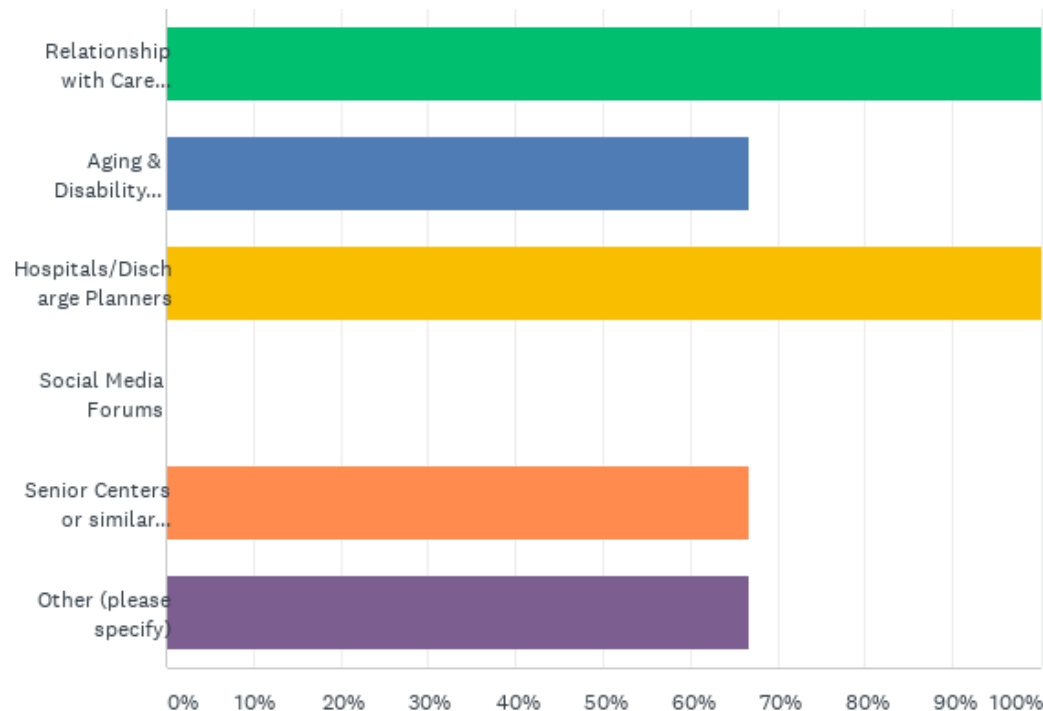
Q15 If you answered unstable (either option) in question 14, please explain your concerns:

Answered: 2 Skipped: 1

#	RESPONSES	DATE
1	COVID effected perception of assisted living homes	4/21/2021 2:26 PM
2	PROVIDERS ARE NOT TAKING INTO CONSIDERATION OF CARE NEED OR HOW TO MEET RESIDENTS' CARE NEEDS . IN FOR THE MONEY ONLY	4/13/2021 9:44 AM

Q16: How do you market your home to attract residents? (Check all that apply)

Answered: 3 Skipped: 0



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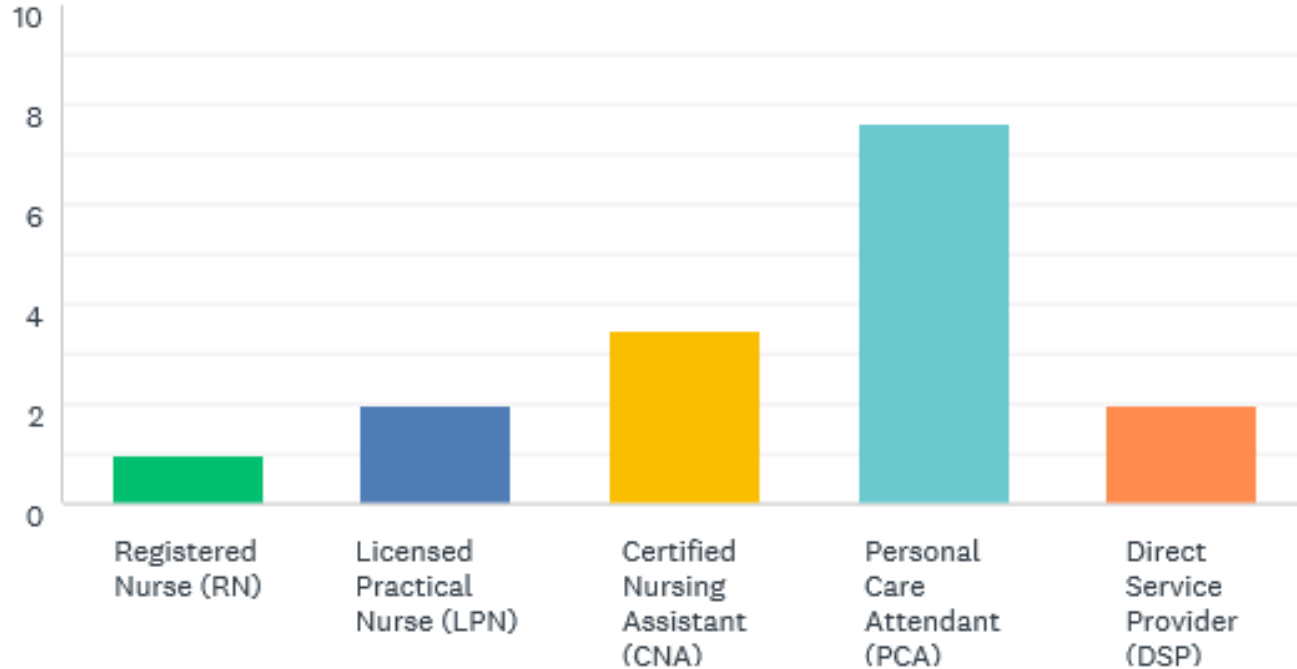
Q17 How many employees do you have, aside from the administrator?

Answered: 3 Skipped: 0

#	RESPONSES	DATE
1	18	4/30/2021 11:47 AM
2	5	4/21/2021 2:26 PM
3	14	4/13/2021 9:44 AM

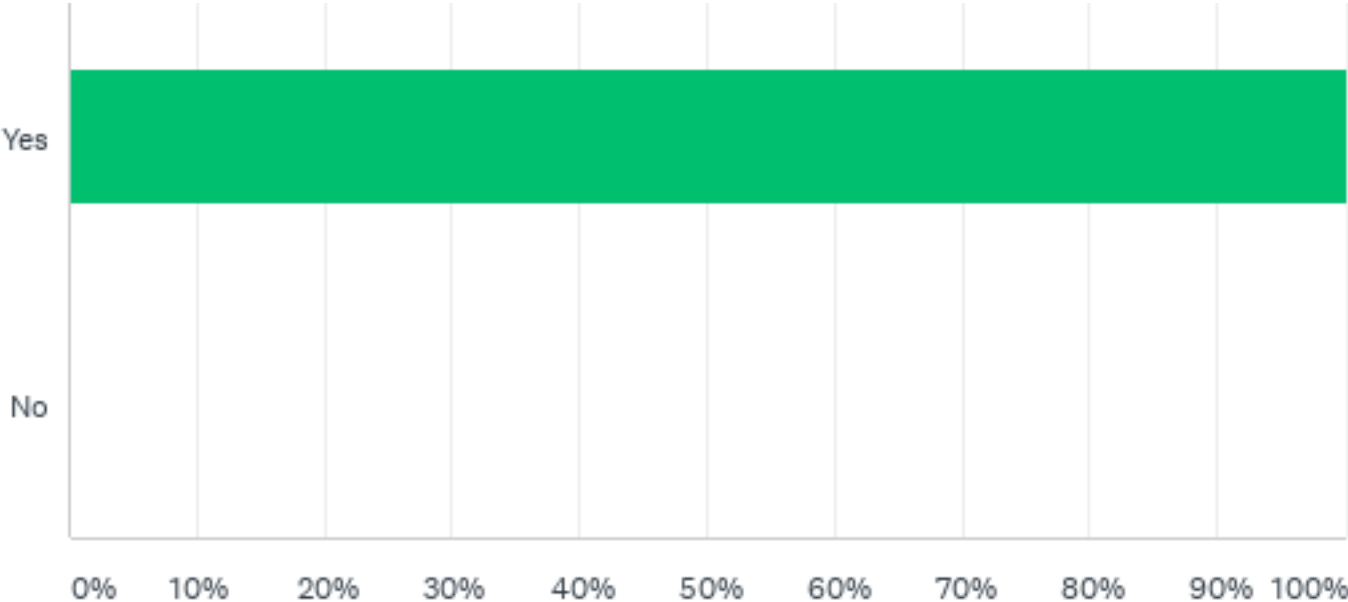
Q18: Of the following disciplines, how many staff do you have for each?

Answered: 3 Skipped: 0



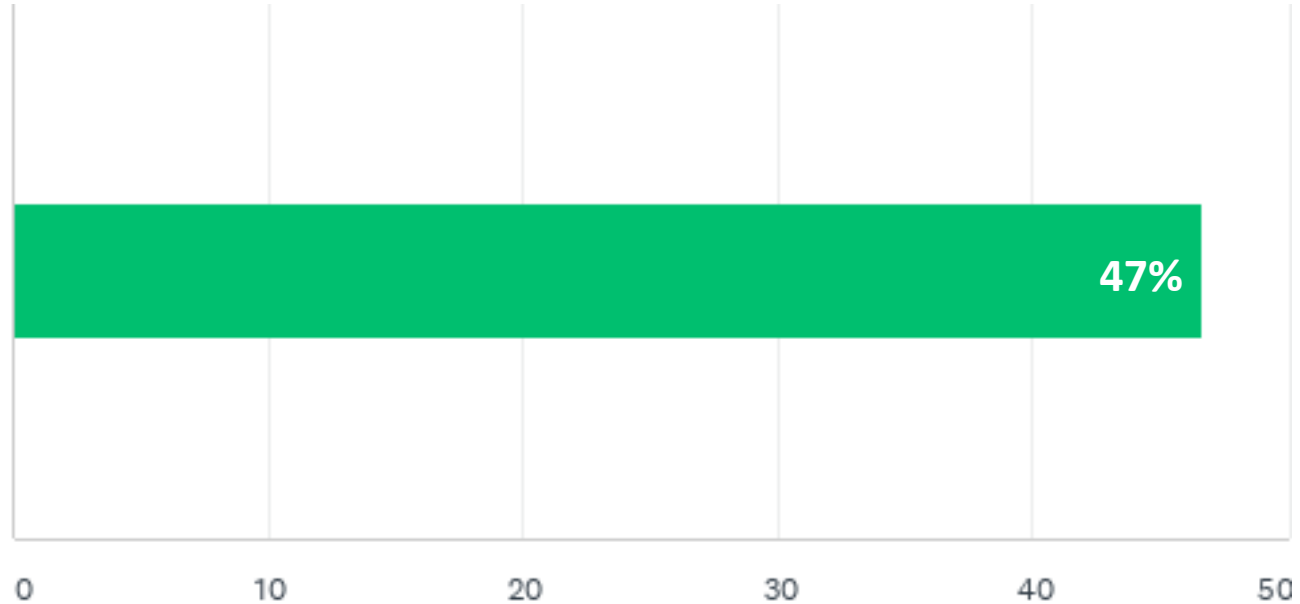
Q19: Have you encountered difficulty over the past year attracting or securing staff?

Answered: 3 Skipped: 0



Q20: If you calculated staff turnover as a PERCENTAGE, what is your current rate?

Answered: 3 Skipped: 0



Q21: What is the average beginning HOURLY wage for staff?

Answered: 3 Skipped: 0



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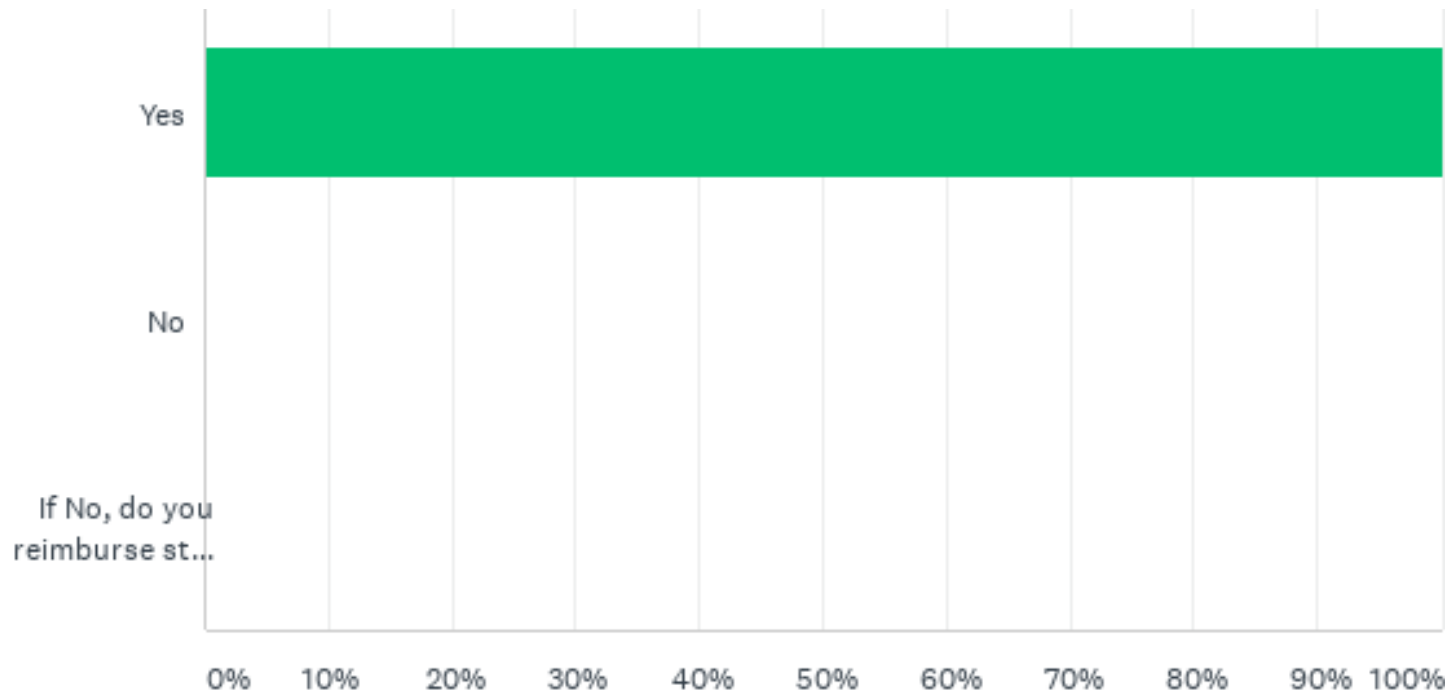
Q22 Please list any employee benefits you provide.

Answered: 3 Skipped: 0

#	RESPONSES	DATE
1	Matching 401k, Company Cell Phone - They don't care about those. They live paycheck to paycheck and like their own phone. Best one we had success with is a week paid vacation after a year.	4/30/2021 11:47 AM
2	Vacation and gym membership	4/21/2021 2:26 PM
3	SIMPLE IRA, VACATION YEARLY, BONUSES	4/13/2021 9:44 AM

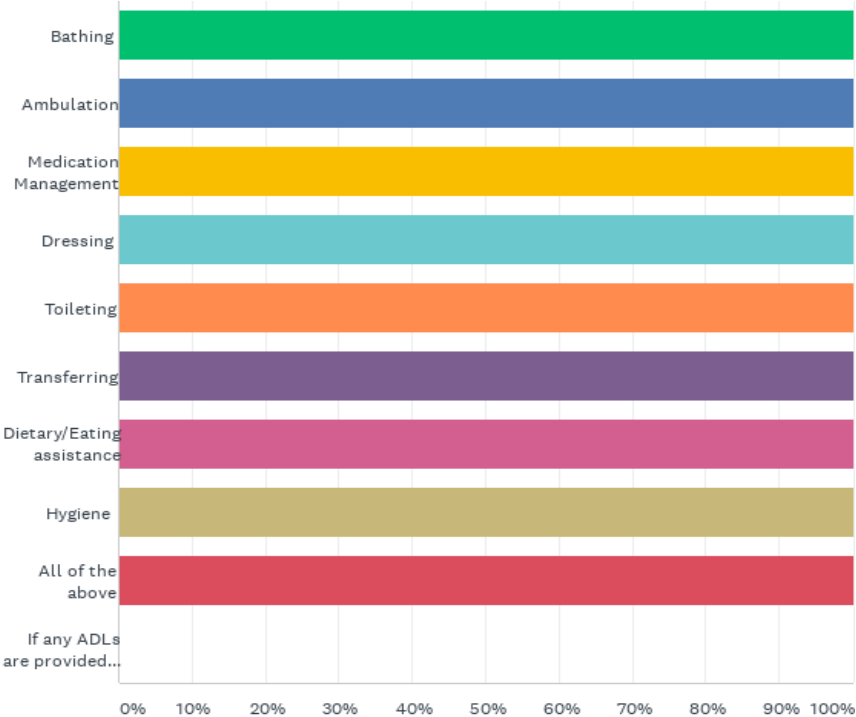
Q23: Do you provide employee training, as required for Medicaid participation?

Answered: 3 Skipped: 0



Q24: Which Activities of Daily Living (ADLs) do you support?

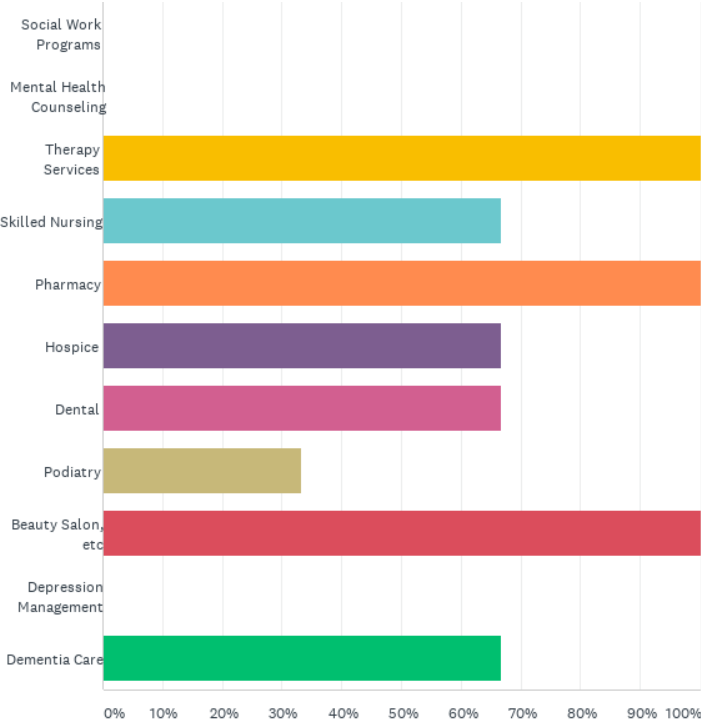
Answered: 3 Skipped: 0



Q25: Which of the following services do you facilitate, host or provide for residents?

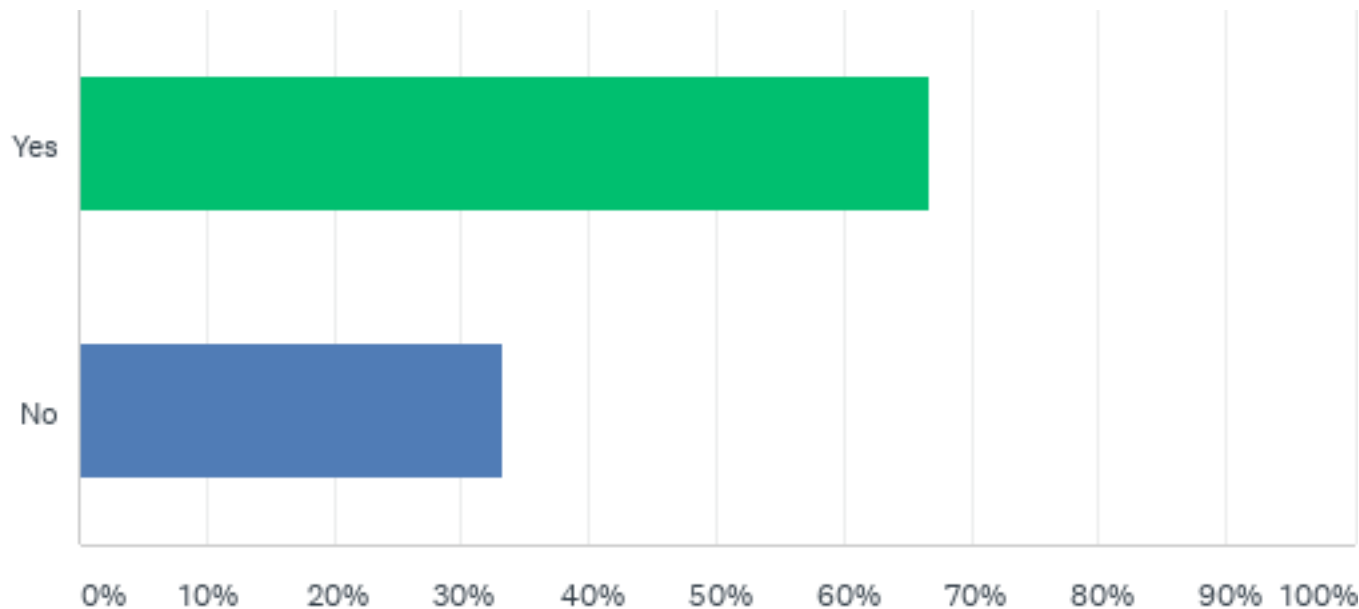


Answered: 3 Skipped: 0



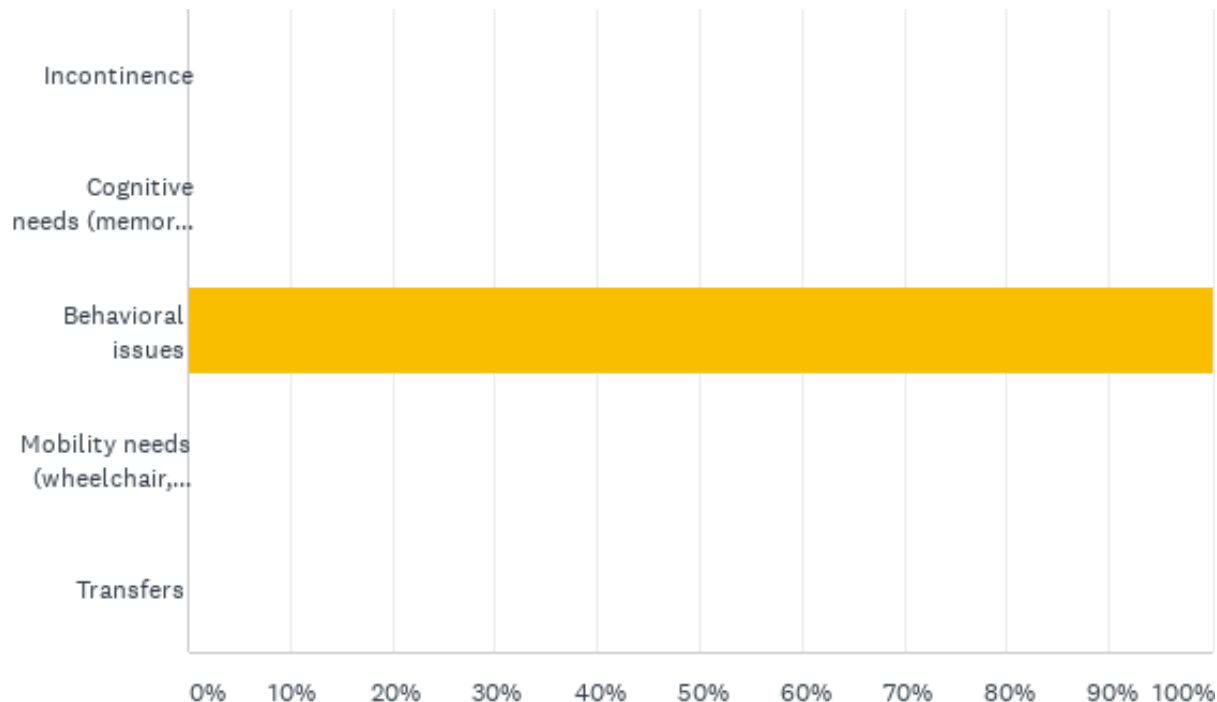
Q26: Are you able to accommodate the needs of memory care patients who may experience challenging behaviors, such as wandering or more?

Answered: 3 Skipped: 0



Q27: Under which medical condition would a senior be discharged as service needs exceed the capacity of your home?

Answered: 3 Skipped: 0



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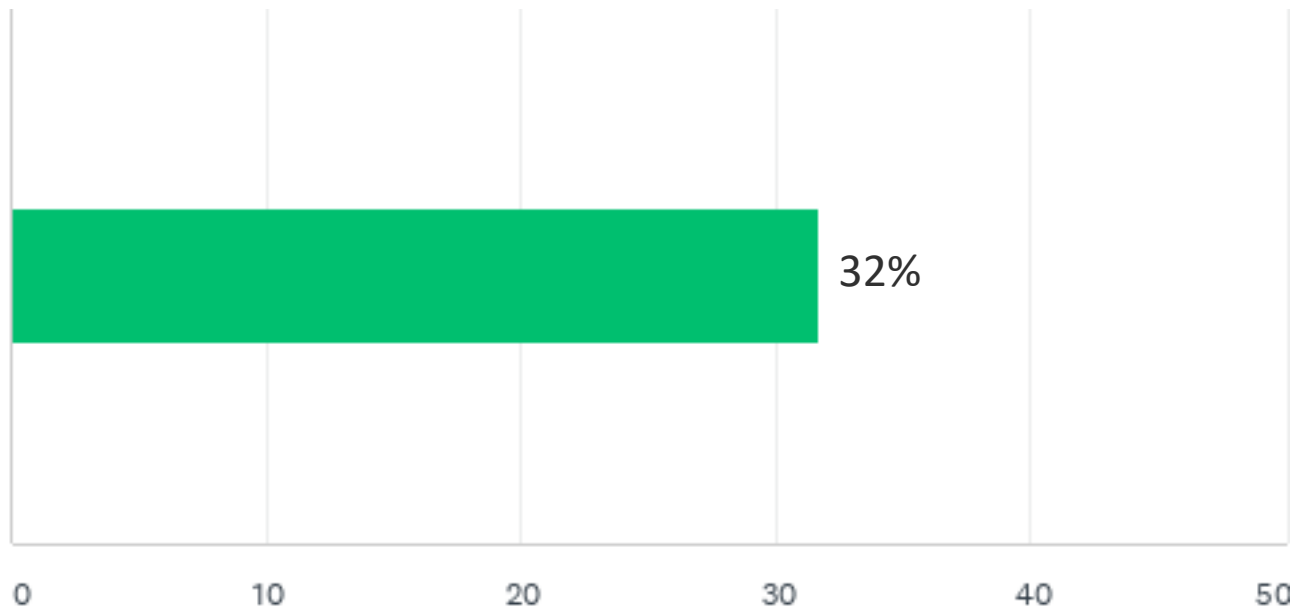
Q28 Which languages do care providers in your home speak?

Answered: 3 Skipped: 0

#	RESPONSES	DATE
1	English	4/30/2021 11:47 AM
2	English	4/21/2021 2:26 PM
3	ENGLISH	4/13/2021 9:44 AM

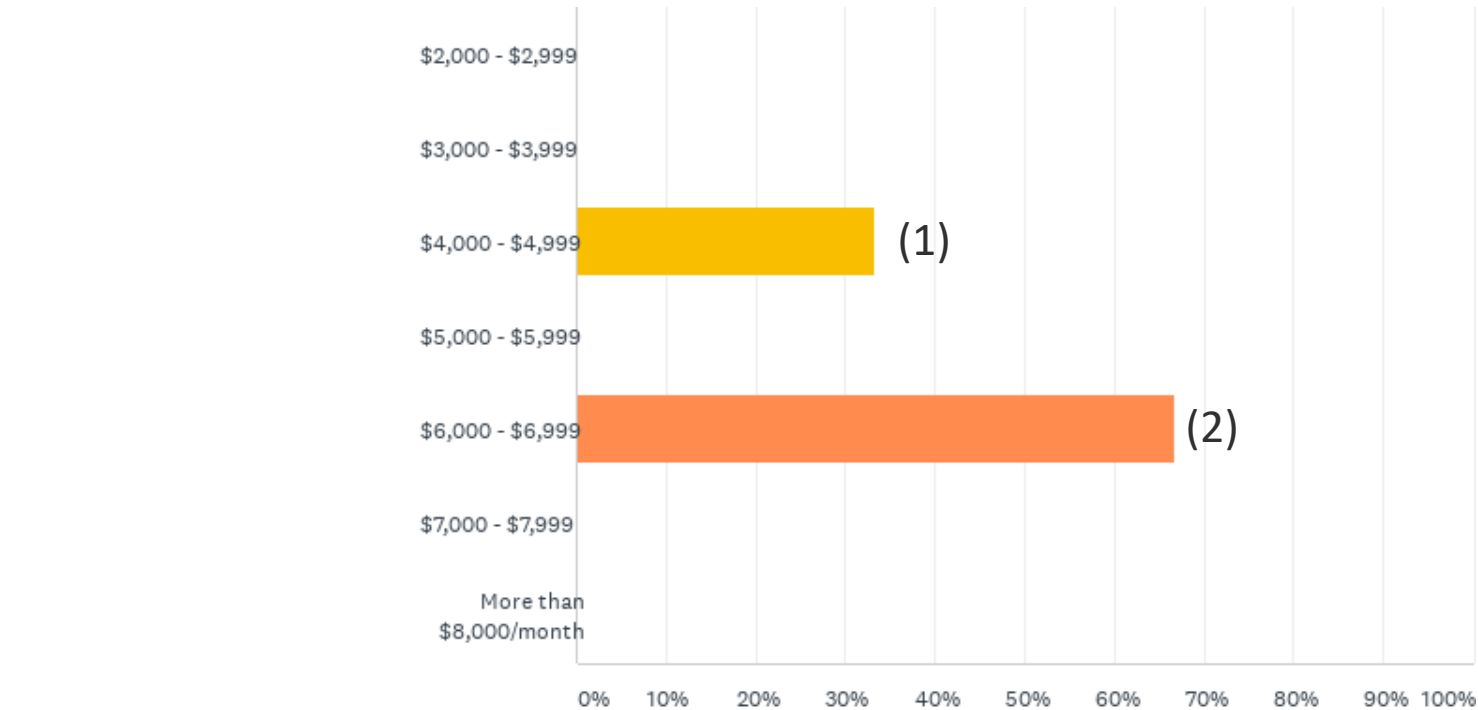
Q29: What percentage of your residents private pay (long-term care insurance or private funds) for their assisted living care?

Answered: 3 Skipped: 0



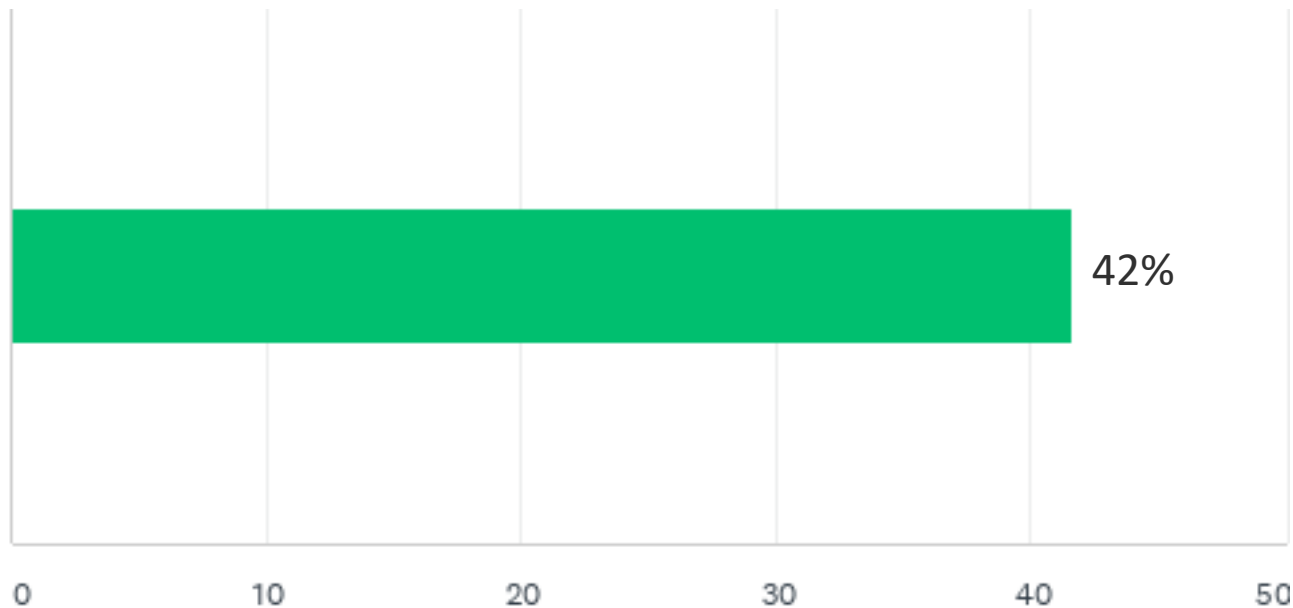
Q30: What is the average monthly fee for private pay residents?

Answered: 3 Skipped: 0



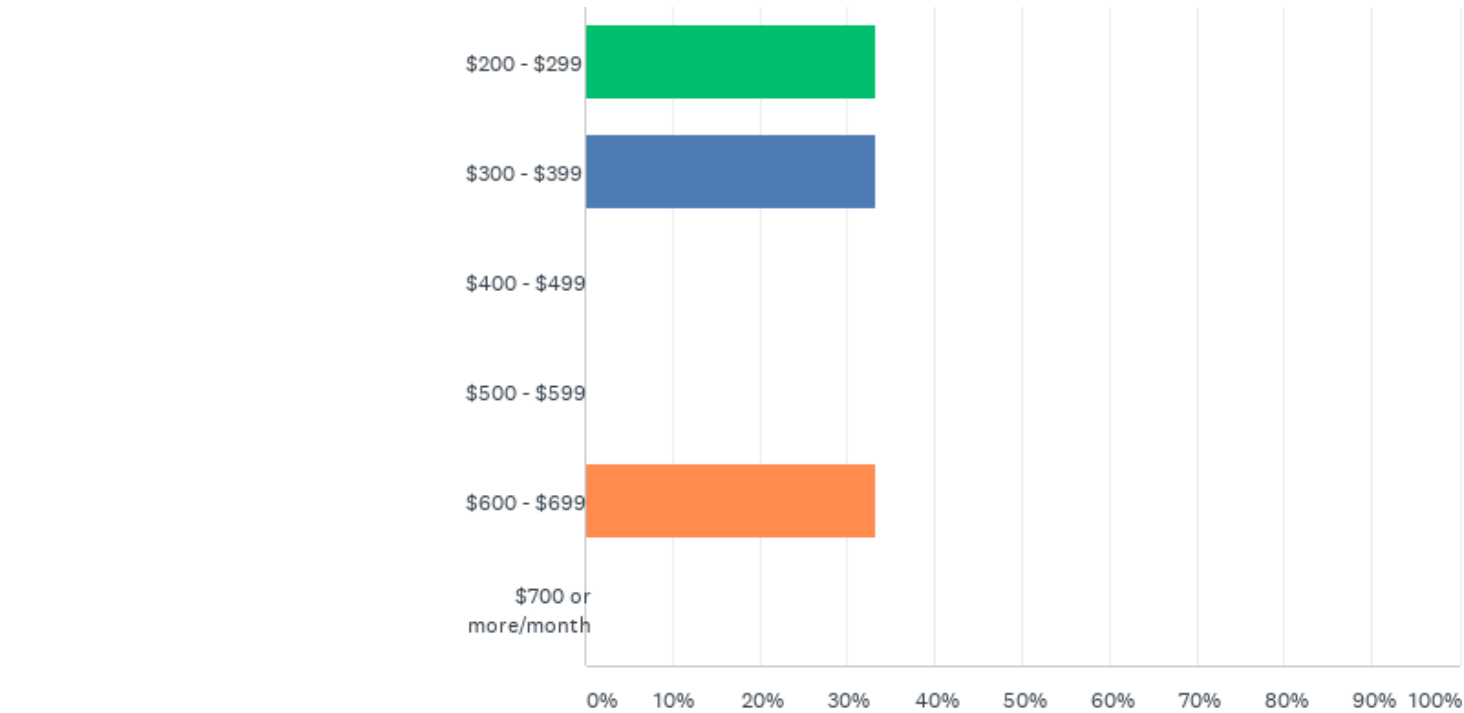
Q31: What percentage of your residents rely on family members for payment of their assisted living care?

Answered: 3 Skipped: 0



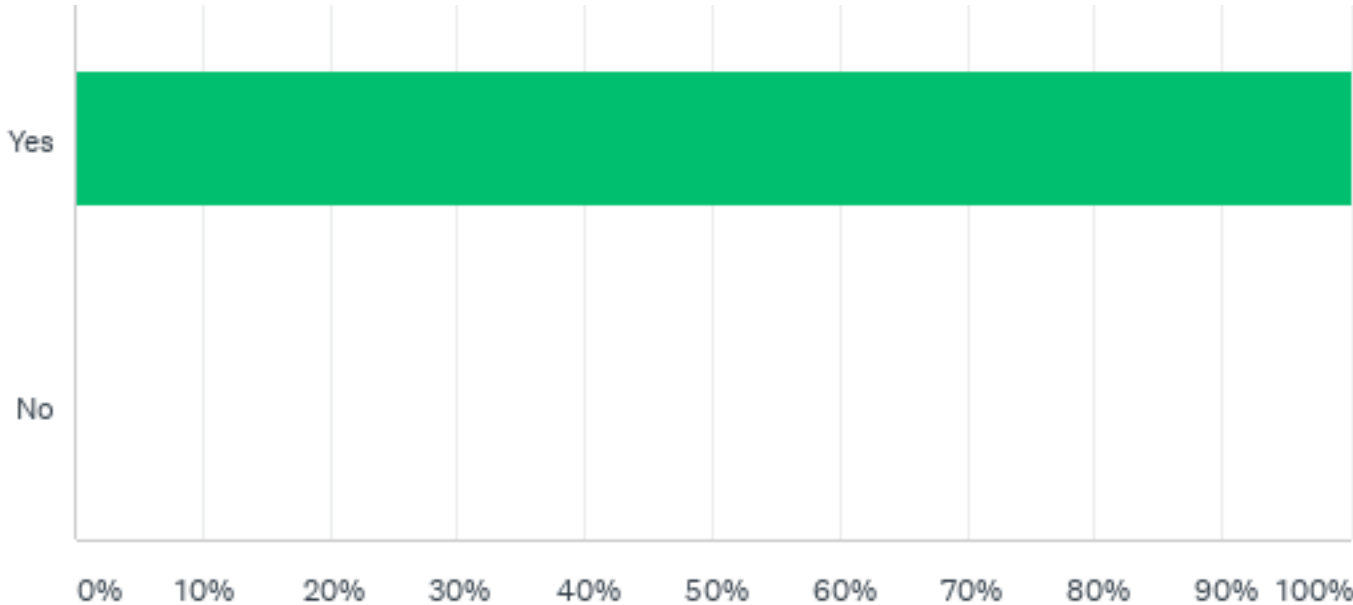
Q32: What is the average monthly cost of food for one resident?

Answered: 3 Skipped: 0



Q33: Do you accept clients enrolled in Alaska's Medicaid Waiver program?

Answered: 3 Skipped: 0

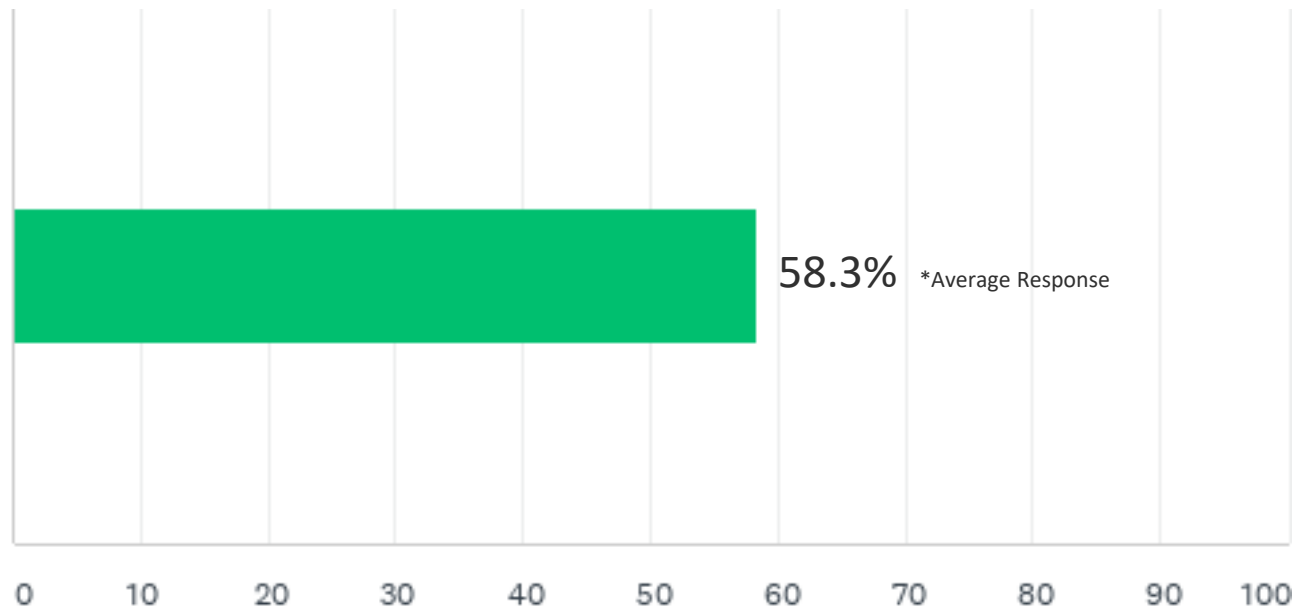


Q34: What percentage of residents currently utilize Medicaid for payment of their care?

Answered: 3 Skipped: 0

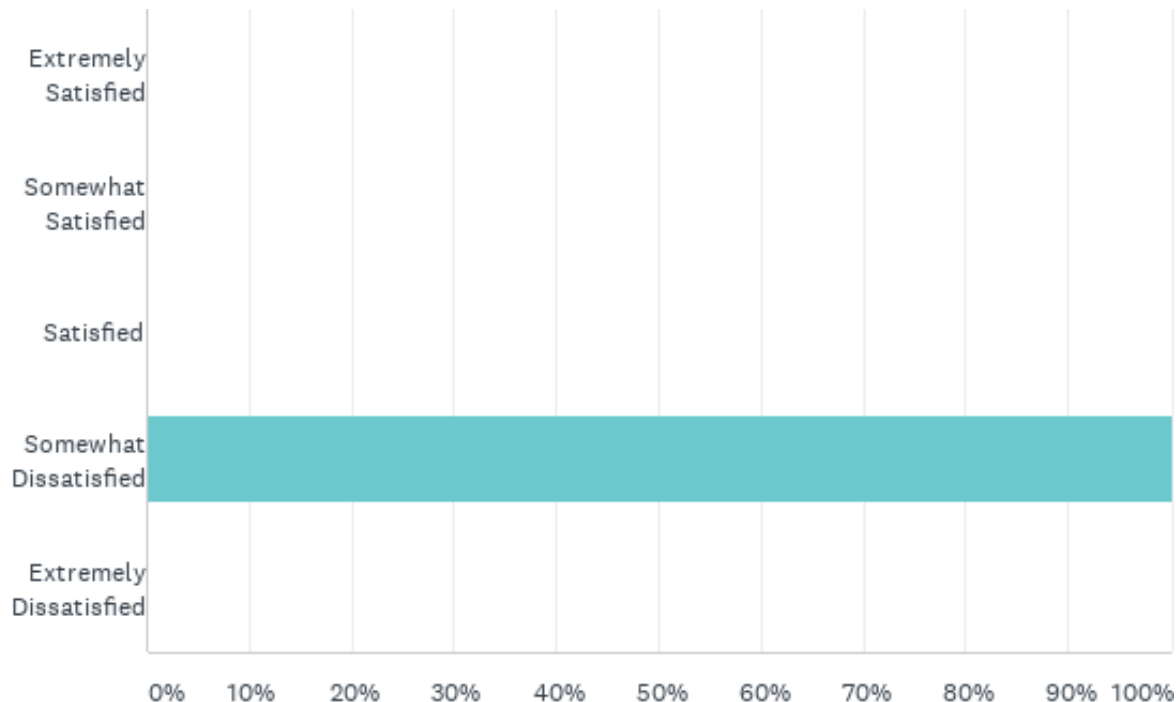
Note: Responses varied widely to this question.

- a) 50%
- b) 85%
- c) 40%



Q35: Over the past year, how would you rate overall satisfaction with the Alaska Medicaid Waiver program?

Answered: 3 Skipped: 0



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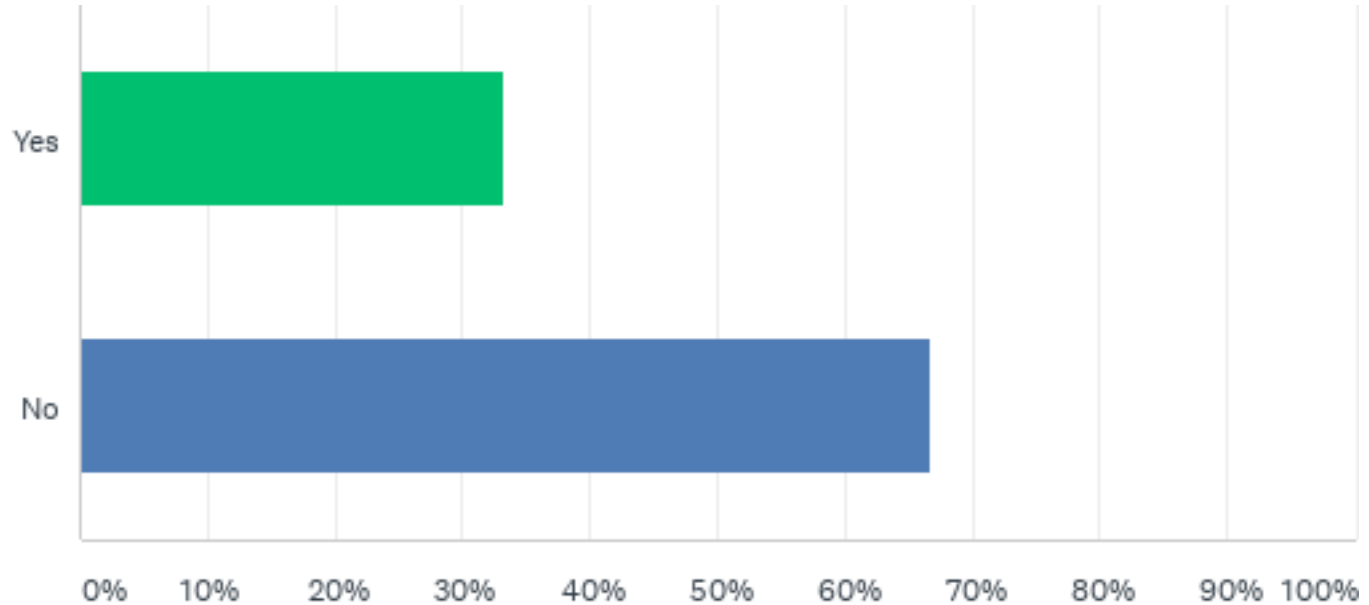
Q36 If you answered "dissatisfied" (either option) in question 35, please explain your concerns:

Answered: 3 Skipped: 0

#	RESPONSES	DATE
1	Very difficult to get approved even if you need it. Systematic denial the first couple times you apply. Takes about 3 times and seniors sometimes don't apply right so you have to have a real advocate to get through the system, which many of them lack. Would be great if the ALF home could help directly.	4/30/2021 11:47 AM
2	Qualification varies difficult to qualify	4/21/2021 2:26 PM
3	THE TIMELINESS TO ENGAGE, APPROVE AND IMPLEMENT. THE DENIALS WHICH CARRIES GENERAL RELIEF FOR YEARS.	4/13/2021 9:44 AM

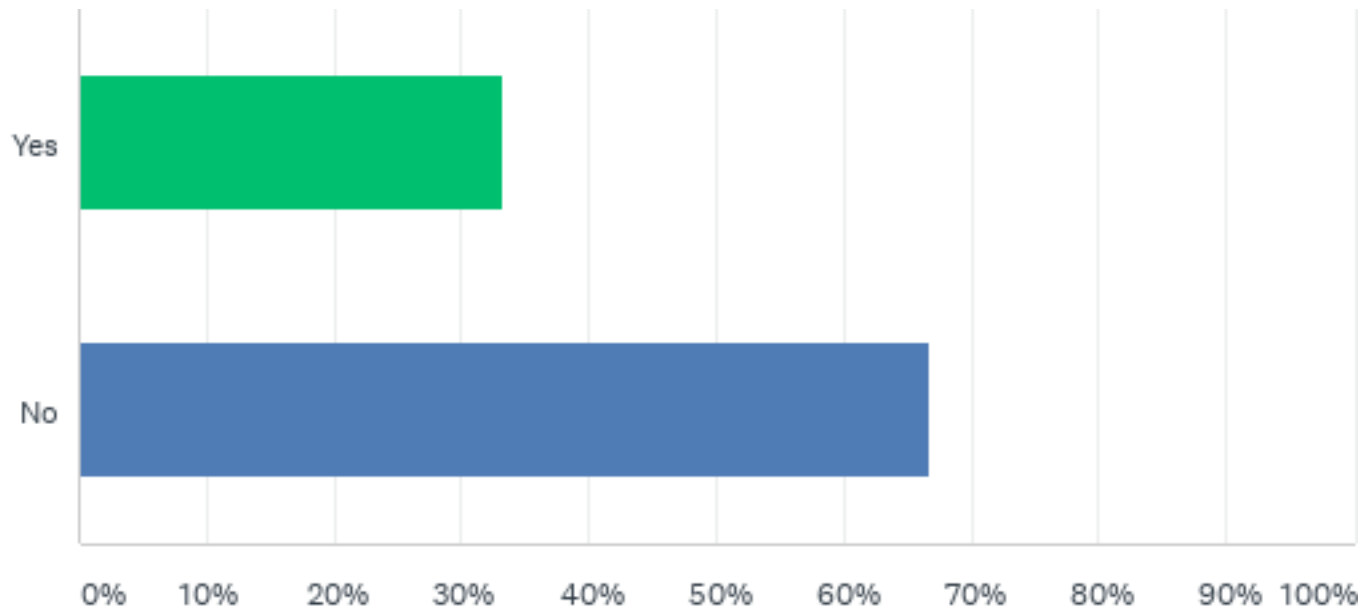
Q37: Over the past twelve months, have any residents been removed from the Medicaid Waiver Program at the time of reassessment?

Answered: 3 Skipped: 0



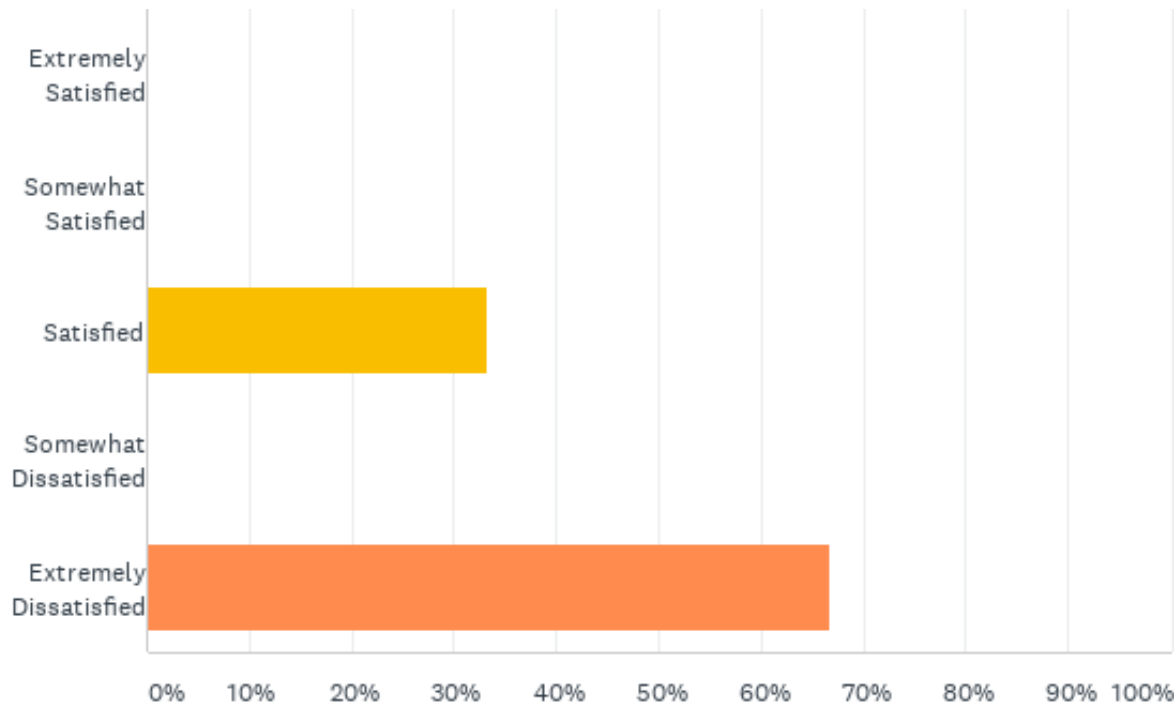
Q38: Do any of your residents rely on other public assistance programs through the State of Alaska to assist with their care and services?

Answered: 3 Skipped: 0



Q39: Regarding additional public assistance programs, how would you rate your overall satisfaction?

Answered: 3 Skipped: 0



Assisted Living Survey Fairbanks, Alaska Spring, 2021

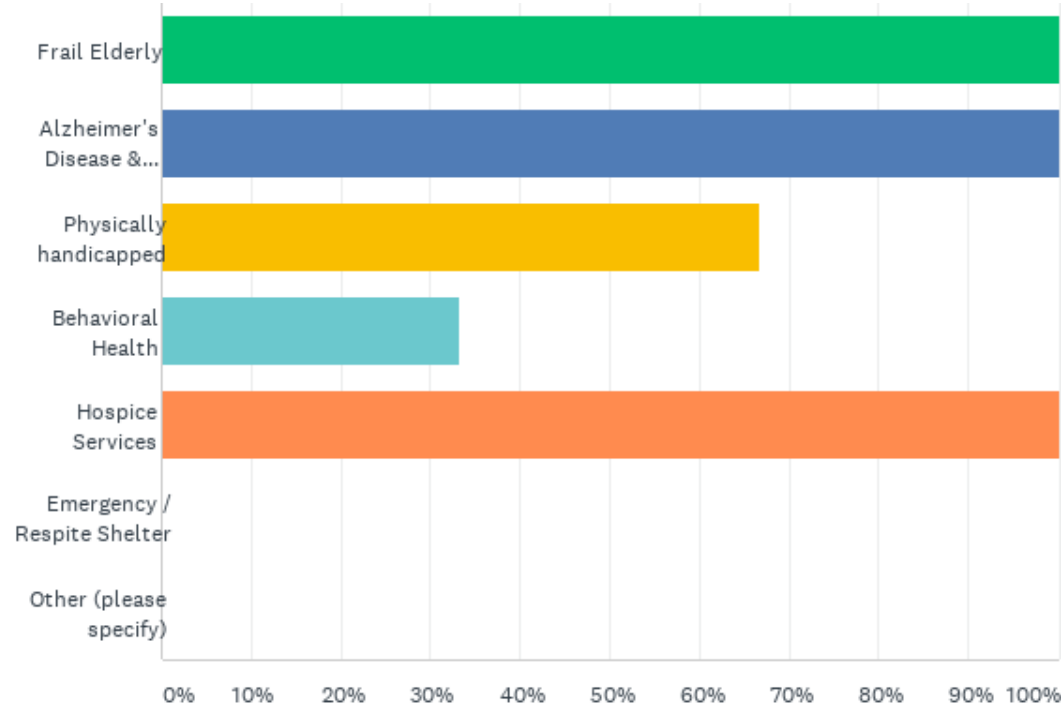
Q40 If you responded dissatisfied (either option) in question 39, please explain your concerns:

Answered: 2 Skipped: 1

#	RESPONSES	DATE
1	GR pays at a rate that isn't really profitable to accept them. Getting paid from GR is hit or miss and can take forever.	4/30/2021 11:47 AM
2	IF STATE OF ALASKA ALLOWS. THE RATE FOR GENERAL RELIEF HAS MAINTAINED THE SAME RATE FOR MORE THAN 12 YEARS	4/13/2021 9:44 AM

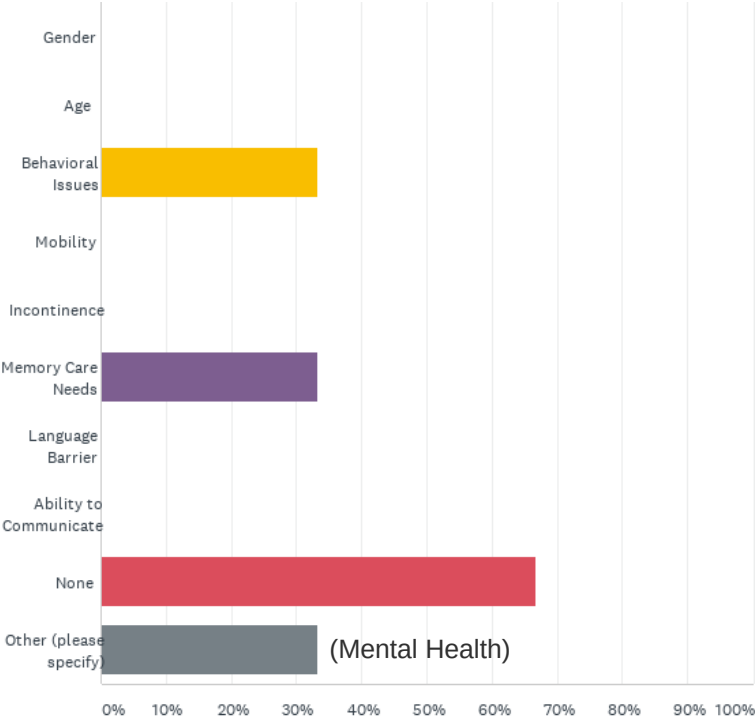
Q41: What senior clients do you serve? (Check all that apply)

Answered: 3 Skipped: 0



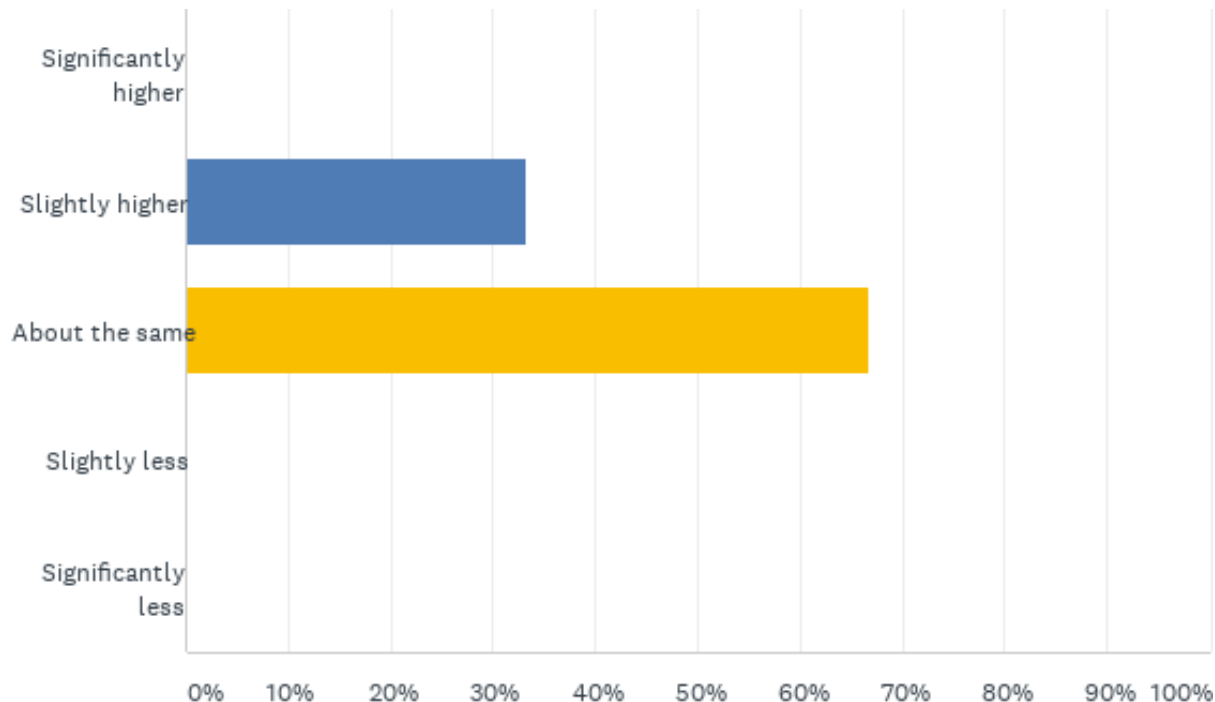
Q42: Please list any restrictions to occupancy for your home:

Answered: 3 Skipped: 0



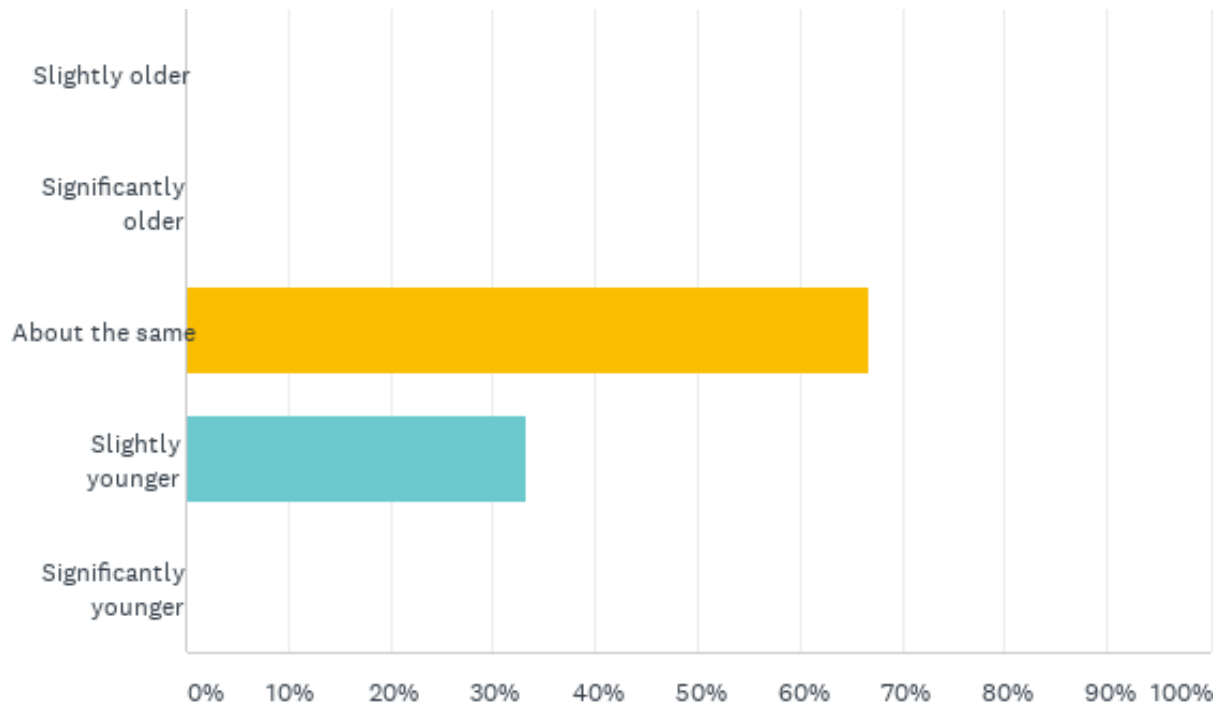
Q43: Contrasting clients today, to previous years, how have levels of care changed in your opinion?

Answered: 3 Skipped: 0



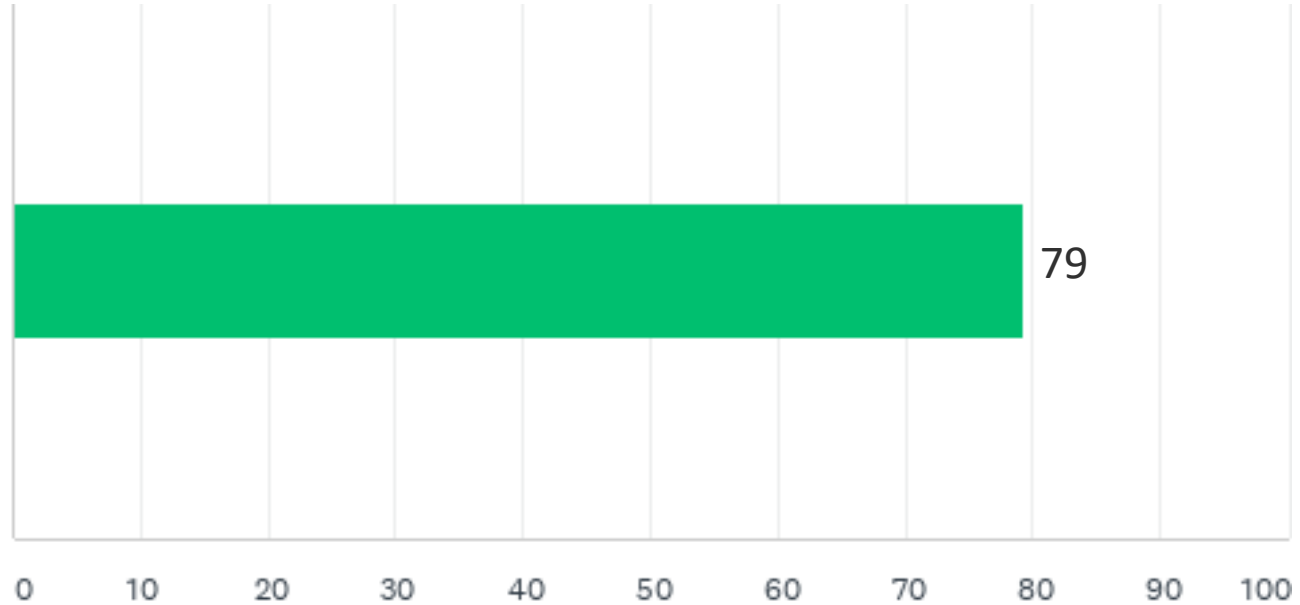
Q44: Over the last year, has the age of your residents changed in your home?

Answered: 3 Skipped: 0



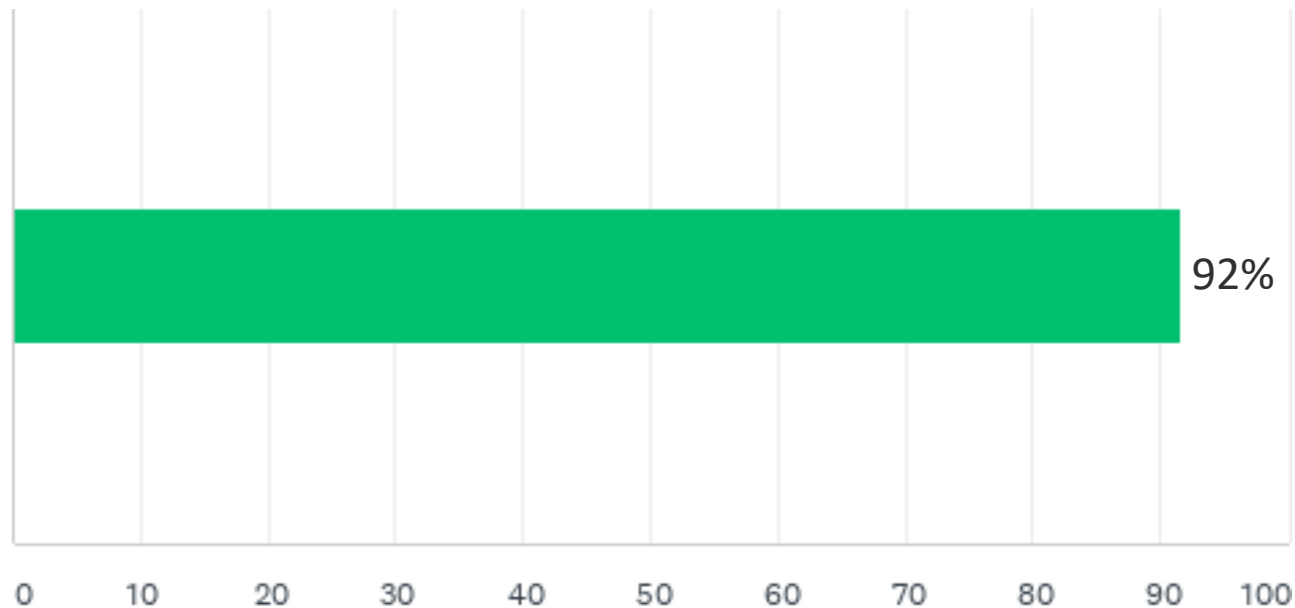
Q45: What is the average age of residents in your home today?

Answered: 3 Skipped: 0



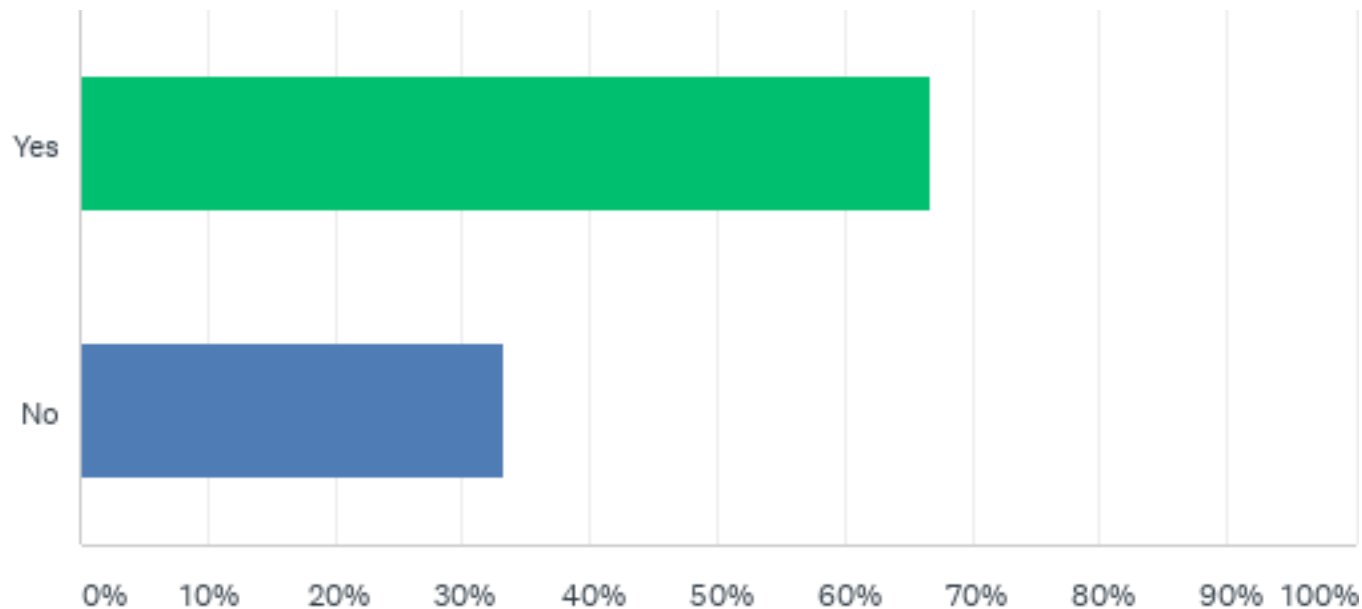
Q46: What percentage of your rooms are fully compliant with the American's with Disabilities Act?

Answered: 3 Skipped: 0



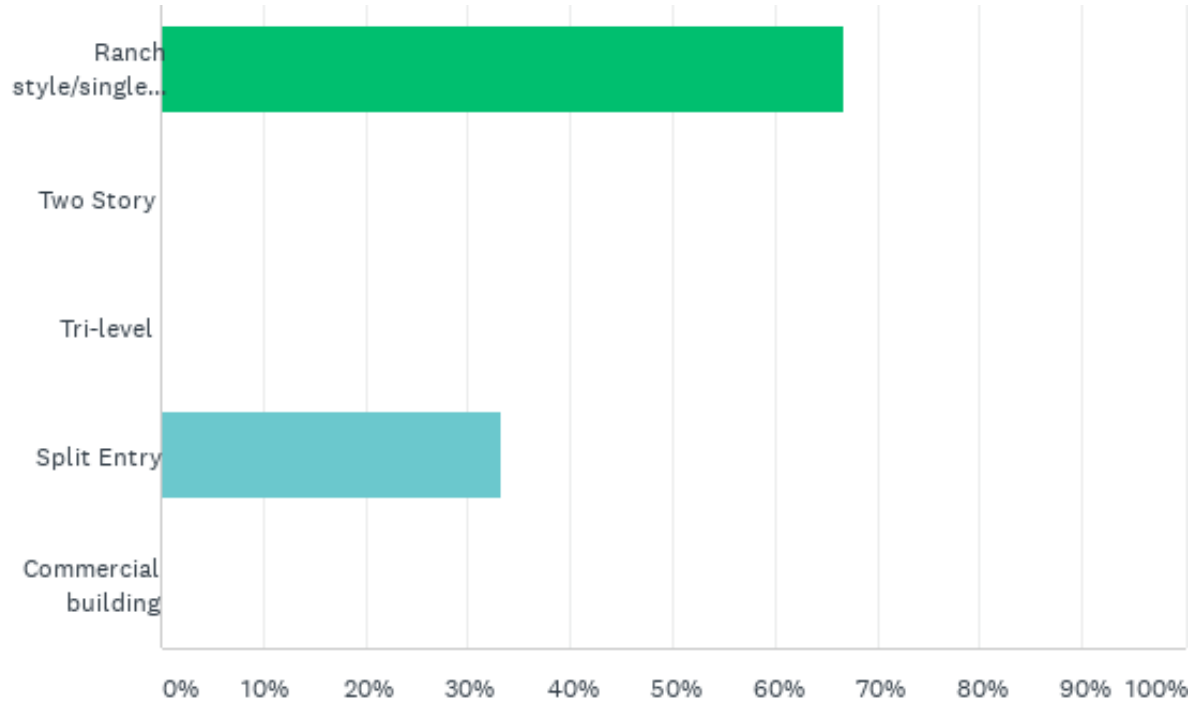
Q47: Do you have elevators, chairlifts or similar items in your home to assist residents?

Answered: 3 Skipped: 0



Q48: What design style best describes your assisted living home?

Answered: 3 Skipped: 0



Assisted Living Survey Fairbanks, Alaska Spring, 2021

Q49 Looking ahead over the next 1-2 years, what do you feel are the most significant issues affecting the assisted living industry in Fairbanks?

Answered: 3 Skipped: 0

#	RESPONSES	DATE
1	Employee Pool, Education, and Affordable housing for Employees.	4/30/2021 11:47 AM
2	Covid perceptions	4/21/2021 2:26 PM
3	THE CARE LEVEL NEEDS TO BE MET IN THE ALF	4/13/2021 9:44 AM

Assisted Living Survey Fairbanks, Alaska Spring, 2021

Q50 In an "Ideal World", what would you like to see change in the Assisted Living Industry in Fairbanks?

Answered: 3 Skipped: 0

#	RESPONSES	DATE
1	Resources to facilitate more Employees. ALF's, Independent needs are growing and if we can increase the pool hospitals and us don't have to compete with each as much for quality people.	4/30/2021 11:47 AM
2	Cooperation between homes	4/21/2021 2:26 PM
3	MODEL CHANGE OF ALF's IN LEVELS OF CARE AND PAYMENT STRUCTURE OF RESIDENTS	4/13/2021 9:44 AM

Assisted Living Survey Fairbanks, Alaska Spring, 2021

Q51 Please share any impacts Covid-19 has had to your Assisted Living Home, Staff and Residents. (If none, please skip.)

Answered: 3 Skipped: 0

#	RESPONSES	DATE
1	Huge. Was very difficult to get new residents. Occupancy dropped a lot. People either didn't want to move in because they were afraid of COVID or didn't want to not have family be able to visit them. Some staffing shortages.	4/30/2021 11:47 AM
2	Isolation and covid infection perceptions by general public	4/21/2021 2:26 PM
3	COMPLETE LOCK DOWN OF FACILITY FOR OVER A YEAR. LOSS OF INCOME TO INTERVIEW NEW RESIDENTS AND PROVIDERS AND THE STATE OF ALASKA NOT PROCESSING GENERAL RELIEF THAN ONTO MEDICAID CHOICE WAIVER.	4/13/2021 9:44 AM

Q52: How would you rate our survey?

Answered: 3 Skipped: 0

5.0★
average rating



	1	2	3	4	5	TOTAL	WEIGHTED AVERAGE
★	0.00% 0	0.00% 0	0.00% 0	0.00% 0	100.00% 3	3	5.00

Assisted Living Survey Fairbanks, Alaska Spring, 2021

Q53 Please add any additional comments below. Survey results will be posted on the Senior Housing Office portion of AHFC's website: www.ahfc.us Thank you for taking part in this survey.

Answered: 2 Skipped: 1

#	RESPONSES	DATE
1	Any grants or help getting more qualified employees, housing for employees, or connecting with residents in need would be helpful.	4/30/2021 11:47 AM
2	ARE THESE JUST WORDS AND STATEMENTS BE PASSED AROUND? WHAT ARE THE ACTIONS TO BE TAKEN AND FOR THE VERY MUCH NEED FOR TO REALLY CARE FOR VULNERABLE ADULTS.	4/13/2021 9:44 AM