

ALASKA PIONEER HOMES ADVISORY BOARD REPORT

September 2017



Alaska Veterans and Pioneers Home in Palmer, Alaska
Photo: Karen Copley



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

State of Alaska - Governor, Bill Walker

Department of Health and Social Services - Commissioner, Valerie Nurr'araaluk Davidson

Division of Alaska Pioneer Homes - Director, Amanda Lofgren



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September 18, 2017

Dear Alaskans,

Alaska's Pioneer Homes are extraordinary places, and I am grateful for their work "to assist older Alaskans to have the highest quality of life by providing assisted living in a safe home setting which promotes positive relationships, meaningful activities and physical, emotional and spiritual growth."

My father received top quality care during his last six years of life and he enjoyed an enriching experience in the Alaska Veterans and Pioneers Home in Palmer. I am proud of the services provided by the compassionate staff at the Pioneer Homes.

During these difficult fiscal times, I encourage all Alaskans to pull together to ensure that we take care of those who helped build our great state into what it is today. The Alaska Pioneer Homes have my full support as they provide excellent care to wonderful residents, and I am grateful for the work of the Alaska Pioneer Homes Advisory Board to compile the 2017 Annual Report.

Sincerely,

A handwritten signature in blue ink that reads "Bill Walker".

Bill Walker
Governor





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Division of Alaska Pioneer Homes

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Alaska Pioneer Homes Mission

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



Anchorage resident and Veteran John MacClarence receiving a quilt from the organization "Quilts of Valor" during the Anchorage Home's Memorial Day 2017 celebration. In the background is Pioneer Home Pharmacist Tamara Hackley, a member of Quilts of Valor.

A quilt donated in honor of a military veteran at the Veterans and Pioneers home.



Benny Haffner dancing with Activity Director Josielind Ferrer at Juneau Pioneer Home during the Senior Prom.



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 the state statutes and regulations pertaining to assisted living.

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 citizens and policymakers, and as such, provides community feedback to policymakers from the public. At least annually, the Board meets, and tours some of the Homes. During the tour, board members hold public meetings and gather information.

Advisory Board Members

Name	Term expiration
Robert Sivertsen, Chair	6/30/2020
David Blacketer	6/30/2018
Rosemary Hagevig	6/30/2020
Jim Hastings	6/30/2021
Gordon Severson	6/30/2021
Jeri Holderman	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 seniors in six communities: Sitka, Fairbanks, Anchorage, Ketchikan, Palmer, and Juneau. The Palmer Home is federally certified as a veterans' home.

The homes, licensed for 498 beds, collectively served 523 Alaskan seniors in FY2017.

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.

Some homes can accommodate out-of-town family members who come to visit a loved one, allowing them to stay at the home with their relative.

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.

Services include packaging medications in doses specific to each resident, and 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 a licensed pharmacist 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 people who are ready

to move in as soon as a bed is available that meets the level of care that they need, and for those who would like to move in at some point in the future. Interested seniors are encouraged to apply as soon as they become eligible because the average wait on the active list is two years.

Alaskans are eligible to apply once they are 65 and have been residents for a year.

Some Alaskans on the active list apply to multiple homes because their need for care is immediate.

As of July 1, 2017, 320 seniors on the active list had filed 569 applications; there were 5,272 names on the inactive list.

Executive Summary

The Alaska Pioneer Homes have received significant support from Governor Walker, the legislature, our advisory board and Alaska's citizens to fulfill our mission of "providing elder Alaskans a home and community, celebrating life through its final breath." The advisory board has been a great partner to the Alaska Pioneer Homes in making recommendations for facility needs and reviewing the division's policies to support the efforts of the division.

2017 saw several milestones in the homes system.

- Director Vickie Wilson retired at the end of May after 19 years of service with the Alaska Pioneer Homes.
- Amanda Lofgren was hired and became director in June.
- The homes served 523 residents.
- We celebrated many 100th birthdays!
- After two years of development and negotiations, the homes leadership finalized an apprenticeship program specifically for Certified Nursing Assistants (CNAs) in dementia care.
- Homes successfully completed key renovations to improve their accessibility, and implemented all recommendations of the 2015 performance audit of the homes to improve business processes such as billing and collections.
- The Alaska Veterans and Pioneers Home reached and maintained a 75 percent veteran occupancy rate.
- The homes continued to enjoy strong relationships with local partners, individuals and agencies,

Ketchikan Resident Larry Thomas tries on his new hat courtesy of the KPH Indian Education preschool program.



that provide tremendous support to our elders throughout the year. The division deeply values this strong collaboration.

- The 29th legislative session created an opportunity for dialogue on the importance and value of having the Pioneer Homes as an option for Alaska's elders. For many Alaskans, the local Pioneer Home may be one of few options in their community for receiving assisted living services. The reaffirmation of the commitment to the elders was greatly appreciated.

Looking ahead, the division and advisory board will continue to support each other to accomplish the homes' strategic goals. 2018 priority areas include:

1. High quality standards of resident care and continuous quality improvement
2. Financial sustainability
3. Pharmacy and medication management
4. Staff training and development
5. Community outreach and engagement
6. Facility maintenance and renewal

Division Challenges

Increased Resident Acuity

• *Need for More Level II and III Beds*

Alaska's strong home- and community-based service delivery system has been successful in supporting seniors 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 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 88 percent in July 2017 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 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.

Alaska Pioneer Homes

Number of licensed beds per level of service

# of beds	Sitka	Fairbanks	Palmer	Anchorage	Ketchikan	Juneau
Level 1	7	13	12	35	1	4
Level 2	24	23	23	51	10	11
Level 3	34	55	44	82	34	33

• *Wait List Continues to Grow*

On July 1, 2017, 320 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 seniors continues to swell over the next 15 years.

To apply to the Pioneer Homes, individuals must be a state 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 application determines the 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 people on the active wait list require Level II or Level III services and there are few vacancies in those levels.

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

On July 1, 2017, 320 seniors had filed 569 active waitlist applications.



Center volunteer and educator Sharon Larson brought her feathered friend Mr. Hoot to the Anchorage Pioneer Home in October 2017.

The **inactive waitlist** consists of seniors 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.

On July 1, 2017, there were 5,272 individuals on the inactive wait list.

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

The AKPH 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 diagnoses.

Recruiting and Retaining Health Care Personnel

Recruiting and retaining adequate health care personnel is an ongoing challenge for the Pioneer Homes. The uncertainty of the State of Alaska budget adds to the challenge that in some locations, the pay and benefits

of the Pioneer Homes workforce are not competitive with similar jobs in the private sector.

Allowing employees to attend training and conferences in their area of expertise is one benefit that fosters retention while keeping staff up to date with the latest medical advances, and yet it is difficult to fund such training.

For both direct-care and nursing staff it is challenging to cover vacations, family medical leave, workers' compensation, and other leave needs.

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.

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.

For more information on the homes' workforce development programs, see the Workforce Development section.

Building Maintenance

Alaska Pioneer Homes have identified capital deferred maintenance projects totaling \$23,803,017.

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 our buildings and continued funding shortfalls together create many maintenance challenges and an increasing workload.

All six Alaska Pioneer Homes have aging boilers, from 45 to 19 years old, that have been refurbished but will 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), and fuel tanks and sewage lift stations that need replacing, among other needs.

Facilities staff encountered a number of large and unexpected issues over the past year, including a hole in a sewer pipe and hot water boiler failures.

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 State of Alaska currently subsidizes all care at Alaska Pioneer Homes. 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 are in Appendix 1.

A change in federal law and in department policy in FY2005 allowed for Pioneer Home residents to receive Medicaid benefits.

Also in FY2005 the homes implemented the current rate structure for service levels I-III. The division also raised rates by 5 percent, effective July 1, 2009. This reflected 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 continue to fall short of rising expenses,



Sitka Pioneer Home resident Robin Emmens and her canine companion Lydia working in the gift shop.

and a rate hearing was held in November 2016. A 1.5 percent rate increase took effect in April 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. The advisory board recommends that the governor review the three levels of service to ensure that these levels meet the existing and future needs of Alaskans.

Workforce Development

Community Partner Training sites

The Alaska Pioneer Homes and Pharmacy continue to serve as a clinical site for many different school programs to help train a variety of health care professionals.

Alaska Pioneer Homes work with students from Alaska Military Youth Academy; the University of Alaska Anchorage's nursing, Certified Nursing Assistant (CNA) and dietetics programs; the Mat-Su school district CNA program; University of Alaska Southeast nursing and CNA program; the University of Alaska Fairbanks social work program; Alaska CNA program; Charter College nursing program; Creighton University occupational therapy program; Job Corps, and King Career Anchorage School District CNA program.

These partnerships benefit the learning institutions and the students, and help the Pioneer Homes system meet one of its primary goals: provide quality care for our seniors that meets their changing needs.

- **CNA Dementia Specialty Apprenticeship program**

The Alaska Pioneer Homes started a new registered apprenticeship program for its employees who provide long-term care: the CNA Dementia Specialty Apprenticeship Program. It is a partnership between the Pioneer Homes Division; Alaska State Employees Association; Alaska Department of Labor and Workforce Development, and the U.S. 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 care specialties.

Two employees in each of the six homes spend six to 12 months pursuing a combination of self-directed online learning and on-the-job training with a mentor. Twelve apprentices are currently enrolled in the program from all six homes.

The hope is to accept new apprentices two to four times per year as the program progresses and continues to be evaluated.

The apprenticeship will allow Pioneer Home staff to grow professionally and improve the quality of care they provide on a daily basis.

- **Alaska Pioneer Home Pharmacy**

The Pioneer Home Pharmacy is a partner with the University of Southern California School of Pharmacy. Students from USC spend six week internship rotations living in the home, working in the pharmacy, and experiencing geriatric pharmacy.

This program has been available to students from pharmacy schools, such as Washington State University, the University of Idaho, among others, and has hosted more than 120 students over the years.

2017 Home Updates

This section gives a brief overview of the history, capacity and waitlist status of each home, as well as selected achievements in 2017.

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: 139 as of July 1, 2017

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

Phone: 907-745-4241



Overview

The Palmer home is Alaska's only State Veterans Home. It was certified in 2007, when it became Alaska Veterans and Pioneer Home (AVPH).

The past year was marked by continued success providing high quality care in a home-like environment, as evidenced by successful inspections. We also made essential roof repairs.

Twelve percent of residents received Level I services; 32 percent received Level II, and 56 percent received Level III.

The home's average census was 72 residents. The home's veteran occupancy rate reached 75 percent.

Accomplishments:

Because many of our veteran residents receive Level III care, we're seeking certification with the U.S. Department of Veterans Affairs, Alaska VA Healthcare System as providing skilled nursing care. Under this model, a VA primary care provider would visit the home to treat qualifying veteran residents.

- We were found deficiency-free in inspections by the Alaska VA, state assisted-living licensing, and the Department of Environmental Conservation.
- We completed our annual Eden recertification.
- Staff from all departments of the home took dementia training, provided in partnership with Alzheimer's Resource of Alaska, as part of their continuing education offered by the home.
- Two staff members were selected to participate in the Pioneer Homes division's new CNA Apprenticeship Program. This training program to advance skills and knowledge in dementia care through independent learning and formal mentorship will greatly benefit our home.
- We increased efforts to enroll residents in Medicaid programs.
- An inspection of the roof identified the need for a substantial overhaul. The most critical areas, which were causing leaking, were repaired.
- We continued to partner with veteran groups. Groups involved with the home include American Legion posts, active duty personnel from Joint Base Elmendorf-Richardson, Alaska Military Youth Academy, Quilts of Valor, and others.
- We began a new partnership with Mat-Su Master Gardeners to improve the grounds on a volunteer basis.



Celia Conrad and Keith Blalock showing off their dancing skills, April 2017.

- We appreciated regular volunteer labor from the Alaska Smokejumpers, part of the Alaska Fire Service.
- Our Resident Council continues to have an active membership.
- The home hosted multiple Christmas events, a Mother’s Day brunch, a Father’s Day BBQ, various visits hosted by residents including US senators, state lawmakers, and the governor.
- We received enough donations from Pioneers of Alaska Igloo, Palmer Moose, and others to sponsor multiple trips for all interested residents to the Alaska State Fair.

The Palmer community is very welcoming and inviting to AVPH residents. The town routes two local parades through the parking lot for the residents to enjoy, and the home is a display site for an annual Colony Christmas Celebration. At the home, Jack White Realty sponsors an annual Christmas party for all the residents, including gifts.



Administrator Josh Shaver wearing his “entertainer” hat for Cathy Loyer and other residents, May 2017.



Frank O'Brien and a pig who is a part of our regular visiting pet program, May 2017.

Anchorage Pioneer Home

Number of Licensed beds: 168

Square footage: 149,197

Replacement Costs: \$111,897,750

Active Waitlist: 128 as of July 1, 2017

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

Phone: 907-276-3414

Overview:

The Anchorage Pioneer Home, the largest of the six Alaska Pioneer Homes, was opened in 1977; the north building addition opened in 1982. The home is located in the historical core of Alaska’s largest city, next to the Park Strip green belt. Its beautiful grounds are covered in flowers in the summer and sparkling white lights in the winter.

Our dedicated employees work hard to make the Anchorage Pioneer Home a community hub, hosting not only family-friendly activities such as concerts and parties, but also business events such as local homeowners association meetings. The home also serves as a voting station.



Accomplishments

We are excited to have finished the remodel of 10 south-side bathrooms. These are shared bathrooms and will be used by 20 elders. One of our main goals as a provider of care is assisting our elders to remain as independent as they can for as long as possible. A person’s level of dignity can often be tied directly to the ability to perform one’s activities of daily living independently or with as little assistance as possible. This remodel includes replacing bathtubs with a walk/roll-in shower. We hope the increased safety and accessibility provided by this remodel will allow our elders to remain independent in their bathing routines longer.

- We replaced our front doors, creating greater security for our elders.
- Our state assisted-living licensing inspection was deficiency free.

- We completed our annual Eden recertification.
- Two staff members were selected to participate in the Pioneer Homes division's new CNA Apprenticeship Program to advance dementia care skills and knowledge through independent learning and formal mentorship.
- We continued partnerships with the Masons of Alpha Lodge 1, Jack White Realty, and the Anchorage Master Gardeners.
- We maintained a busy activities schedule, with religious services, exercise classes, gardening in wheelchair-accessible raised beds, concerts, and cooking contests.
- Our Resident Council obtained non-profit status for fundraising purposes.
- The home received a new pottery kiln as a gift from the Resident Council.
- We enjoyed Mother's and Father's Day celebrations sponsored by the Masons, and the annual Christmas party thrown by Jack White Realty.

Anchorage residents can enjoy gardening on the Anchorage Pioneer Home patio



Alice Winthrop receiving a Mother's Day gift from the Masons



Anchorage resident Jean Kaufman, aka Buttons the Clown, performs for another Anchorage resident, Rita Foy, on her 100th birthday. Rita is at the table in white.

Fairbanks Pioneer Home

Number of Licensed beds: 91

Square footage: 61,735

Replacement Costs: \$45,308,000

Active Waitlist: 107 as of July 1, 2017

Address: 2221 Eagan Ave., Fairbanks AK 99701

Phone: 907-465-4372



Overview

The Fairbanks Pioneer Home opened its doors to its first residents in July 1967, after the great flood, and has been a local landmark ever since. This year marks our 50th anniversary and it is with great pride that we are able to continue operations for the aging population within our community as well as within the state.

Our home continues to maintain a high occupancy rate and boasts an average age of 88 — our oldest resident is 101 and our youngest is 73.

Accomplishments

New residents increasingly need beds at the higher levels of service. We are committed to meeting these challenges and to providing a safe and respectful environment for all residents and their families. We continue to partner with other agencies to serve our elders.

- The final phase of a bathroom remodel project was completed in February 2017. All bathrooms on our more independent neighborhood now have walk-in showers for easy access.

- The Aurora dining room remodel project added 156 square feet to the area. The additional room was necessary to safely accommodate more residents in wheelchairs or gerichairs.
- Our 49-year-old main sewer line was replaced in June 2016. Since the replacement, we have not had any sewer backups within the building.
- We completed our annual Eden recertification.
- Our assisted-living licensing inspection found us 100 percent compliant with staff education hours, immunization requirements, and background checks.
- We selected two staff members to participate in the CNA Apprenticeship Program, the division's new independent educational training program specifically designed to advance skills and knowledge in dementia care. We're excited for staff and residents to benefit from the new program.
- We continue to send new employees to the Virtual Dementia Tour offered at our local Alzheimer's Resource Agency office. This hands-on training allows new employees to experience what it would be like to have dementia, increasing awareness and understanding for those residents with this diagnosis.
- In April, we sent 10 staff members to a Positive Dementia Skills Workshop sponsored by Teepa Snow. Thanks to our foundation for graciously providing the funding.
- More residents are enrolled in the Medicaid waiver and nine more are applying.
- Annual satisfaction surveys conducted in April 2017 yielded positive feedback from residents and families.



Doris Poland in the berry patch!

Juneau Pioneer Home

Number of Licensed beds: 48

Square footage: 42,444

Replacement Costs: \$31,833,000

Active Waitlist: 95 as of July 1, 2017

Address: 4675 4675 Glacier Highway, Juneau AK 99801

Phone: 907-780-6422

Overview

The Juneau Pioneer Home (JPH) opened in 1988 with 45 beds; three more were added in 2014, in response to a long wait list. Nestled in the wetlands along Juneau's Egan Drive, the home has breathtaking views of nearby mountains, the Gastineau Channel, and the wildlife that live there, from bears to herons.

The home's four long hallways form small neighborhoods for a mix of elders both with and without dementia. This creates an atmosphere where elders who have dementia or other memory impairment can feel safe and appreciated.

Elders stay in the same neighborhood as their care needs change, and staff continue to meet their needs there until their final breath.

An onsite pre-school provides intergenerational contact between the children and the elders. We are continually grateful for this partnership with the Tlingit and Haida Pre-School Program.



Jeannette McLeod cheering for the game during our Super Bowl party.

Accomplishments

- We helped implement the Certified Nursing Assistant (CNA) apprenticeship program for the division; two JPH CNAs are currently enrolled.
- Provided Dining with Dementia training to CNAs, core team, and food services staff.
- JPH continues to be a clinical site for the University of Alaska Southeast CNA program.
- Provided a three-day Eden training to several newer staff.
- Maintained volunteering and learning relationships with community organizations, including local high schools and with the Johnson Youth Center for youth who need to complete community service.
- Continued to successfully support aging in place in the mixed and open neighborhood model.
- The JPH Foundation purchased hand-towel warmers for each neighborhood and the main dining room for elders' use before and after meals.
- Sought Medicaid funding when appropriate, such as for supplies for Medicaid-eligible elders, and encouraged elders or their powers of attorney to apply for a Medicaid waiver.
- Introduced the Adopt-an-Exercise-Partner program where care partners and a resident exercise together daily.
- Increased the number of JPH volunteers.
- Continued to promote spiritual growth to elders through regular weekly church services and visits from other religious groups.
- We started a "pop-up" library: A local librarian comes once a week with large print books, books on tape, movies and documentaries, and magazines for elders to check out.
- Continued to bring in local community groups, including a Parkinson's support group, Hula dance group, Juneau Garden Club, Pioneers of Alaska, Juneau Symphony, Juneau Montessori School, and the Salvation Army.
- In collaboration with volunteer pianists, other musicians, and singers from the community, and occasionally with local bars, JPH now hosts a monthly "Happy Hour." Elders listen to live music and enjoy finger foods and apple cider on the rocks.
- We hosted several special events including the annual Senior Prom, with live music from local bands, and huge Thanksgiving and Christmas meals for residents and families.
- We again partnered with Allen Marine Cruise and Alaska Couch Tours for the annual whale watching cruise, and with the new State Museum for field trips and concerts.



Left: Herb Bonnett distributing red roses to staff (Arjee, Violeta, Panting) during Juneau Rotary Roses.



Lenore Honsinger with her son Shawn Honsinger during Senior Prom.

Ketchikan Pioneer Home

Number of Licensed beds: 45

Square footage: 37,787

Replacement Costs: \$23,840,250

Active Waitlist: 60 as of July 1, 2017

Address: 141 Bryant St., Ketchikan AK 99901

Phone: 907-225-4111

Overview

The Ketchikan Pioneer Home (KPH), built in 1981, has 45 beds, plus one bed for transitional or respite care. The KPH is on the two upper floors of a three-story building next to Alder Park, across from the Alaska Marine Highway Ferry Terminal. Resident rooms are in three neighborhoods that provide different levels of care.

The average daily census is 41 and residents' average age is 87. Most are pioneers of our great state and many have lived and worked in Southeast Alaska for most of their lives.

More than 60 percent of KPH elders have been diagnosed with some form of dementia and 76 percent require the highest level of service. Many struggle with the daily challenges of multiple complex and chronic medical conditions.

Through a collaboration with Peace Health Ketchikan Medical Center started in 2009, KPH nursing staff members continue to have read-only access to residents' medical records. This access to real time results for labs and X-rays helps to ensure better continuity of care.

Since 2004, a point of pride for the staff and residents continues to be the Fawn Mountain Elementary Indian Education preschool program on the second floor. It fills the halls with the joyful activities and effusive energy that only children can provide.

Accomplishments:

The KPH team worked hard to maintain the highest standard of quality care for each elder, despite financial challenges.

- KPH nursing staff fully transitioned from paper records to Point Click Care (PCC), an electronic medical record (EMR) system for all documentation and care plan needs.
- We enrolled two employees in the Pioneer Home system's new Certified Nurse Aid (CNA) Dementia Specialty Apprenticeship Program.
- We are a University of Alaska Southeast CNA program practicum site, and a Peace Health Ketchikan Medical Center community partner.
- The KPH Foundation received donations through the Pick. Click. Give. program and was approved again for the upcoming year.



Resident Helen Erickson and preschool student Bernadine Huerta share a book during "pre-school library time" in September of 2017.

- The home's foundation funds a CNA scholarship which helps the KPH to recruit in an otherwise highly competitive industry. The foundation also continues to raise funds for supplemental equipment, art, and services.
- This year we created even more opportunities for the Fawn Mountain Elementary children to participate with elders in activities surrounding Native heritage and history. One of the KPH elders helps to teach the children songs with dancing and drumming which the children perform at their graduation ceremony in May.
- We continue to collaborate with community organizations such as the Ketchikan Indian Community summer youth-to-work program.
- We continued to serve as a hub for multiple community groups, which benefits elders who otherwise may not be able to attend the meetings or functions. Groups include church groups, Compassionate Friends, Ketchikan Indian Community Dancers, Highland bagpipes and dancers, Filipino cultural dancers, knitters, Pioneers of Alaska, and many others.
- In return, members of our community volunteered more than 3,500 hours of their time at KPH last year.
- The Resident Council received a record number of private donations after outreach to raise community and public awareness.
- The home's initiative to find more fresh local seafood, piloted in 2008, has continued to grow thanks in part to the support of NANA Management Services and the community's local sport and charter fishermen. KPH elders now enjoy hundreds of pounds of local, fresh-caught seafood each year, which is professionally processed and delivered to the home.



Residents Jane and Harold Cowan enjoying a moment for the camera.

Sitka Pioneer Home

Number of Licensed beds: 65

Square footage: 84,121

Replacement Costs: \$59,407,107

Active Waitlist: 40 as of July 1, 2017

Address: 141 Bryant St., Ketchikan AK 99901

Phone: 907-225-4111



Overview:

The current Sitka Pioneer Home was built in the 1930s. The building's most recent renovation was to add a living space in the North Wing to provide care for residents with Alzheimer's Disease and Related Dementia. The building is home to resident pets Crackers the cat and Lydia the Maltese/Shih Tzu, and a few staff members and volunteers bring their dog once or twice a week. We regularly host visiting pets, too; a litter of baby bunnies made a couple of visits this spring, and litter of puppies came through in the fall. Our local raptor center makes special visits with owls and hawks.

Accomplishments:

- The home's main entrance is now refurbished. The project included removal of deteriorated concrete, casting new concrete, and replacement of windows. Residents were relieved to enjoy the fresh air and ocean view again.

- The home's Resident Council of residents and volunteers continued to sell resident- and locally-made products through the gift shop, then distribute the earnings. Last year residents created a small homemade gift for each staff person; improved the home's library with a multimedia area for videos, sorted and tidied books, and updated the furniture. The council also organized a monthly Natural History Film Screening with a local park ranger.
- The Resident Council also fully funded the next Certified Eden Associate training.
- We hosted our annual Mother of the Year event, ongoing since 1974. Sitka Elks Lodge presented Martha Howard, our honored Mother, with a beautiful bouquet. We added a Father of the Year event in 2017 and hope to carry this tradition on as well.
- We renewed our Eden certification in May.
- Eden philosophy staff trainings are offered each month.
- We enrolled two direct care CNAs in the Alaska Pioneer Homes' new registered CNA apprenticeship program. The program offers in-depth training in dementia care, under the guidance of a mentor in the Sitka home.



Refurbishment of the main entrance is completed.



Sitka resident Joe Riederer fishing for herring in March.



Sitka resident Melba VanHorn and baby girl Maleah.



Les Pellett, Fredi Young, and Coke Oines crafting ceramics for the Gift Shop.

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 1-3. 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 1800s. 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 at 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** is the second of the six Pioneer Homes to open. It began serving the community at the time of the big 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. 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.

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.

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 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 Southeast 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 set up 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. 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 provides intergenerational contact between the children and the elders, and we are grateful for this partnership with the Salmon Creek Tlingit and Haida Head Start preschool program.



Division of Alaska Pioneer Homes

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