



Transforming
Lives

AFH Administrator Training

Module 1: I'm Interested, Tell Me More
Adult Family Home Administrator Manual, Version 5.2

Agenda

- Introduce You to AFHs
- Provider Changes
- Culture and Language
- Diverse Populations
- Person-Centered Philosophy
- Partner Organizations
- Readiness Assessments



Learning Objectives

At the end of this module, you will be able to...

- Describe what an AFH is
- Explain how your roles, responsibilities, and skill sets are changing
- Identify different populations seeking AFHs – What is your niche?
- Define Cultural Competency, Sensitivity, and Humility
- Explain the challenges faced by the LGBTQ and other communities
- Recognize how the words you use can have a significant impact on others
- Summarize the importance of using Person Centered Philosophy



What Do You Know About AFHs?



An Adult Family Home...

- Is a privately owned residential home in the community
- Is licensed through Residential Care Services
- Provides personal care and other support services for 2 to 8 residents



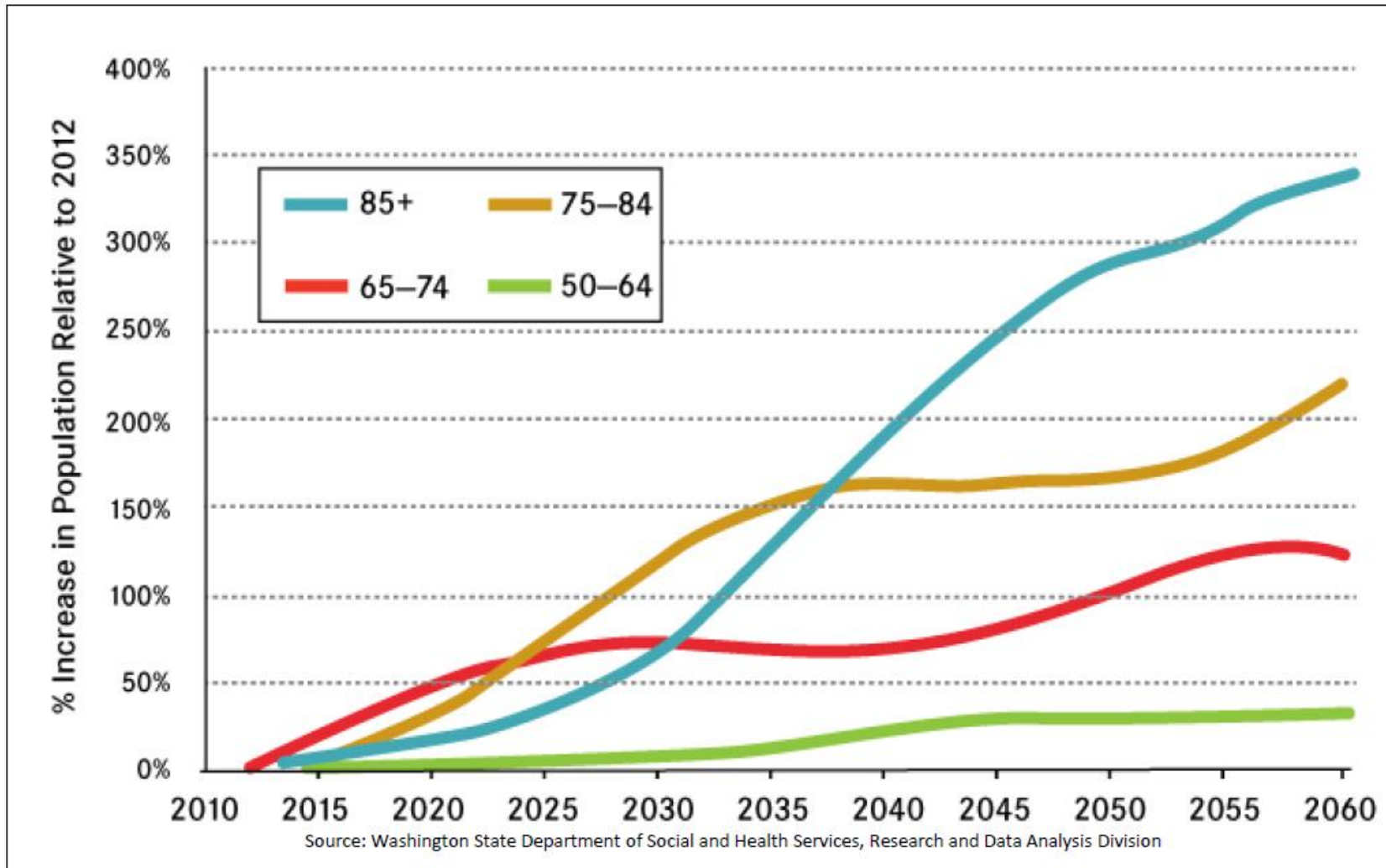
An AFH License is Not Required...

- To provide care for your own relative in your home
- To provide care for one person that is not related to you in your home
- To care for a relative and one other person not related to you in your home
- If you are providing only room and meals in exchange for rent

Adult Family Home – Consequences of Rapid Growth

- First home licensed in 1989 – Rapid Growth
- 2004-2009 Abuse and Neglect Complaints almost doubled
- Workgroup analysis/report resulted in more legislative action such as stricter rules and regulation

Projected Growth of Older Population in Washington





Provider's ability to communicate in English



Complete 1000 hours of direct caregiving prior to licensure



Required Background Checks/Fingerprinting



Complete AFH Administrator Training

Your Changing Role

Roles: As an owner/operator, you...

- Provide a home with their own space
- May become an employer
- Role Model/Advocate
- Are a problem solver
- Are a business Owner
- Are a professional



Changing Responsibilities

Responsibilities: *As an owner/operator, you...*

- Know, comply and keep up to date with all AFH applicable laws and rules
- Meet resident needs – 24/7
- Use a Person-Centered approach
- Understand and model resident rights
- Hire and supervise qualified care givers
- Manage your home and meet financial obligations
- Meet all reporting requirements

Changing Skills

Skills: *As an owner/operator, you...*

- Can plan ahead
- Are literate and able to communicate in English
- Can use a computer
- Have basic accounting skills
- Have the character, competence and suitability to run an AFH
- Protect resident rights over all else
- Other?





**WHAT
IS YOUR
NICHE?**



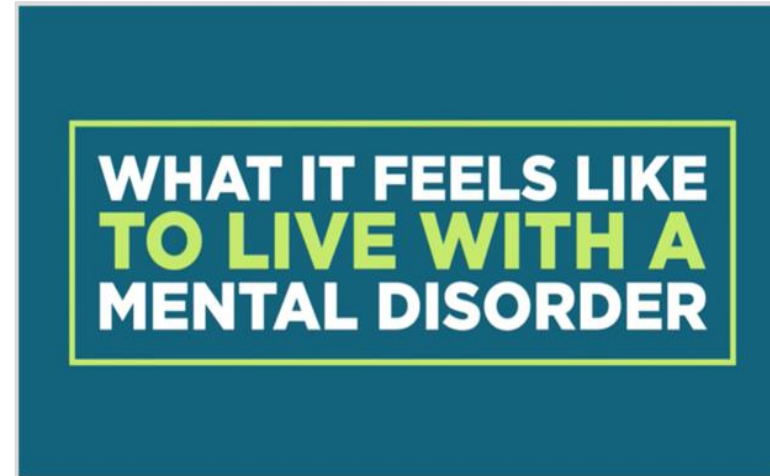
Diverse Populations

- Bariatric Care
- Blind, Deaf
- Challenging Behaviors
- Dementia
- Developmental Disability
- Ethnic/ Minorities
- HIV/AIDS
- Hospice
- Incarceration/Detention
- LGBTQ+
- Physical Disabilities
- Psychological/Mental Health
- Religion
- Traumatic Brain Injury
- Veterans
- Others

Diverse Populations Videos



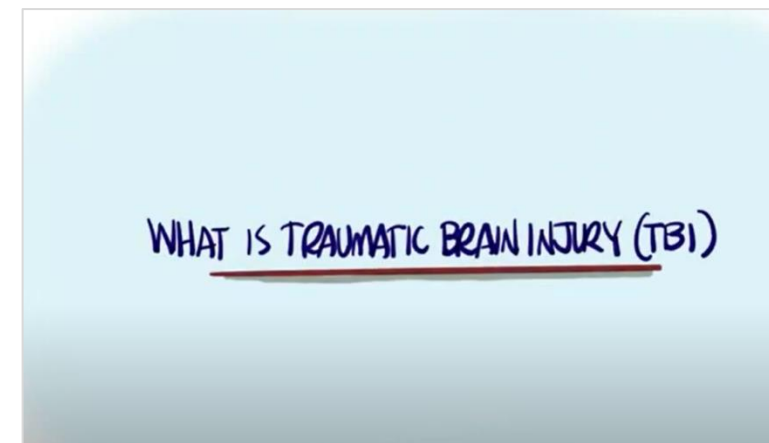
Play now!



Play now!



Play now!



Play now!

RCS Behavioral Health Support Team

- Can help:
 - Regardless of diagnosis
 - Regardless of payment source
- Have extensive mental health and regulatory experience
- Are **NOT** licensors or complaint investigators, do not write citations



Cultural Identity

“Culture is the learned and shared knowledge that specific groups use to generate their behavior and interpret their experience of the world. It comprises beliefs about reality, how people should interact with each other, what they ‘know’ about the world, and how they should respond to the social and material environments in which they find themselves.”

ADDRESSING MODEL

- A** Age/Generation
- D** Disability status (developmental)
- D** Disability status (acquired)
- R** Religion/Spirituality
- E** Ethnicity
- S** Socioeconomic status
- S** Sexual orientation
- I** Indigenous heritage
- N** National origin
- G** Gender

Cultural Competence means...



The “process by which individuals and systems respond respectfully and effectively to people of all cultures, languages, classes, races, ethnic backgrounds, religions, spiritual traditions, immigration status, and other diversity factors in a manner that recognizes, affirms, and values the worth of individuals, families and communities and protects and preserves the dignity of each”.

Cultural Sensitivity

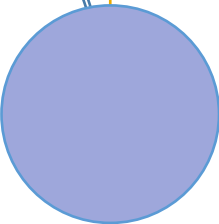
Being willing, and able to use respectful verbal and non-verbal methods of communications to understand people of other cultures and allows the individual to be accepted and heard.



How To Develop Cultural Sensitivity



Perceive one's own cultural background for increasing one's understanding of other cultures.



Reflect on the effect and significance of one's cultural background on oneself and personal attitudes



Treat residents as individuals rather than representatives of certain cultures.



Ask residents about their habits, values and culture instead of using assumptions and generalisations

WHAT YOU SAY MATTERS



How we use our words can make a significant impact on those around us, they can hurt; they can heal – bring joy or sorrow.

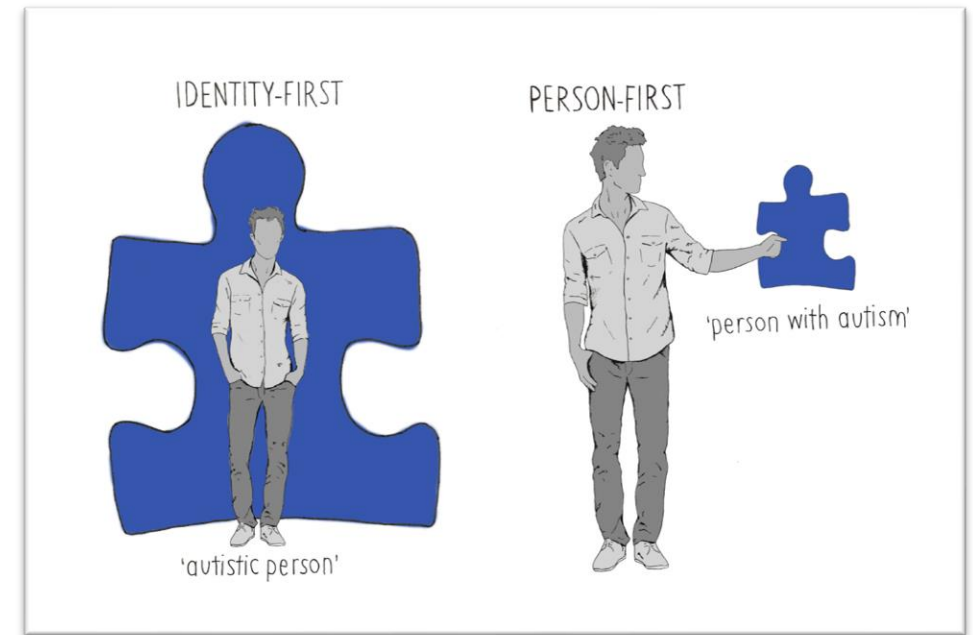
Identity-First or Person-First Language?

- **Identify-First**

- Puts the disability first such as “an autistic person”

- **Person-First**

- Default
- Puts the person before the disability such as “a person with autism”



IF IN DOUBT, ASK

[Person First Language Video](#)

Play now!

Inclusive Language

- Using inclusive language is about respect. When you use inclusive language, you are choosing to respect other people's dignity and diversity.
- Gender-inclusive – using “they” instead of “he” or “she” when talking with someone whose gender is unknown.

***“The language a society uses
to refer to persons with
disabilities shapes its beliefs
and ideas about them.”***

- The Arc



Do You UNDERSTAND ME?



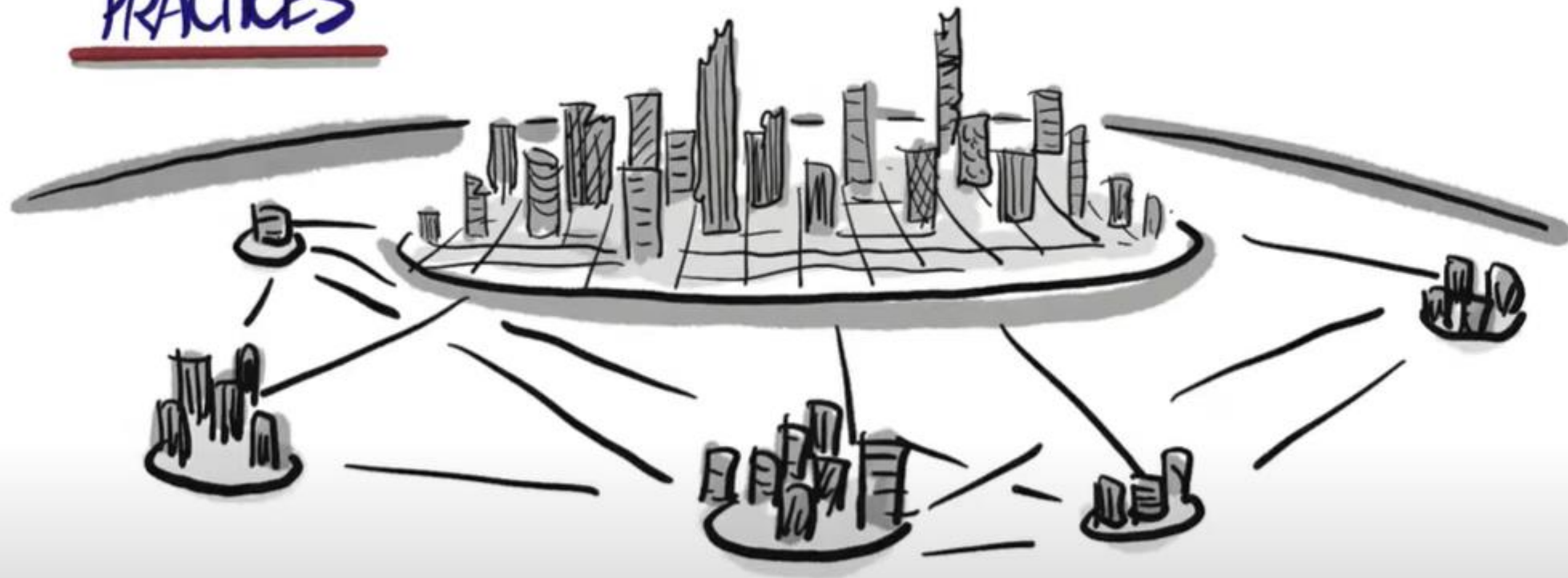
“We think we listen, but very rarely do we listen with real understanding, true empathy. Yet listening, of this very special kind, is one of the most potent forces for change that I know.”

—Carl Rogers

Person Centered Philosophy

- Person centered is a way of thinking and acting.
- Those who practice person centeredness make a conscious effort to really get to know the people they serve.
- They actively seek to promote the individual's strengths, choice, direction, control, happiness, and well-being.

PERSON CENTERED PRACTICES



[What are Person Centered Practices?](#)

Play now!

Person Centered Philosophy Tools

- Ask about your resident's values and preferences and once expressed, use them to guide all parts of care and activities
- Implementing Person Centered practices is:
 - A Promise to listen
 - A Promise to act on what is heard
 - A Promise to be honest
 - A Promise to keep asking and honoring what's important to them
- Multitude of Person-Centered Thinking tools

A close-up portrait of a man with short brown hair, smiling slightly. He is wearing a blue button-down shirt. The background is a soft, out-of-focus indoor setting with warm lighting.

***“No one does anything that’s
important for them,
willingly, unless there is a
piece of it that’s important
to them.”***

- Michael Smull

Play now!

[Important to and for - Video](#)

ACTIVITY: Important To Important For

What's important to the person?
What brings comfort, happiness, contentment,
fulfilment, satisfaction, purpose

1. *Betty attends monthly game night with
her friends*

2.

3.

What is important for the person to be healthy,
safe, and be a valued member of their
community?

1. *Betty engages in personalized activities
that are important to – and support – her
emotional and mental well-being.*

2.

3.

What else do we need to know and learn?



Rituals and Routines



David Smull Video

Play now!

Your Routine

Consider:

- Are you a morning person who springs from bed ready for the day, or does it take you hitting snooze five times before you even open your eyes?
- Do you use some hot, caffeinated beverage to assist you in the process of waking up?

Rules:

- The routine should start when you get out of bed and end when you are ready for your day
- If you do not have a consistent routine, then write up this morning or yesterday morning



One Page Profile

The diagram is a 'One Page Profile' form. It features a central oval containing the fields 'Name:', 'Age: _____', and 'Date: _____'. This central oval is connected by lines to six surrounding rectangular boxes. The boxes are arranged in two columns of three. The top-left box is titled 'My Gifts: things I do really well ...'. The top-middle box is titled 'What is important to me'. The top-right box is titled 'What others like and admire about me ...'. The bottom-left box is titled 'How best to support me ...'. The bottom-middle box is titled 'My hopes, dreams, and goals ...'. The bottom-right box is titled 'What doesn't work for me ...'. The entire form is enclosed in a large rectangular border.

My Page

My Gifts: things I do really well ...

What is important to me

What others like and admire about me ...

Name:
Age: _____
Date: _____

How best to support me ...

My hopes, dreams, and goals ...

What works for me ...

What doesn't work for me ...



Partner Organizations

- Department of Social and Health Services
- Health Care Authority
- Department of Health
- Adult Family Home Council
- Long Term Care Foundation
- Washington State Ombudsman
- Office of Developmental Disabilities Ombuds



Assignment # 1 – Readiness Assessments

- Complete Part One
- Ask a family member or close friend to complete Part Two
- Add up the YES scores
- Are you ready to become an AFH Provider?

Summary Review

During this module we learned:

- What an AFH is and isn't
- How your roles, responsibilities, and skill sets are changing
- About different populations seeking AFHs; your niche
- The importance of Cultural Competency, Sensitivity, and Humility
- The challenges faced by the LGBTQ and other communities and the impact you can have
- The power of words – Your words can have a significant impact on others
- About the importance of using Person Centered Philosophy
- And...

Test Your Knowledge

True/ False?

1. The AFH provider is not required to speak and understand English if they have access to a translation line.
2. Person centered planning is based on the unique needs and choices of each person
3. You are responsible for your resident care and safety 24 hours a day unless you are not on site.





Get Ready For Your Next Class

- Complete Assignment #1
- Read Module/Modules assigned for next class
- Download and Review the AFH Guidebook- Partners in Protection