



WCCEAL

The Regulatory Firewall

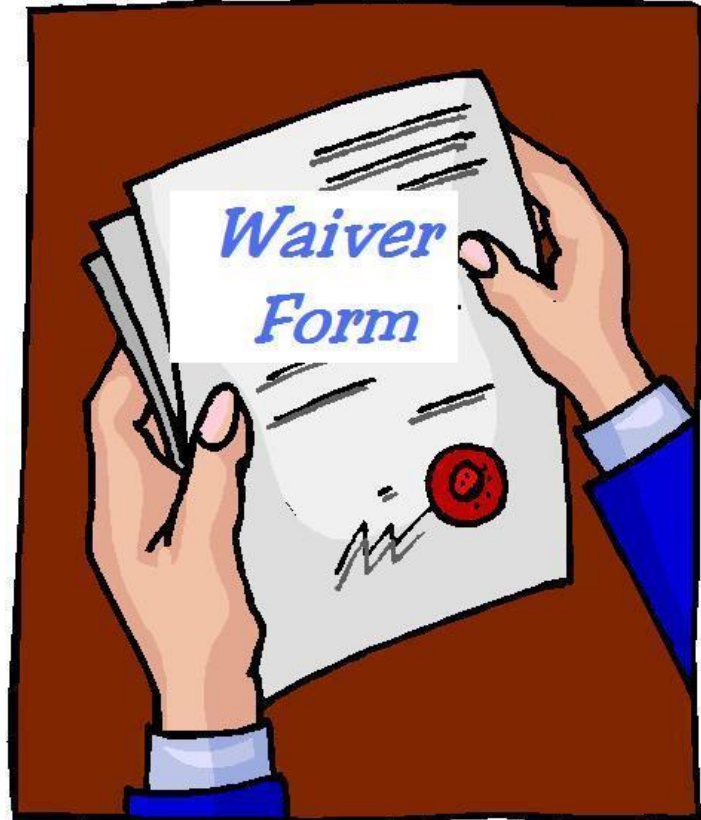
WCCEAL
Individual AL
communities:
-Satisfaction
results
-Indicators
-Other reported
information



DHS – BAL;
advocates;
and public

DHS-BAL Variance

- DHS 83.35(4) Satisfaction Evaluation
 - CBRF WCCEAL participants



What does DHS-BAL expect if there are issues identified with individual AL communities

- The AL community would put mechanisms into place to improve
- CHSRA would help the associations identify issues from the reports and possible strategize to improve
- The AL community's associations would provide assistance and support to improve
- The AL community's association would hold the community responsible for implementing the QI/QA program

As part of the QI/QA approval DHS-BAL will want to see

- Reports on satisfaction and quality indicators for:
 - Overall WCCEAL
 - Overall by Association
 - Overall by peer grouping (i.e. by client group, by size, by other demographics)

DHS-BAL will use information from these reports for.....

- ongoing evaluation of the WCCEAL association's QI and QA approvals.
- justifying less oversight to WCCEAL qualifying participants to legislators, advocates, funding agencies, and the public.
- deploying resources to improve the assisted living industry and supporting participants of WCCEAL.