Residential Care Facility Class 2 New Operator Training

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Welcome and Introductions

- Introduction of Trainers
- How many people here have owned a group home for more than a year?
- How many people have owned a group home for less than a year?
- How many people have a home but have not opened yet?
- How many people are just starting out in this process?
Types of Residential Facilities

- **Class 1** – Owned/operated by a Behavioral Health Provider: provide accommodations, supervision, personal care services, and mental health services for one or more unrelated adults with mental illness or one or more unrelated children or adolescents with severe emotional disturbances.

- **Class 2** – provides accommodations, supervision, and personal care services to any of the following: One or two unrelated persons with mental illness; One or two unrelated adults who are receiving residential state supplement payments; or, Three to sixteen unrelated adults.

- **Class 3** – provides room and board for five or more unrelated adults with mental illness.
What is a Residential Facility Class 2:

Residential Facility Class 2’s are residential facilities licensed by OhioMHAS for the purpose of providing accommodations, supervision and personal care services to unrelated adults.

Facilities receive a two-year license to operate after complying with the statutory requirements prescribed in the Ohio Revised Code and the rules set forth in the Ohio Administrative Code. Homes must have a license prior to accepting residents.

Operators must undergo a comprehensive onsite inspection of the home during which OhioMHAS surveyors verify the safe and sanitary condition of the facility, the capability of the operator and staff to meet their responsibilities in providing supervision and personal care services and the appropriateness of the placement of each resident.
Number of Adult Care Facilities in each County

As of July 2019, 951 OhioMHAS Licensed Class 2 Residential Facilities

List of Licensed Adult Care Facilities:
Population Who Lives in Residential Facility Class 2

- Many of the people living in these homes have a mental health diagnosis, or co-occurring mental health/substance abuse histories or are elderly.

- People who need accommodation, supervision and personal care. Typically offer support and assistance with daily living skills.

- Individuals who without this level of support would be homeless, inappropriately residing in nursing homes, extended hospital stays, or would be incarcerated.
Assistance Required for Residents

- Each resident must have a bed and area for personal belongings (no more than 2 residents per room).
- Arrange transportation for those residents that need to go for shopping and errands.
- Prepare and serve 3 nutritious, well balanced meals and snacks (according to the dietary needs of each resident).
- Make laundry services available.
- Assistance with ADL’s. Help with walking, moving, bathing, dressing, undressing, going to the toilet, brushing teeth, hair care, nail care and eating.
- Provide reminders to take medication and assistance with self administration of medication.
Administrative and Operational Considerations

• Create a mission statement:
  – What is your purpose, who are you serving, what sets you apart from other Residential Facilities?

• Physical Property:
  – Is it a safe location? Is public transportation nearby? Are mental and medical health services nearby?

• Building and Zoning

• Average Business Startup Costs
## Opening a Facility

### POTENTIAL STARTUP EXPENSES
(assuming a 3-bed home)

<table>
<thead>
<tr>
<th>Expense</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Residential Facility Class 2 License Fee</td>
<td>$75</td>
</tr>
<tr>
<td>Business checking account, initial deposit plus cost of checks</td>
<td>$25-$75</td>
</tr>
<tr>
<td>Certificate of Use &amp; Occupancy</td>
<td>$60</td>
</tr>
<tr>
<td>Zoning or Permit applications and requirements, such as fire inspection</td>
<td>$1250-$2000</td>
</tr>
<tr>
<td>costs, adding smoke detectors, adding fire extinguishers</td>
<td></td>
</tr>
<tr>
<td>Supplies for your home and office (2 bed linens/resident, blankets,</td>
<td>$300-$500</td>
</tr>
<tr>
<td>towels, toiletries, cleaning supplies, copy paper, note pad, pens,</td>
<td></td>
</tr>
<tr>
<td>file folders, file cabinet)</td>
<td></td>
</tr>
<tr>
<td>Bedroom furniture (bed, nightstand, dresser) and initial food supply</td>
<td>$1200-$1900</td>
</tr>
<tr>
<td>for 3 residents.</td>
<td></td>
</tr>
<tr>
<td>Mortgage or rent payments (varies greatly)</td>
<td>$600-$1200</td>
</tr>
<tr>
<td>Utilities, gas, electric, water (varies greatly)</td>
<td>$175-$300</td>
</tr>
</tbody>
</table>
Business Plan Development

• The business plan is a roadmap for your business growth and success. It does not need to be long and elaborate, but it does need to include your revenues and expenses so that you can establish and grow your business. The plan can also serve as your business budget.
Business Start Up

• Select Your Business Name

• Determine Your Business Legal Structure (see page 16 in manual)
  – Sole Proprietorship
  – Partnership
  – Limited Liability Company (LLC)
  – C-Corporation
  – S-Corporation
  – Nonprofit Corporation
Business Start Up

• Obtain Your Employer Identification Number (EIN)
• Register Your Business Name
• Open a Business Bank Account
• Obtain Adequate Insurance
  – Automobile insurance, Homeowner’s Insurance, General Liability Insurance, Health Insurance, Worker’s Compensation Insurance
• Obtain OhioMHAS OAKS Vendor ID Number
Organize Your Business

- **Filing System**
  - Regulatory Files: Copy of Rules and Regulations, Copy of License, Copy of Licensure Application, Protocol of Psychiatric and Medical Emergencies, Required Inspection Schedule (Smoke detectors, Fire Drills, Electrical & Heating Systems), Copies of electrical, fire and heating system inspections, Staff Qualification Form, Required training certificates for each employee, Resident Rights and Grievance Procedure, Certificate of Use and Occupancy (if applicable), Personnel Policy and Job Descriptions, Employee Screening & Training, Meal Planning Policy and Emergency Disaster Plan
Organize Your Business

- Resident Files: Resident Information Form, Resident Agreement, Resident Personal Care Plan, Provision of Personal Care Services Weekly Progress Notes, Resident Medical Emergency Protocol, Resident Psychiatric Emergency Protocol, Medication Observation Record Form, Resident Rights, Policy, Procedure Acknowledgement Form (signed by the resident).

- Employee Files: Job description, Completed Employment Application, Reference for Background Checks, Completed BCI, Results of TB Test, 1-9 and W-4 Tax Forms, Training Certificates.

- You can find many of these forms as attachments to the back of your manual.
Staffing: Essential Skills

Finding talented people with the right skills and experience is essential. But also consider finding people with the right character traits. Do they have a passion for working with this population? What are their attitudes and beliefs? Do those attitudes and beliefs align with your mission statement?
Staffing

- Conduct a Background Check: Certain offenses disqualify applicants (murder, assault and abuse crimes).
- All staff must have CPR and First Aid Certification.
- The manager and each staff person must complete a general orientation in caring for persons diagnosed with mental illness as well as how to access local mental health crisis and emergency services related to mental illness.
- The manager and each staff person must complete an initial and annual mental health training (6 hours).
- All staff must complete training in Personal Care and Self Administration of Medication every 2 years.
- You can find more information about staffing on pages 27-29 of the Manual.
Payroll

- Decide on a fair wage (hourly or salary)- please see Ohio minimum wage rules.
- Payroll Taxes- FICA Taxes (Medicare and Social Security) and Federal Unemployment Insurance Tax.
- IRS Form W-4
- I-9 Employment Eligibility Verification Form
- Other Employer Taxes: State Unemployment Tax Act (FUTA), State/Local Income Tax, Workers Compensation.
- When Do I Pay Myself: Typically, owners of small businesses pay themselves after all their workers have been paid and after all of their business expenses have been paid.
Business Finances

• Collecting Resident Payments:
  – RSS- Ohio Residential State Supplement
  – SSI- Supplemental Security Income
  – SSDI- Social Security Disability Income

• Monthly Expenses:
  – Rent/Mortgage, Employees, Cable/Internet/Phone, Gas/Electric/Water, Minor Repairs, Resident Food
Basics on Licensure

• What is licensure?
  – Residential facilities require **licensure** by the Ohio Department of Mental Health & Addiction Services (OhioMHAS) if they operate a publicly or privately operated home or facility serving individuals with mental illness.

• How often do you have to renew?
  – Residential facilities are licensed every two years.

• Inspection basics
  – Surveyor Checklist: [https://mha.ohio.gov/Health-Professionals/Licensure-and-Certification/Residential-Programs-non-SUD](https://mha.ohio.gov/Health-Professionals/Licensure-and-Certification/Residential-Programs-non-SUD)

• Trainings
Getting Your Home Licensed

- Application: https://mha.ohio.gov/Health-Professionals/Licensure-and-Certification/Residential-Programs-non-SUD

- License fee of $75.00

- Contact the Department of Building and Zoning Services (your local Building and Zoning Offices)
  - Obtain a certificate of zoning clearance or zoning letter (if applicable)
  - Request a certificate of use and occupancy (sometimes called a Certificate of Use or Certificate of Appropriateness, if applicable).

Getting Your Home Licensed

- On-site inspection by the department.
- Required Forms and Documents.
- BCI for all staff.
- Initial and annual mental health training for all staff if you are going to take in any resident with a mental health diagnosis.
- Personal Care Training and Self Administration of Medication Training.
- First Aid and CPR Certification.
- This list is not all inclusive, please refer to the surveyor checklist to help guide you through the application process.
Licensure Rules

• New Rules as of January 1, 2018

• Surveyor Checklist
  https://mha.ohio.gov/Health-Professionals/Licensure-and-Certification/Residential-Programs-non-SUD
Marketing

- Brochure/Flyer
- Website
- Social Media
- OACFA Housing Locator

Where Do I Find Residents?

- You are responsible for getting your own clients. There are no referrals from OhioMHAS.
- Potential Sources: Local Alcohol, Drug Addiction and Mental Health (ADAMH) Boards, Mental Health Service Providers, Discharge Planners of Local Hospitals, Nursing Homes and Healthcare Facilities, Area Agencies on Aging (AAA), Centers for Independent Living, Departments of Social Services, Vocational Rehabilitation Providers.
How to find your local Behavioral Health Board

https://www.oacbha.org/mappage.php
Ohio Adult Care Facilities Association

• Help home operators to make sure they are able to provide the best quality of care for their residents
  – Provide advocacy, education, and support for home operators
  – Seek funding to help with home improvements
  – Advocate on behalf of homes with the state
  – Help with initial and re-certification of licensure
  – $300.00 Bed Bug reimbursement
  – Housing Locator (marketing tool)

• But most importantly we help give you a voice that has been silent for too long!
Things to Consider:

• This training has focused on the Business side of Opening an ACF, but you also have to be an excellent Care Giver.

• Things you have to deal with on a daily basis beyond rules. For example- client refuses meds, preparing meals, helping solve problems, arranging plan with case managers and other supports, making sure the home is clean, providing prompts when needed, and any other issue that may arise.
Communication with a Mentally Ill Individual

- NEVER argue: you are arguing with the illness and not the person
- These individuals are human beings
- Make sure you give enough space when communicating
- Watch your nonverbal communication
- Always ask permission before doing something
Providing Care to Mentally Ill Individual

- It can be difficult
- Mental illness effects mood and thoughts
- Routine is important
- Give them their autonomy
- The two most important parts of their treatment are coffee and cigarettes (not really)
Qualities that make a Good Operator

A good operator is physically, emotionally and mentally capable of providing care for residents.

A good operator is responsible, mature and has a reputable character.

A good operator has the training, education and/or experience in the provision of care to vulnerable adults.

A good operator has the willingness to learn.

A good operator abides by the rules and regulations set forth by the Department.

Most of all, a good operator has the capacity and compassion to successfully provide care for residents in their home.
Basic Principles

- Commitment to Clients – DO NO HARM
- Physical Contact
- Derogatory Language
- Clients Who Lack Decision-Making Capacity
- Right to Privacy – Confidentiality
- Disclosure of Information
- Avoid “conflict of Interest” (Appearance of...)
- Do NOT have sexual relationship with Residents
- Golden Rule should apply....
Resident Rights

• Residential Facility Class 2: https://mha.ohio.gov/Portals/0/assets/AboutUs/Regulation/Rules/5122-30-22.1.pdf

• Understanding Resident Rights can go a long way to ensuring the principles above.
Doing What is Right

- Ethics in owning, managing and working in a Residential Facility Class 2

- Definition:
  - Ethical behavior is based on written and unwritten codes of principles and values held in society.
  - Ethics reflect beliefs about what is right, what is wrong, what is just, what is unjust, what is good, and what is bad in terms of human behavior.
  - Ethical principles and values serve as a guide to behavior on a personal level, within professions, and at the organizational level.
What do you think?

A resident overhears you say you need $25 dollars for the grocery bill, they offer you $25 dollars as they just received their spending money. You take the money as groceries are costing more and they eat a lot...
Scenario #1

You are meeting your friends for a drink at a local bar. You see one of your current residents is also there drinking at the bar rail. They see you and come to talk with you.

Do you:

a. Ignore the resident and act like they are not there

b. Cut them off before they get to your table and tell them to get home ASAP

c. Ask your friends if they mind going to a different place and address concerns at a later time

d. Let them come join you and your friends to drink with you.
Scenario #2

You have a resident with a large amount of personal spending each month, this could affect their benefits. You are talking with your resident about the toys your grandchildren want for Christmas, but you are short with money due to repairs on the facility. The resident offers you the money, and it would buy almost everything you need.

Do you:

a. take the money as you don’t want them to lose their benefits.
b. you thank them and say that they don’t need anything anyway
c. You take them to the store and let them pay for the gifts but put their name on the card too.
d. Thank them but do not accept the money, call their payee/guardian to discuss options so that they are not at risk of losing benefits.
Scenario #3

A long term resident receives a small inheritance that could impact their benefits, the operator introduces them to life insurance and the individual takes a policy out in which they pay the monthly premiums leaving the operator as the beneficiary.

Do you:

a. Thank the resident and begin planning a vacation?

b. Say nothing

c. Thank them but encourage them to explore other options, talk with payee or family or have them talk with an attorney? Like a funeral fund.

d. Consult with attorney, legal rights, etc. to ensure this is in best interest of resident.
Recommendations

- Do NOT take someone else's word for it... just because you know another operator who does something DOES NOT MAKE it RIGHT....

- Take the "higher road"

- Do what minimizes harm to clients and others, and to your person ethical values

- If there are any questions, consult -consult -consult!
Contact Us

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