

# ALASKA PIONEER HOME ADVISORY BOARD REPORT

**November 2018**



Sitka Pioneer Home  
Photo: Klaudia Leccese



*Providing elder Alaskans a  
home and community,  
celebrating life through its  
final breath.*

**State of Alaska - Governor, Mike Dunleavy**

**Department of Health and Social Services - Commissioner, Adam Crum**

**Division of Alaska Pioneer Homes - Director, Clinton Lasley**





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# Alaska Pioneer Homes Mission

*Providing elder Alaskans a home and community,  
celebrating life through its final breath.*



Resident Nancy Kossmann shares in the patriotic spirit of the 4<sup>th</sup> of July celebration at the Ketchikan Pioneer Home.

Resident Jeannette Mcleod enjoys a fashionable and sunny game of badminton with Activity Director Josielind Ferrer at the Juneau Pioneer Home.



Residents take turns making homemade ice cream and trading smiles at the Sitka Pioneer Home.



## About the Pioneer Home System

The Division of Alaska Pioneer Homes is part of the Alaska Department of Health and Social Services (DHSS). The division manages six assisted living homes known as Pioneer Homes. They are operated in accordance with state statutes and regulations pertaining to both assisted living homes and the Pioneer Homes themselves.

### Governance

Homes are managed on-site by administrators appointed by Alaska's governor.

The Pioneer Homes Advisory Board (board) is also appointed by the governor. There is a clear distinction between the management functions assigned to the division and the advisory function of the board. The board is the established link between the public and policymakers to provide community feedback. The board meets, at least annually, and tours some of the homes. During the tour, board members hold public meetings and gather information.

#### FY2018 Advisory Board Members

Name	Term expiration
Robert Sivertsen, Chair	6/30/2018
David Blacketer - Alaska Commission on Aging (ACoA) Rep.	6/30/2018
Rosemary Hagevig	6/30/2020
Jim Hastings - Alaska Veterans Advisory Council (AVAC) Rep.	6/30/2021
Teri Holderman	6/30/2021
Gordon Severson	6/30/2021
Jana Shockman	6/30/2020
Ronald Siebels	6/30/2020

#### FY2019 Advisory Board Members

Name	Term expiration
Rosemary Hagevig, Chair	6/30/2020
Gordon Glaser – ACoA Rep	<i>Contingent upon seat as ACoA chair</i>
Phil Hokenson – AVAC Rep	<i>Contingent upon seat as AVAC chair</i>
Bob Pawlowski	6/30/2021
Gordon Severson	6/30/2021
Brenda Shelden	6/30/2021
Jana Shockman	6/30/2020
Ronald Siebels	6/30/2020

## General Overview

The Alaska Pioneer Homes provide assisted living and pharmaceutical services to qualified Alaskan elders in six communities: Sitka, Fairbanks, Anchorage, Ketchikan, Palmer, and Juneau. The Palmer home is federally certified as a veterans' home. The homes, licensed for 497 beds, collectively served 567 Alaskan elders (including current residents, deaths and discharges) in FY2018.

The homes offer three levels of service. Level I residents are largely self-sufficient; Level II residents get help with medications and activities of daily living, such as dressing. Level III residents often need a great deal of assistance with eating, toileting, bathing, dressing and mobility.

The homes' environment, service delivery and recreational activities are designed to maximize independence and quality of life. They are designed to address residents' physical, emotional, and spiritual needs.

Since 1998, Alaska Pioneer Homes have embraced the Eden Alternative® philosophy: sidestep loneliness, boredom and helplessness by creating an environment where elders, caregivers, support staff, family members, friends, and volunteers can flourish and grow. A central tenet of the philosophy is that decisions are made by the residents, or the people closest to them.

The Pioneer Homes also have a long term care pharmacy exclusively serving the six homes since 1998. The staff includes two registered pharmacists, three pharmacy technicians and an accounting technician. The pharmacy's formulary (the pharmaceuticals it stocks) reflect the medications most appropriate for senior use. Pharmacy services include packaging medications in doses specific to each resident; screening for drug and food interactions and allergies, and appropriateness for our senior population. A clinical review is conducted on each resident's medication regimen by one of the licensed pharmacists every 90 days. The pharmacy actively strives to balance medical needs with maintaining alertness, to keep residents as mentally engaged and physically capable as possible. The pharmacy participates in quality assurance programs within the facilities and with the Centers for Medicare and Medicaid Services to ensure safety standards for medication use.

The homes are inspected by outside state agencies for assisted living licensing (DHSS Division of Health Care Services), Medicaid waiver certification (DHSS Division of Senior and Disabilities Services), and the kitchens are inspected by the state Department of Environmental Conservation. The Palmer home is also inspected by the U.S. Department of Veterans Affairs-Alaska VA Healthcare System.

Despite current budget challenges, the Pioneer Homes strive to continue to cultivate a caring, vibrant, engaging community where the elders are the heart of the home. Demand for a place in the homes continues to grow. The homes maintain waitlists for elders ready to move in as soon as a bed is available that meets their required level of care, and for those who would like to move in at some point in the future. Interested elders are encouraged to apply as soon as they become eligible, as the average wait on the active list is two to three years. Alaskans are eligible to apply once they are 65 and have been a resident for at least a year. Some active list applicants apply to multiple homes due to their immediate need for care. As of July 1, 2018, 215 elders were on the active list and 5,135 elders were on the inactive list.

## Executive Summary

The Alaska Pioneer Homes received significant support from Governor Walker, the legislature, and Alaska's citizens to fulfill its mission of "providing elder Alaskans a home and community, celebrating life through its final breath." For FY2018 the focus of the division was on planning for the future and leveraging current resources to maximize capabilities. The advisory board worked in partnership with the division to develop recommendations for facility needs and reviewed the division's policies to support the efforts of the Pioneer Homes.

FY2018 saw numerous milestones in the Alaska Pioneer Homes system.

- A division-wide strategic plan was developed in October 2017, with successful implementation beginning shortly afterward. Many of the first year goals were met, including improvements in elder care and continuous quality improvement, increasing financial stability, medication management, staff training, community outreach and facility maintenance.
- The homes served 567 residents, an increase of 44 elders over FY2017.
- Many 100<sup>th</sup> birthdays were celebrated, with each home hosting a centenarian party in collaboration with the Alaska Commission on Aging.
- The first year of the CNA Dementia Specialty apprenticeship program was a success with ten Pioneer Home CNAs graduating and 14 more enrolled. This registered apprenticeship is a partnership between the Alaska Pioneer Homes; Alaska State Employees Association; Alaska Department of Labor and Workforce Development; and the US Department of Labor's Office of Apprenticeship. The program took two years to develop and features in-depth training in

dementia care and other long-term specialties. The continuation of this program allows Pioneer Home staff to grow professionally and improve the quality of care they provide on a daily basis.

- The homes successfully completed key deferred maintenance projects.
- Across the division, the waitlist was transferred from an outdated system to a new electronic health record system. The new system has improved efficiencies and communications between the homes and Central Office, eliminating areas of double data entry.
- The Alaska Pioneer Homes Pharmacy successfully transitioned from a biweekly to a 28 day cycle fill for generic medications, eliminating double copay for many elders. The pharmacy also continued its longstanding partnership with the University of Southern California's School of Pharmacy. Students stay in the Anchorage Pioneer Home while completing a six week internship at the pharmacy and gain experience in geriatric pharmacology. More than 120 students from USC, Washington State University and the University of Idaho have completed the program.
- Each Pioneer Home now has a certified Teepa Snow Trainer to help increase the skills of staff working with elders suffering from dementia. Teepa Snow and the Positive Approach to Care™ model is a nationally recognized leader in dementia care.
- The Pioneer Homes continued to serve as a clinical site for 13 school programs across the state.
- The division collaborated with the Alaska Mental Health Trust Authority to secure funding for a Pioneer Homes' staffing analysis. The staffing analysis is currently in progress and is scheduled for completion by November 26, 2018. The results of this analysis will allow the division to have a better understanding of current and future staffing needs, enabling them to serve senior Alaskans to the best of their abilities.

Looking ahead, the division and advisory board will continue their support of one another in the implementation of the staffing analysis results and further execution of the division's three year strategic plan.

Former Alaska Pioneer Homes Division Director Lofgren (right) and Anchorage Pioneer Home resident Helen Pannone (left) celebrating Father's Day at the home's annual BBQ.



## Board Recommendations

### Facility recommendations:

The Alaska Pioneer Home Advisory Board urges the State of Alaska to consider the aging infrastructure of the Pioneer Homes as a critical resource to Alaskan elders. The homes serve as a safety net for the aging population and is a vital part of the continuum of care in this great state. This board makes the following recommendations:

- Conduct a feasibility study of repair vs rebuild of the Fairbanks Pioneer Home (FPH) and explore partnerships for outside funding to pay for the study. The FPH was built in 1967 and is situated on 16 acres. Since construction of the home, the health care needs of elders entering the home continue to increase. The home was designed for low level assisted residential living and is not adequately configured to meet the changing needs of current elders, many of which require our highest level of care. The building is also not energy efficient, leading to large utility bills.
- Replacement of the Alaska Veterans & Pioneer Home (AVPH) roof. This project has been on the deferred maintenance list for many years. The federal government has recently funded a significant increase to The US Department of Veterans Affairs for construction projects across the country. This is an ideal time to explore the federal 65/35 construction match grant to offset cost to the state.
- Review deferred maintenance list and start planning to address concerns. All six of the Pioneer Homes across the state are aging and in need of repair/renovation. Since the downturn of the economy many capital and deferred maintenance needs have not been accomplished. This practice is causing our already aging facilities to not be cared for in a manner that keeps up with their needs, which may cause additional unintended cost to the state.

### Operations

The Division of Alaska Pioneer Homes has taken the lead in exploring cost efficiency measures and identifying ways to maximize their benefit to meet the increasing need of elder care in the state. The board supports the division in these efforts and makes the following recommendations:

- Development of an implementation strategy for the Staffing Plan and Cost Impact Analysis report recommendations. Collaborate with outside sources to fund the creation of a division management plan to guide the future success and continued quality improvement of the Pioneer Home system
- Adjust baseline minimum qualifications to make it easier to recruit entry level positions and find efficiencies to streamline the hiring process
- Make activities for elders a priority in the homes
- Create a nine bed complex behavior neighborhood at the Anchorage Pioneer Home (APH) and increase capacity at APH to ensure elders on the waitlist are not impacted. Explore the feasibility of adding similar neighborhoods in other homes to help address mental health challenges across the state.
- Create a staff development/education program to meet the demands of working with an ageing population.



Left: Rosemary Hagevig, Chair

Right: Boardmembers (L to R) –  
Bob Pawlowski, Jana Shockman,  
Gordon Severson, Phil Hokenson,  
Brenda Shelden, Ron Siebels, and  
Gordon Glaser





## Division Challenges

### Increased Resident Health Care Needs

#### • *Need for More Level II and III Beds*

Alaska's strong home- and community-based service delivery system has been successful in supporting elders who want to remain in their homes longer. When elders request a transfer to the active waitlist, indicating they are ready to move in within 30 days once a bed is ready, they are usually in need of Level II or III services. These residents often need a great deal of assistance with eating, toileting, bathing, dressing, and mobility, which requires increased staff time.

The percentage of residents receiving Level II and III services has increased to 90 percent in July 2018 from 63 percent in June 1995.

While fewer applicants seek Level I care, Level I beds cannot be easily converted to Level II or III without significant capital improvements to the homes, such as adding Americans with Disability Act (ADA) accessible bathrooms and doorways. In addition to environmental modifications, a higher staffing ratio may be needed to ensure elders' health and safety and maintain the high quality of care for which the homes are known.

# of beds	Sitka	Fairbanks	Palmer	Anchorage	Ketchikan	Juneau
Level I	7	9	10	35	1	5
Level II	24	24	21	51	12	11
Level III	34	58	48	82	33	32

#### • *Wait List Continues to Grow*

As of July 1, 2018, 215 applicants were actively waiting for a place in a Pioneer Home. The board expects the wait list will remain high, as the number of Alaska elders continues to swell over the next fifteen years.

To apply to the Pioneer Homes, individuals must be an Alaskan resident for at least one year and be 65 years or older. There are more applicants than vacancies, so the division maintains a waitlist. The date and time of a person's application determines their order of admission into the Pioneer Home system. The length of the list has increased as Alaska's senior population has grown.

Applicants on the waitlist can choose to be classified as active or inactive (which amounts to two waitlists).

The **active waitlist** is for people who want to move into

a home within 30 days of being offered a spot that meets their care needs.

Vacant beds are offered to the person on the active wait list with the earliest application date. At present, most elders on the active wait list require Level II or Level III services and there are few vacancies in those levels.

Elders on the active list usually wait two to three years before being offered a bed. Some elders will put their names on the waitlist for multiple homes because their need for care is immediate.

**As of July 1, 2018, 215 elders had filed 356 active waitlist applications.**



Ketchikan Pioneer Home residents enjoy fellowship, laughter and sunshine in the Great Hall.

The **inactive waitlist** consists of elders who meet the age and residency requirements, and anticipate wanting to move to a home in the future. Their application holds their spot on the waitlist ahead of others who apply later. They submit a waitlist transfer request form when they're ready to change to active status.

**As of July 1, 2018, 5,135 individuals had filed 11,664 inactive waitlist applications.**

#### • *Lack of Alternative Placements for Alaskans with Complex Mental Health Needs*

The Pioneer Homes are experiencing an increase in the number of elders who request services and manifest complex behaviors and/or experience mental illness or substance use disorders. The Pioneer Homes are not licensed to care for residents with some psychiatric illnesses, nor are staff trained to provide comprehensive behavioral health care. It is challenging to find geriatric psychiatric services for residents that have mental health illnesses or dementia-related behaviors beyond the scope that the Pioneer Homes can manage. Finding alternative placements for these individuals has been difficult or

impossible, while continuing to house these residents, places other residents and staff at risk of injury. There continues to be a large gap in care for those elder Alaskans that have challenging and complex behaviors and dual or poly diagnosis.

## Recruiting and Retaining Health Care Personnel

Another ongoing challenge for the Pioneer Homes is the recruitment and retention of adequate health care personnel. The uncertainty of the State of Alaska budget adds to that challenge, as in some locations the pay and benefits offered by the Pioneer Homes are not competitive with similar jobs in the private sector.

For both direct care and nursing staff it is difficult to cover vacations, family medical leave, workers' compensation and other leave needs with the continued staff shortage that the division has experienced for the last several years.

The homes offer limited recruitment incentives, and have a difficult time competing with the private sector. For example, local hospitals offer paid relocations, signing bonuses, and higher wages. While allowing employees to attend training and conferences in their area of expertise is one benefit that the State can currently offer to foster retention and keep staff up to date with the latest medical advances, it is difficult to fund such training with the reduced division budget.

It is imperative that the division continues to partner with the University of Alaska, the Alaska Department of Labor and Workforce Development, local school districts and other programs for nursing and Certified Nursing Aid (CNA) training to ensure a continuous pool of employees.

Providing employees with avenues for continuing education is an important benefit that can help with both staff retention and maintaining high quality care.

## Building Maintenance

Alaska Pioneer Homes have identified capital deferred maintenance projects totaling \$22,716,861.

Plumbing and heating systems may not lend themselves to heart-warming photo opportunities, but reliable building infrastructure is a vital part of a safe, functional home.

The age of the Pioneer Homes' buildings and continued funding short-falls together create many maintenance challenges and an increasing workload on facility personnel.

All six Alaska Pioneer Homes have aging boilers, from 47 to 21 years old, that have been refurbished but will soon need replacement.

Other projects the homes' maintenance team have identified include leaking roofs, the need to modernize the HVAC systems to incorporate Direct Digital Controls (DDC), fuel tanks and sewage lift stations that need replacing, among numerous other needs.

Facilities staff encountered a number of large and unexpected issues over the past year, including a \$150,000 exterior wall replacement project caused by rain water damage. Dealing with these issues impacts staff time available for everyday duties such as getting rooms ready for new occupancy and preventive maintenance on equipment. This could potentially undermine the healthy margin of safety that is our goal for residents.

## Funding for the Homes

### • Pioneer Home Rates

Pioneer Home rates are set in regulation, by statute, AS 47.55.030 (b): The Department of Health and Social Services shall adopt regulations establishing a monthly rate for the compensation a resident is to be charged under (a) of this section. The rate charged need not fully compensate the state for the cost of care and support. The commissioner of health and social services shall review the rate each year.

The Pioneer Home system has been working towards reducing the amount of general fund subsidy since 1996, when current rates of state subsidization were clearly becoming unsustainable.

A history of rates from 1996 to 2003 can be found in Appendix 1.



Ketchikan Pioneer Home resident, Warren Elliott, enjoys reading time with his KPH Indian Education preschool partner.



A change in federal law and in department policy in FY2005 allowed for Pioneer Home residents to receive Medicaid benefits. As a result, in FY2005 the homes implemented the current rate structure for service levels I-III and established a 5% rate increase to be effective July 1, 2009. This was done to reflect legislative intent language to ensure the homes billed Medicaid for eligible resident services.

The next rate increase (8.5 percent), was in February 2016. Rates continued to fall short of rising expenses, and a rate hearing was held in November 2016. A 1.5 percent rate increase took effect in April of 2017.

#### Alaska Pioneer Home Rates, 2004-2017

Effective Date	Level I	Level II	Level III
July 2004	\$2,240	\$4,060	\$5,880
July 2009	\$2,350	\$4,260	\$6,170
July 2015	\$2,549.75	\$4,622.10	\$6,694.45
July 2017	\$2,588.00	\$4,692.00	\$6,795.00

#### Services provided for each level of care are:

**Level I:** Provision of housing, meals, emergency assistance, and opportunities for recreation. Level I services do not include staff assistance with activities of daily living, medication administration, or health-related services, although the Pioneer Home pharmacy may supply prescribed medications.

**Level II:** Provision of housing, meals, emergency assistance, and, as stated in the resident's assisted living plan, staff assistance, including assistance with activities of daily living, medication administration, recreation, and health-related services; assistance provided by a staff member includes supervision, reminders, and hands-on assistance, with the resident performing the majority of the effort; during the night shift, the resident is independent in performing activities of daily living and capable of self-supervision.

**Level III:** Provision of housing, meals, emergency assistance, and, as stated in the resident's assisted living plan, staff assistance, including assistance with activities of daily living, medication administration, recreation, and health-related services; assistance provided by a staff member includes hands-on assistance, with the staff member performing the majority of the effort; the resident may receive assistance throughout a 24-hour day.



Above: Veteran Dorothy Dittman and her escort, Alaska Veterans and Pioneers Home's nurse Angie Dawson, visiting the US Marine Corps War Memorial in Washington D.C. courtesy of the Last Frontier Honor Flight program.



Above: Fairbanks Pioneer Home resident Martha Major receives a rose during the home's Mothers' Day celebration.

# 2018 Home Updates

This section gives a brief overview of the history, capacity and waitlist status of each home, as well as selected achievements in 2018. For more details on the Alaska Pioneer Homes' history, please see Appendix B.

## Alaska Veterans and Pioneers Home

**Number of Licensed beds:** 79

**Square footage:** 71,667

**Replacement Costs:** \$52,715,850

**Active Waitlist:** 83 as of July 1, 2018

**Inactive Waitlist:** 1,952 as of July 1, 2018

**Address:** 250 E. Fireweed Ave., Palmer AK 99645

**Phone:** (907) 745-4241



Photo: Karen Copley

### Overview:

The Palmer home is Alaska's only state veterans home. It was certified by the US Department of Veterans Affairs in 2007, when it became the Alaska Veterans and Pioneers Home. The Palmer and state veteran communities have been warmly welcoming to AVPH residents, as can be seen in the following examples. Twice a year local parades are routed through the home's parking lot for the residents to enjoy. During the annual Colony Christmas Celebration, the home is used as a display site for some of the award winning gingerbread houses. Also during the Christmas season, Vista Realty hosts an annual Christmas party for the home's residents and provides each with a gift. The Alaska Veterans and Pioneers Home also serves as a site for numerous veterans' recognition functions throughout the year. Thanks to the partnerships developed with organizations like the Quilts of Valor program, local chapters of the Veterans of Foreign Wars and the American Legion, local Lions Clubs and various state agencies, this facility serves as a hub for veteran and community vitality.

### Accomplishments:

- The Alaska Veterans and Pioneers Homes' effort to expand service to veteran elders reached an all-time high of 58 veterans, giving the home an overall occupancy rate of 75% veterans! As such, the home successfully maintained compliance with the state's veteran home requirement.
- As of July 1, 2018, the home is almost at full capacity with 77 of 79 beds filled.
- The home hosted its 3<sup>rd</sup> annual summer music festival which was enthusiastically celebrated and considered a success by all.
- The facility continued to partner with a variety of state nursing, certified nurse aid and food service programs to act as a training site for students.
- The home successfully received high marks from several major federal and state inspections over the year, including from the US Department of Veterans Affairs, the State of Alaska Assisted Living Program Office, and the State of Alaska Department of Environmental Conservation's Food Safety & Sanitation Program.



Resident Norma Erickson enjoying the excitement of a motorcycle ride around Palmer courtesy of the Combat Vets Motorcycle Association of Alaska.



### **Opportunities:**

- The Alaska Veterans and Pioneers Home is actively moving forward with the long-recommended upgrade of converting the Homestead neighborhood to a Veteran's Administration (VA) skilled nursing wing to better serve their elders. This expansion of services has required a large team effort and a significant amount of time. The project is targeted for completion in the fall of 2018.



Veterans from the Combat Vets Motorcycle Association of Alaska making their annual visit to AVPH in August 2018 to spend time with the residents and provide motorcycle rides to those interested.



Staff member, Melody Johnson, and resident, Fred Mane, show off their patriotic pride during the home's Independence Day festive meal.

## **Anchorage Pioneer Home**

**Number of Licensed beds:** 168

**Square footage:** 149,197

**Replacement Costs:** \$111,897,750

**Active Waitlist:** 78 as of July 1, 2018

**Inctive Waitlist:** 2,488 as of July 1, 2018

**Address:** 923 W. 11th Ave., Anchorage AK 99501

**Phone:** (907) 276-3414

### **Overview:**

The Anchorage Pioneer Home is the largest of the six Alaska Pioneer Homes and was opened in 1977. From its prime location in downtown Anchorage, a majestic view of Denali can be seen to the north, along with Mt. Susitna ("Sleeping Lady") and the ever changing Cook Inlet to the west, and the surrounding peaks of the Chugach mountain range to the east. The dedicated staff work hard to make the Anchorage Pioneer Home a hub of activity and an integral part of the community.

### **Accomplishments:**

- The Anchorage Pioneer Homes' front door remodel was completed. Due to increasing security concerns in the downtown area, the home changed its procedure of locking its doors earlier during weekdays and continuously on weekends and holidays. This upgrade not only increased safety but also allows staff to open the door remotely for appropriate visitors, thus allowing more time to be spent with the elders.





- The home's census increased from 133 to 149. This increase helps the division to further its mission of serving more Alaskan elders and shrinking the waitlist for those seeking placement. Such a raise is a testament to the home's dedicated staff working tirelessly as a team to meet the needs of older Alaskans.
- \$111,000 in previously unpaid fees was successfully collected.
- A renewal of the Home's Eden Alternative® membership was obtained.
- A new collaboration with the Anchorage Museum was started to bring art to the home's elders and their families.
- The Anchorage Pioneer Home continued their partnerships with the Masons of Alpha Lodge 1, Jack White Realty, and the Anchorage Master Gardeners. As a result, Jack White Realty threw their annual Christmas party for the home's residents; the Mason's sponsored the Mother's and Father's Day celebrations and the Beach Lake elder BBQ; and the Master Gardeners helped make the grounds the envy of downtown Anchorage.



Left: Resident Verna Epenshade enjoying the sun on the Anchorage Pioneer Home deck during the home's Independence Day celebration.



Right: Resident Alice Green meets Senator Dan Sullivan after being inducted into the Alaska Women's Hall of fame for her "Achievement in Religious and Educational Leadership and Advocacy".

## Fairbanks Pioneer Home

**Number of Licensed beds:** 91

**Square footage:** 61,735

**Replacement Costs:** \$45,308,000

**Active Waitlist:** 61 as of July 1, 2018

**Inactive Waitlist:** 2,134 as of July 1, 2018

**Address:** 2221 Eagan Ave., Fairbanks AK 99701

**Phone:** (907) 465-4372



### Overview:

The Fairbanks Pioneer Home is the second oldest home in the Alaska Pioneer home system and began serving elders in July 1967. It is sheltered among 16 acres of birch and spruce trees that provides beautiful walking trails and access to delicious berry patches in summer and fall. The home continues to partner with other agencies to meet the challenges facing elders in interior Alaska. The needs of those moving into the home continue to increase, resulting in the need for beds at a higher level of care. The home's staff is committed to meeting these challenges and to provide a safe and respectful environment for all residents and their families.

## **Accomplishments:**

- The home's annual satisfaction survey yielded positive feedback from residents and families.
- Two staff members successfully graduated from the CNA Dementia Specialty apprenticeship program and two more have enrolled. The program has already benefited the home as the two graduates continue to share their new knowledge with co-workers.
- Woody and Tuffy, Cairn terrier dogs, were added to the home's dementia care neighborhood. Woody and Tuffy are well loved by the staff, residents and families and have added an increased sense of vitality and joy to the neighborhood.
- A new fitness program, Anytime Fitness, was added to the home's activity calendar and has proven to be a hit among the elders.
- The home increased the number of employees trained in CPR/First aid to ensure more employees are able to respond in the event of a resident or staff emergency.
- The non-profit organization Assistive Technology of Alaska (ATLA) gave several presentations at the home. ATLA provides assistive technology solutions for those experiencing hearing, sight, and speech impairment and many of the residents were able to benefit from the information provided.
- The long-awaited generator upgrade capital project was initiated, with completion set for the end of October 2018. The new generator is capable of providing emergency backup to the entire facility in the event of a power outage, a critical capability that the old generator lacked.
- The Fairbanks Pioneers Home Foundation (a non-profit organization) graciously sponsored another successful, and much appreciated, annual picnic for the home's staff and residents.



**New "residents" to the Homestead neighborhood – puppy Cairn terrier brothers Woody & Tuffy!**



**The FPH walking club doesn't let anything stand in their way!**



**FPH Activity Aides, Heather and Renee, dress for the occasion to celebrate Golden Days with resident Al Weber.**



## Juneau Pioneer Home

**Number of Licensed beds:** 48

**Square footage:** 42,444

**Replacement Costs:** \$31,833,000

**Active Waitlist:** 57 as of July 1, 2018

**Inctive Waitlist:** 2,019 as of July 1, 2018

**Address:** 4675 Glacier Highway, Juneau AK 99801

**Phone:** (907) 780-6422



### Overview:

The Juneau Pioneer Home was the most recent home to open when it began accepting elders in 1988. The home is nestled in the wetlands along Juneau's Egan Drive, with breathtaking views of nearby mountains, Gastineau Channel and a wide variety of wildlife from bears and herons to deer, bald eagles and more.

The home also features an onsite pre-school, in partnership with the Tlingit and Haida Pre School Program, which provides vital intergenerational contact to the children and elders. Between the antics of the Home's resident cats and the joyous laughter of the children, there is never a dull moment around the Juneau Pioneer Home.

### Accomplishments:

- A renewal of the home's Eden Alternative® membership was obtained.
- A large floor replacement project was successfully completed.
- Two showers with adjoining tub rooms were installed in the Mountainside and Waterside neighborhoods.
- The number of residents required to wear an alarm device when near an exit was successfully reduced to one (1).
- Two long term Assisted Living Aides positions were successfully added to the home's staff.
- Two staff completed the CNA Dementia Specialty apprenticeship program.
- The partnership with the Tlingit and Haida Head Start program had another successful year. The onsite pre-school program provides opportunities for intergenerational contacts between the children and the Juneau Pioneer Home elders.
- The home continued its partnerships with numerous community organizations. These collaborations included local high schools to provide student volunteer opportunities, the University of Alaska Southeast Certified Nursing Assistant Program to continue as a clinical site, and the Johnson's Youth Center to provide an outlet for community service completion.
- A full schedule of activities and special events was arranged for the residents including the annual Senior Prom, whale watching excursions with Allen Marine Cruises and Alaska Coach Tours, a Juneau Pioneer Home carnival, field trips and concerts at the Alaska State Museum, and monthly live music sessions with local musicians. Visits from numerous local community groups also occurred, including the Parkinson's support group, Hula dance group, Juneau Garden Club, the Juneau Symphony,



Resident Nancy Davis and Jade Larson enjoy a sunny outside BBQ.



Juneau Pioneer Home Activities Director, Josielind Ferrer, and resident Jeanette Mcleod enjoy sunshine and fellowship while gardening at the home.



and many more. The weekly “Pop-Up” library remained a popular hit where the local librarian stops by with large print books, books on tape, movies, documentaries, and magazines for the residents to check out.

- The Juneau Pioneer Home continued its service as a voting place, with 24 elders voting in the primary election.



Residents and staff alike join in the fun of the Juneau Pioneer Home's costume contest and potluck.



Current Division Director, Clinton Lasley, and former Director, Amanda Lofgren, enjoy an outdoor BBQ with residents at the Juneau Pioneer Home.

## Ketchikan Pioneer Home

**Number of Licensed beds:** 45

**Square footage:** 37,787

**Replacement Costs:** \$23,840,250

**Active Waitlist:** 49 as of July 1, 2018

**Inactive Waitlist:** 1,349 as of July 1, 2018

**Address:** 141 Bryant St., Ketchikan AK 99901

**Phone:** (907) 225-4111

### Overview:

The Ketchikan Pioneer Home was constructed in 1981 and is licensed to care for 45 full time residents with one additional bed for limited stays of respite care. The home is situated on a garden hillside that neighbors Alder Park and is across the street from the Alaska Marine Highway Ferry Terminal. It is renowned for its fresh baked pastries and soups made from scratch that fill the halls with the mouthwatering aromas of home.

The average daily census is 41, with the average resident age being 87. The majority of elders are Alaskan pioneers, many of whom spent their lives, living and working in Southeast Alaska. More than 63% of the home's elders have been diagnosed with some form of dementia and 75% require the highest level of care, often struggling with the daily challenges of having multiple complex and chronic medical conditions. The staff at the Ketchikan Pioneer Home worked hard over the past year to maintain the highest standard of quality care for each elder, despite diminishing financial resources and recruitment challenges.

Since 2005, a point of pride for the staff and residents continues to be the Fawn Mountain Elementary Indian Education Preschool program which is located on the 2<sup>nd</sup> floor and has continued to fill the halls with the joy filled activities and effusive energy that only children can provide.



### ***Accomplishments:***

- As of July 1, 2018, 42% of Level III elders are enrolled in the Medicaid Waiver program which has reduced the payment assistance program participants to 15% of Level III elders. Staff have also continued efforts to shift supply costs to the Medicaid program.
- Continued collaboration with multiple state agencies with Ketchikan based offices, including the Public Health facility, Department of Corrections, and the Department of Juvenile Justice youth facility to offer shared services in order to reduce the cost to the State of Alaska.
- Through increased outreach and community awareness, a record amount of private donations were presented to the Ketchikan Pioneer Home Resident Council. This included a grant award of \$7,800 through the Ketchikan Community Foundation (an Alaska Community Foundation affiliate) for a hydroponics garden and \$7,200 in annual garage sale receipts.
- One staff member graduated from the CNA Dementia Specialty apprenticeship program and three more are currently enrolled.
- The maintenance team successfully managed numerous capital and deferred maintenance projects, while continuing the additional responsibility of supervising the Environmental Services team of nine employees. The building projects included phase I of the water infiltration project, a security camera equipment upgrade, kitchen and laundry equipment replacement and exterior light upgrades.
- Vital partnerships were continued with various community organizations, including the Ketchikan Indian Community summer youth to work program, University of Alaska Southeast Certified Nurse Aid program (as a practicum site), and Peace Health Ketchikan Medical Center. These partnerships continue to provide resources through collaboration with the Ketchikan Pioneer Home serving as a central hub for community groups and senior programs that adds interaction and social opportunities for elders.
- The Ketchikan Pioneers Home Foundation remains active and is a strong advocate for the home's elders. Their fundraising efforts provide equipment, art, and services beyond the scope of allowable operating costs for the State of Alaska. One innovative program is the CNA scholarship, which helps the home to recruit in an otherwise highly competitive industry. The Foundation has also successfully applied to the Pick Click Give program for the fourth consecutive year, as well as, sponsoring the successful hydroponics grant application.
- Originally piloted in 2008, the home's initiative to find more fresh local seafood has continued to grow as Southeast Alaska charter operators and fishermen donate hundreds of pounds of fresh caught seafood annually to the Ketchikan



**Staff and residents help with the tending of the herb and vegetable garden in the new hydroponics cabinet purchased thru grant funds.**



**A KPH preschool student is delighted after delivering her hand made bouquet of flowers to resident Catherine Bellon for Mother's Day.**



**Residents Ernie Deboer and his companion, Tinkerbelle, love story time with the preschool students.**



Pioneer Home elders. The donated seafood is professionally processed and delivered to the home by a local business, The Cedars Lodge. This successful program is now being replicated at the Ketchikan hospital's Long Term Care unit.

- In an effort to address staff recruitment challenges, the home successfully worked to reintroduce an Assisted Living Aide on-call position to expand the applicant pool for caregivers who may not otherwise be able to apply for positions due to a lack of certification.

## Sitka Pioneer Home

**Number of Licensed beds:** 65

**Square footage:** 84,121

**Replacement Costs:** \$59,407,107

**Active Waitlist:** 12 as of July 1, 2018

**Inactive Waitlist:** 1,722 as of July 1, 2018

**Address:** 120 Katlian St, Sitka AK 99835

**Phone:** (907) 747-3213



Photo: Karen Copley

### **Overview:**

In 1913, the first legislature of the territory of Alaska appropriated \$10,000 to establish a home in Sitka for the purpose of housing pioneer prospectors and others who were no longer able to care for themselves. Over the years, the home has undergone many transformations including various construction projects and other renovations in the early 1930's, the late 1940's and the mid 1950's. The Sitka Pioneer Home is on the National Register of Historic Places, with visitors from around the world coming to view the grand building with its beautiful grounds and browse the gift shop filled with items made by residents and other local artists. The residents of the home continue to keep the pioneering Alaska spirit alive as the state continues to support Alaskan elders, treating them as resources of state history and honoring them through the provision of the Pioneer Homes.

### **Accomplishments:**

- Successful collaboration with Brave Heart Volunteers continued to provide individual companionship and end of life support to Sitka Pioneer Home residents.
- The continued partnership with Mt. Edgecumbe Preschool saw another successful year. The students visit the home several days a week for story time, singing and craft projects.
- Alzheimer's Resource of Alaska provided dementia mapping for three residents.
- The home continued to act as a successful practicum site for the University of Alaska's Southeast Certified Nurse Assistant program.
- Two staff members successfully graduated from the CNA Dementia Specialty apprenticeship program.
- Staff focused on further utilization of the available Eden Alternative® Care Model tools.
  - Using the results of the 2017 surveys, one low scoring area from each survey was selected and staff brainstormed ideas throughout the year on ways to improve those areas.
  - To improve efficiency and effectiveness, an online survey tool (Survey Monkey) was tested as a means to conduct the 2018 Eden Alternative® Warmth surveys of staff and residents' family and friends. The outcome proved successful and expedient with positive feedback from survey takers.



- The Eden Alternative® Well-being Assessment Tools were utilized to discover the home's "baseline". While staff were pleased to discover their starting point, they are committed to continuing to look for areas to improve upon.
- A cycle of lessons was given on the Eden Alternative® Ten Principles. A lesson was presented on each Principle with three months dedicated to focusing on the incorporation of that Principle. Each staff member received a lesson packet and a worksheet to complete and share at the following lesson.
- A new tradition was developed thanks to a suggestion by a resident and the dedication of staff who made it come to life. A British "High Tea" was hosted by the home's activities staff and kitchen crew, much to the delight of all who attended. The event proved so popular that two additional "High Teas" have occurred, with more on the horizon as a way to celebrate special events at the home.



**Recreation Therapist Skye Workmen and resident Martha Howard take in one of the many fragrant roses found across the home's campus.**



**Sitka Pioneer Home resident, Cora Mosher, and SPH Administrator, Dayna Arnold, pose with Cora's special commendation from Governor Walker celebrating her 100<sup>th</sup> birthday!**

## Appendix A: Alaska Pioneer Home Rate and Care Levels History

### Alaska Pioneer Home Rate Structure, 1996-2003

Effective Date	Coordinated Services	Basic Assisted Living	Enhanced Assisted Living	Alzheimer's & Dementia Related Disorders	Comprehensive Care
July 1996	\$934	\$1,289	\$1,553	\$1,579	\$1,864
July 1997	\$1,140	\$1,720	\$2,140	\$2,200	\$2,630
July 1998	\$1,340	\$2,150	\$2,730	\$2,815	\$3,395
July 1999	\$1,540	\$2,580	\$3,315	\$3,430	\$4,160
July 2000	\$1,735	\$3,005	\$3,905	\$4,040	\$4,920
July 2001	\$1,935	\$3,435	\$4,490	\$4,655	\$5,685
July 2002	\$2,135	\$3,865	\$5,080	\$5,270	\$6,450
July 2003	\$2,135	\$3,865	\$5,080	\$5,270	\$6,450

In FY2005, the homes implemented the current rate structure for service levels I-III. The change resulted in a rate decrease for those residents formerly receiving Comprehensive Care Services and an increase for the other levels of service.

## Appendix B: History of the Homes

The **Sitka Pioneer Home** was the first home. Its rich history is woven into the state and territorial story of Alaska. The home's story begins in a log barracks that had been built by the Russians in the 1800's. A contingent of the U.S. Marines was stationed in Sitka in 1879, and until 1892 the men were quartered in the Russian-built barracks. Buildings were added in subsequent years. The base had expanded, but was closed in 1912 and the buildings stood idle. The people of Sitka were anxious to have a home for the increasing number of pioneers, prospectors, and others who were no longer able to care for themselves.

Alaska became a territory in 1912, and in August of that year a bill was introduced by Sitka's representative, Arthur G. Shoup, to appropriate \$10,000 and establish the Alaska Pioneer Home in Sitka. The Navy Department gave permission to use the old barracks for that purpose and the home opened in September 1913.

Only indigent men were admitted to the home in the early years. By the early 1930s, in addition to being something of a fire trap, the buildings were becoming dilapidated and expensive to maintain. Congress enacted a law granting the former Naval Reserve to the Territory of Alaska. It was at this time that the present concrete building was constructed.

The new building housed 170 men but there were no facilities for women. The 1949 Legislature provided funds for a women's Home, and a former church, adjoining the Pioneer Home, was purchased for that purpose. The arrangement was not wholly satisfactory and in 1956 the new North Wing was added to the main building. It housed women and married couples at first, and later was occupied by single men and women, as well.

The **Fairbanks Pioneer Home** was the second of the six Pioneer Homes to open. It began serving the community at the time of the large Chena River flood of 1967. The floodwaters were so dangerous that residents, along with many other Fairbanksans, were evacuated to higher ground up the hill at the University of Alaska Fairbanks campus. After the floodwaters receded and the cleanup was completed, operations normalized and new residents became part of the Pioneer Home community.

The **Palmer Pioneer Home** was built in 1971 on the former site of the Alaska State Fairgrounds. Nestled in the heart of downtown Palmer, the home is surrounded by beautiful views of the Chugach and Talkeetna Mountain Ranges, as well as, the massive Knik Glacier. In 1999 the home became registered as an official Eden Alternatives home. In May 2004 the Alaska legislature approved development of the state's first veterans home. After extensive remodeling and upgrades to meet U.S. Department of Veterans Affairs requirements, the facility was renamed the **Alaska Veterans and Pioneers Home** in 2007. To maintain VA certification, the home is required to keep an occupancy rate of 75% veterans and 25% non-veteran residents. Certification also allows qualifying veteran residents to be eligible to receive per diem from the VA, providing additional income and reducing their monthly amount owed to the state.

The **Anchorage Pioneer Home** is the largest of the six homes. It was constructed in stages, beginning with the five-story tower that opened in 1977. The home was completed in 1982, when the north building addition opened. The home is located in the heart of the largest city in Alaska in the historical community core. Dedicated employees work hard to make the Anchorage Pioneer Home a hub of activity and an integral part of the community. With its prime location right next to the Park Strip and beautiful grounds covered in flowers in the summer and sparkling white lights in the winter, the home is an attraction for visitors and neighbors. The home is an important component of the local community and hosts not only activities which are fun for the whole family such as concerts and parties but also business meetings such as local homeowners associations, and also serves as a voting station.

The **Ketchikan Pioneer Home** opened its doors to residents in November, 1981. It is licensed to care for 45 full-time residents with one additional bed for transitional or respite care. Situated on a garden hillside that neighbors Alder Park, the home is across the street from the Alaska Marine Highway Ferry Terminal. Resident rooms are located on the two upper floors of the three-story building and are divided into three neighborhoods based on each individual's care needs.

The average daily census is 41 and the average age of the elders who reside in the home is 87. The majority of elders at the KPH are pioneers of our great state, many of whom have spent their lives living and working in South-east Alaska.

Since 2004, a point of pride for the staff and residents continues to be the Fawn Mountain Elementary Indian Education Preschool program which is located on the second floor and has continued to fill the halls with joyful activities and effusive energy that only children can provide.

The **Juneau Pioneer Home** is the newest location, opened in 1988 with 45 beds. In response to a very long wait list, the division expanded the home's capacity to 48 beds in 2014.

Nestled in wetlands, it has breathtaking views of nearby mountains and the Gastineau Channel. Living in the heart of a true wilderness provides elders the opportunity to view wildlife such as black bears, eagles, ravens, blue herons, kingfishers, porcupines, deer, and squirrels.

The home's four long hallways have been setup in small neighborhoods that act as mini-communities. Each community is supported by a team made up of elders, caregivers, support staff, family members, friends and volunteers. The team members sustain each other and individuals are encouraged to be creative in the development of a caring, loving home environment. The neighborhood concept allows for elders with dementia to live in the same neighborhood with other elders who do not have any memory impairment. This mixed neighborhood is instrumental in building an atmosphere where elders who have dementia or other memory impairment can feel safe and appreciated.

An onsite pre-school, in partnership with the Tlingit and Haida preschool program, provides vital intergenerational contact between children and elders.





**Division of Alaska Pioneer Homes**

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