



ALR Commission Meeting #2

Wednesday, March 5 | 10:00 AM

Your Partners in Aging.

Agenda

1. **ALR Commission Proposed Roadmap** | *Secretary Robin Lipson (10 mins)*
2. **Executive Office of Aging & Independence (AGE) Key Trends**
 - Presentation | *Trisha Marchetti (15 mins)*
 - Questions & Discussion (*15 mins*)
3. **Long-Term Care (LTC) Ombudsman Key Trends**
 - Presentation | *Carolyn Fenn (15 mins)*
 - Questions & Discussion (*15 mins*)
4. **General Discussion** (*15 mins*)
5. **Wrap-Up** | *Secretary Robin Lipson (5 mins)*



ALR Commission Proposed Roadmap

Secretary Robin Lipson



Proposed Roadmap

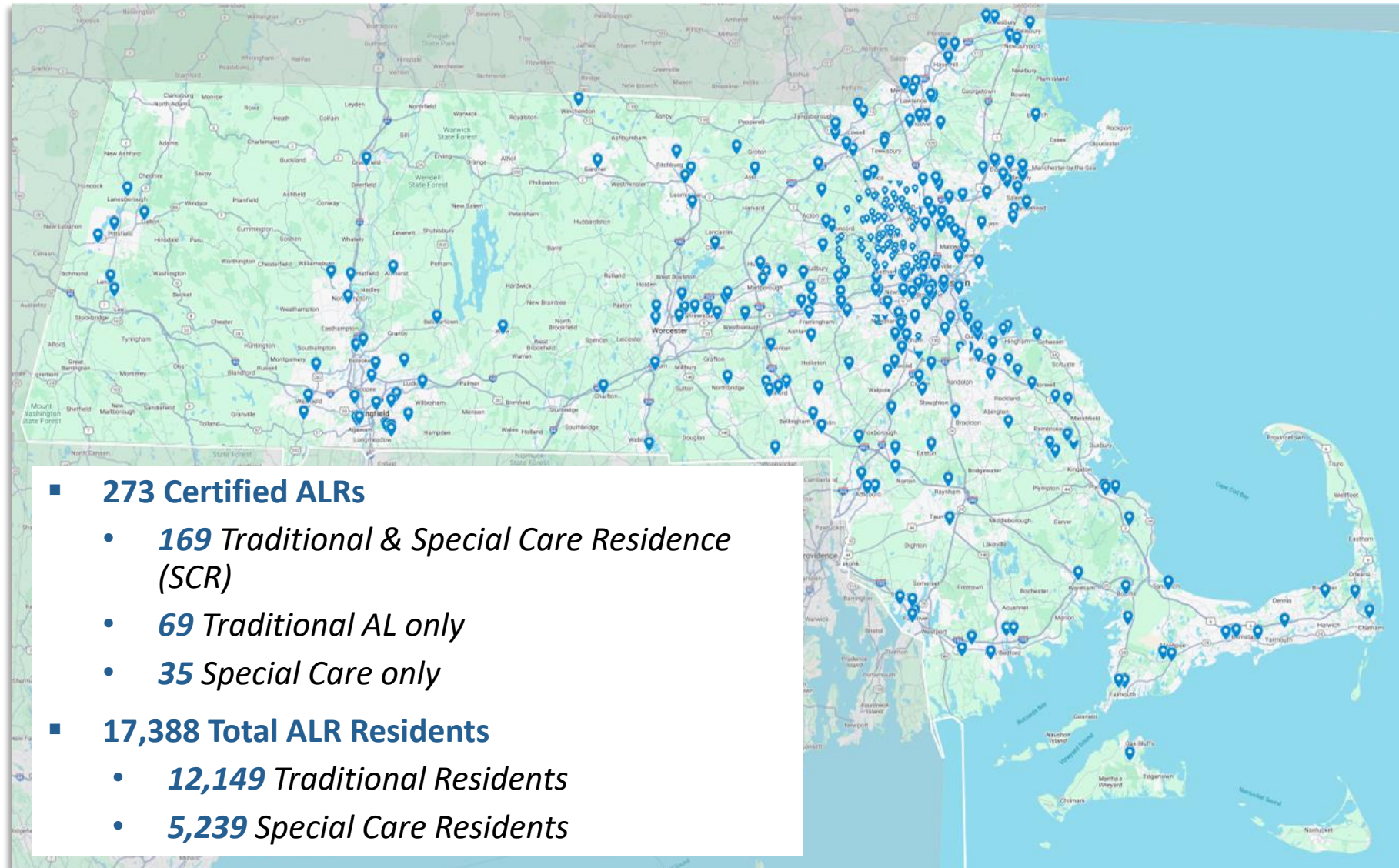
Date	Topic	Key Focus	Proposed Speakers/Stakeholders	Exact Statute Language
2/26/2025	Intro & ALRs Oversight	Overview of ALRs, ethics/compliance, legislative mandates	Secretary of Elder Affairs (Chair), AGE Director of ALRs	(i) the current statutory and regulatory oversight of assisted living residences;
3/5/2025	Key Trends	Trends in ALR certification, ownership changes, incident/complaint reporting	AGE Director of ALRs, LTC Ombudsman Director	(iii) the impacts of licensing or certifying such residences; (vi) trends in incident reports and resolutions
4/2/2025	Best Practices & Advertising	Review of leading states' policies, licensing impacts, advertising practices	Mass-ALA, LeadingAge, Alzheimer's Association, AARP	(ii) assisted living best practices in other states; (iv) advertising practices of assisted living residences
4/17/2025	Transparency & Consumer Protections	Methods for transparency, consumer protections, resident safety	Greater Boston Legal Services, National Academy of Elder Law Attorneys, AGO Representative	(ix) existing consumer protections for residents; (vii) methods to provide transparency of information for potential consumers and families
5/7/2025	Safety Standards & Health Services	Safety standards and integration of basic health services	NE Chapter of Gerontological AP Nurses, DPH, AGE	(viii) safety standards; (x) basic health services in residences
5/15/2025	Public Hearing	Engage residents, families, advocacy groups, and industry stakeholders	Residents, family members, advocacy groups, industry representatives	Public Hearing (gathering public input, as required by SECTION 32(b))
6/4/2025	ALR Affordability & Regulatory Procedures	ALR Cost & Affordability, and key considerations related to opening/closing/ ownership, and need determinations	MassPACE, MassHealth, AGE	(v) regulatory procedures for opening, closing or changing ownership, including determination of need processes and clustering of facilities
7/2/2025	Final Recommendations & Report Drafting	Consolidate findings and finalize recommendations	AGE Chair, Staff, Policy & Legal Team	All topics (i)-(x) as outlined in SECTION 32(a) for final recommendations and report drafting
8/1/2025	Submit Legislative Report			

AGE Key Trends

Trisha Marchetti



Certified ALRs in Massachusetts



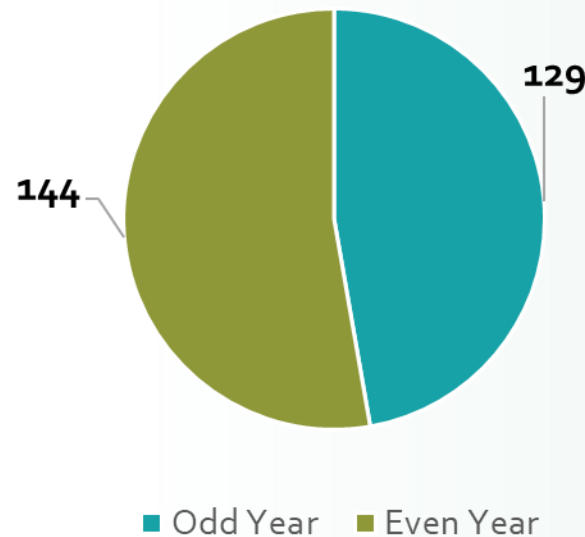
Key Activities

- **Application Reviews**
 - Initial Certifications
 - Recertifications
- **On-Site Compliance Reviews**
 - Planned every other year for every ALR
 - Unplanned conducted in response to an incident or complaint
 - Required prior to the issuance of a new ALR opening and prior to certification
 - Required with certain operational changes before recertification is issued
- **Incident Reports**
- **Complaints**
- **Public Record Requests (PRR)**
- **Enforcement Actions**
- **Operational Changes**

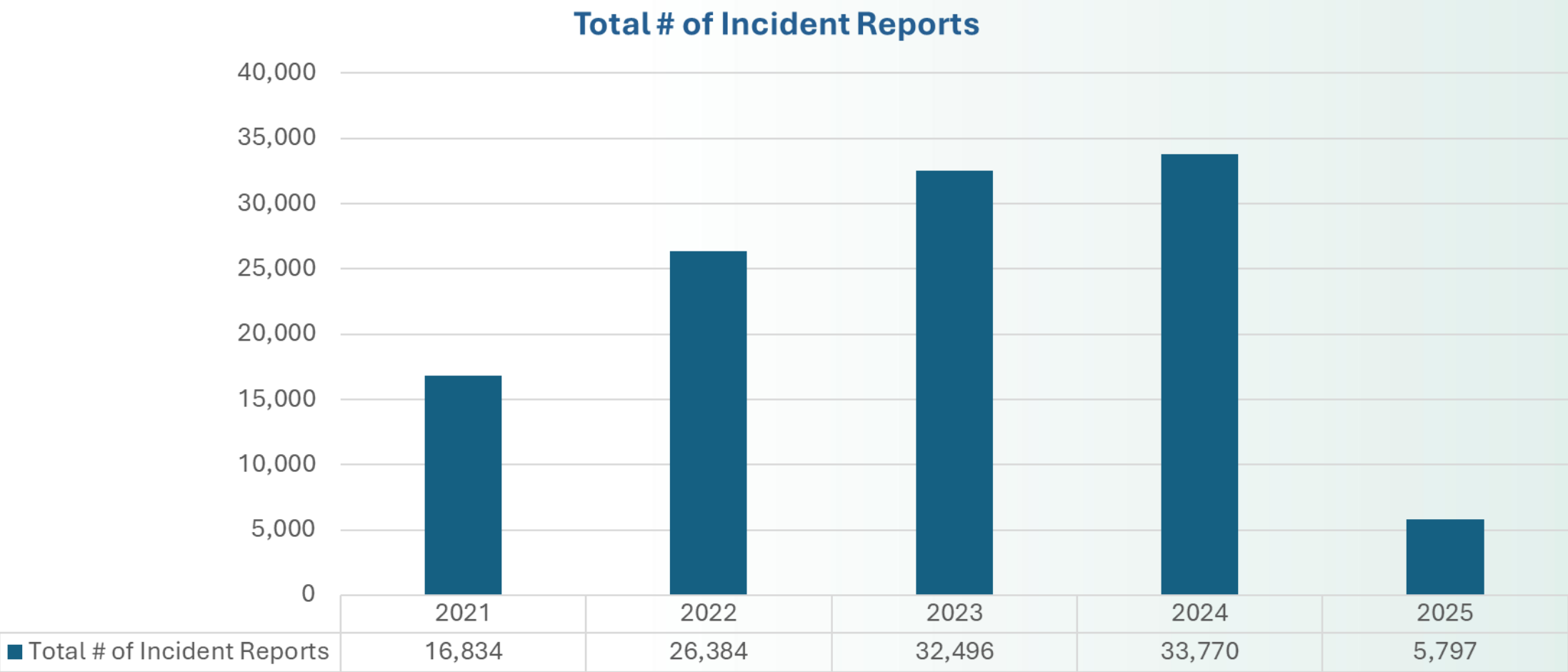
Application Reviews

- **Recertification application required every two years (biennially)**
- **AGE conducts on-site compliance review of every ALR** as part of the recertification, as well as ad hoc on-site compliance reviews as needed based on certain incident reports and/or complaints
- On-site compliance reviews typically include at least **1 AGE ALR Certification Specialist** and **1 AGE Clinical (RN) Certification Specialist**
- On-Site compliance reviews typically take an entire day

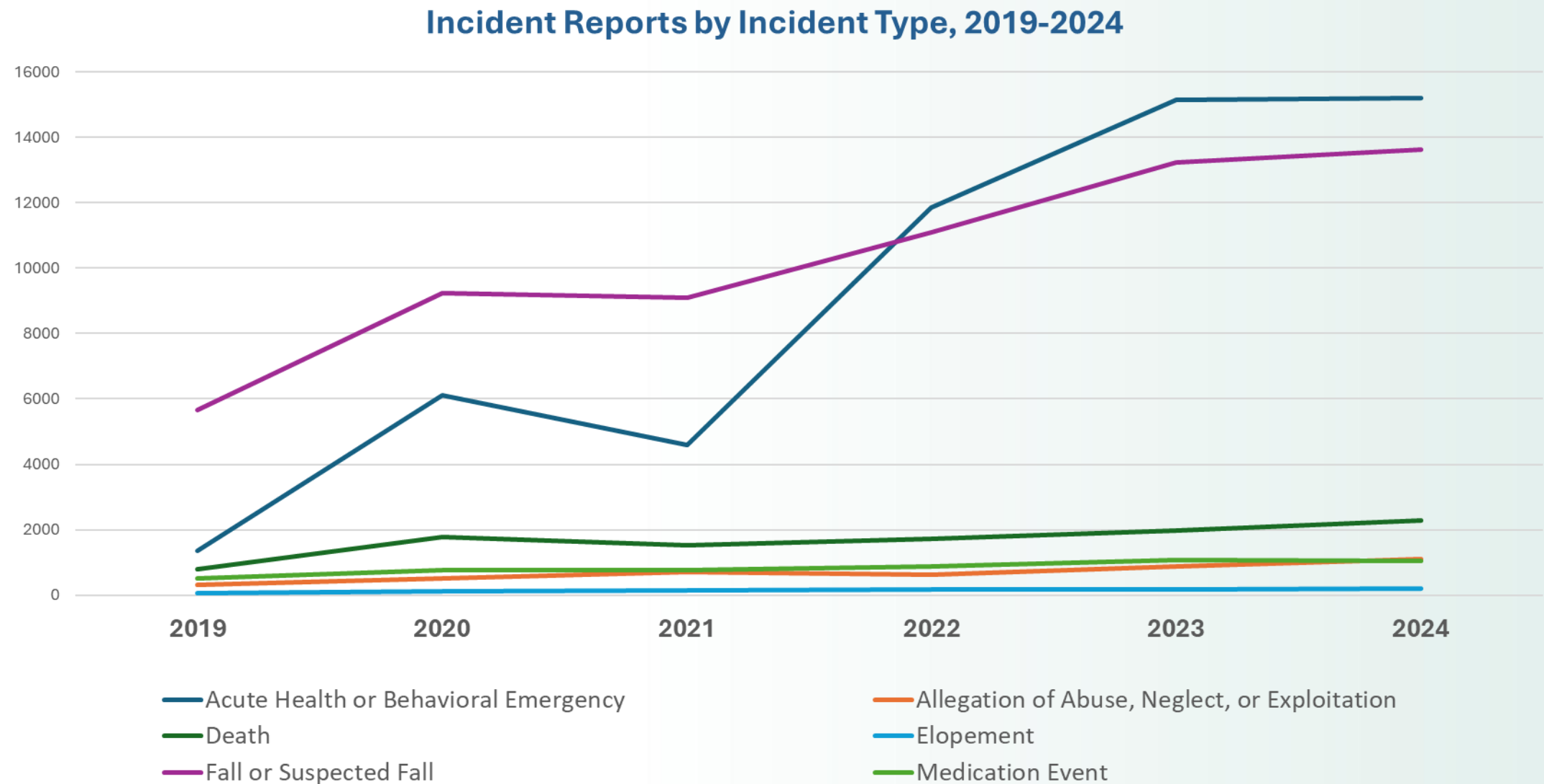
On-Site Recertification Compliance Reviews



ALR Incident Report Trends | *Volume*



ALR Incident Report Trends | *Types*



ALR Incident Report Trends | *Volume by Type*

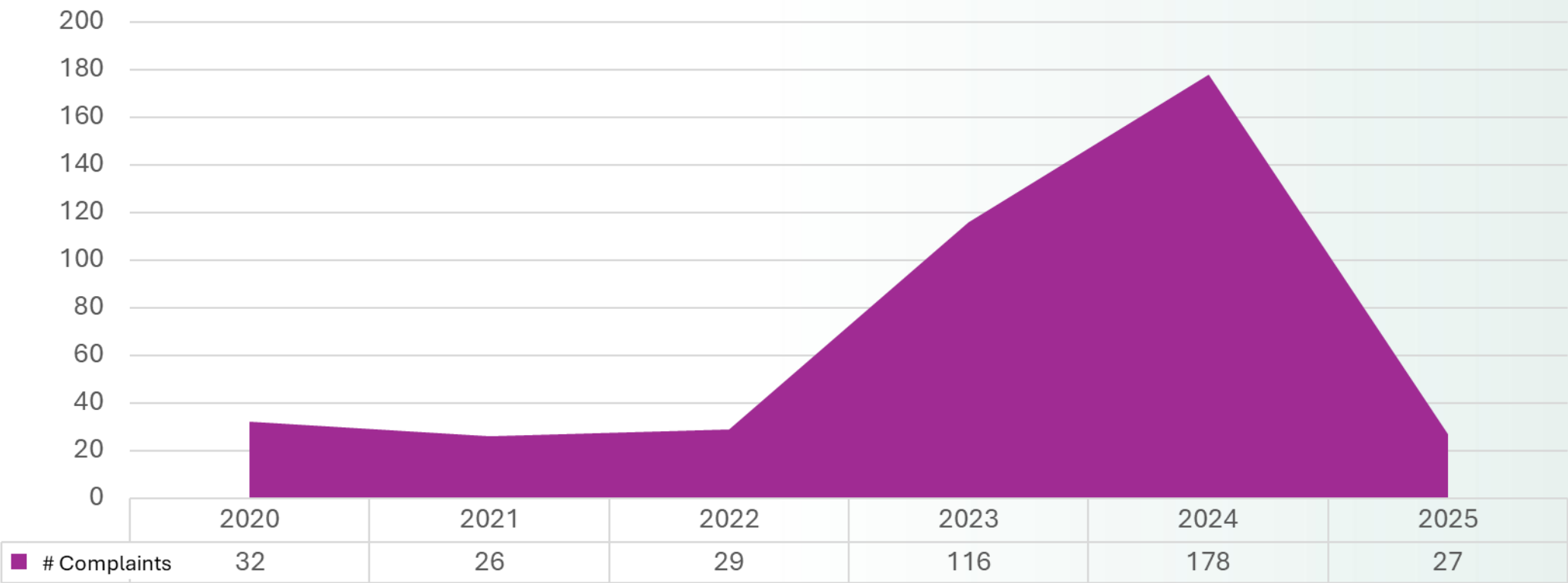
INCIDENT TYPE	COUNT					
Year	2019	2020	2021	2022	2023	2024
Acute Health or Behavioral Emergency	1,345	6,117	4,603	11,843	15,141	15,207
Allegation of Abuse, Neglect, or Exploitation	312	502	703	634	876	1,088
Death	783	1,765	1,513	1,726	1,982	2,289
Elopement	67	129	151	181	183	200
Fall or Suspected Fall	5,658	9,251	9,108	11,110	13,241	13,631
Medication Event	504	754	757	880	1,060	1,031
Grand Total	8,669	18,518	16,835	26,375	32,483	33,446

ALR Complaints | *Sources*



ALR Complaints | Volume

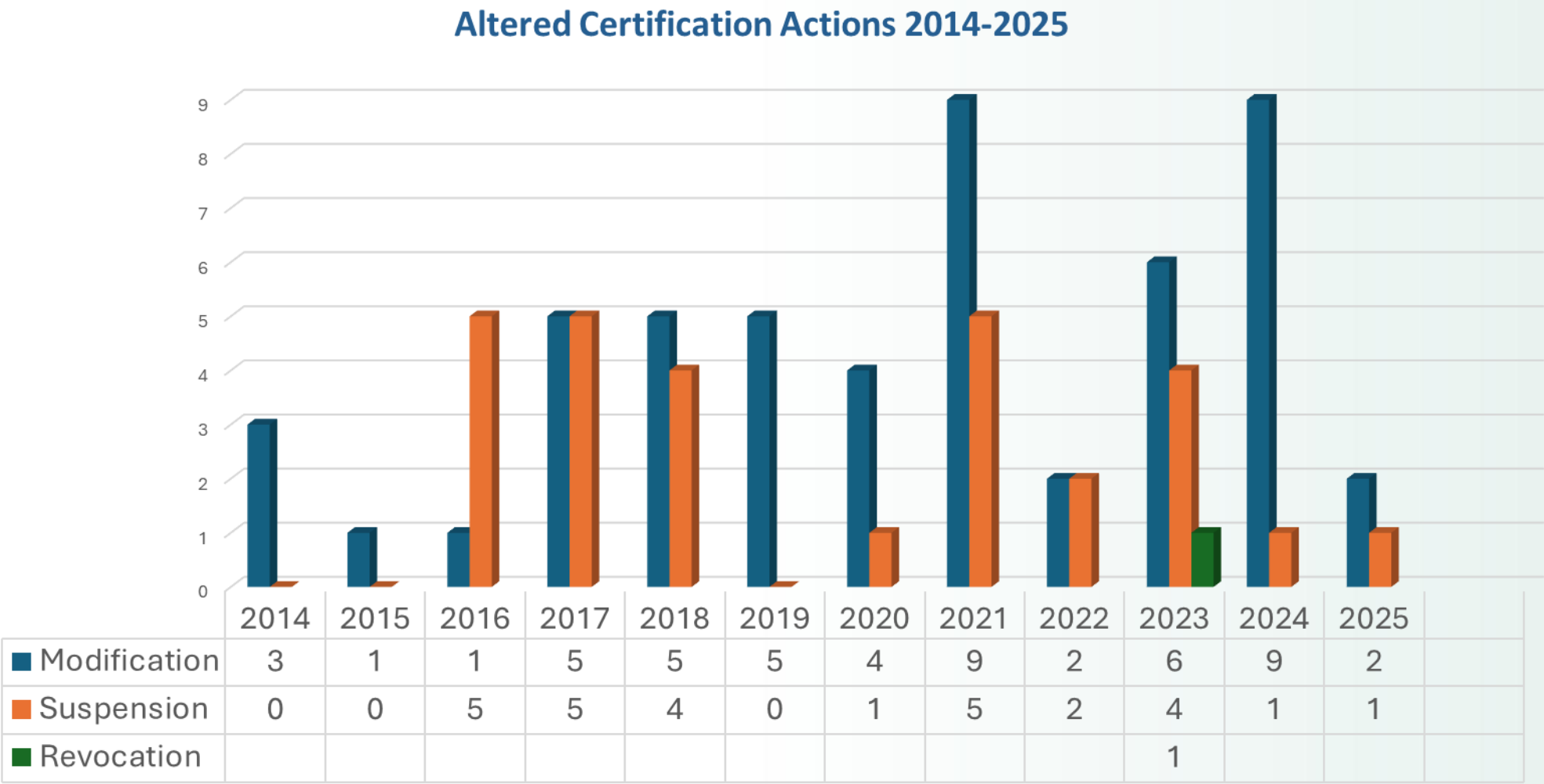
Complaints Received and Reviewed by AGE (2020 – February 2025)



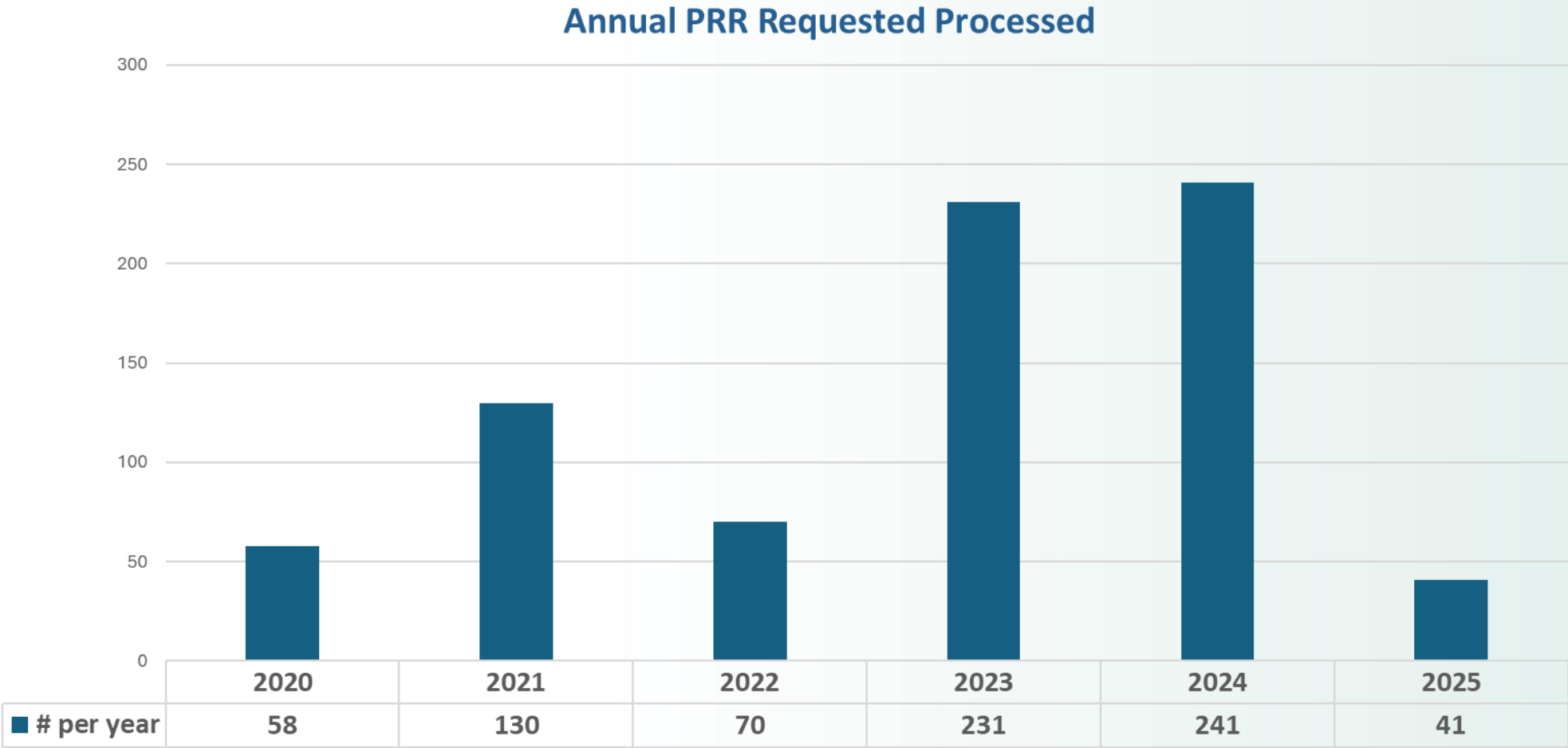
ALR Complaints | *Type*



Enforcement Actions | *Altered Certifications*



Public Record Requests (PRR) | *Volume*

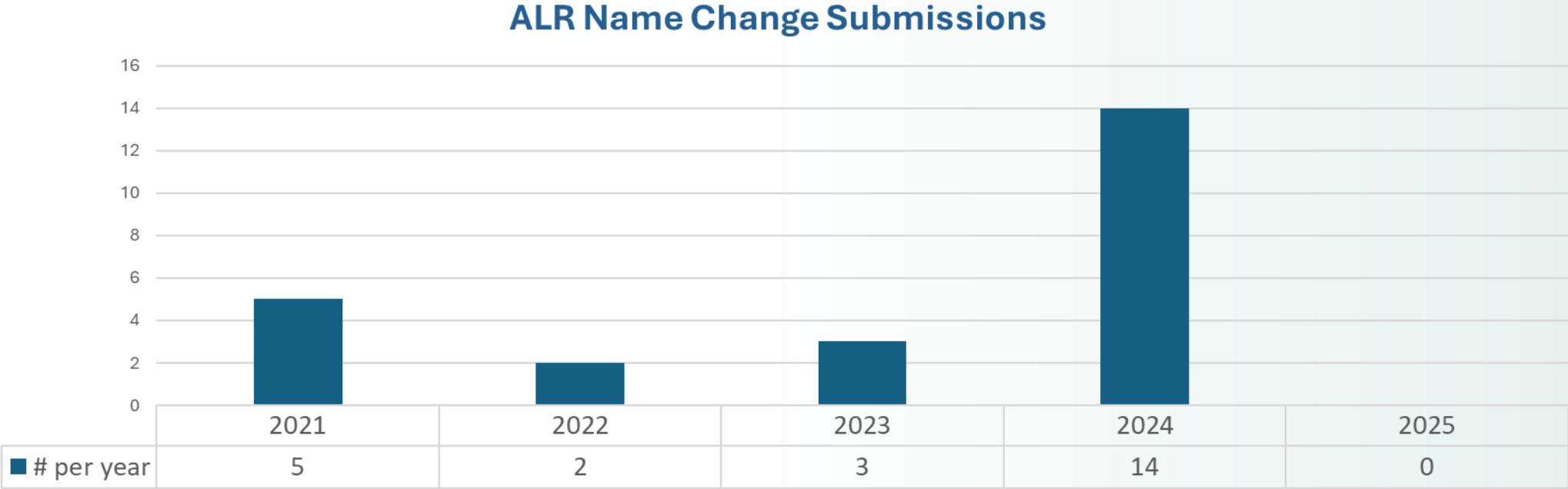


ALR Operational Changes | *Types*

Operational Changes Reviewed and Overseen by AGE:

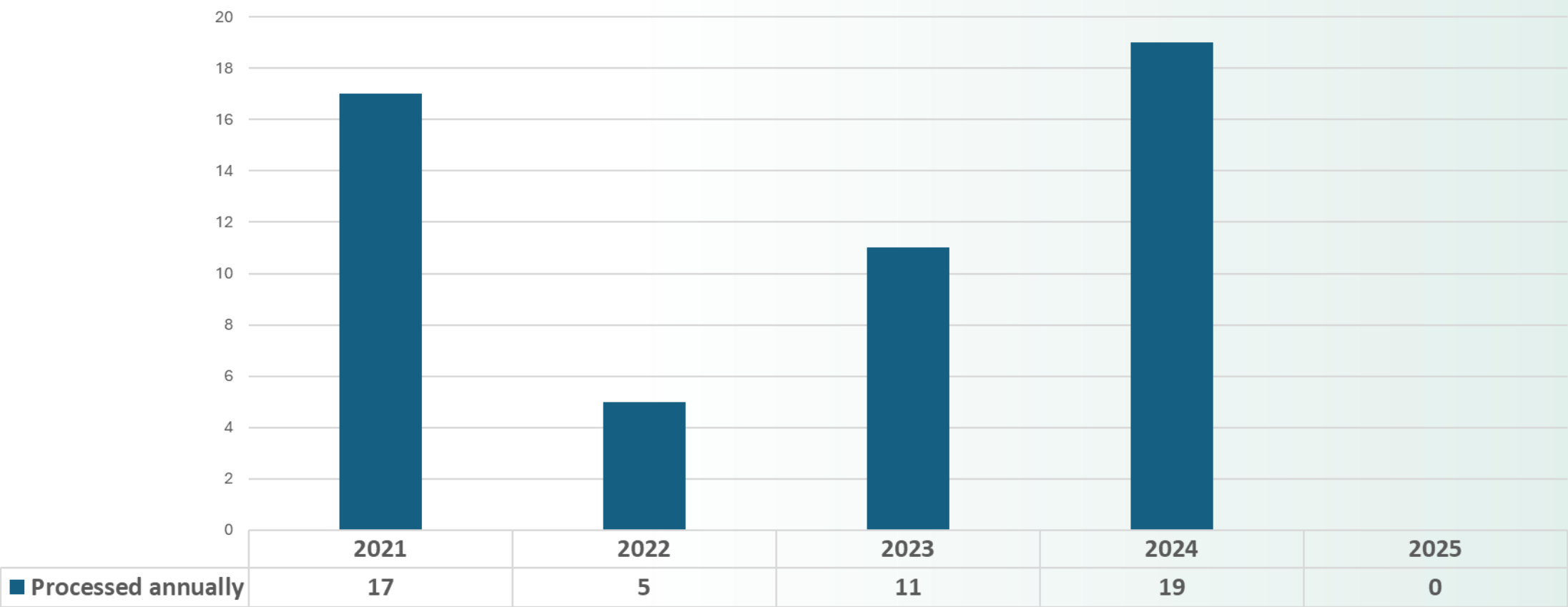
- ALR Name Change
- Change of Ownership
- Management Change
- Unit Distribution Change
- Adding New Units
- New Services (LMA)
- Changes to the Language of the Residency Agreement / Disclosure Statement

ALR Operational Changes | *Name Change*



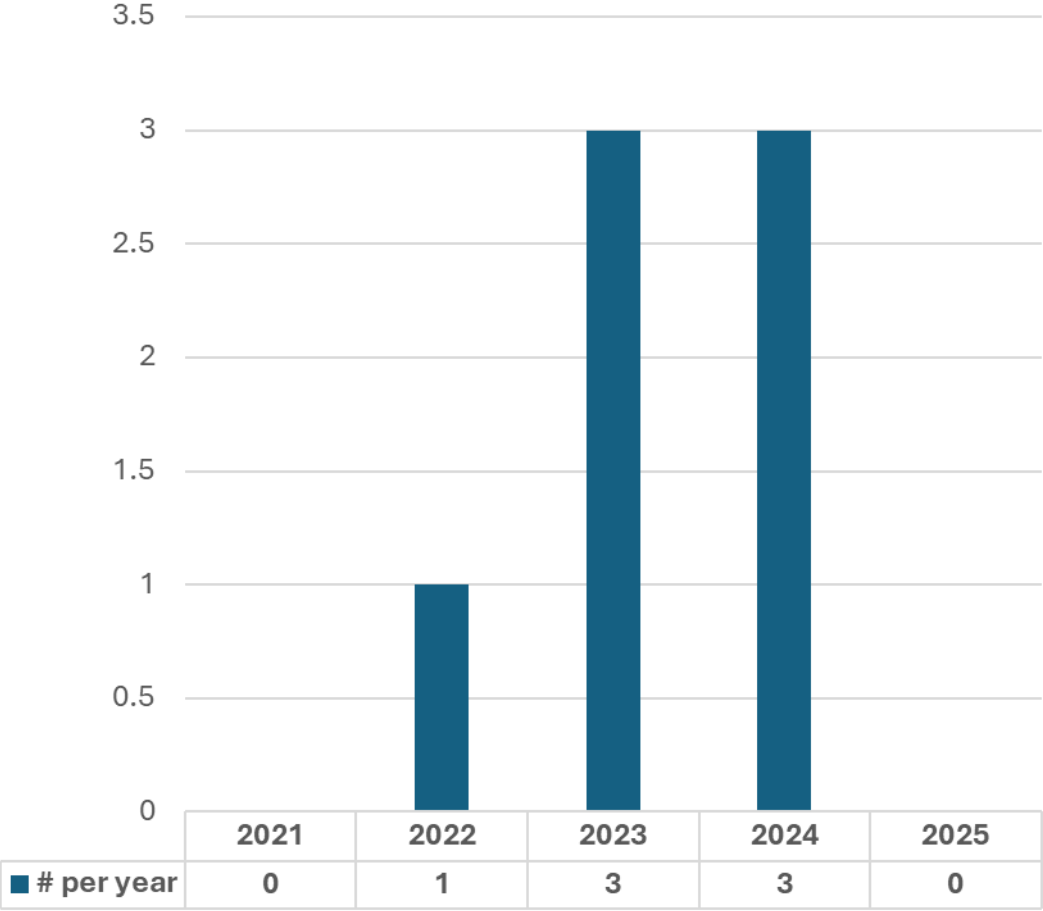
ALR Operational Changes | *Change of Ownership*

2021 – February 2025

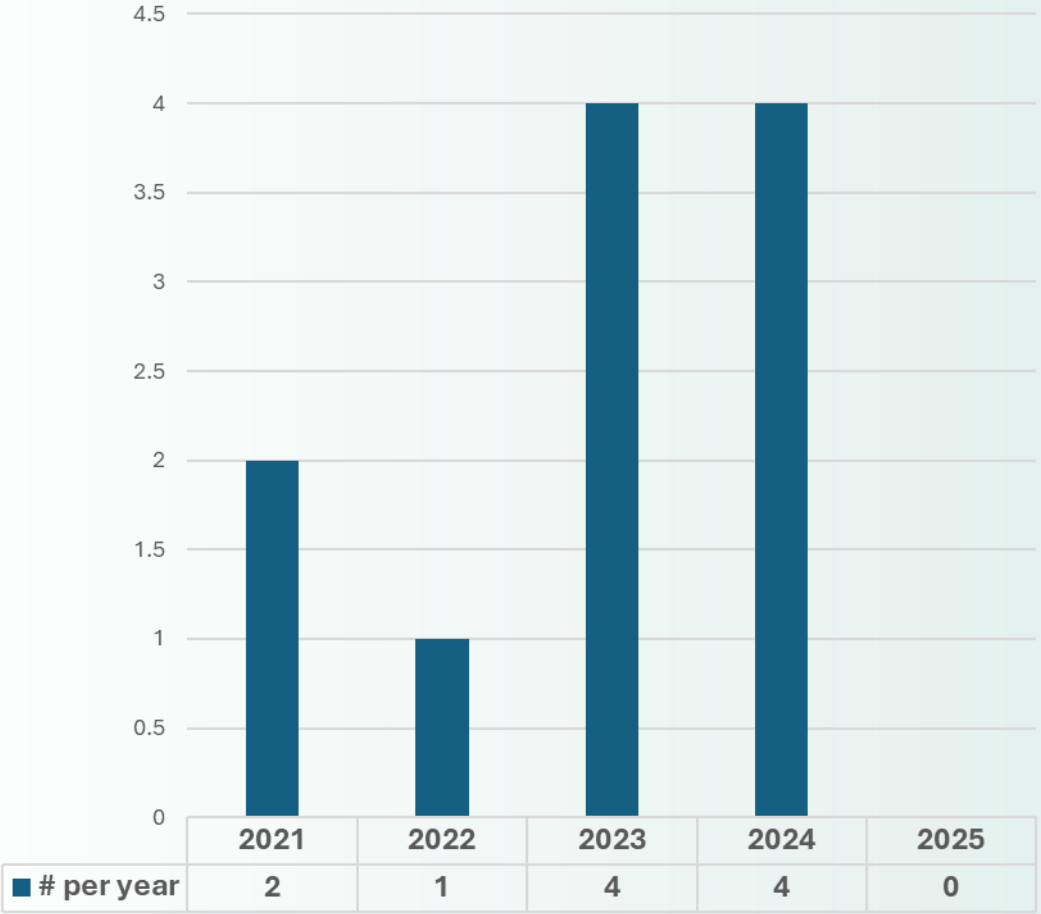


ALR Operational Changes | *Unit Changes*

Converting AL Units

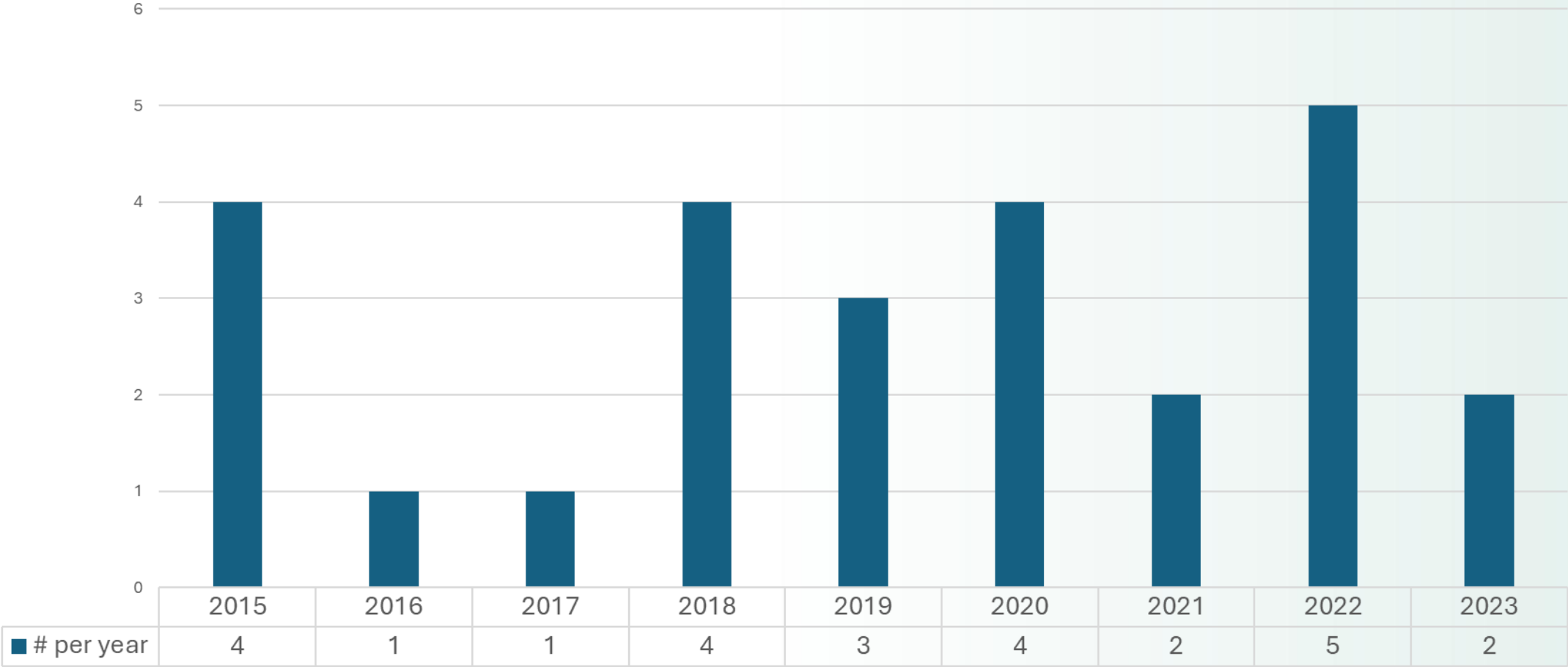


Adding Units



ALR Operational Changes | *Closures*

ALR Closures 2015- 2023



Questions & Discussion



LTC Ombudsman ALR Key Trends

Carolyn Fenn

LTC Ombudsman Background (1 of 2)

- A federally mandated program serving all States and US territories
- In existence since early 1970's
- Purpose is to provide advocacy for individuals living in nursing homes, rest homes, and assisted living residences
- Funded with federal and state resources



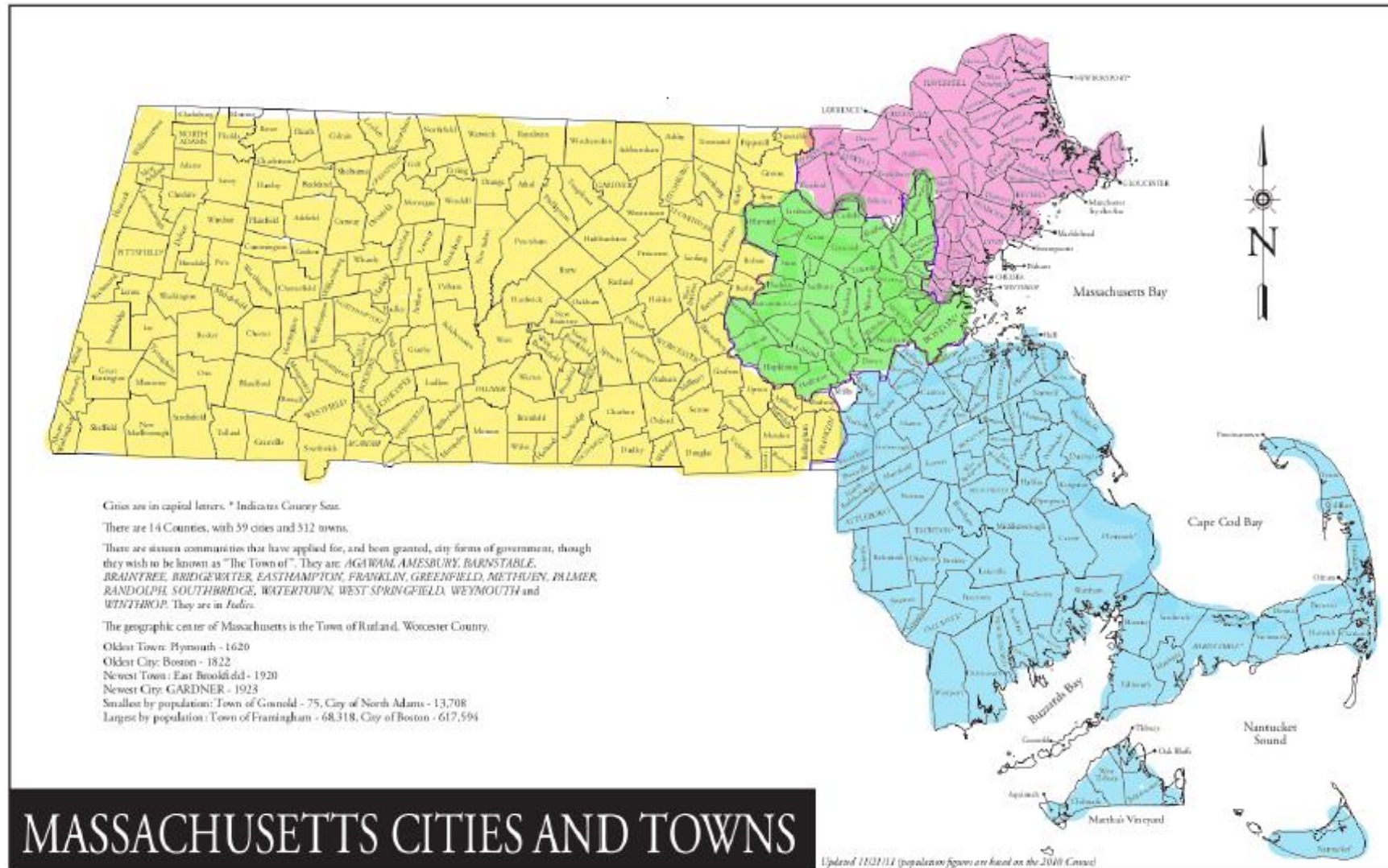
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LTC Ombudsman Background (2 of 2)



- In Massachusetts, there are 41 paid Ombudsman staff and 199 Certified Volunteer Ombudsmen, who last year donated 15,797 hours to the program.
- They provided advocacy to over 65,000 residents living in over 683 nursing homes, rest homes, and assisted living residences across the State.
- Long-term care Ombudsmen work from one of 17 host sites across Massachusetts.

Assisted Living Regional Program Areas



How does the program advocate for citizens? (1 of 2)

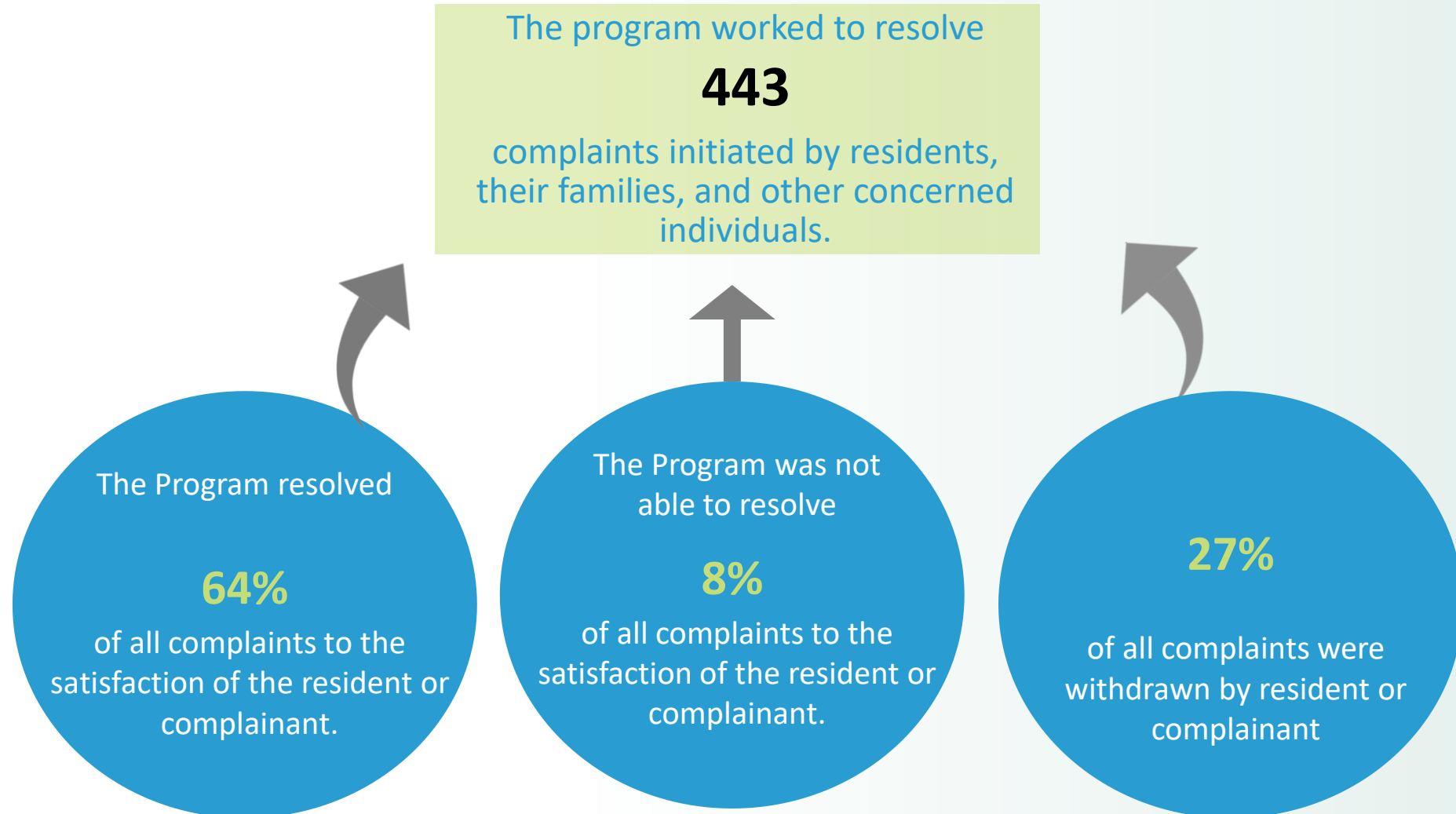
We are required to engage in the following activities:

- Represent the interests of residents
- Receive, investigate and work to resolve complaints made by or on behalf of residents.
- Protect Resident Rights
- Provide information
- Advocate for positive change regarding the health, safety, welfare and rights of residents

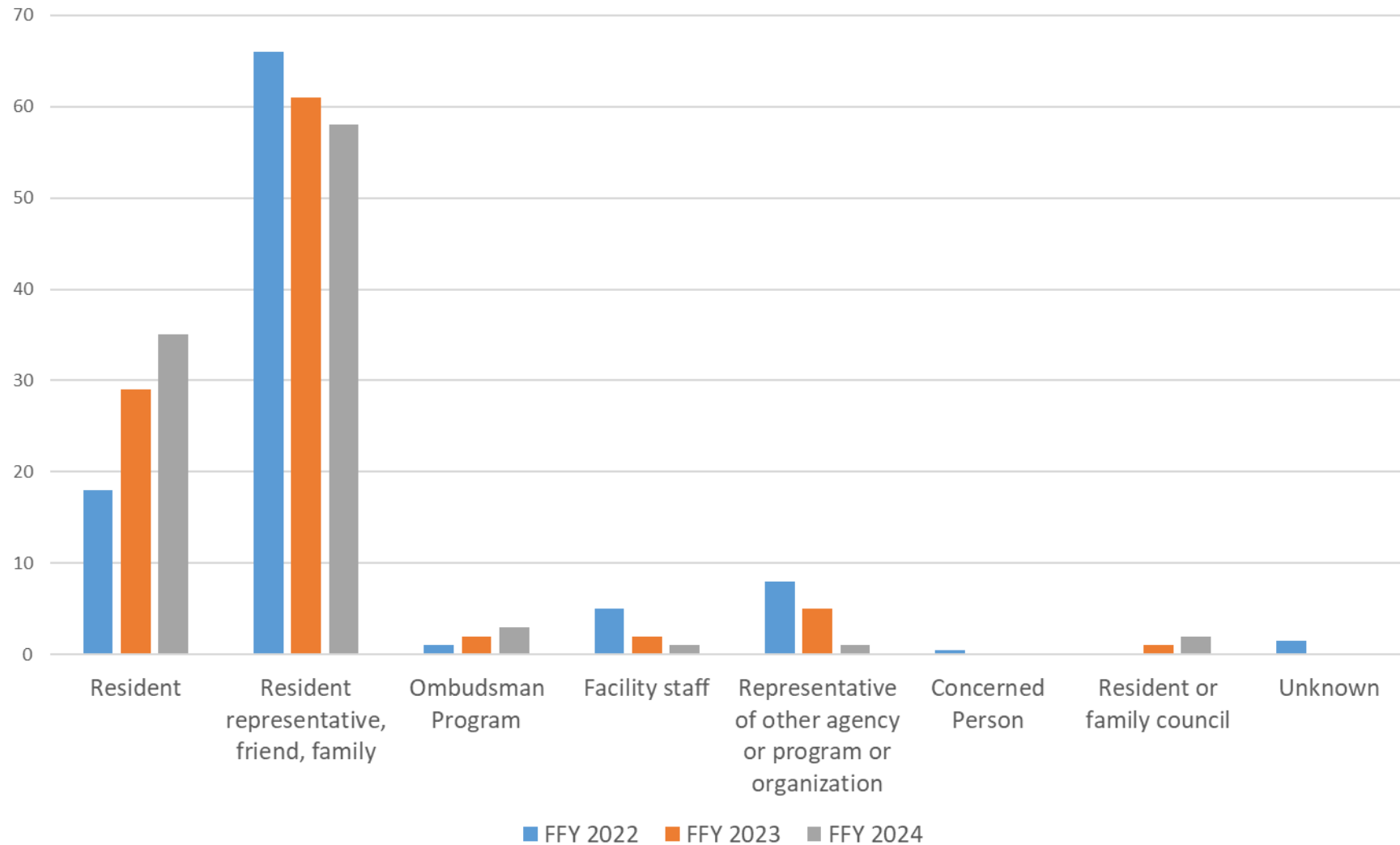
How does the program advocate for citizens? (2 of 2)

Ombudsman Program Activities	FFY 2022	FFY 2023	FFY 2024
Community education	0	7	9
Family council participation	3	8	7
Information and assistance to individuals	541	863	1,063
Information and assistance to staff	349	509	434
Number of facilities that received one or more visits	232	271	277
Number of facilities that received routine access	17	23	29
Number of visits for all facilities	513	832	877
Resident council participation	6	7	32
Total participation in facility survey	0	0	0
Training sessions for facility staff	2	3	9

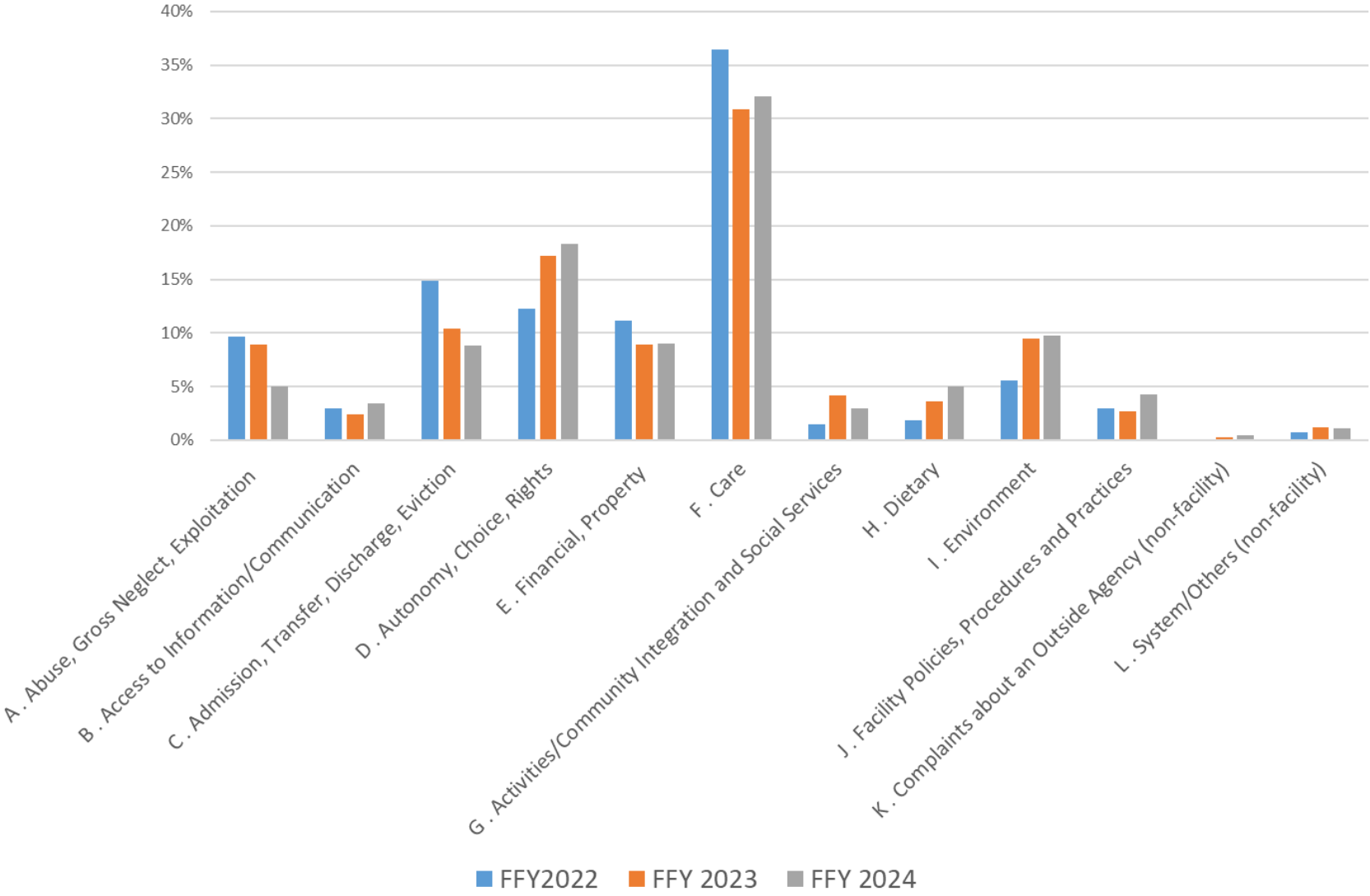
Outcome of Complaints in FFY2024



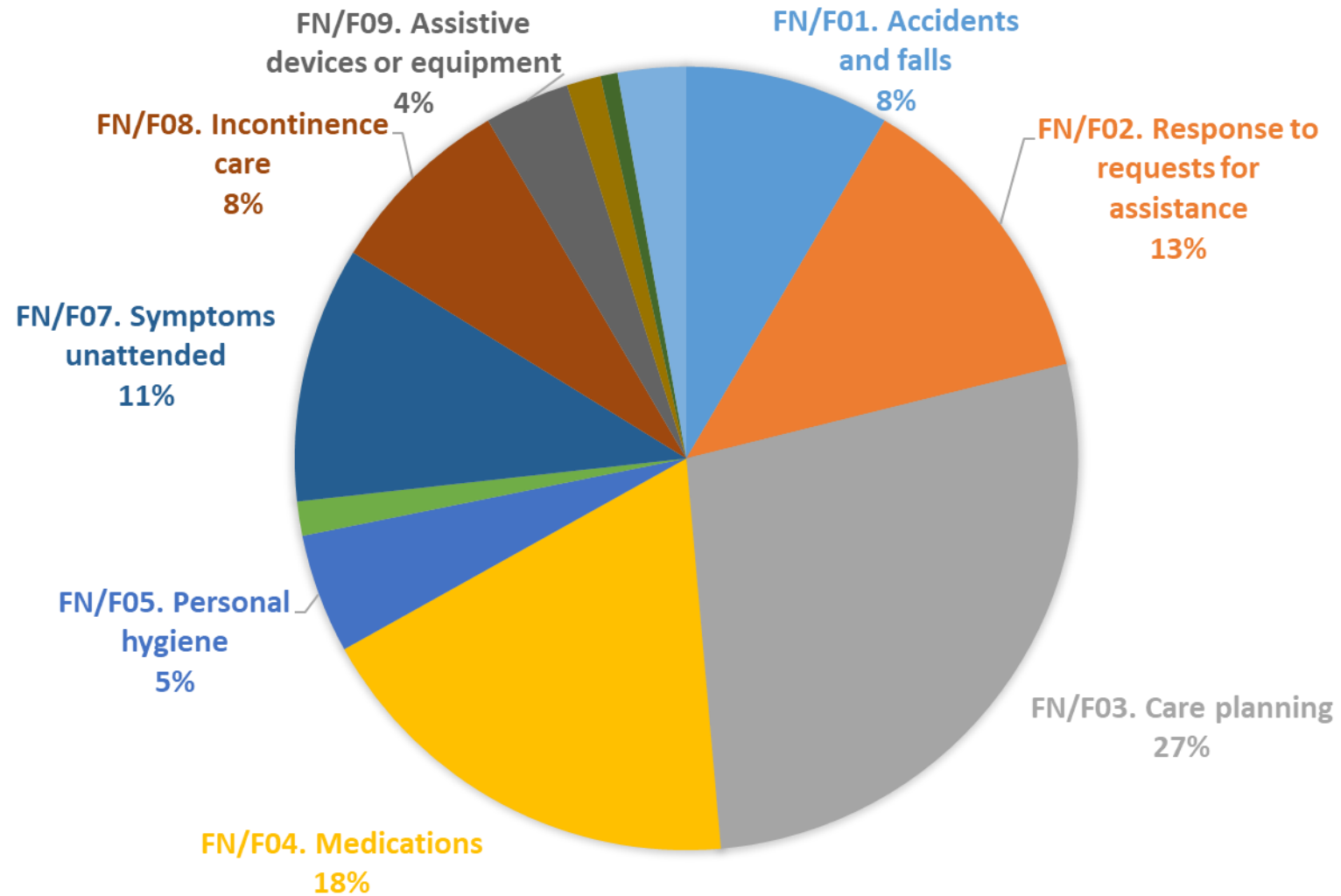
Trends in Complainant Type FFY 2022-2024



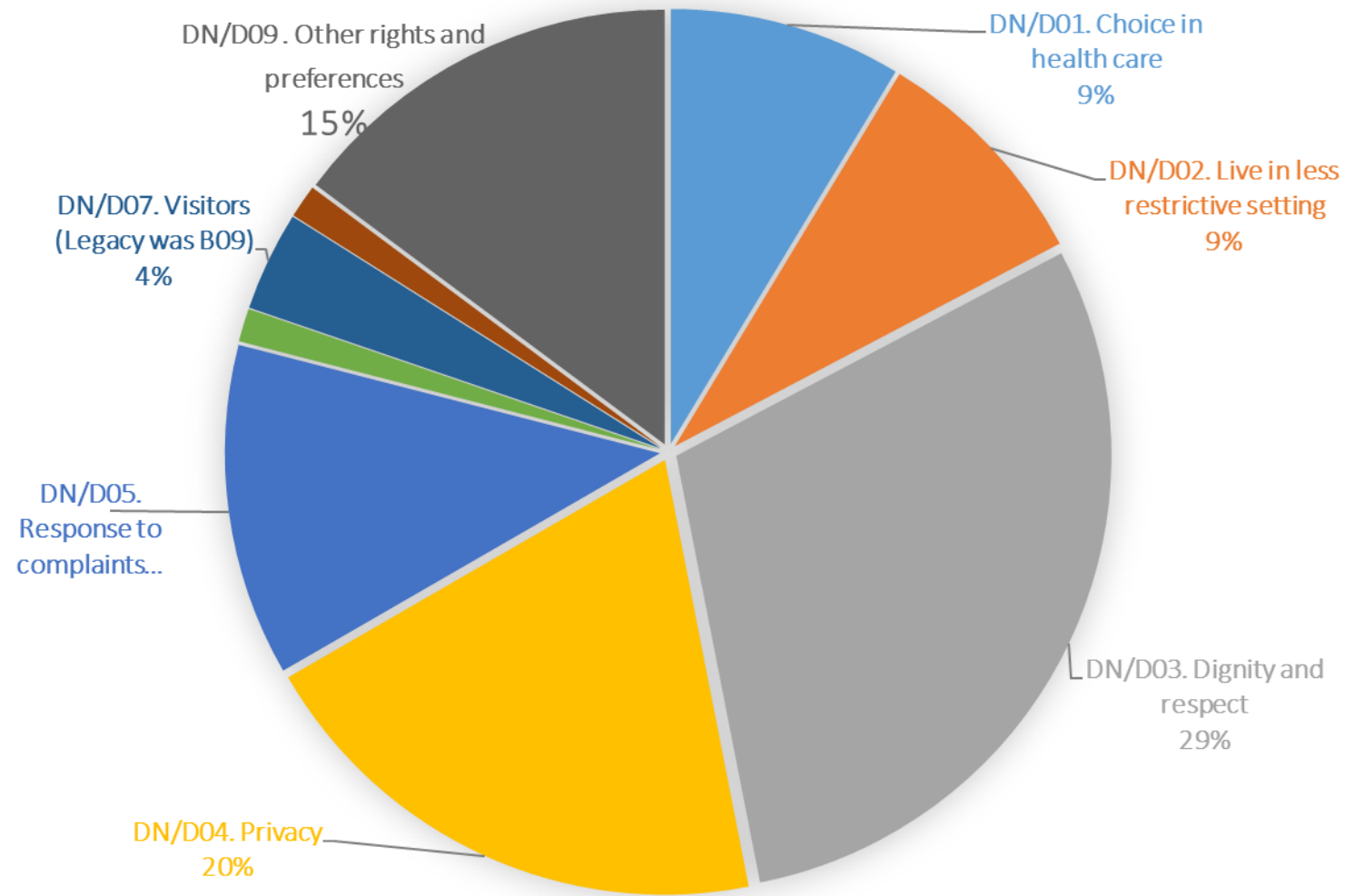
Complaint Group Trends FFY 2022-2024



Care Complaints Detail FFY 2024



Autonomy, Choice, and Rights Complaint Detail FFY 2024



The three most frequent Assisted Living Residence complaints by sub-category handled by Ombudsman program representatives:

- 1** Care planning
- 2** Discharge/eviction
- 3** Billing & charges

Questions & Discussion





THANK YOU!