**N.C. Department of Health and Human Services**

# Managing Emergency Closures of Adult Residential Facilities

Joint Legislative Oversight Committee on

Health and Human Services

January 14, 2013

Dennis Streets

Director, Aging and Adult Services

# Adult Residential Care Facilities

- Family Care Homes (634 facilities; 3,565 beds)

- Adult Care Homes (619 facilities; 37,079 beds)

- Mental Health Facilities, G.S. 122C (1,464 facilities and 7,430 beds)

# News Headlines

- "Serenity Care in Greensboro to Close with Short Notice, Stress Families, Employees"—WFMY2 News, January 23

- "Owners abandon Mount Gilead adult care home"—WRAL, January 25

*"We went there and found residents packing up. Both residents and employees were confused…."—local reporter*

*"I have no clue. I'm really just hoping to find a homeless shelter somewhere."*

*—physically disabled and wheel-chair bound resident*

*"We're concerned. That's the biggest thing. No, it's not my job anymore, but I won't leave until they're all placed. This has been their home for a long time and I hate they're having to leave it. I think some are nervous and scared." — employee*

Owner/Operator failure to take responsibility for planned closure and disposition of residents

# Secretary Wos Responded Immediately

"Over the past few days, irresponsible actions by several adult care home operators have placed their residents at serious risk. As of today, I have asked Dennis Streets…to establish and lead an inter-division team to strengthen our preparedness and response to adverse situations that could jeopardize the health and safety of vulnerable adults living in residential facilities."

# Work Group Members

- Aging and Adult Services
- Health Service Regulation
- Medical Assistance
- MHDDSAS
- Office of the Secretary
- Office of Communications
- Office of Privacy and Security

- Division of Emergency Management (Dept. of Public Safety)
- Office of the Attorney General
- Guilford, Montgomery and New Hanover DSSs
- Coastal and Sandhills LME-MCOs
- Regional Ombudsmen

# Creation of Response HUBS

**Adult Care Homes**

- DHSR
- DMH/DD/SAS
- DAAS
- DMA
- Office of Communications
- County DSS
- LME/MCO
- Regional Ombudsman

**Mental Health Group Homes**

- DHSR
- DMH/DD/SAS
- DAAS
- DMA
- Office of Communications
- LME/MCO

# Operational Guide for a Coordinated Response to the Sudden Closure of an Adult Residential Care Facility—Protecting the Interests of Residents

- Creation of Response Hubs
- Clarification on sharing of patient information
- Tracking log
- Daily Situation Report
- Post-Event Debriefing
- Other information and tools

http://www.ncdhhs.gov/aging/adultsvcs/arcf.htm

# NC DHHS-DMH/DD/SAS Bed Availability Database and NC Housing Search

Database can be accessed directly at:
http://www.ncdmh.net/bedavailability/

The public view of the Bed Availability OR
From the DMH/DD/SAS public webpage under
A to Z Topics (click B, D or H) at:
http://www.ncdhhs.gov/mhddsas/sitemap.htm

http://www.nchousingsearch.org/

# In Summary

- In January 2013, the new Administration was faced with sudden closure of adult residential facilities

- No system, plan or process in place to enable quick and decisive action in support of local agencies

- Secretary acts to establish workgroup to assure future well-planned and coordinated response

- Developed essential structure, relationships and tools

- Continuing to examine ways to prevent future occurrences and respond effectively against those who act irresponsibly