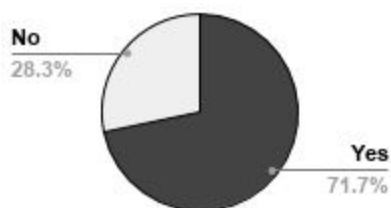


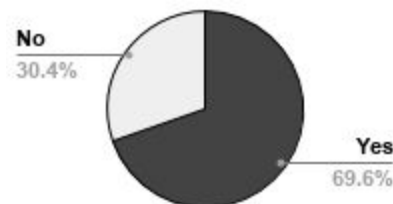
## Survey Results and Comments From Spring 2019 Provider Survey

The Adult Care Home Program (ACHP) designed a short Provider Survey to evaluate how providers have been impacted by the implementation of the Code of Conduct for ACHP staff.

Received technical assistance & appropriate rule information in writing?



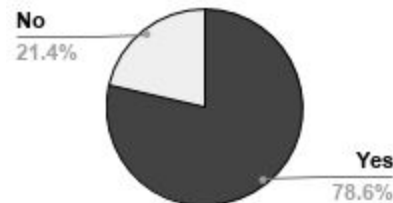
Are staff holding themselves accountable for behaving in a respectful, professional, ethical and fair manner in order to build trust and positive working relationship with providers?



Did staff actively listen to you and acknowledge your strengths?



Do the trainings offered support your professional development?



The ACHP posted opportunities to participate in hiring panels, work-groups, and committees. Did you see these postings?



## Provider Survey Comments

██████████, there's been a wholesale departure of experienced staff. The attitude of ACHP now is more Gestapo like in execution. Things have gone from bad to worse. I long for the good old days when it was enjoyable to be in this business. I personally know many operators who are leaving Multnomah County for Clackamas & Washington Counties

After reading my comment below I hope you understand why you don't get more surveys back. There is no time, and the perception we are not listened to or have a result/solution to our concerns. Feels actively listened to, but acknowledged for strengths. In general will they feel staff is keeping themselves accountable. "I know that the rule changes are longer than the last 12 months, but I need to stress this. This business has become more about paperwork than actual care. The amount of paperwork required cannot be filled while doing everything else in the care home. We do not get paid to hire a secretary, lawyer, consultant. You need to understand that it's practically impossible to fulfill everything in 24h, for the money we get paid. We do a lot of volunteer work, but I cannot get an outside job to pay for everything. 6y ago you started with we will adjust the rules to accommodate all and ended with you need to accept the change. Not working...

I was treated with respect & this made me feel better.

Some/most of the ACHP personnel are very courteous and willing to help. We know you are our partner. For us to succeed but there are just some who are very selfish to help. Ignorant on how the should be or they don't exactly how to function. Some are just mean.

The code of conduct should include dress code for licensors. ██████████

Your staff continues to come into homes with a "God complex". The only explanation we get for things is "it's in the rules" as if our already complicated jobs include memorizing them. When we explain to them other licensors have not mentioned that they say... it's in the rules. Your licensing people need to decide what they're enforcing and not. Otherwise it's confusing to us.

## Provider Survey Comments

My answer on Question #4 is for one staff member I worked with so far. With the other members of the staff, I cannot honestly answer the same. Thank you.

They are always ready to answer any questions I have or help me solve any problems that I may have I appreciate the help.

My experience with ACHP staff has been professional and consistent. We appreciate the work you guys do to making this program fair with no discrimination.

I had the renewal last March and I have a good experience with my licenser, I didn't feel nervous when she stepped into my house she's very friendly. when I feel that I don't hesitate to ask a question . Provider feels more support and has another team member to call when you needed without feeling scared. thank you for making all these changes possible.

I have asked adult Care Home program specific questions that they don't really answer or get confirmed anywhere else or they'll call to get me information and not let me know what happened with the information that I gave them it's a very one-sided relationship

While assessing potential residents, case managers/transition coordinators are not honest about clients needs. They are also very pushy for placement and extremely rude if I deny a placement.

The licenser's should be more friendly and supportive with the operators .. their visits should Be announced by a given period of time and shorter like 3-4 h max ..let say license expires In May 30 .. the licenser will conduct their visit the week of 15 -25 Th , so that the operator will know to be home

I have to thank particularly the case coordinator, they work tirelessly to facilitate the needs of our residents as well as ours. Thanks for giving us this opportunity to express our feelings. Sincerely

Caseworkers should respond to phone calls and emails in a timely manner.

## Provider Survey Comments

We feel that there is not enough support for the Providers and often there is a lack of resources to protect the Providers. We are trusted with taking care of residents 24 hours a day, yet we are often treated in an investigative matter, as if we are guilty of breaking some rule... out of 150 pages of rules, even the licensors misunderstand them, misquote them, yet it seems as though the whole county is united against the Providers. A lot of Providers have excellent track records, with zero corrections, yet year after year they are mistreated, left to themselves to stand up for their own rights. All along, they are taking care of the most underserved population of our community: the elderly and disabled. Most Providers do this business out of love and respect for those they care for. Providers should be honored more and treated better.

Background checks take many weeks, with the staff from the ACHP oftentimes treating Providers, their caregivers, and their visitors with disrespect. This has got to stop! Providers are expected to do everything with precise & excellence at exact times expected OR ELSE the licensors can fine them, inspect them, write up a negative report on their home etc. Why does the ACHP staff get to be behind with their paperwork with absolutely no consequences to them? Why does the staff at ACHP get to discriminate against Providers with absolutely no consequences? Why does the staff at ACHP get to be late with important applications, so late that some Providers with state residents don't get paid for months! On one end the ACHP has raised the bar so high that it has become a business of rules & regulations instead of truly a resident-centered labor of love, and on the other end the ACHP lacks in treating us with respect and integrity. The hypocrisy has got to end. The baby boomers turned 65 years ago, and housing needs & adult care home needs will continue to grow exponentially through the years, I suggest you create a plan to encourage Providers to stay in the business & open new ones. We are all on the same team, our goal in conclusion is to take care of and protect the elderly and those with disabilities. The majority of Providers are excellent, and we are tired of being mistreated by the ACHP. Thank you for allowing us to write our concerns.

I'm satisfied for any services that ACHP offering for now!! thank you

My licensor scared me. Am afraid I'll get a heart attack.

I always received the needed documentation forms and resources in a timely manner during relicensing when I needed. All staffs of ACHP followed the rules in the book and gave their explanation with respect, even when I disagree with the content of the rules. One example of the rule I disagreed when it applied to my case specifically was the family caregiver rule which covers all providers the same way when

## Provider Survey Comments

everyone situation is different. Thank you for everything you do to support providers and the program.

I have had ranging experiences depending on the ACHP staff I have worked with- some have been wonderful, and others are providing conflicting information in a way that creates a lot of challenges knowing how to proceed. I have also experienced long waits in hearing back on questions or getting upcoming class training dates. I am very grateful for the increased workgroup and provider feedback outlets.

Not all your staff is friendly and understands how hard the caregivers/operators are working. One of caregivers explained to one of the ACHP monitor that this job is hard to do i, to please residents, resident's families, health providers, her own family and to be updated with all rules and regulations and the monitor responded back "you always can find another job". I wonder if this is the way Felicia is training her staff?

My licenser is very helpful, calm and friendly nature. It helps a lot during inspection.

Your service is excellent.

You don't help us, right down everyday activities, every week change, the menus, change the staffing, . We are doing this job for a long time more than 20 years but sense the change everything. I didn't go on vacation for the past 3 years, because if was impossible to find operator to live in home. For 18 years I went 2 times years not any more. I am going 3 more years and then retirement. That's what help is that to be a slave just a few hours daily. In 3 years I haven't missed a day in my home. Think about us , your rules are killing us.

Honestly, I haven't experienced any issues that couldn't be resolved, I have always had the support from ACHP

Having worked and employed many caregivers in the past, I know what to look for in a good, competent well-rounded caregiver. Qualities of a good caregiver are often not found in a piece of paper or how well they talk or sell themselves when looking for a job, but with how well they work: the way the maintain the home and its records, their skills with handling resident behavior and performing ADLS, their daily interactions and the trust they eventually create with the residents. This is why I'm so upset that some long-time caregivers are being disqualified or limited in their role just

## Provider Survey Comments

because they failed to pass the English test, not because they don't comprehend or speak English, but because of the way the new testing method is implemented.

Different people different info for same questions. Rules and Regulations change/expand so much it seems hard for even your staff to keep up. Many staff are wonderful and helpful. I get free trainings from Care Partners

Trainings are the same - not much variety - workers not supportive.

What I observe about ACHP licensors, they are not there to help, but to only find fault in a provider.

More classes and some of them for free.

Need more online classes for the DD provider. We aren't all caring for the older folks

It would be great to have formal training on new rules & new policy (changes). Training like when the entire providers were mandated to get Express training for billing.

I would like it if you could offer different days for classes instead of always Wednesday

Licensing is still not happening before the licenses expires causing problems for providers. This was a goal I saw from last year.

Too much turn over in office. Increased calls not being returned or some staff lacking knowledge of directing calls or giving appropriate direction to ensure care staff stays informed and has the ability to continue.

Could provide most relevant classes to providers with their time instead of fulfilling the needs of class hours.

I call and asked my licensor when I have questions or concerns, then I get definite and respectful answer. Also I had the opportunity for few beneficiary classes that help

## Provider Survey Comments

me in my daily job. For that being said, I would love more classes that could help my knowledge in the caring of my residents regardless the fees.

Even though mistakes and corrections can always be found, licensers need to also look around and see good homes with secure happy clients and respect the very hard job that providers do. Providers should not be made to feel ignorant or neglectful. All issues can be resolved when people respect each other and understand we are both here for the clients.

Unannounced visit by licensers are unnecessary. If the agency has so little trust for its ACH providers that they need to make "surprise visits" then the agency needs to re-examine who they are certifying. I received an unannounced visit early in the morning after being up during the night with my resident. My caregiver was here and I was still in my nightgown. The licenser stayed for over 2 hours and I didn't have a shower or breakfast. This practice is intrusive and disrespectful and violates the privacy of the ACH provider. There is NO a partnership when one of the partners has more power than the other. The power that your agency possesses is the power to cite us, fine us, and close us down.

Lets work together to solve the problem we have and help the people they need out help

My Licenser is an amazing help and resources for my house

I feel we more of a team than....I'm here to get you!!!with the team even tho is hard to develop a relationship with the licensers since in the last 5 years I had 4 licensers 😞

Rules are arbitrary and seemingly concocted to punish providers.

As a limited license home that serves young adults with cognitive delays we've found very little training specific to the population we serve and no one at ACHP with specific knowledge about technical issues regarding limited homes and therefore nearly impossible to get straight accurate answers to our questions. Our general impression of the majority of interactions we've had with ACHP is that there is a lot of concern for creating rules and making sure we follow them and whether we as providers enjoy working with the county but it appears as though little energy is spent



## Provider Survey Comments

on whether this system works for the very real people who are the residents we serve and whether it enriches their lives in a measurable way.

I appreciate the monitors that offer assistance for the providers. They are open, professional and willing to help as much as possible. Thank you for that!

Clarification on MCAR is great but it would be nice to get providers suggestions/comments when making rules and on some rules that's already in place as it affects all the parties involved.

As a provider minimum to none assistance is given to address concerns with clients and there needs.

ACHP ensure that we are directed to the right person to resolved the issues.

As of now the only experienced that I encountered is the case managers! It seems they are not helping providers in terms of add in's/ change of cares to their clients.. they are not supportive on this matters, though you comply all the requirements that they are asking for!! But for licensor & monitoring members they are all supportive helping/enhance my skills/ craft as a Provider!!! Thank you and more power!!!

It will be best to work as a team in informative and teaching way rather than fault finding.

English testing for caregivers is an obstacle to our ability to hire good caregivers. Why is it ok in all other counties for caregiver not to take a test but in Multnomah it is required? A better way would have been requiring no Caregiver that does not speak or read English to be allowed to work alone. I know a number of caregivers who are able to do both but have test anxiety And because of that they are not able to pass.

There is a systemic practice of targeting certain providers for fines, sanctions, lack of residential placement, the use of 'snitches' and etc.

My experience i will say okay it could have been better when I call to report i still have vacancies the vibes I get not supportive, when you worked hard to get the License that you wanna get have enough experience showing that why is it hard to get it ? If I



## Provider Survey Comments

apply for 2B and have 5 years experience required only 2 get 2B 2 years how i get level one not happy for the whole experience but am still working towards my goal regardless .

I will not provide any type of feedback. For what? Nothing will change. Things continue to get worse and the only people it hurts are the people we serve.

To many conflicting answers from staff about rules and requirements

The only problem I've had with ACHP is that they never receive health history forms from doctors so we have to send it in multiple times. Other providers have had the same problem as well. Not sure why that's happening. It causes a delay in role approvals

Staff were able to ruling workshop