DOEA Activities Addressing Phase I Recommendations

- Resident Advocacy (pp. 19-20)
  - Ombudsman Program

- Training/Staffing (pp. 15-17)
  - Elder Housing Unit
  - Negotiated Rulemaking

- ALF Administrator Qualifications (pp. 14-15)
  - Negotiated Rulemaking
Resident Advocacy

Recommendation:

1. Focus Ombudsman oversight on communication with residents and not license regulation.

Activity:

Developed rules and new Administrative Assessment.
- focus shifted to resident centered advocacy
- consultative, best practices approach
Resident Advocacy

Recommendation:
2. Train Ombudsman volunteers on regulatory requirements to recognize obvious deficiencies.

Activity:
Developed standardized ombudsman certification training.
- comprehensive online training is first in the nation
- online continuing education training modules
- recognized by National Ombudsman Resource Center
Resident Advocacy

Recommendation:

3. Recruit former State and Local Advisory Council members to expand Ombudsman efforts.

Activity:

Developed full-time recruitment manager position.
- targeted former Council members, retired state employees
- created internship program for students
- increased number of volunteers by 24%
Training/Staffing

Recommendation:

1. Increase the credibility and professionalism of the training process.

Activity:

- Initiated quarterly ALF Core Trainer conference calls.
- Developing an evaluation tool to determine trainer effectiveness and outcome.
- Updating Administration of Medication guide.
Training/Staffing

Recommendation:

2. Update core test annually, ensure the test is informed by the best research and best practices knowledge.

Activity:

- Currently updating exam questions to comport with legislative changes (background screening / licensing).
- Developing revised core test to be competency based with goal of identifying individuals who demonstrate the core competencies to serve as an ALF administrator.
DOEA Elder Housing Unit Activities

Training/Staffing

Recommendation:
3. Allow flexible training to meet individual needs, training and exam should be in staff native languages.

Activity:
Working with Univ. of South Florida to establish a state level Spanish working committee.
- Translation of core test, statutes, and rules.
- Identify and mentor Spanish core trainers, administrators, and key personnel.
Use Negotiated Rulemaking to enact various Phase I Recommendations

- Many recommendation topics are currently in rule;
- Issues have been vetted through legislative research and reporting, stakeholder discussion, and public testimony;
- Several agencies have jurisdiction over ALFs; and,
- There are a variety of stakeholders with competing interests.
What is Negotiated Rulemaking?

- Rule development stage of rulemaking.

- Authorized by statute: “[n]egotiated rulemaking uses a committee of designated representatives to draft a mutually acceptable proposed rule.” § 120.54 (2)(d), Fla. Stat.

- Consensus-based collaborative process.

- Shared control, influence from non-agency parties increases.
Phase I Recommendations addressed by Rulemaking

1. Training/Staffing
   - Expand core curriculum from 26 to 40 hours
   - Include specific additional topics
   - Raise core test passing score from 75% to 80%
   - Supplemental competency tests for ECC and LMH
   - Create additional orientation and in-service training for staff with comprehension test

2. ALF Administrator Qualifications
   - Increase educational and/or experience requirements
Current activities of the ALF Negotiated Rulemaking Committee may be accessed at: http://elderaffairs.state.fl.us/doea/alf_rulemaking.php.

- List of committee members
- Schedule of meetings
- Minutes of meetings
- Draft rules determined by vote
- Work in progress
Questions?