

# *Glenclyff Home*

**Presented to House Finance Division III  
March 4, 2019**

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- ▶ **Overview of Glenclyff Home**
- ▶ **Key Programs / Services**
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# Overview – Agency 91 (Glenclyff Home)

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- ▶ Glenclyff Home is a health care facility that provides a continuum of services for New Hampshire residents who have a developmental disability and/or a severe mental illness in a home-like atmosphere with an emphasis on independence, dignity, acceptance and, when possible, a return to the community. This program is Center for Medicaid and Medicare Services (CMS) certified to provide Nursing Home level medical care and provides any needed mental health services to individuals who meet Long-Term Care Eligibility and PASRR (pre-admission screening and resident review) approval, and who have not had their needs met at other facilities.
- ▶ Glenclyff Home is a self contained campus. The facility produces all of its electricity using a combination of hydro power and diesel generators, produces all its own hot water and steam heat using a bio-generation power plant, has its own water supply and sewage system, and maintains 22 buildings and 70 acres of grounds.



# Clients and Services

**Glenclyff Home residents have a medical need that requires Long Term Care level of services as well as having a Mental Illness and/or Developmental Disability who have not been able to have their needs met by other providers.**

As required by RSA 135C, and under Administrative Rules He-M 700, Glenclyff Home provides Nursing Home Facility (NF) level of medical care, and any specialized services needed to individuals who require 24 hour care. Services provided include Nursing care, Adult Daily Living needs, Recreational Services, Spiritual Services, Safe Environment (Housekeeping, Laundry, Maintenance), Dietary Services and Room and Board. Additional services include, but are not limited to: Primary Care Physicians, Psychiatry, Physical and Occupational Therapy, Podiatry, and Dental Services.

Glenclyff Home strives to use non-medication modalities and alternatives approaches, as well as training staff in behavioral interventions such as sensitivity training and nonviolent crisis intervention.



# Census

Year	Budgeted Average Monthly Census	Actual Billable Average Monthly Census
FY – 16	118	114
FY – 17	118	107
FY – 18	118	111
FY – 19	118	112*
FY – 20	118	
FY – 21	118	

\* Data used is through January 2019  
 15 individuals currently in admission process

Cost per Resident:	General Funds	Agency Funds	Total Funds
FY-18 (Actual):	\$62,748	\$68,060	\$130,808
FY-19 (Projected):	\$67,683	\$70,555	\$138,239

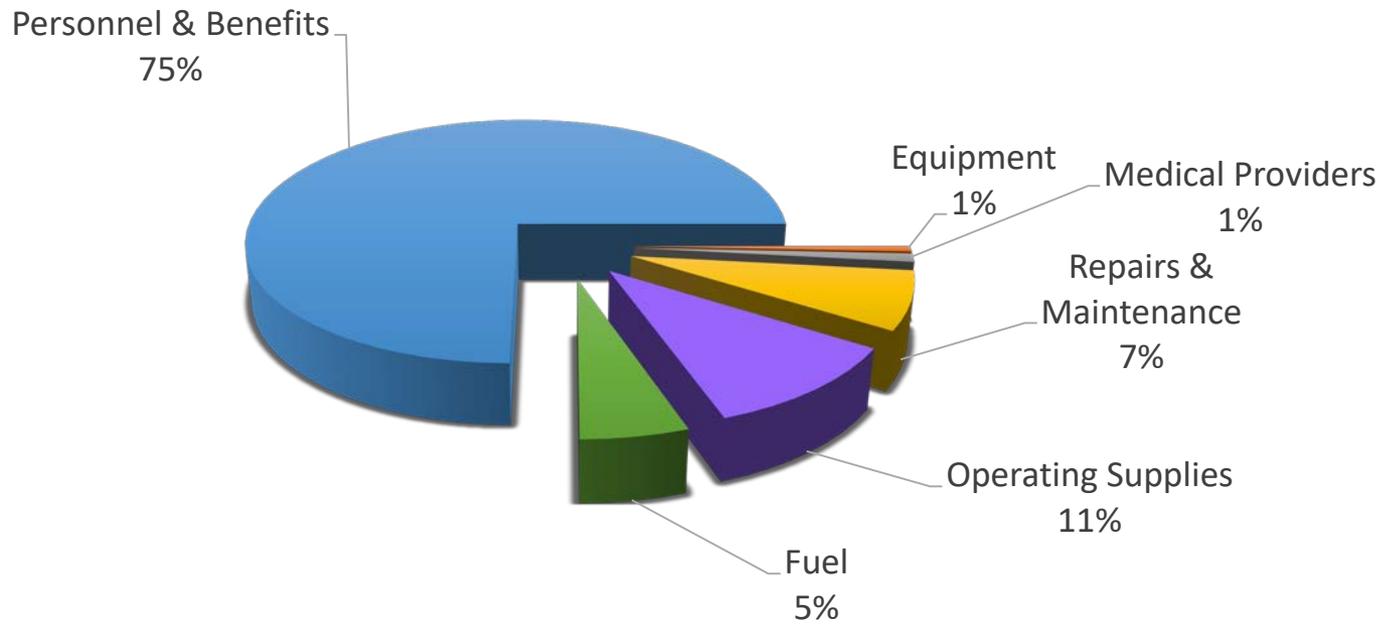


# Delivery System

Glenclyff Home provides direct services through Glenclyff Home's 169 full-time employees with additional services provided through contracts or Memorandums Of Understanding (MOUs) with other providers.



# FY-18 Actual Spend – General Funds



## Glenclyff Home Full Time Staffing as of 1/31/19 by Class and Designation

Authorized Positions FY19	Total Percent	Percent Vacant	Class	Designation
31	18.34%	29.03%	5710 – Professional	DRS, RN & LPN
71	42.01%	9.86%	5710 – Professional	LNA
15	8.88%	0.00%	5710 – Professional	Med Rec, Activities & Social Services
15	8.88%	0.00%	5720 - Custodial Care	Food Services
9	5.33%	0.00%	5720 - Custodial Care	Health Facility Cleaners
6	3.55%	0.00%	5720 - Custodial Care	Laundry
8	4.73%	0.00%	5740 – Administration	Finance, Clerical, Administrative
14	8.28%	7.14%	7892 – Maintenance	Building and Grounds, Power Plant
169		10.06%	All Classes	

*All positions are considered direct care with the exception of Administration*



# Key Accomplishments

For the third straight year received zero deficiencies during the CMS Bureau of Health Facilities Survey demonstrating the highest possible care was given.

85% of staff have completed the training in non-violent crisis intervention behavior management model (CPI).

(7/1/15 – current) – 22 residents successfully discharged to alternate placements of their choice.

Substantially completed design for new dementia unit to address increasing challenges from increased diagnosis of dementia in current residents and applicants.



# Major Challenges

Nursing Workforce Recruitment and Retention.

Increase in number of residents who have Dementia in addition to their medical and mental health challenges. Currently 33% however 59% of those on the waiting list have a dementia diagnosis

RSA 464-A:25 which requires Probate Court approval for Guardians to place individuals at Glencliff Home, which slows admission process.

Maintenance of aging infrastructure (potable water, sewer, electrical, steam heat and roads) and 100+ year old buildings and 70 acre campus.



# Financial Summary- Glenclyff Home

- ▶ Glenclyff Home strives to provide a continuum of service to New Hampshire’s developmentally disabled and/or mentally ill population in a home-like atmosphere with an emphasis on independence, dignity, and acceptance.

Activity-Accounting Unit	Accounting Unit Title	Division	Bureau	Budget Book Page #	Budget Briefing Book Page #
5710	Professional Care	Health Care Facilities	GH	1012	161
5720	Custodial Care	Health Care Facilities	GH	1013	162
5740	Administration	Health Care Facilities	GH	1013 – 1014	162
7892	Maintenance	Health Care Facilities	GH	1014 - 1015	162

