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**Welcome to the**

**ALF Provider**

**Webinar with LTCR**

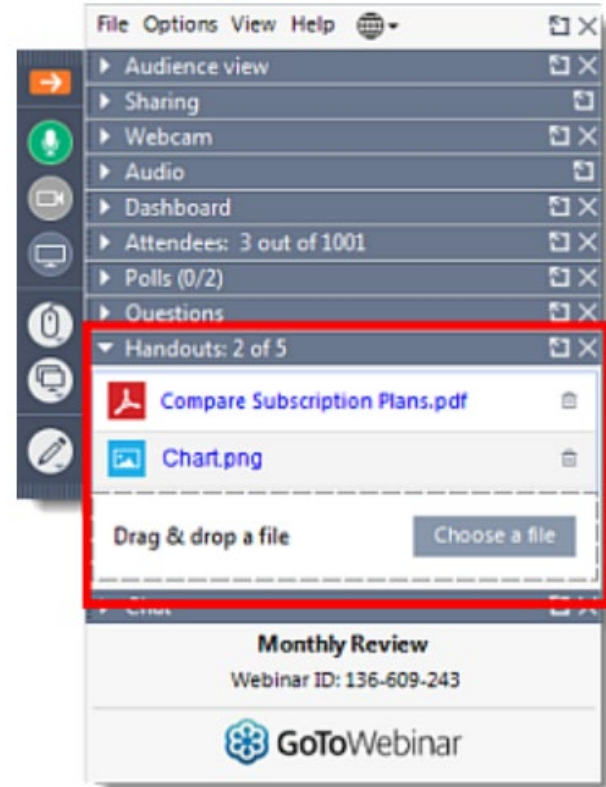
**October 16, 2024**  
**Slides Amended October 30, 2024**



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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 Portal

## ALF Provider Portal



Services ▾ Providers ▾ Business ▾ Regulations ▾ About ▾ Newsroom Contact

[Home](#) > [Search Providers](#) > [Long-term Care Providers](#) > Assisted Living Facilities (ALF)

[ALF Letters and Memos](#)

[ALF Pre-Licensure Computer-based Training Information](#)

[ALF Provider News](#)

[Desk Review Compliance for ALFs](#)

[How to Become an ALF Provider](#)

## Assisted Living Facilities (ALF)

### What is an Assisted Living Facility?

Assisted living facilities provide individualized health and personal care assistance in a homelike setting with an emphasis on personal dignity, autonomy, independence and privacy. Facilities can be large apartment-like settings or private residences. Services provided include meals, bathing, dressing, toileting and administering or supervising medication.

The Texas Health and Human Services Commission licenses ALFs based on its residents' physical and mental ability to leave the facility in an emergency and whether they require nighttime attendance.

- A **Type A facility** cares for residents who do not require routine attendance during sleeping hours and are capable of following directions in an emergency.
- A **Type B facility** is for residents who require staff assistance to leave the facility and are not capable of following directions in an emergency, and require nighttime attendance.

The [ALF information brochure \(PDF\)](#) explains the variety of ALFs available in Texas, who receives care at ALFs, and the services ALFs provide. ALFs are regulated under Health and Safety Code, Chapter 247 and Texas Administrative Code (TAC), Title 26, Part 1, Chapter 553.

### Provider Communications

- [News](#)
- [Information letters, provider letters and technical memoranda](#)



# ALF Brochure

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

- 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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# Resident Voting

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**Reminder:** Per [§553.267\(a\)\(2\)](#) "A resident has all the rights, responsibilities, and privileges granted by the constitution and laws of this state and the United States..." including the right to vote.

Residents who express a desire to vote may require assistance.

# Election Key Dates

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## Key Dates for Residents interested in voting

- Early voting starts: October 21
- Deadline to apply for a ballot by mail: October 25
- Early voting ends: November 1
  - Election Day: **November 5**



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# Voting Options

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What other ways can residents vote besides going to the polling place on Election Day?

- Vote by mail
- Vote early in-person
- Curbside voting



# Voting Info

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[VoteTexas.gov](https://VoteTexas.gov)

- [Voter Registration](#)
- [Voting in Person](#)
  - [Voting by Mail](#)
- [Voters with Disabilities](#)
  - [Get Involved](#)
    - [FAQs](#)
  - [Resources](#)



# Voting Resources

# Disability Rights Texas

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[Disability Rights Texas](#) – protection and advocacy agency for Texans with disabilities

- [Voting resources](#) to help eligible voters with disabilities participate in elections
- Learn about your [voting rights](#)
- Alternative [voting options](#)
- How to [find a ride to the polls](#)
- Voting [videos in ASL](#)



# PL 2024-13

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## PL 2024-13 Administration of Injectable Medications in ALFs

Clarifies types of injectable medications that can be administered in ALFs:

- Scheduled injectable medications for the treatment of stable and predictable diabetes mellitus
- Sliding-scale injectable insulin for the treatment of diabetes mellitus that is stable and predictable
- Administration of injectable medications other than for treatment of stable and predictable diabetes mellitus
- Role of medication aides

# PL 2024-13 (Cont.)

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Scheduled injectable medications for the treatment of stable and predictable diabetes mellitus:

- Texas BON [§225.12](#) permits RN delegation of pre-calculated and scheduled insulin
- Resident's condition is stable and predictable
- Scheduled doses of insulin (dialed on pen injector or drawn from vial) may be delegated
- Oral meds for treatment of diabetes can also be delegated

# PL 2024-13 (Cont.)

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Sliding-scale injectable insulin for treatment of stable and predictable diabetes mellitus:

- Facility's RN may delegate sliding-scale insulin administration to unlicensed personnel
- RN must follow BON guidance for delegation of insulin administration
- Resident's physician orders and medication administration record must reflect exact parameters of prescribed sliding-scale insulin
- Staff must be trained on what to do if glucose reading falls outside of parameters

# PL 2024-13 (Cont.)

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Administration of injectable medications other than those used for the treatment of stable and predictable diabetes mellitus:

- Texas BON [§225.13](#) **does not** permit RN delegation of injectable medications, other than those for treatment of stable and predictable diabetes mellitus
- RN employed or contracted by facility is permitted to administer injectable medications other than those for treatment of stable and predictable diabetes mellitus

# PL 2024-13 (Cont.)

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## Role of Medication Aides:

- Medication Aide rules at [§557.105](#) prohibit medication aides from administering any injectable medications (including insulin for treatment of stable and predictable diabetes mellitus)\*
- Medication Aides trained by nurse can participate in preparing an injection for self-administration by resident
- Medication Aides cannot participate in preparing an injection to be administered by other personnel
- Oral medication for treatment of diabetes mellitus can be administered by medication aide

\*Note that this can result in situations in which unlicensed personnel are able to administer insulin under delegation when a medication aide is not.



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# PL 2024-26

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## PL 2024-26 Changes to 26 TAC Chapter 553

Describes changes made to 26 TAC Chapter 553 based on legislation from the 88<sup>th</sup> Legislature, Regular Session (2023):

- HB 1009 – effective 9/12/24
- HB 1673 – effective 12/31/24
- HB 4696 – effective 9/12/24

Additional change made to clarify that an accreditation organization can conduct a life safety code survey.

# PL 2024-26 (HB 1009)

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HB 1009 requires ALFs to suspend employment of employee who HHSC finds has engaged in reportable conduct and who has been reported to the Employee Misconduct Registry while employee exhausts any appeals process (including informal/formal appeals, any hearings, or judicial reviews).

ALF **must not** reinstate employee's employment/contract during appeals process.

See rules at 26 TAC [§553.257](#).



# PL 2024-26 (HB 1673)

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HB 1673 requires facilities that provide personal care services to residents with Alzheimer's disease or related disorders that are not Alzheimer's certified to ensure staff complete competency-based training and annual continuing education on Alzheimer's disease and related disorders. This bill specifies what trainings must be provided when a facility serves residents with Alzheimer's disease and related disorders.

Staff are not required to complete the trainings or pass the competency-based evaluation until December 31, 2024.

See rules at 26 TAC [§553.254](#) and [§553.255](#).

# Upcoming Flu Season

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## [LTC Providers Encouraged to Get Ready for Upcoming Flu Season](#)

CDC recommends everyone (six months and older) be [vaccinated against the flu](#) by the end of October to avoid peak flu season.

Facilities should review the requirements related to vaccinations and infection control in [§553.261\(f\)](#).

# Flu Season Recommendations

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Adhere to [standard precautions](#). They're the foundation for preventing the transmission of infectious agents in all health care settings.

Implement [droplet precautions](#) for those with suspected or confirmed flu. Do this for seven days after illness onset or until 24 hours after the fever and respiratory symptoms resolve, whichever is longer, while the person is in a long-term care facility.

# Reminder: Report Outbreaks

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In compliance with TAC Title 25, Part 1, Chapter 97, report all **outbreaks** to the local health department, regardless of the provider type.

Contact information for your local health department is on the [DSHS website](#).

# 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	<a href="mailto:licensing@sagora.com">licensing@sagora.com</a>

[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](mailto: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.



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# Emergency Preparedness

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Review and update safety procedures and emergency plans for extreme weather and the current 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.



# Blackboard Connect Emergency Communication System

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**Reminder:** ALF rules at [§553.275\(p\)](#) require the facility administrator and designee to register with the emergency communication system and respond to requests through the emergency communication system.

Please refer to [PL 2022-32 \(PDF\)](#) for instructions and more information.

# Texas Culture Change Coalition Conference

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## **“Inspire, Educate and Empower Person-Centered Dementia Caregivers”**

Nov. 7 - 8 a.m. to 5 p.m. @ North Austin Complex, 4601 W. Guadalupe St. in Austin.

Guest speaker - Tam Cummings, Ph.D.

Topic – helping people understand the underlying causes of dementia and how those causes will affect the progression of the disease.

Continuing education credit for multiple disciplines will be provided for this event. Registration is \$50 and includes lunch.

[Register here.](#)

For more information, [visit the Texas Culture Change Coalition website.](#)

# 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.



# Upcoming In-Person Trainings

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From Awareness to Action: Responding to Abuse, Neglect and Exploitation

Wed Nov 13

- Abilene
- Arlington
- Laredo

Thu Nov 14

- Arlington

Fri Nov 15

- Midland

Register for in-person trainings on the [Provider Joint Training website](#).



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# Webinar Recordings and PDFs

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## 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:

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

Next scheduled webinar: January 15, 2025



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# LTC Ombudsman

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**Patty Ducayet**

**State Long-term Care Ombudsman**

Telework Phone: (512) 438-4356

[https://apps.hhs.texas.gov/news\\_info/ombudsman/](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](mailto: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

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# How to Contact

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## **Chassie Huffman, Manager**

[Chassie.Huffman@hhs.texas.gov](mailto:Chassie.Huffman@hhs.texas.gov)

## **LTCR Policy Mailbox**

[LTCRPolicy@hhs.texas.gov](mailto: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!**

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