

*LeadingAge® New York*

# ADVIS<sup>e</sup>R

The magazine of LeadingAge New York | Winter 2020-21

**Crisis Response:**  
Looking Back on 2020

## Overcoming 2020



Who would have anticipated our current reality a year ago? The effects of the global pandemic are staggering. For our members, it has been horrific. The impact on the workforce is immeasurable. Staff continue to face long and unrelenting hours due to staffing shortages, caring for residents who have been very ill or have died, caring for family members who may have been quarantined or worse, attending to children's schooling or lack of day care, all compounded by the effect of many people simply choosing to leave the field or workforce.

Members' already strained finances faced insurmountable hurdles as they struggled with a host of unfunded and unexpected mandates, increased costs for staffing and increased costs for supplies to keep residents, employees, and families safe. Most troubling is the effect on the soul of long term care and senior services as the field found itself under attack not only in the press, but by regulatory agencies as well. This year taxed mission-driven service providers like no other.

It is no surprise that LeadingAge New York members rose to the occasion. They are dedicated and passionate about what they do, and it shows. Even under the most difficult conditions, LeadingAge New York members continue to provide quality care and support to each other while ensuring residents, families and staff are shown love and hope. They continue to keep the humanity in senior care under the most trying circumstance. I am proud to represent such an amazing group of providers.

This issue of LeadingAge New York Adviser is a recap of issues and solutions that happened on behalf of LeadingAge New York members during 2020. The good news is that the end to the nightmare is at our doorstep as the process of vaccinating frontline workers and residents is underway and expected to be largely accomplished by late spring. Together, we will find the way forward toward a better future.

For specific information about the stories in this issue or to discuss future Adviser ideas, contact Kristen Myers at [kmyers@leadingagency.org](mailto:kmyers@leadingagency.org).

A handwritten signature in black ink, appearing to read "James W. Clyne Jr.", written in a cursive, flowing style.

James W. Clyne Jr.  
President and CEO

## LeadingAge New York Executive Committee

### **Karen Zobel, Chair**

The Meadows at Brookmeade

### **Stuart Almer, Chair Elect**

Gurwin Health Care System

### **Glen Cooper, Secretary**

The Friendly Home

### **Michael King, Treasurer**

Jewish Home of Rochester

### **Michael N. Rosenblut, Immediate Past Chair**

Parker Jewish Institute for Health Care and Rehabilitation

### **Pat Tursi, At-Large Director**

Elizabeth Seton Children's Center

**Adviser** is published twice yearly by

## LeadingAge New York

13 British American Blvd., Suite 2

Latham, NY 12110-1431

leadingageny.org | p 518.867.8383 | f 518.867.8384

Editor/Designer: **Kathie Kane**

Co-Editors: **Kristen Myers**, [kmyers@leadingageny.org](mailto:kmyers@leadingageny.org)

**Jeff Diamond**, [jdiamond@leadingageny.org](mailto:jdiamond@leadingageny.org)

The acceptance of a product, service or company as an advertiser or manuscript for publication does not imply endorsement or approval of the product, service, company or opinion.

Founded in 1961, LeadingAge New York represents more than 400 not-for-profit, public and mission-driven senior care providers, including nursing homes, senior housing, adult care facilities, continuing care retirement communities, assisted living, home care and community services providers which serve approximately 500,000 people across New York each year.

## Mission Statement

To create the future of aging and continuing care services in New York State.

## Welcome New Members

### Primary Members:

Coburg Village, Inc.

ElderONE

UHS – Binghamton General Hospital – Transitional Care Unit

### Associate Basic Members:

Michael Gsellmeier, Vice President, First American Healthcare Finance

Zathary Ilaraza, Regional Director of Client Services, Specialty RX

Jill Johnson, Partner, Lumsden & McCormick, LLP

Leeanne Nagle, Director of Marketing, Harmony Healthcare International

Tom Whitmore, Furniture Specialist, Phoenix Contract, Inc.

### Associate Plus Members:

Jamie Billings, Director of Field Marketing, PharmScript, LLC

Israel Rosenberg, COO, Comprehensive Healthcare Solutions, LLC

## Events & Education



For more information on upcoming events [click here.](#)

# LeadingAge® New York 2020 ACCOMPLISHMENTS

*In spite of the unprecedented challenges created by the COVID-19 emergency, LeadingAge New York and its members achieved several legislative, regulatory and policy victories in 2020. We also helped members navigate major change through education, technical assistance and business solutions. Among our 2020 accomplishments are the following:*

- Advocated for improved access to and funding for PPE, testing and staffing for long term care providers during the COVID-19 emergency.
- In collaboration with LeadingAge National, successfully advocated for private-pay AL access to funding under the federal CARES Act Provider Relief Fund.
- Advocated for direct care workforce development through funding for social supports, apprenticeship and mentorship programs and certification flexibility for direct care workers.
- Successfully opposed a retroactive repeal of the Emergency or Disaster Treatment Protection Act, protecting health care providers from retroactive liability for actions taken during the COVID-19 emergency.
- Fought off nurse staffing ratios for nursing homes.
- Obtained a further extension of the waiver from electronic prescribing for nursing home residents.
- Successfully advocated for more reasonable approaches to COVID-19 staff testing, family visitation and other quality-of-life-related services in nursing homes and ACFs.
- Achieved adoption of a long-awaited change to DOH regulations providing a new option for medication administration for ACF residents under hospice care.
- Actively participated in various DOH workgroups and discussions on provider financial reporting, public need methodologies, value-based payment and nursing home and MLTC quality.
- Convened a member workgroup on proposed personal care regulations, participated in discussions with DOH and other stakeholders and submitted extensive written comments to DOH based on workgroup input.
- Provided extensive written comments opposing a federal proposal to limit state Medicaid financing structures for nursing homes and hospitals, which was ultimately rescinded by CMS.
- Developed and submitted to DOH recommendations to institute virtual home health aide and personal care aide training programs.
- Established quarterly meetings with high-level HUD representatives to enable information sharing between HUD and members.



## Advocacy Accomplishments ... (Continued from page 4)

- Hosted 41 weekly webinars with members in all service lines to review the latest guidance and answer questions related to the COVID-19 emergency.
- Launched a dedicated Coronavirus Resources website providing guidance, tools and resources to help members respond to the COVID-19 emergency.
- Developed and disseminated an index of the COVID-19 funding opportunities available to members, as well as toolkits related to crisis communications, absentee voting and off-site holiday visits.
- Partnered with the New York Academy of Medicine to provide training to nursing homes on COVID-19 preparedness, safety and infection control through Project ECHO.
- Through ProCare, assisted members in correcting citations from DOH Infection Control Focused Surveys and coming back into compliance.
- Convened affordable and market-rate housing, ACF/AL and CCRC members for a monthly series of virtual networking meetings to discuss hot-button senior living issues.
- Convened an Engineering Council to provide facility managers/directors, environmental services directors, security directors and others in the field the opportunity to share ideas and information, build joint mutual friendships and network.
- Convened four virtual regional meetings to update members on the new LeadingAge New York-LeadingAge National alignment agreement and provide a forum to discuss topical issues such as visitation, COVID-19 testing and occupancy.
- Convened two virtual meetings for affordable and market-rate housing members to discuss hot-button issues and challenges encountered during the COVID-19 emergency.
- Launched a public relations campaign to recognize and celebrate the efforts of long term care “frontline heroes” during the COVID-19 emergency.
- Supported the MJHS Institute for Innovation in Palliative Care in a research study on racial disparities in PU-related outcomes in nursing home residents.
- Surveyed members on the racial and ethnic backgrounds of their staff and managers as part of a broader mission to develop more diversity in leadership positions in long term care.
- Received a Diversity Grant from Aging in America to support our diversity and inclusion activities.





**Virtual  
Conferences**

**3**

**Purchasing  
Needs Survey  
helping meet  
members needs**

**1**

**Sponsors**

**54**

**Given away  
in prizes from  
exhibitors,  
including free  
conference  
registrations  
to national  
and New York  
conferences**

**Over  
\$7,000**

**81**

**Exhibitors**



## New Partnership

Cool Insurance Employee Benefits Program and NonStop Wellness for First Dollar Employee Health Insurance Option

LeadingAge New York Services Solutions Endorsed Vendor Program adds four new Endorsed vendors and a new partnership to member offerings.

*Services Solutions is working hard to save you time and money.*

## New Endorsed Vendors

GREYCASTLE SECURITY – Cybersecurity/ incident response/risk analysis

FIRST AMERICAN HEALTHCARE FINANCE – aggregated credit card rebate program where rebate is based on the aggregated spending of participating LeadingAge New York members in proportion to each member's spending level. A free credit card expense tracking and management tool is also available

METLIFE AUTO AND HOME INSURANCE – Employee benefit offering automatic payroll deduction, bundle options and great discounts

RETIREMENT BENEFITS EXCHANGE – Provides administrative, fiscal and compliance management and more scale to reduce program administrative costs and tasks

## Long-time Endorsed Vendors

COOL INSURANCE – Property & casualty, Workers Comp, Employee benefits

HEALTHPRO HERITAGE – Rehab and strategic consulting

ASPIRE ADVISERS – Wealth management

ENERGYNEXT – Group energy buying

FREED MAXICK – Healthcare business analytics

UST – Unemployment insurance





## LeadingAge New York IGNITE Leadership Academy 2019-2020

Enhanced the leadership skills of 20 fellows and provided approximately 30 credits from the National Association of Long Term Care Administrator Boards (NAB) and 60 generic continuing education credits

## ACF/AL Training Seminar

The Role of the Nurse, Social Worker and/or Case Manager:  
6 hour training offered in 4 regional locations with over 100 attending

## HR Series

Three free webinars on FFCRA, Paid Sick Leave and the FEMA Public Assistance Program Application attended by 340 in total

## PROCARE

CNA Training Series conducted remotely attended by 75 participants

How to Survive an Infection Control Focused Survey free webinar attended by almost 100 people

Developed new mock survey service that can be delivered remotely

Developed a directed plan of correction product to assist members with infection control survey deficiencies

Translated several Advanced Training Initiative Trainings from in-person trainings to trainings that can be delivered remotely



## Mother Cabrini Health Foundation Grants

2

### Round 1: \$750,000 Grant

4 one and a half hour free webinars; Series title Business Sustainability, COVID-19 Recovery and Adult Day Health Care Topics: Infection Control, Team Building & Responding to Trauma, Telehealth, and Reopening ADHC Programs

Over 380 registered

Distributed 16 iPads to non-profit ADHC programs to assist with telehealth

Created and disseminated tool kits on telehealth and safe reopening of ADHC programs

Provided subgrants averaging \$11,000 to 60 LeadingAge New York member nursing home and adult care facilities

Provides administrative, fiscal and compliance management and more scale to reduce program administrative costs and tasks

### Round 2: \$750,000 Grant

4 one-hour, free webinars; Series title: Managing the Impact of Covid-19 on Long Term Care Topics: Infection Control; Trauma, Grief & Loss; COVID Documentation; and Telehealth

Over 660 registered

Provided subgrants averaging \$9,000 to 74 LeadingAge New York member nursing home and adult care facilities





## LeadingAge New York Quality Apex

### Added Risk Stratification Enhancement to Quality Apex

Scrubber stratifying risk of residents having an adverse outcome in 5 areas: hospitalization, UTI, pressure ulcers, rehospitalizations, falls

Risk Analysis now sends summary report showing the most recent 6 months in an interactive display, including all facility residents in Quality Apex with submitted data as of end of the month

Custom measurement period selection from 1 day to one year using current or historical data back to 2014 showing all residents who are at the highest risk for hospitalization

Managing risk within your facility will reduce hospitalization, rewarded by incentive payments through the skilled nursing value-based purchasing program and protect residents from being transported to a hospital where many are being treated for COVID

Many enhancements coming in 2021



# 2020 Crisis Response: At-A-Glance



*LeadingAge® New York*

# ADVIS<sup>er</sup>

The magazine of LeadingAge New York | Winter 2020-21



**Jan. 21, 2020:**

The Centers for Disease Control and Prevention (CDC) confirms the first case of COVID-19 in the United States, in the state of Washington.

**March 1, 2020:**

Governor Cuomo confirms the first case of COVID-19 in New York State.

**March 2, 2020:**

The Legislature approves a \$40 million appropriation to help the State combat the spread of COVID-19 while expanding Governor Cuomo's emergency management authority.

**March 2, 2020:**

LeadingAge New York launches a dedicated Coronavirus Resources webpage.

**March 7, 2020:**

Governor Cuomo signs Executive Order (EO) 202 declaring the COVID-19 outbreak a state disaster emergency.

**March 8, 2020:**

The Department of Health (DOH) directs all nursing homes and adult care facilities (ACFs) in the New Rochelle area to immediately suspend visitation.

**March 9, 2020:**

Dawn Carter, LeadingAge New York ProCare Consultant, presents a webinar on what health care providers need to know about COVID-19, as well as how they can prepare and protect their residents and staff.

**March 9, 2020:**

DOH activates the first daily Health Emergency Response Data System (HERDS) survey for nursing homes and ACFs.

**March 13, 2020:**

President Trump declares a national emergency over the COVID-19 outbreak.



### **March 13, 2020:**

The Centers for Medicare and Medicaid Services (CMS) directs nursing homes nationwide to suspend visitation of all visitors and non-essential health care personnel, except in end-of-life and other compassionate care situations, as well as restrict communal activities.

### **March 13, 2020:**

DOH directs nursing homes and ACFs statewide to take a series of actions to prevent the introduction of COVID-19 into their facilities – including suspending most visitation, implementing health checks for all health care personnel and other facility staff at the beginning of each shift and requiring all health care personnel and other facility staff to wear a face mask while within six feet of residents – and provides protocols for dealing with confirmed and suspected cases of the virus.

### **March 16, 2020:**

LeadingAge New York convenes the first of its weekly COVID-19 update webinars for members.

### **March 17, 2020:**

LeadingAge National convenes the first of its daily COVID-19 update calls for members.

### **March 17, 2020:**

DOH directs nursing home administrators and adult day health care (ADHC) program directors to immediately suspend ADHC program services.

### **March 18, 2020:**

President Trump signs into law the Families First Coronavirus Response Act (FFCRA), creating a new requirement for paid sick leave for workers affected by the COVID-19 emergency and a new requirement for paid leave under the Family and Medical Leave Act (FMLA).

### **March 20, 2020:**

: Governor Cuomo signs the New York on PAUSE EO (EO 202.8) directing 100 percent of non-essential businesses statewide to close. The order also provides for a 90-day moratorium on any residential or commercial evictions.



### **March 23, 2020:**

CMS announces a new nursing home inspection plan prioritizing focused inspections on urgent patient safety threats and infection control.

### **March 25, 2020:**

DOH directs nursing homes to admit or readmit residents discharged from hospitals regardless of their COVID-19 status.

### **March 27, 2020:**

President Trump signs into law the Coronavirus Aid, Relief and Economic Security Act (CARES Act), providing \$100 billion in COVID-19-related health care provider relief.

### **March 27, 2020:**

LeadingAge New York and Elena DeFio Kean, Principal at Hinman Straub P.C., present a webinar on the New York State COVID-19 paid sick leave law and the FFCRA.

### **March 30, 2020:**

CMS issues several national blanket waivers for health care providers, including a waiver to allow nursing homes to maintain full-time employment beyond four months for certified nurse aides (CNAs) who have not met the training and certification requirements but demonstrate competency in the skills and techniques necessary to care for residents' needs.

### **April 2, 2020:**

Dawn Carter, Elliott Frost and Karen Puglisi, LeadingAge New York ProCare Consultants, present a webinar on the DOH, CDC and CMS requirements for survey preparedness for infection control.

### **April 14, 2020:**

LeadingAge New York releases an index of the various grants, loans, tax benefits and advance funding opportunities for not-for-profit providers impacted by the COVID-19 emergency.



### **April 16, 2020:**

LeadingAge New York releases a list of online resources for seniors and their loved ones to use while practicing social distancing.

### **April 16/17, 2020:**

Governor Cuomo signs EOs 202.18 and 202.19 requiring nursing homes and ACFs to notify family members or next of kin of all residents if any resident tests positive for COVID-19, or if any resident suffers a COVID-19-related death, within 24 hours of such positive test result or death.

### **April 19, 2020:**

CMS announces new requirements for nursing homes to report COVID-19-related data to the National Healthcare Safety Network (NHSN) at the CDC and to inform residents and their representatives of COVID-19 cases among residents and staff, later setting an effective date of May 8, 2020.

### **April 20, 2020:**

LeadingAge New York enlists Joelle Margrey, Vice President of Skilled Nursing and Rehabilitation at Loretto, for a presentation on Loretto and ImagineMIC's MonitorMe™ telehealth program during its weekly COVID-19 update webinar for members.

### **April 22, 2020:**

Kristen Myers, Vice President of Member Services and Business Development, and Sara Neitzel, Senior Policy Analyst at LeadingAge New York, host a forum for affordable and independent housing providers to discuss some of the challenges they are facing during the COVID-19 emergency.

### **April 24, 2020:**

LeadingAge New York releases a comprehensive Crisis Communication Planning and Guidance document to provide members with recommendations for communicating with the media, residents' families, staff and elected officials about their efforts to protect residents and staff and about the level of COVID-19 infection in their facilities and actions they are taking to contain its spread.



#### **April 24, 2020:**

President Trump signs into law the Paycheck Protection Program (PPP) and Health Care Enhancement Act, providing an additional \$75 billion in COVID-19-related health care provider relief.

#### **April 27, 2020:**

LeadingAge New York enlists David Mercugliano, Senior Vice President of Business Development at HealthPRO® Heritage, for a presentation on COVID-19 recovery unit operationalization during its weekly COVID-19 update webinar for members.

#### **April 28, 2020:**

LeadingAge New York launches its Frontline Heroes campaign to recognize the exemplary work of frontline nursing home staff during the COVID-19 emergency and the positive experiences residents are having despite restrictions.

#### **April 28, 2020:**

Governor Cuomo announces New York Forward, a phased, regional plan for reopening the state.

#### **April 29, 2020:**

DOH issues guidance extending the period of COVID-19-related exclusion from work for nursing home staff to 14 days and requiring cohorting of residents based on COVID-19-positive, negative and unknown status.

#### **April 30, 2020:**

Kristen Myers, Vice President of Member Services and Business Development, and Sara Neitzel, Senior Policy Analyst at LeadingAge New York, host a second forum for affordable and independent housing providers to discuss some of the challenges they are facing during the COVID-19 emergency.

#### **April 30, 2020:**

The Federal Emergency Management Agency (FEMA) notifies nursing homes nationwide of planned deliveries of a 14-day supply of personal protective equipment (PPE).





### **May 6, 2020:**

DOH notifies health care providers of the incidence of Pediatric Multi-System Inflammatory Syndrome Potentially Associated with COVID-19 among children in New York State hospitals and provides guidance on reporting cases and testing patients who present with the disease.

### **May 7, 2020:**

Governor Cuomo signs EO 202.28 extending the moratorium on residential and commercial evictions for another 60 days and allowing security deposits to be applied toward rent.

### **May 10, 2020:**

Governor Cuomo signs EO 202.30 requiring nursing homes and ACFs to test all staff twice weekly for COVID-19 and to certify their compliance with all State directives. Providers are directed to submit a plan for testing staff by May 13, 2020 and a compliance certification by May 15, 2020. The order also mandates that hospitals not discharge patients to nursing homes unless the patients test negative for COVID-19, thereby reversing the directive issued by the State on March 25, 2020.

### **May 11, 2020:**

LeadingAge New York convenes a joint meeting of its Continuing Care Retirement Community (CCRC) and Retirement Housing Cabinets to discuss retirement community reopening amid the gradual end of New York on PAUSE.

### **May 13, 2020:**

LeadingAge New York convenes a webinar to provide the latest information and address questions regarding the State's nursing home and ACF COVID-19 staff testing mandate.

### **May 13, 2020:**

LeadingAge New York initiates a series of paid advertisements recognizing and celebrating the "Care, Comfort and Compassion" provided by New York's not-for-profit long term care providers. The first advertisements appear in the Bee Group Newspapers in Western New York, with subsequent placements in Capital Region, Hudson Valley, Long Island, Mohawk Valley, Rochester-area and Southern Tier publications.





### **May 15, 2020:**

The House of Representatives passes the Health and Economic Recovery Omnibus Emergency Solutions Act (HEROES Act), providing relief to state and local governments and an additional \$100 billion in COVID-19-related health care provider relief.

### **May 18, 2020:**

CMS issues recommendations for the reopening of nursing homes.

### **May 20, 2020:**

The Foundation for Long Term Care (FLTC) announces receipt of a \$68,713 grant from the Mother Cabrini Health Foundation to develop resources and tools to support medical model ADHC providers responding to the COVID-19 emergency. These resources include four free webinars on infection control, team building and trauma response, telehealth and ADHC program reopening.

### **May 26, 2020:**

LeadingAge New York convenes the first joint meeting of its CCRC, Housing and Retirement Housing Cabinets.

### **May 28, 2020:**

LeadingAge New York and Erika Wood, Associate at Bond, Schoeneck & King PLLC, present a webinar on the process of claiming and documenting tax credits under the FFCRA.

### **May 28, 2020:**

LeadingAge National enlists Ami Schnauber, Vice President of Advocacy and Public Policy at LeadingAge New York, for a discussion of the State's COVID-19 testing requirements during its daily COVID-19 update call for members.

### **May 29, 2020:**

DOH activates a survey requiring nursing homes statewide to report information on the individuals responsible for their governance.



### **June 1, 2020:**

CMS announces significant increases in infection control surveys and enhanced enforcement remedies for nursing homes, mandating that state survey agencies complete infection control surveys in 100 percent of facilities by July 31, 2020.

### **June 5, 2020:**

President Trump signs into law the PPP Flexibility Act, providing many small businesses with greater flexibility in how they spend federal loans made under the PPP.

### **June 9, 2020:**

LeadingAge New York enlists Israel Rosenberg, Chief Operating Officer at Comprehensive Healthcare Solutions, for a presentation on COVID-19 billing and accounts receivable support during its weekly COVID-19 update webinar for members.

### **June 9, 2020:**

LeadingAge New York convenes the second joint meeting of its CCRC, Housing and Retirement Housing Cabinets.

### **June 9, 2020:**

Governor Cuomo signs EO 202.40 extending the nursing home and ACF COVID-19 staff testing mandate through July 9, 2020 but modifying it to require only once-weekly testing in regions that have moved into Phase 2 of New York Forward.

### **June 23, 2020:**

LeadingAge New York convenes the third joint meeting of its CCRC, Housing and Retirement Housing Cabinets.

### **June 24, 2020:**

Dawn Carter, Elliott Frost and Karen Puglisi, LeadingAge New York ProCare Consultants, present a webinar on the ins and outs of the CMS Infection Control Focused Survey and how providers can effectively manage their survey when it occurs.



### **June 24, 2020:**

Governor Cuomo signs EO 205 requiring all individuals traveling from states with “significant community-wide spread” of COVID-19 to quarantine for a 14-day period.

### **June 29, 2020:**

LeadingAge New York enlists John Snow, Senior Vice President at Cool Insuring Agency, for a presentation on nursing home liability insurance COVID-19 exclusions during its weekly COVID-19 update webinar for members.

### **June 30, 2020:**

Governor Cuomo signs into law the Tenant Safe Harbor Act, prohibiting residential evictions for non-payment of rent while COVID-19 restrictions on businesses, public accommodations and non-essential gatherings are in place.

### **July 4, 2020:**

President Trump signs into law legislation extending the PPP loan application deadline to Aug. 8, 2020.

### **July 6, 2020:**

DOH issues a report attributing the spread of COVID-19 in nursing homes to asymptomatic staff rather than infected patients admitted from hospitals.

### **July 10, 2020:**

Governor Cuomo signs EO 202.50 extending the nursing home and ACF COVID-19 staff testing mandate through Aug. 8, 2020.

### **July 10, 2020:**

DOH issues guidance allowing for the resumption of visitation in nursing homes, pediatric nursing homes and ACFs that have been COVID-19-free for at least 28 days.

### **July 14, 2020:**

LeadingAge New York and Elena DeFio Kean, Principal at Hinman Straub P.C., present a webinar on the intricacies of paying staff New York State COVID-19 paid sick time.



### **July 14, 2020:**

LeadingAge New York convenes the first joint meeting of its ACF/Assisted Living (AL), CCRC, Housing and Retirement Housing Cabinets.

### **July 23, 2020:**

LeadingAge New York and Andrew Martin, Public Assistance Chief at the New York State Division of Homeland Security and Emergency Services (DHSES), present a webinar on the ins and outs of the application process for FEMA public assistance funding.

### **July 24, 2020:**

DOH issues guidance eliminating the requirement that ACF, home care, hospice and other non-nursing home providers demonstrate a staffing shortage to allow health care personnel who traveled to states with “significant community-wide spread” of COVID-19 to return to work.

### **July 28, 2020:**

LeadingAge New York convenes the second joint meeting of its ACF/AL, CCRC, Housing and Retirement Housing Cabinets.

### **July 29, 2020:**

FLTC announces receipt of a second round of emergency support grants from the Mother Cabrini Health Foundation to be distributed to qualifying nursing home and ACF members to support services, supplies and training necessitated by the COVID-19 emergency. The funding also provides for a free webinar series on infection control, trauma and grief management and COVID-19 documentation.

### **Aug. 3, 2020:**

The Legislature convenes the first of two virtual public hearings on the impact of COVID-19 on the long term care system and those it serves.



### **Aug. 3, 2020:**

Governor Cuomo signs into law legislation amending provisions related to immunity from liability for health care facilities and professionals in connection with COVID-19-related care.

### **Aug. 5, 2020:**

Governor Cuomo signs EO 202.55 extending all COVID-19-related requirements for nursing homes and ACFs, including the weekly staff testing mandate, through Sept. 4, 2020.

### **Aug. 6, 2020:**

LeadingAge New York begins its second round of free, Mother Cabrini Health Foundation-sponsored webinars with a presentation by Dawn Carter, LeadingAge New York ProCare Consultant, and Diane Darbyshire, Senior Policy Analyst, on how ACF/AL providers can implement and maintain a strong infection control program during the COVID-19 emergency.

### **Aug. 10, 2020:**

The Legislature convenes the second of two virtual public hearings on the impact of COVID-19 on the long term care system and those it serves, with testimony from Jim Clyne, President and CEO of LeadingAge New York.

### **Aug. 12, 2020:**

DOH directs nursing homes to acquire and maintain a 30-day supply of PPE by Aug. 31, 2020 and a 60-day supply by Sept. 30, 2020.

### **Aug. 13, 2020:**

As part of LeadingAge New York's second round of free, Mother Cabrini Health Foundation-sponsored webinars, Jeanne Devine, Ph.D, Chief Clinical Officer at PsychAssociates Group, and Elliott Frost, LeadingAge New York ProCare Consultant, provide a presentation on managing trauma, grief and loss during the COVID-19 emergency.





### **Aug. 17, 2020:**

CMS issues a memorandum directing the expansion of survey activities, clarifying the process of prior enforcement actions and granting states the authority, in some circumstances, to determine compliance by desk review as opposed to an on-site revisit.

### **Aug. 20, 2020:**

As part of LeadingAge New York's second round of free, Mother Cabrini Health Foundation-sponsored webinars, Elliott Frost and Karen Puglisi, LeadingAge New York ProCare Consultants, provide a presentation on the documentation a facility needs to keep throughout a pandemic to decrease facility risk and liability from any potential regulatory, legal or financial scrutiny.

### **Aug. 20, 2020:**

Governor Cuomo signs EO 202.57 extending the moratorium on commercial evictions through Sept. 20, 2020.

### **Aug. 26, 2020:**

CMS announces new requirements for nursing homes to conduct facility-wide testing of all residents and staff in the event of a COVID-19 outbreak and routine testing of all staff based on community prevalence, develop a plan to address resident and staff refusals of testing and report all point-of-care test results within 24 hours in accordance with Clinical Laboratory Improvement Amendment (CLIA) (or State Limited Service Laboratory) COVID-19 reporting requirements. Facilities are also directed to continue reporting COVID-19-related data to the NHSN on a weekly basis.

### **Sept. 1, 2020:**

DOH institutes new requirements for nursing homes, hospitals, funeral directors and medical examiners to conduct confirmatory tests of patients/residents and decedents for COVID-19 and influenza.

### **Sept. 4, 2020:**

The CDC issues a temporary moratorium on residential evictions for non-payment of rent through Dec. 31, 2020.



### **Sept. 4, 2020:**

Governor Cuomo signs EO 202.60 extending all COVID-19-related requirements for nursing homes and ACFs, including the weekly staff testing mandate, through Oct. 4, 2020.

### **Sept. 9, 2020:**

DOH issues guidance modifying the requirements for visitation in pediatric nursing homes and ACFs, most notably reducing the COVID-19-free lookback period from 28 to 14 days.

### **Sept. 15, 2020:**

DOH issues guidance modifying the requirements for visitation in nursing homes, most notably allowing facilities to resume visitation if they have no new nursing home onset COVID-19 cases for 14 days and requiring all visitors to present a negative COVID-19 test result from within the previous seven days.

### **Sept. 15, 2020:**

LeadingAge New York releases an absentee voting guide to help members educate residents and their families on how they can safely cast their ballot in the 2020 election.

### **Sept. 17, 2020:**

CMS issues revised guidance on visitation in nursing homes that emphasizes the psychosocial and physical well-being of residents and prohibits facilities from restricting visitation without a reasonable clinical or safety justification.

### **Sept. 18, 2020:**

Governor Cuomo signs EO 202.64 extending the moratorium on commercial evictions through Oct. 20, 2020.

### **Sept. 21, 2020:**

DOH directs all laboratories, including health care providers conducting point-of-care testing, to collect additional demographic data concerning patients receiving COVID-19 tests and to report results of COVID-19 and influenza tests through the Electronic Clinical Laboratory Reporting System (ECLRS) within three hours.





### **Sept. 23, 2020:**

LeadingAge National holds a National Day of Action to intensify demands on President Trump and congressional lawmakers to address the COVID-19-related needs of long term care providers and those they serve.

### **Sept. 29, 2020:**

Governor Cuomo signs EO 202.66 extending the Tenant Safe Harbor Act through Jan. 1, 2021 and expanding protections to residential eviction warrants that existed prior to the COVID-19 emergency.

### **Oct. 4, 2020:**

Governor Cuomo signs EO 202.67 extending all COVID-19-related requirements for nursing homes and ACFs, including the weekly staff testing mandate, through Nov. 3, 2020.

### **Oct. 5, 2020:**

CMS issues a memorandum reminding nursing homes of their responsibility to ensure residents have the opportunity to exercise their right to vote in the 2020 election.

### **Oct. 6, 2020:**

Governor Cuomo signs EO 202.68 establishing the Cluster Action Initiative, a COVID-19 mitigation strategy that imposes new rules and restrictions on areas with the highest concentration of cases and the surrounding communities.

### **Oct. 13, 2020:**

LeadingAge New York enlists Paul Buehler, Labor and Employment Associate at Bond, Schoeneck & King, PLLC, for a presentation on COVID-19 furlough and leave rules during its weekly COVID-19 update webinar for members.

### **Oct. 16, 2020:**

The CDC announces the Pharmacy Partnership for Long Term Care Program, a partnership with CVS and Walgreens to facilitate on-site COVID-19 vaccination services for residents and staff of nursing homes and AL facilities.



### **Oct. 18, 2020:**

The State releases a draft COVID-19 Vaccination Administration Program that prioritizes long term care facility residents and staff in the first phase of vaccine distribution.

### **Oct. 20, 2020:**

Governor Cuomo signs EO 202.70 extending the moratorium on commercial evictions through Jan. 1, 2021.

### **Oct. 21, 2020:**

LeadingAge National releases the results of a survey measuring the significant impact of COVID-19 on affordable housing members.

### **Oct. 23, 2020:**

DOH institutes limitations on visitation in nursing homes, pediatric nursing homes, ACFs and other congregate facilities located in red or orange zones designated as part of the Cluster Action Initiative.

### **Nov. 3, 2020:**

Governor Cuomo signs EO 202.72 extending all COVID-19-related requirements for nursing homes and ACFs, including the weekly staff testing mandate, through Dec. 3, 2020.

### **Nov. 4, 2020:**

The State implements a new travel advisory policy that replaces the 14-day quarantine requirement for individuals traveling from states with “significant community-wide spread” of COVID-19 with a new test-based strategy. Under the new policy, individuals coming to New York from non-contiguous states, or after travel to any CDC Level 2 or Level 3 Travel Health Notice country, must quarantine for 14 days unless they satisfy the test-based requirement to exit quarantine early.

### **Nov. 4, 2020:**

DOH issues guidance allowing for the resumption of salon services in nursing homes and ACFs, provided certain conditions are met, including implementation of strict infection control practices and COVID-19 testing of all beauticians and barbers.



### **Nov. 6, 2020:**

LeadingAge National releases a Pandemic Playbook providing a comprehensive array of resources to help long term care providers mitigate the effects of COVID-19 and future pandemics.

### **Nov. 9, 2020:**

LeadingAge New York releases an issue brief to help members identify the relevant regulations and guidance applicable to off-site social visits by residents during the COVID-19 emergency and the steps they may choose to take to mitigate the infection transmission risks of such visits, while honoring resident rights to access the community.

### **Nov. 9, 2020:**

Governor Cuomo signs EO 202.73 directing nursing homes in red, orange and yellow micro-cluster zones to test staff twice weekly and those in red and orange zones to suspend visitation.

### **Nov. 17, 2020:**

LeadingAge New York and the New York Academy of Medicine (NYAM) convene the first cohort of their free, 16-session training sequence through Project ECHO to help keep COVID-19 from spreading in nursing homes and prepare and equip staff to protect residents and themselves.

### **Nov. 19, 2020:**

LeadingAge New York and NYAM convene the second cohort of their free, 16-session Project ECHO training sequence.

### **Nov. 24, 2020:**

DOH issues guidance recommending against nursing home and ACF residents leaving the facility during the holidays and imposing new re-entry requirements on those who do, most notably proof of a negative COVID-19 test result from within the previous 24 hours.

### **Nov. 27, 2020:**

DOH issues guidance recommending universal use of eye protection by health care personnel for all patient interactions, in addition to face masks.



### **Dec. 1, 2020:**

The CDC's Advisory Committee on Immunization Practices (ACIP) votes to recommend that long term care residents and staff, as well as health care personnel, be given first priority for the COVID-19 vaccine.

### **Dec. 3, 2020:**

Governor Cuomo signs EO 202.79 extending all COVID-19-related requirements for nursing homes and ACFs, including the weekly staff testing mandate, through Jan. 1, 2021.

### **Dec. 11, 2020:**

Governor Cuomo signs EO 202.81 extending the moratorium on commercial evictions through Jan. 31, 2021.

### **Dec. 11, 2020:**

The Food and Drug Administration (FDA) issues an emergency use authorization (EUA) for the COVID-19 vaccine developed by Pfizer and BioNTech.

### **Dec. 16, 2020:**

LeadingAge New York and NYAM convene the third cohort of their free, 16-session Project ECHO training sequence.

### **Dec. 16, 2020:**

Governor Cuomo announces the establishment of 10 Regional Vaccination Hubs, led by local hospital systems, to develop Regional Vaccination Networks to facilitate the second phase of COVID-19 vaccine distribution.

### **Dec. 18, 2020:**

Health Commissioner Dr. Howard Zucker issues a letter to health care providers urging their participation in the planning and implementation of their Regional Vaccination Network.

### **Dec. 18, 2020:**

The FDA issues an EUA for the COVID-19 vaccine developed by Moderna.



### **Dec. 20, 2020:**

ACIP votes to recommend that adults age 75 and older, as well as frontline essential workers, be next in line to receive the COVID-19 vaccine.

### **Dec. 21, 2020:**

LeadingAge New York issues a letter to Commissioner Zucker urging the State to reconsider its approach to enforcing the HERDS survey submission timeliness requirements and nursing home PPE stockpile requirements.

### **Dec. 21, 2020:**

The first doses of the Pfizer COVID-19 vaccine are administered to residents and staff at New York nursing homes.

### **Dec. 26, 2020:**

DOH issues guidance eliminating furlough exemptions for asymptomatic staff who have been exposed to but do not test positive for COVID-19 and extending the work exclusion period for exposed staff in Enhanced Assisted Living Residences (EALRs) and Assisted Living Programs (ALPs) to 14 days.

### **Dec. 27, 2020:**

President Trump signs into law the Consolidated Appropriations Act, 2021, providing an additional \$3 billion in COVID-19-related health care provider relief.

### **Dec. 27, 2020:**

Governor Cuomo signs EO 202.85 extending the Tenant Safe Harbor Act through Jan. 26, 2021.

### **Dec. 28, 2020:**

The Legislature convenes for a special session to approve, and Governor Cuomo signs into law, the COVID-19 Emergency Eviction and Foreclosure Prevention Act, extending the moratorium on residential evictions through May 1, 2021 and preventing foreclosure proceedings, credit discrimination and negative credit reporting related to the COVID-19 emergency.



### **Dec. 30, 2020:**

Governor Cuomo signs EO 202.87 extending all COVID-19-related requirements for nursing homes and ACFs, including the weekly staff testing mandate, through Jan. 29, 2021.

### **Dec. 30, 2020:**

LeadingAge New York issues a letter to Commissioner Zucker, Governor's Office staff and Regional Vaccination Hub leaders outlining the importance of prioritizing affordable housing, independent housing, Programs of All-Inclusive Care for the Elderly/Managed Long Term Care (PACE/MLTC) and home and community-based services (HCBS) in future COVID-19 vaccination plans.





# **COVID-19 BILLING & AR SUPPORT HOTLINE**

**[CHScovidsupport@comphcs.com](mailto:CHScovidsupport@comphcs.com)**

**Comprehensive Healthcare is an industry leader in  
nursing home AR management.**

**With our innovative systems, we are able to increase our  
clients' collections to *nearly 100%***

**For more information, call us anytime at 732-942-4558 ext 224.**



# INSURANCE RATES ARE GOING UP



**With knowledge  
of the field and an  
extensive network of  
options, Cool Insuring  
has you covered.**

**COOL** SeniorCare  
INSURANCE PROGRAM

## INSURANCE MADE SIMPLE

Cool Insuring Agency is a major provider of senior living insurance programs for all types of health care operations. We have a long and gratifying history of working with senior living facilities throughout New York State to protect their assets and personnel. We pride ourselves on the strong partnerships we have developed with nursing facilities, adult homes and senior living communities.

We step out of the competition and keep you covered. You can trust your insurance needs are our priority.

P: 800-233-0115 or 518-783-2665 | E: [jfsnow@coolins.com](mailto:jfsnow@coolins.com) | W: [coolins.com](http://coolins.com)

One important application of data analytics is performing predictive analytics and risk stratification



Quality Apex has added new features to enable risk stratification of residents and support strong performance on these high value measures:

- ▶ *Hospitalization*
- ▶ *Rehospitalization*
- ▶ *UTI*
- ▶ *Pressure Ulcers*
- ▶ *Falls with Major Injury*

# RISK ANALYSIS NOW AVAILABLE IN QUALITY APEX!



The benefits of risk stratification are:

- ▶ *Enables proactive management of residents, instead of reactive*
  - ▶ *Supports implementation of preventative strategies*
  - ▶ *Reduces negative outcomes*
  - ▶ *Increases satisfaction of residents and families*
  - ▶ *Promotes person-centered care*

Contact Marguerite Carroll at [MCarroll@leadingageny.org](mailto:MCarroll@leadingageny.org) or cell 518-441-7431

**FILL A JOB.**

**FIND A JOB.**

LeadingAge®  
New York

**Career Center**

*Connecting Talent and Opportunity*

[www.careercenter.leadingagency.org](http://www.careercenter.leadingagency.org)

The new Career Center, powered by Web Scribble Solutions, offers LeadingAge New York members a valuable new tool for recruiting. Offering lots of impact for the cost, advertisements on this powerful platform start as low as \$325 and push your listing to national job boards such as Indeed, SimplyHired and others.

**That's a lot of reach for a low price!**

For more information contact Earl Gifford at 518.867.8383 ext. 149 or [egifford@leadingagency.org](mailto:egifford@leadingagency.org)

LeadingAge®  
New York **PROCARE, LLC**  
*Providing the solutions you need...for the results you want.*



We hired ProCare to train our staff in documentation, capturing appropriate resident data and how to set reference dates to ensure proper Medicare billing. In just two quarters our Medicare case load increased by 6%, our case mix had a significant increase and days of cash on hand increased by 32 days. I consider ProCare to be an investment in quality that more than pays for itself."

— Mike Keenan  
CEO, Good Shepherd  
Communities

**What would you like to increase with a consultation from ProCare?**

↑ Documentation  
↑ Case Mix

↑ Cash on Hand  
↑ Quality Metrics

Contact Mary Wassel, director of ProCare/senior policy analyst | P: 518.867.8383 | E: [mwassel@leadingagency.org](mailto:mwassel@leadingagency.org)

## Serving Up Savings

The ultimate food program for long-term care communities that provides the **best value** and **best business solutions** for your food service operation.

Contract terms that could deliver thousands of dollars in annual savings

Streamlined purchasing that offers rebates in more than 60 product categories



Enhanced contract value on select products and services through limited-time savings opportunities

Private-label purchasing with a proven overall price advantage on trusted, most used food products

### Request a free, no obligation Cost Study

Discover just how much you could be saving with an unbiased cost comparison between your current vendor pricing and Value First's group purchasing power.



**WIN-WIN**

### Support LeadingAge and your state association

Revenue generated by Value First helps to fund the valuable programs and services that LeadingAge and your state affiliate provides to members.

#### SAVE ON SUPPLIES

Food • Medical • Janitorial • Office  
Capital Equipment • New Construction

#### Denis Miciletto

917.370.6518  
dmiciletto@leadingageny.org

[www.valuefirstonline.com](http://www.valuefirstonline.com)

Can't sleep?  
Rest assured, you have

LeadingAge®

*New York Services Inc.*

**SOLUTIONS**



LeadingAge New York Services developed *Solutions* to help you stay competitive even in this challenging environment. Our suite of comprehensive, integrated, competitively-priced solutions is just a phone call away. Whatever is keeping you awake at night, don't count sheep, count on us.

**Contact Holly Smith at 518.867.8383 TODAY!**





## Your Employees Know How to Protect Patient Health. But Do They Know How to Protect Their Patients' Data?

47% of business leaders said human error, such as accidental loss of a device or document by an employee, had caused a data breach at their organization.

Every employee in your healthcare organization plays a role in minimizing the risks and repercussions of cyberthreats. Do your employees know what is expected of them from a cybersecurity perspective?

**Now they will.**

### GET A FREE HANDBOOK: Cybersecurity Awareness for Healthcare Organizations

**Click here to download this Handbook**  
**and share it with employees to help**  
**them learn about:**

- Why cybersecurity is important at work
- The basics of device protection, connectivity awareness, and email safety
- How they can help mitigate cyber risk
- Common cybersecurity terms and what they really mean



### GreyCastle Security's Solutions for Healthcare

We are the industry-leading provider of cybersecurity risk assessment, mitigation, and certification readiness services for hospitals, exchanges, providers, and Leading Age NY members, among others.

COMPLIANCE  
EPHI INVENTORY  
BREACH RESPONSE  
POLICY DEVELOPMENT

HIPAA RISK ASSESSMENT  
HIPAA SECURITY TRAINING  
BUSINESS CONTINUITY  
PLANNING

Email us at [intel@greycastlesecurity.com](mailto:intel@greycastlesecurity.com) or give us a call: (518) 274-7233

[www.GreyCastleSecurity.com](http://www.GreyCastleSecurity.com) | [@greycastlesec](https://twitter.com/greycastlesec)





# PREPARE. EXECUTE. SUCCEED.

## PDPM

### #READY4PDPM

PDPM Strategy  
PDPM Education  
Therapy Services  
Compliance Programming  
Care ReDesign  
Wellness Services  
Senior Living/Home Care

### Partner with us to:

- Optimize clinical, quality and financial outcomes.
- Enhance resident satisfaction scores.
- Drive market share.

### Contact David Mercugliano, PT, GCS

dmercugliano@healthpro-heritage.com  
443.827.7337

HEALTHPRO



HERITAGE

LeadingAge<sup>®</sup>  
New York  
Preferred Partner

## Announcing *New Online Course*

### Managing the Millennial Mindset

- ✓ Special Discount for LeadingAge New York Members
- ✓ Hear from thought leader Cara Silletto, MBA
- ✓ Gain critical insights about all of today's workers in order to bridge the widening generational gaps and reduce unnecessary employee turnover costing your organization precious dollars

This program is provided by the partnership between:

**CRESCENDO STRATEGIES**

We reduce unnecessary employee turnover.

LeadingAge<sup>®</sup> New York

# 2020 LeadingAge Accomplishments

*In 2020, the COVID-19 pandemic sparked unexpected challenges, but also brought new clarity and collaboration to our work. LeadingAge redoubled our efforts to help our members face this unprecedented challenge this year.*



## OUR COLLECTIVE VOICE

- » Led the [Act for Older Adults Campaign](#) to fight for urgently needed COVID protections, calling on policymakers to take Five Essential Actions for older adults and care workers across the continuum.
- » Influenced bipartisan COVID relief packages and [other legislation](#) with more than 200 meetings with LeadingAge members and members of Congress; 2 national days of action, 30+ action alerts, and 51,000+ messages to Congress.
- » Assisted and consulted with federal agencies, and implemented robust advocacy to ensure members received funding, support and guidance: \$20 billion in Provider Relief Funds, \$250 million in relief for HUD-assisted senior housing, NASEM nursing home quality study, and much more.
- » Executed robust media efforts to ensure decision makers and the public had accurate information on COVID's impact on members. Collaborated with members and state partners to field a record number of media inquiries that yielded hundreds of stories in outlets like *The New York Times*, *The Wall Street Journal*, CNN, *Kaiser Health News*, ABC News, NBC News, *Politico*, *McKnight's Long Term Care*, and more.

## MEMBER SUPPORT & EDUCATION

- » Released new educational resources to help members during the pandemic. Thousands of individuals have accessed content on the [Learning Hub](#), including QuickCasts, live virtual sessions, and training, including a basic care aide skill competency tool.
- » Successfully transitioned the Leadership Academy's 2020 program year to a virtual experience.
- » Hosted regular Online Coronavirus Policy Update calls featuring LeadingAge members and experts in our field.
- » Created a new COVID-19 Member Community group for members to share best practices, and a COVID-19 inbox to field member questions.
- » Delivered daily editions of LeadingAge Need to Know to provide the latest COVID-19 information and resources.
- » Curated offers from trusted businesses wanting to help members get through the coronavirus crisis, including safe, reliable supply channels for PPE.
- » Convened a successful Virtual Collaborative Care & Health IT Innovation Summit.
- » Delivered funding, PPE, and testing supplies to members through partnerships with FEMA and HHS.

## TOOLS AND RESOURCES

- » Launched the interactive online [Pandemic Playbook](#) of insight, wisdom, and best practices for serving older adults in a catastrophic health crisis.
- » Provided extensive resources, articles, and tools on a special web page to help members deal with COVID-19.
- » Released 4 new CAST supporter case studies and updated selection tools for social connected and engagement technologies, electronic health records, [health information exchange](#), and more.
- » Curated Member Ideas and Inspiration stories, and launched a podcast series to share innovative members solutions to pandemic challenges.

## WORKFORCE DEVELOPMENT

- » Launched a new research report, "Making Care Work Pay," that outlines how a living wage for direct care workers can benefit care recipients, workers, and communities. This groundbreaking research captures the substantial benefits that would accrue throughout our economy.
- » Launched the development of a Summer Enrichment Program designed to provide opportunities for diverse students to gain exposure to and leadership opportunities in older adult services within LeadingAge member communities.
- » Partnered with major national employers to connect displaced workers from dining, retail, and hospitality with available jobs in aging services through the LeadingAge Career Center.

## STRONGER TOGETHER

- » Partnered with the Global Ageing Network to pay tribute to the elders we have lost worldwide to the coronavirus with a Day of Remembrance that resulted in hundreds of photos and more than 100,000 social media impressions.
- » Worked with StoryCorps on [toolkits](#) to help aging services providers encourage older people to share their stories.
- » Worked with the Urban Institute on a project to inform policy and practice on providing effective support to older adults living in public housing.
- » Joined WeCare Connect, an employee engagement and management system designed by Wellspring Lutheran Services, to study the impact of the COVID-19 pandemic.
- » Completed a 2-year collaboration with TimeSlips to reduce ageist stereotypes and improve the next generation of workforce.