

AFH Administrator Training Glossary

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A

ACTIVE LISTENING: Means fully concentrating on what is being said rather than just passively 'hearing' the message of the speaker. Three Components to Active Listening are:

- To Comprehend. The listener pays attention to the speaker's verbal and non-verbal language to fully understand what they're trying to communicate.
- To Retain. The listener tries to remember key points of the speaker's message using their memory or via notetaking.
- To Respond

ADULT FAMILY HOMES (AFHs): Privately owned homes in the community that are licensed through Residential Care Services (RCS) to provide personal care and other support services for two to eight residents ([WAC 388-76-10030](#)) not related by blood or marriage to the AFH owner. AFHs are unique in that they are home-like and are always located in a residential home.

C

CHANGE OF OWNERSHIP (CHOW): A change of ownership of an adult family home can occur for many reasons; the provider may be selling their home, changing their business structure, or adding or removing someone from their license.

CIVIL FINES: Monetary penalties for instances of noncompliance with state law.

CODE OF FEDERAL REGULATIONS: The Code of Federal Regulations (CFR) is the official legal print publication containing the codification of the general and permanent rules published in the Federal Register by the departments and agencies of the Federal Government. It is divided into 50 titles that represent broad areas subject to Federal regulation. Each volume of the CFR is updated once each calendar year and is issued on a quarterly basis.

COMPLAINT INVESTIGATION (CI): An onsite visit that resulted from a complaint rather than a routine inspection.

COMPLAINT INVESTIGATION REPORT: The written report for complaint investigations that result in a citation. A complaint investigation is typically initiated by a phone call to the state hotline (see Complaint Resolution Unit) by either a facility making a mandatory report or a member of the public with concern about care or services.

COMPLAINT RESOLUTION UNIT (CRU): Also known as the state hotline, the CRU receives reports anytime there are concerns about the care and services provided, including suspected abuse or neglect of residents who live in licensed or certified long-term care settings in Washington state.

COMPREHENSIVE INTERVIEW, RECORD REVIEW OR OBSERVATION: Involves pre-determined subject areas that licensors are required to look at during every inspection for selected individuals. It contrasts

with a focused interview, record review or observation that is in response to an identified issue or concern. Focused reviews are different for every inspection depending on the issues identified in the home.

CONDITIONS: Requirements placed on the license that limit or prevent specific provider actions until deficiencies are corrected.

CONSULTATION IN AFH: Documentation of a first-time violation of statute or regulation with minimal or no harm to residents identified in an adult family home. Documentation of a consultation includes an entry made on the cover letter that consists of a regulatory reference to the Washington Administrative Code (WAC) requirement and/or Revised Code of Washington (RCW) and a brief (1 – 2 sentences) statement summarizing the deficient practice.

CULTURAL COMPETENCE: 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”. – [National Association of Social Workers \(2015\)](#)

CULTURAL HUMILITY: An ongoing process of self-exploration and evaluation combined with a willingness to learn from others. It means entering a relationship with another person with the intention of honoring their beliefs, customs, and values. It means acknowledging differences and accepting that person for who they are.

CULTURAL SENSITIVITY: Means 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.

D

DEFICIENCY: A finding that a facility failed to meet one or more regulatory requirements during a yearly visit or a complaint investigation.

DEFICIENCY CITATION: Documentation of a violation of statute or regulation, other than those defined as a consultation. Documentation of a deficiency citation includes an entry made on the Statement of Deficiencies that consists of: 1) The applicable Washington Administrative Code (WAC) and/or the applicable Revised Code of Washington (RCW), 2) the language from that reference which pinpoints the aspect(s) of the requirement with which the home failed to comply, 3) an explicit statement that the requirement was “not met” and 4) the evidence to support the decision of noncompliance.

DEFICIENCY CORRECTED: When the Department determines provider is back to meeting the required rules and regulations.

DEFICIENCY-FREE: During the yearly visit or a complaint investigation, the provider met all required rules and regulations.

DEFICIENT PRACTICE: The actual errors or lack of action by the facility to meet the required rules and regulations.

DEFICIENT PRACTICE STATEMENT: A statement at the beginning of the evidence that sets out why the provider/licensee was not in compliance with a regulation.

DEPARTMENT: Department of Social & Health Services (DSHS), with Residential Care Services acting as the regulatory division.

DISCLOSURE OF SERVICES: A form required by the Department to be completed by the provider enabling consumers to compare the scope of care, services and activities provided by homes they may be considering.

E

ENFORCEMENT LETTERS: Written summary of the action the Department has taken because of a deficient practice to get the provider back in compliance with the rules.

ENTITY REPRESENTATIVE: Means the individual designated by an adult family home provider who is or will be responsible for the daily operations of an adult family home.

EVIDENCE: An integral part of the citation that begins with a description of the deficient practice and identifies the observation, interview and/or record review data that substantiates the failure of the provider/licensee to comply with the regulation.

EXTENT OF DEFICIENT PRACTICE: The prevalence or frequency of a deficient practice.

F

FACT: An event known to have actually happened. A truth that is known by actual experience or observation.

FINDING: A generic term used to describe each discrete item of information observed or discovered during the inspection about practices of the home relative to a specific requirement being cited as being not met.

FOCUSED INTERVIEW, RECORD REVIEW OR OBSERVATION: A focused review or interview involves a specific issue rather than a comprehensive review. You may look at it like the focused review is in response to an identified issue or potential issue. A comprehensive interview or record review covers many areas that are pre-determined.

FOLLOW-UP INSPECTION /REVISIT: A Department review or visit focusing on the areas cited to determine if the home is back in compliance. This can be in the form of telephone call, review of documents, or an on-site visit to confirm.

FULL INSPECTION: A visit to a facility by Department staff to determine the health, safety, and well-being of residents and the adult family home's compliance with laws and rules.

G

GROUP B: Well Water – Department of Health; Group B public water systems serve fewer than 15 connections and fewer than 25 people per day. The Office of Drinking Water and local health jurisdictions regulate Group B systems in our state.

<https://www.doh.wa.gov/CommunityandEnvironment/DrinkingWater/WaterSystemAssistance/GroupB>

H

HOME: A generic term used to describe an adult family home in the State of Washington.

I

IDENTITY-FIRST LANGUAGE: A common alternative to person-first language. For example, while someone who prefers person-first language might ask to be called a "person with autism", someone who prefers identity-first language would ask to be called an "autistic person". In deaf culture, person-first language has long been rejected. Instead, deaf culture uses deaf-first language since being culturally deaf is a source of positive identity and pride. Correct terms to use for this group would be "Deaf person" or "hard of hearing person". The phrase "hearing impaired" is not acceptable to most Deaf or hard of hearing people because it emphasizes what they cannot do. In the autism community, many self-advocates and their allies prefer terminology such as "Autistic," "Autistic person," or "Autistic individual" because we understand autism as an inherent part of an individual's identity. (Open Source, Wikipedia; People-first language)

IDIOM: A group of words in a fixed order that have a particular meaning that is different from the meanings of each word on its own - To "have bitten off more than you can chew" is an idiom that means you have tried to do something which is too difficult for you.

(<https://dictionary.cambridge.org/us/dictionary/english/idiom>)

INCLUSIVE LANGUAGE: Inclusive language is defined as, "language that avoids the use of certain expressions or words that might be considered to exclude particular groups of people..."

www.thefreedictionary.com

IN COMPLIANCE: The provider meets the requirements of state regulations, which are found in Chapter 388-76 Washington Administrative Code (WAC).

INFORMAL DISPUTE RESOLUTION (OR IDR): The provider's right to request an opportunity to present information that might allow the department to change a finding that the home did not meet a rule or requirement.

INITIAL INSPECTION: A generic term use to describe a process conducted by RCS staff in evaluating a prospective licensee for compliance with the statutes and regulations required for an Adult Family Home license or Boarding Home license.

INSPECTION: A generic term used to describe the process by which RCS staff evaluates licensee compliance with statutes and regulations. Types of inspections include licensing inspection; follow-up; complaint investigation; and monitoring visits.

INVESTIGATION SUMMARY REPORT (OR ISR): Provides a summary of investigative activities conducted by RCS staff in response to a complaint.

L

LIMITATIONS: Limits placed on a new or current license per [WAC 388-76-10970](#), e.g., the type of residents the adult family home may admit or serve

M

MOTIVATIONAL INTERVIEWING (MI): A person-centered strategy that is used to elicit patient motivation to change a specific negative behavior. MI engages clients, elicits change talk, and evokes patient motivation to make positive changes.

O

OUTCOME: A result/consequence of the deficient practice of the provider/licensee.

P

PEOPLE/PERSON-CENTERED LANGUAGE: People-first language (PFL), also called person-first language (PFL), is a type of linguistic prescription which puts a person before a diagnosis, describing what a person "has" rather than asserting what a person "is". It is intended to avoid marginalization or dehumanization (either consciously or subconsciously) when discussing people with a chronic illness or disability. It can be seen as a type of disability etiquette, but person-first language can also be more generally applied to any group that would otherwise be defined or mentally categorized by a condition or trait (for example, race, age, or appearance). The basic idea is to use a sentence structure that names the person first and the condition second, for example, "people with disabilities" rather than "disabled people" or "disabled," to emphasize that they are people first. Because it is a common practice in English to place an adjective before a noun, the adjective might be replaced with a relative clause, e.g., from "an asthmatic person" to "a person who has asthma." (Open Source, Wikipedia; People-first language)

PERSON CENTERED PHILOSOPHY: Means that you obtain your resident's values and preferences and once expressed, are used to guide all parts of care and activities.

PLAN OF CARE ATTESTATION: A statement of correction included in the SOD that the provider signs and dates and indicates when they will correct the failure to meet required rules and regulations.

PLAN OF CORRECTION (OR POC): A home's written response to citations that explains how it will address and correct each cited deficiency listed, and action taken to minimize the risk of reoccurrence.

R

REPORTS:

- **Inspections** - Conducted at least every 18 months to review provider compliance with applicable rules and regulations and resident safety
- **Investigations** - In response to reported concerns, the department checks to ensure the provider follows applicable rules and regulations
- **Enforcement Actions** - Letters summarizing action taken by the Department to compel a return to compliance
- **Limitations** - A determination, typically for the duration of the license, that limits the type of residents who can be housed in a specific area of the home [WAC 388-76-10970](#)

REVOCATION: The legal action of taking away the provider's license.

REQUIREMENT: Any structure, process, or outcome that is required by law or regulation.

S

SCOPE AND SEVERITY: The effect of the noncompliance on the resident (severity) and the number of residents actually or potentially affected (scope) by the provider's/licensee's noncompliance. Illustrated in the deficient practice statement and supported in the findings.

SEEK TO UNDERSTAND: To seek to understand, you cannot have already judged a person or situation. Develop a desire to understand — meaning a desire to see things from others' point of view, to see their reasons, and feel what they feel.

STATEMENT OF DEFICIENCIES (OR SOD): The official document communicating the determination of the home not meeting required rules and regulations. The SOD:

- Communicates to the provider what was out of compliance during the complaint or licensing visit.
- Is the document that tells the facility what they need to correct with a document called a Plan of Correction.

STOP PLACEMENT: An order that temporarily prevents the home from admitting any additional resident(s) until deficiencies are corrected.

SUBSTANTIATED: Evidence supports the likelihood that the alleged activity occurred.

SUMMARY SUSPENSION: The legal action that immediately suspends the provider's license.

U

UNIVERSE: The total number of individuals, records, observations, objects, related to the provider's/licensee's practice at risk because of a deficient practice. Used as the denominator when determining the extent of deficient practice.