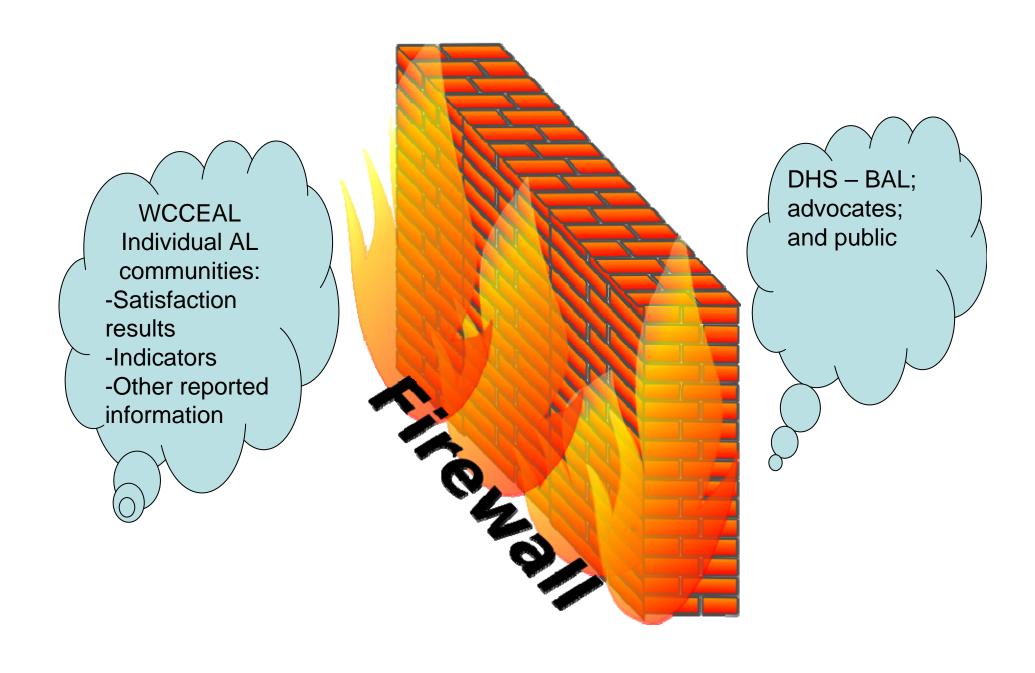


### WCCEAL

The Regulatory Firewall



#### **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.