

Enriched Residential Care (ERC) for the Elderly in Licensed Care Facilities

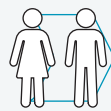
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Enriched Residential Care (ERC) was established in 2015 as part of the Los Angeles County Department of Health Services (DHS) Housing for Health program. ERC aims to provide specialized care for elderly individuals who require a higher level of assistance. This fact sheet provides an overview of ERC, its target population, services provided, and the core competencies and effective practices involved in its implementation. It also highlights specific strategies used in service delivery.

What is ERC?

ERC is a care model designed to enhance the well-being and quality of life for elderly individuals who require assistance with daily activities but do not need the level of care provided in nursing homes. ERC facilities are licensed care settings that offer a range of services and supports to promote independence, social engagement, and overall health for residents. ERC provides housing for clients who need varying levels of assistance with activities of daily living (ADL) in 24-hour licensed care facilities such as adult residential facilities (ARF) for individuals aged 18-59 and residential care facilities for the elderly (RCFE) for individuals aged 60 and above. The goal is to create support systems around clients with complex health problems to achieve positive health outcomes and housing retention.



Target Population: ERC serves elderly individuals who may be homeless and have ambulatory/non-ambulatory status with complex behavioral health issues. These individuals may require assistance with ADLs and have difficulty managing their healthcare needs. ERC caters to individuals with physical limitations, chronic health conditions, cognitive impairments, or a combination of these. Residents often need support with ADLs such as bathing, dressing, medication management, and meal preparation. ERC facilities provide a supportive and secure environment tailored to the specific needs of the residents.



Referral Parties: ERC receives referrals from Housing for Health Programs and the Office of Diversion and Reentry. These entities identify eligible individuals who could benefit from ERC services.



Clinical Assessments: The Referral and Assessment Team conducts assessments to determine the needs of potential ERC residents. This includes scheduling face-to-face assessments and completing placement and service needs assessments.



Placements: The ERC team determines the appropriate type of facility and geographic location for placement based on the individual's needs and preferences. They also negotiate the enhanced service rate based on the level of care required. Additionally, the ERC team coordinates transportation to the new placement facility and conducts wellness assessments upon the resident's move.



Facility Improvement & Performance: The facility improvement team focuses on improving standards and engaging with facility operators.

This includes:

- Handling facility incidents reports, conducting root cause analyses (RCA) to address issues
- Conducts baseline assessments of the level of services each facility provides.
- Evaluates the facility against the baseline assessment administrator to develop improvement plans geared towards improving participant care.
- Provides technical assistance to facilities as part of continuous quality improvement.

Service Delivery

ERC employs various strategies to ensure effective service delivery and support for residents.

Wellness Checks

The ERC clinical team conducts regular wellness checks, which involve face-to-face assessments of residents' well-being. These checks help identify any changes in their condition and determine if a higher level of care is necessary. They also assess the possibility of transitioning residents to lower tiers of care or independent living/permanent supportive housing, as well as facilitating transfers or relocations when needed.

Case Management

- Shadowing Social Work Supervisors:** Social work supervisors mentor and guide staff members in their interactions with residents, ensuring compassionate and person-centered care.
- Warm Hand-Offs with Case Managers:** ERC staff engage in warm hand-offs with case managers during transitions to ensure continuity of care and effective communication of relevant information and care plans.
- Core Competencies:** ERC staff possess core competencies including strong communication skills, empathy, cultural sensitivity, and knowledge of aging-related issues and resources.

Effective Practices

- Motivational Interviewing:** ERC staff utilize motivational interviewing techniques to support residents in making positive changes in their health behaviors, fostering self-motivation and engagement in care.
- Weekly Huddles:** Regular team huddles provide an opportunity for staff to collaborate, share

