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Welcome to the

ALF Provider

Webinar with LTCR

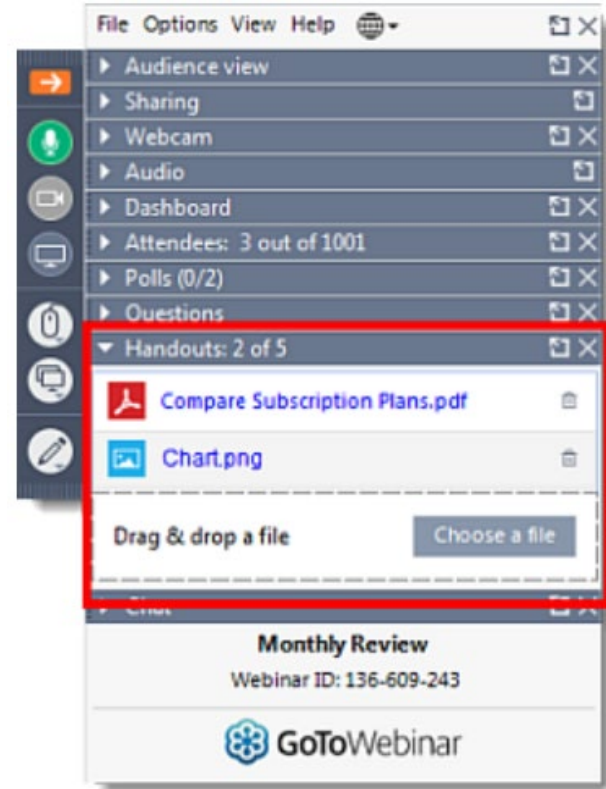
July 17, 2024



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Handout

A pdf version of this presentation is available in the **Handout** section of your control panel. Save the file to your computer to view or print later.





ALF Resources

[ALF Provider Portal](#)

Find answers to most common questions

Resources and tools for ALFs:

- [Frequently Asked Questions for ALF Providers](#)
- [Provider Communications](#) – Alerts and PLs



ALF Brochure

[ALF Information Brochure](#) on the portal has been updated.

- What are personal care services?
- What is an ALF?
- What types of ALFs are there?
- Who are typical ALF residents?

Assisted Living Facility Information



What are personal care services?

Personal care services are:

- Help with feeding, dressing, moving, bathing and other personal needs.
- General supervision or oversight of the physical and mental well-being of a person who needs help to:
 - » Keep a private and independent residence in the facility.
 - » Manage his or her personal life, even if the person has a guardian.



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PL 2024-11

PL 2024-11 Application Requirements Related to Ownership, Affiliates, and Controlling Persons

Consistent definitions for certain terms across provider types:

- Disclosing Entity
- Owner
- Affiliate / Business Affiliate
- Controlling Person

PL 2021-39 (Revised)



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[PL 2021-39](#) (Revised 5/31/24) Attic Protection Required for a Facility with a Fire Sprinkler System

HHSC extends the compliance period for existing ALFs that are required to protect an attic. The compliance period is extended until **August 31, 2026**.

- An ALF that was licensed as of August 31, 2021, and has a fire sprinkler system, will have until **August 31, 2026**, to comply with the attic protection requirements.
- An existing Small Type A or Large Type A ALF that does not have a fire sprinkler system is not required to provide additional attic protection.

PL 2020-01 (Revised)



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[PL 2020-01](#) (Revised 4/16/24) How to File a Complaint Regarding a Surveyor and Report Survey Inconsistencies

PL is revised to update links to the comment card survey and provider feedback tool.

To file a complaint regarding a surveyor:

- Call the CII hotline at 1-800-458-9858;
- Complete a [comment card survey online](#); or
- Call the regional director for the [LTCR regional office](#) in which your facility is located.

To report a survey inconsistency:

- Complete the [Consistency Feedback Tool](#) online.

PL 2023-16 (Revised)



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[PL 2023-16](#) (Revised 6/20/24) NATCEP Survey Process

- Guidance regarding how the Nurse Aide Training and Competency Evaluation Program (NATCEP) survey process takes place.
- Revised to include updated rule references made to 26 TAC [Chapter 556](#) (Nurse Aides), effective March 17, 2024.

Nurse Aide Registry Website



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HHSC LTCR has updated the [Nurse Aide Registry webpage](#) to include new links that provide options for becoming a Certified Nurse Aide in Texas and renewing a nurse aide certification, including detailed steps and process maps for each.

For more information and to find the renewal option that's best for you, visit the [How to Renew a Nurse Aide Certificate in Texas webpage](#).

Quality in Long-Term Care Conference

2024 Quality in Long-Term Care Conference

Renaissance Austin Hotel on Aug. 28–29.

Theme: "Quality Matters in Long-Term Care."

The conference offers presentations from nationally and internationally recognized experts. Topics include caring for people with dementia, infection prevention and control, current health care trends, and cutting-edge advances in long-term care, aging and disabilities.

Continuing education credit will be available for various health care disciplines. [Register for the conference here.](#)

For more information, [email UT Steve Hicks School of Social Work QLTCC.](#)



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HHSC CII Self-Report

HHSC Complaint and Incident Intake (CII) reminds providers that an initial self-reported incident can be submitted:

- via the [Texas Unified Licensure Information Portal \(TULIP\)](#),
- by filling out the [CII Self-Report Email Template \(PDF\)](#) and emailing it to ciicomplaints@hhs.texas.gov, or
- by calling and speaking to an agent at 800-458-9858 (Monday through Friday, 7 a.m.–7 p.m.).

For initial self-reported incidents submitted online, providers can log in to [TULIP](#) and submit the findings of the Provider Investigation Report.

For initial self-reported incidents submitted by phone, providers can email the report ([Form 3613-A](#)) to ciiprovider@hhs.texas.gov or fax to 877-438-5827.

CII Email Self-Report Template



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CII Email Self-Report Template:

- Reporter Information
- Resident Information
 - Incident Details
 - Assessment Details
 - Alleged Perpetrator
- Actions and Notifications

Types of Incidents Reportable to CII



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[PL 2019-23](#) - ALFs have a duty to report to CII the following types of incidents:

- Abuse
- Neglect
- Exploitation
- Fire causing resident injury or death
 - Missing resident
 - Drug diversion
- Resident injury/death from unknown source



Self Reports vs Complaints

Self Reports

- ALF staff with cause to believe that the physical or mental health or welfare of a resident has been or may be adversely affected by abuse, neglect, or exploitation or that the resident has died due to abuse or neglect, must report.

Complaints

- Reports against other providers licensed or certified by HHS (ex. HCSSA staff)

Phishing Email Alert



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Texas Health and Human Services Commission is aware that an unauthorized third party impersonating the agency sent an email requesting the verification/update of information related to Long-term Care licensure.

This is not a legitimate request from HHSC. If you clicked the link to verify/update information and entered any information into a webpage, we recommend you reset your password immediately.

HHSC **does not** request verification or information update via third party email addresses or websites.


Phishing example on next slide.



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Phishing Email Example

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2024 Texas Health and Human Services Information
Verification.

Dear [REDACTED]

Kindly confirm if the below information about your License is correct
and up to date.

This is a final awareness for information verification.
Note: This secure verification link below will expire after 24 hours.
We will have to revoke your license if we do not receive your
verification/update before the link expires.

Facility Name	BRISTOL PARK AT CYPRESS
Physical Address	17935 LONGENBAUGH ROAD
Physical Address State	TX
Facility Fax	(281) 392-2600
Owner_	BRISTOL PARK COMMUNITIES, LLC
Type of Entity	Limited Liability Company (LLC)
Owner Mailing1	
Administrator	KIMBERLY PERA
Management Company_	SAGORA SENIOR LIVING, INC
Provider Email	licensing@sagora.com

[CLICK HERE TO CONFIRM OR VERIFY YOUR
INFORMATION.](#)

Reminder: HHSC
does not request
verification or
information update
via third party
email addresses or
websites.

Help Desk and Web Support for TULIP Users



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HELP DESK

- **Hotline Number:** 512-438-2584
- **Hours of Operation:** 8am to 5pm (excluding state holidays)

WEB SUPPORT

HHSC is also introducing a new web form to report issues 24/7, TULIP users can access the form from the TULIP homepage.

- If you have not logged into TULIP and you need help with password reset or registration, you can report the issue here. <https://txhhs.my.site.com/TULIP/s/tulip1>
- If you can log into TULIP and still need additional help, look for the Support option in the menu.

TULIP Support Mailbox



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With the introduction of high responsive customer support channels mentioned above we will **discontinue** the usage of **TULIP support mailbox** (Tulip_Support@hhsc.state.tx.us).

ALF Rule Amendments Postponed



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HHSC Long-term Care Regulation withdrew the proposed amendments to 26 TAC Chapter 553 Licensing Standards for Assisted Living Facilities, which appeared in the Dec. 22, 2023, issue of the *Texas Register* (48 TexReg 7759). [Texas Register March 1, 2024.](#)

HHSC anticipates to re-submit the proposed amendments to the Texas Register for formal public comment in late 2024.

ALF Rules – Legislative Implementation



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ALF Rules – legislative implementation in the process of adoption

- [HB 1009](#) – requires ALFs to suspend employee who HHSC determined engaged in reportable conduct during any appeals process
- [HB 1673](#) – requires ALFs not Alzheimer’s certified to ensure staff complete Alzheimer’s training
- [HB 4696](#) – allows HHSC to conduct offsite survey unless investigation is for alleged abuse/neglect



Policy Reminders

Facilities are responsible for the development of their own policies and procedures.

HHSC does not currently maintain or provide a list of all policies and procedures required of a facility. Required policies/procedures can be found in [Chapter 553](#).

Facilities must follow [§553.259\(c\)\(4\)](#) and have written policies regarding residents accepted, services provided, charges, refunds, responsibilities of facility and residents, privileges of residents, and other rules and regulations.

Facilities must be familiar with all applicable regulations, and what policies are dictated therein.

Manager Training



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- Training in management of assisted living facilities – 24 hrs – [§553.253\(a\)\(2\)](#)
- Continuing Education – 12 hrs annually – [§553.253\(a\)\(3\)](#)
- Annual HHSC training on aging in place and retaliation - [§553.259\(e\)\(6\)](#)



Staff Training

Staff	Hours	Citation
All Staff	4 hrs orientation	§553.253(d)(1)
Attendants	16 hrs on-the-job	§553.253(d)(2)
Direct Care Staff	6 hrs annually	§553.253(d)(3)
Nurses, CNAs, Med Aides	Annual in-service	§553.253(d)(4)
Staff provide direct care to resident w/Alzheimer's	Provision of care to residents w/Alzheimer's	§553.255(a-b)
Facility Staff	Emergency prep and response plan	§553.275(n)

Training

Certified Alzheimer's ALFs

Certified Alzheimer's facility additional training requirements.

Staff	Hours	Citation
Manager	6 hrs continuing ed. re: dementia care	§553.301(b)
All Staff	4 hrs dementia-specific orientation	§553.303(a)
Attendants	16 hrs on-the-job	§553.303(b)
Attendants	12 hrs annual in-service	§553.303(c)



Required Postings



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Reminder: An ALF is required to post for display the items listed in 26 TAC [§553.271](#).

For item §553.271(4) – “a copy of the most recent inspection report relating to the facility”, the ALF may post:

- Form 3724 Statement of Licensing Violations or
- Form 3630 Survey/Inspection Summary Report

Do not post Form 3701 Preliminary Findings as this only lists preliminary areas of potential noncompliance and does not contain final findings.



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Emergency Preparedness

Review and update safety procedures and emergency plans for extreme weather and the 2024 hurricane season.

Emergency plans should include the provider's plan to address:

- Power loss.
- Water and food needs.
- Communication to families and staff.
- Staffing shortages.
- Sheltering in place and evacuation, as applicable.

ALFs must follow emergency preparedness rules and their own internal emergency preparedness policies and procedures.

Emergency Preparedness ALFs with Generators



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Facilities with generators should perform any maintenance or needed testing while the weather is mild. This will ensure the equipment functions in case of extreme cold or power loss.

It's important to review building integrity and identify any areas that may need repair, reinforcement or weatherproofing. Multi-story buildings should review any other needed measures should evacuation be required and have a plan in place for how to move residents around or out of the building if there's a loss of power.

Preparing for disaster is the most important step in protecting the Texans we serve and reducing the risk for loss of life.

Emergency Plan Review



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A facility must review its emergency preparedness and response plan **at least annually** and after the following events:

- To reflect changes in information, including when an evacuation waiver is approved;
- Within 30 days following a disaster or emergency;
- Within 30 days after a drill if a shortcoming is identified; and
- Within 30 days after a change in facility policy or HHSC rule that would impact the plan.

When was the last time you reviewed your plan?

Emergency Preparedness Regional Office Contact



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Facilities should contact their local [LTC Regulatory regional office](#) if they are impacted by an adverse event caused by severe weather — such as flooding, power loss, etc.

This communication is especially critical if a facility is projected to exceed its licensed capacity due to accepting residents that have been evacuated from another facility.

All requests to exceed licensed capacity must be made through the regional office and approved by the Deputy Associate Commissioner of Survey and Compliance.

Training Opportunities



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Long-term Care Regulation staff and program providers are invited to attend upcoming trainings.

Please visit the [Provider Joint Training website](#), for a full listing of joint training opportunities and course descriptions.

Reminder - verify if registering for a webinar or in-person class. If you register for any classes and cannot attend, please cancel your registration.



Webinar Recordings and PDFs

Where can I find previous webinars?

Recordings and PDFs of previous ALF webinars are available from the [ALF Portal](#).

Past webinars are listed in the **Webinars** section.

Access the slides and a recording of the last webinar below:

- [April 17, 2024 – ALF Provider Webinar with LTCR Slides \(PDF\)](#)
- [April 17, 2024 – ALF Provider Webinar with LTCR Recording](#)

Next scheduled webinar: October 16, 2024



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LTC Ombudsman



Patty Ducayet

State Long-term Care Ombudsman

Telework Phone: (512) 438-4356

https://apps.hhs.texas.gov/news_info/ombudsman/

Statewide Contact for an LTC Ombudsman:

Phone: (800) 252-2412 or

Email: ltc.ombudsman@hhs.texas.gov

Gov Delivery Provider Alerts



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Sign up for GovDelivery:

<https://service.govdelivery.com/accounts/TXHHSC/subscriber/new>

- Under 'Provider Alerts'
- Check 'Assisted Living Facilities (ALF) Resources'

Provider Alerts

- Aging and Disability Resource Centers (ADRCs)
- Assisted Living Facilities (ALF) Resources
- Assisted Living and Residential Care (ALRC) Resources
- Community Attendant Services (CAS)

Receive e-mail notification for:

- Provider Alerts
- Webinar Notices
- Provider Letter Notices



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General Q&A



How to Contact

Chassie Huffman, Manager

Chassie.Huffman@hhs.texas.gov

LTCR Policy Mailbox

LTCRPolicy@hhs.texas.gov

ALF Provider Portal

<https://hhs.texas.gov/doing-business-hhs/provider-portals/long-term-care-providers/assisted-living-facilities-alf>



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Thank you!
