California skilled nursing providers are committed to delivering programs that bring value to people, allow choice, respect and dignity, and offer a sense of purpose, regardless of age or physical condition.
As we begin a new decade, it's a good time to review our past accomplishments, initiate any course corrections and plan ahead for the demands of the new year.

Quality remains our #1 focus and nursing facility care continues to improve with positive trends in several key areas.

Today, the average number of nursing hours delivered to each patient every day is well above the minimum requirement. Since 2004, the number of nursing hours dedicated to one-on-one patient care has increased by more than 7.5 percent. Overall, California skilled nursing providers are performing better than their counterparts in other states, in spite of an ongoing critical workforce shortage.

Even as higher acuity patients are admitted to skilled nursing centers, the total number of patient discharges has increased by 25 percent, allowing them to move to a lower level of care or back home. During this same time frame, state citations and federal deficiencies decreased dramatically by 44 and 24 percent respectively.

A look at more recent quality data is even more revealing.

The Centers for Medicare & Medicaid Services (CMS) measures performance in skilled nursing centers by tracking 31 quality measures.

By the end of 2019, California providers improved outcomes for residents in 17 out of 31 categories.

In addition, the state currently ranks No. 1, 2 or 3 in the nation in nine quality measures. These include:

- Preventing falls
- Preventing depression
- Number of licensed vocational nursing hours per resident
- Helping residents maintain daily living activities
- Preventing weight loss
- Preventing pressure ulcers from worsening

While these advancements are a source of pride, we are constantly striving to do better. With a renewed focus on providing person-centered care and highlighting areas that improve resident quality of life, I am confident our members will rise to meet the challenges ahead.

Craig Cornett
CEO/President
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The American Health Care Association's national Quality Award Program provides a pathway for providers of long term care services to journey towards performance excellence. The program is based on the core values and criteria of the Baldrige Performance Excellence Program.

Member centers must apply for three progressive levels of awards: Bronze – Commitment to Quality; Silver – Achievement in Quality, and Gold – Excellence in Quality. Each level has its own distinct rigors and requirements for quality and performance excellence.

2019 GOLD EXCELLENCE IN QUALITY AWARD

Vista Pacifica Convalescent, a 49 bed skilled nursing facility in Jurupa Valley captured the nation's highest quality award in 2019; the Gold – Excellence in Quality award from the American Health Care Association. Only five facilities in the U.S. earned the prestigious recognition after completing years of rigorous review.

Founded by Dr. Al and Ruth Braswell in 1975, Vista Pacifica specializes in Alzheimer's care and provides 24-hour skilled nursing services in a safe, secure environment. A Five-Star quality rated facility since 2014, the facility has an exceptionally high staff retention rate and a stable leadership team creating an excellent environment for residents, families and employees.
2019 SILVER
ACHIEVEMENT IN QUALITY AWARD RECIPIENTS

Avalon Health Care        San Andreas
Harbor Villa Care Center  Anaheim
Pacific Gardens Nursing & Rehab  Fresno
Palo Alto Sub-Acute and Rehab  Palo Alto
Stollwood Convalescent Hospital  Woodland
Vienna Nursing and Rehabilitation  Lodi

2019 BRONZE
COMMITMENT TO QUALITY AWARD RECIPIENTS

American River Care Center  Carmichael
Anberrry Transitional Care  Merced
California Park Rehab Hospital  Chico
Copper Ridge Health Care Center  Redding
Crystal Ridge Care Center  Grass Valley
DuMolin Community Living  Windsor
Encinitas Nursing & Rehab Center  Encinitas
English Oaks Conv & Rehab Center  Modesto
Eskaton Care Center Greenhaven  Sacramento
Horizon Health & Subacute Center  Fresno
La Mesa Healthcare Center  La Mesa
La Paloma Healthcare Center  Oceanside
Lincoln Meadows Care Center  Lincoln
Lompoc Valley Medical Center, Conv CC  Lompoc
Marysville Post-Acute  Marysville
McKinley Park Care Center  Sacramento
Mid-Town Oaks Post Acute  Sacramento
Mission Care & Rehab Center  Rosemead
Mission SN & SubAcute  Santa Clara
Oak River Rehab  Anderson
Pine Creek Care Center  Roseville
Redwood Cove HC Center  Ukiah
Rock Creek Care Center  Auburn
Sacramento Post-Acute  Sacramento
San Diego Post-Acute Center  El Cajon
San Luis Care Center  Newman
Santa Rosa Post Acute  Santa Rosa
Seal Beach Health & Rehab Center  Seal Beach
Shoreline Care Center  Oxnard
Sierra View Homes  Reedley
Summerfield HC Center  Santa Rosa
University Care Center  San Diego
Vista Knoll Specialized Care  Vista
Western Slope Health Center  Placerville

Intellectual and Developmental Disabilities Hero of the Year

Barbara Smith of Valley Village in Winnetka was also recognized by the American Health Care Association in 2019 as the Intellectual and Developmental Disabilities “Hero of the Year.” The award recognizes individuals for their selflessness, compassion and service to people with disabilities. Barbara worked at Valley Village in the San Fernando Valley for more than 25 years, and she has been an integral force in developing special residential environments from semi-independent living to continuous nursing programs.
INVESTING IN QUALITY CARE
OPPORTUNITIES FOR IMPROVEMENT

Recognizing the need for continual improvement, CAHF is participating in a number of state grants to help make systemic advancements in a variety of programs and operations in skilled nursing facilities.

DISASTER PREPAREDNESS:
PROVIDING TOOLS FOR EMERGENCIES

Ongoing disaster preparedness training for skilled nursing providers paid off in the wake of unprecedented power outages in 2019 for hundreds of thousands of Pacific Gas & Electric customers and skilled nursing residents. The utility, along with other southern California power companies, deliberately shut off power during high wind events to prevent wildfires sparked by transmission lines. In its 13th year, the CAHF Disaster Preparedness program trains hundreds of providers throughout the year at webinars, seminars and an annual statewide disaster conference.

DIETARY SERVICES PROJECT:
REDUCING SURVEY DEFICIENCIES

A robust suite of free materials is now available to help food service workers improve the safety and quality of dietary services in skilled nursing facilities. From a series of short instructional videos in three languages — to an on-demand webinar series — dietary service employees can advance their skills in the kitchen to help reduce the number of survey deficiencies. Real time data is now being collected to track the effectiveness of the Dietary Toolkit and four conferences will be held in 2020 to provide additional instruction for dietary staff.

VOLUNTEER ENGAGEMENT PROGRAM:
STIMULATING COMMUNITY INVOLVEMENT

The creation of an effective volunteer program can go a long way toward improving resident satisfaction and quality of life by providing socialization and engagement. That's the idea behind an effort to create a successful volunteer engagement template so more skilled nursing centers can sustain and grow their volunteer programs. The Volunteer Engagement Project is working with twenty skilled nursing facilities to develop programs that can be replicated throughout the state to benefit 400,000 residents who use skilled nursing services each year.
GROWING NEED FOR LONG TERM CARE WORKERS
The need for nurses - especially certified nursing assistants who deliver hands-on care to residents in skilled nursing centers - continues to grow. Many factors, including a growing senior population and a higher percentage of individuals with chronic illness are contributing to the need for more individuals seeking careers in healthcare.

In recent years, California has embarked on a renewed effort to recruit and retain certified nursing assistants to deal with the looming shortage.

THE CALIFORNIA NURSING SHORTAGE
It is projected that California will be facing a nursing shortage of 31,000 nurses by 2030.*
There are high achievers in every profession and skilled nursing is no exception. Since 2012, the American Health Care Association has challenged providers to meet even higher standards in measurable areas like hospitalizations and antipsychotic usage. Currently, those who chose to participate can work to achieve measurable results in four areas by March, 2021. These areas are aligned with the top priorities of the Centers for Medicare & Medicaid Services and managed care organizations.

In 2019, 27 CAHF member facilities successfully achieved all four quality initiative goals.

### QUALITY INITIATIVE GOALS

<table>
<thead>
<tr>
<th></th>
<th>ACC Care Center</th>
<th>Anaheim Terrace Care Center</th>
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<tr>
<td>1</td>
<td>Ararat Nursing Facility</td>
<td>Buena Vista Care Center</td>
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<td>California Park Rehabilitation Hospital</td>
<td>Del Rosa Villa</td>
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<td>Devonshire Care Center</td>
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<td>Evergreen Arvin Healthcare</td>
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<td>Kingsburg Center</td>
<td>Lindsay Gardens Nursing &amp; Rehabilitation</td>
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<td></td>
<td>Lincoln Glen Skilled Nursing</td>
<td>Marin Post Acute</td>
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<td></td>
<td>Lindsay Gardens Nursing &amp; Rehabilitation</td>
<td>Mission Carmichael Healthcare Center</td>
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<td>Montebello Care Center</td>
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<td>Royal Care Skilled Nursing Center</td>
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<td>Stonebrook Healthcare Center</td>
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<td>Vienna Nursing and Rehabilitation Center</td>
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<td>Wagner Heights Nursing &amp; Rehabilitation Center</td>
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<td>Willow Creek Healthcare Center</td>
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<td></td>
<td>Clovis</td>
<td>Woodland</td>
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</tbody>
</table>
## CALIFORNIA RANKINGS

According to the federal government, the state ranks # 1, 2 or 3 nationally in the following quality categories:

- ADL Decline
- Weight Loss
- Depressive Symptoms
- Short-Stay: Worsening Ulcers
- Short-Stay: Pneumonia Vaccine
- Long-Stay: Ability to Move Worsened
- Injurious Falls
- Urinary Tract Infection
- LVN Hours per Resident per Day

<table>
<thead>
<tr>
<th>2019 Quality Measures</th>
<th>CA Average</th>
<th>U.S. Average</th>
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<tbody>
<tr>
<td>ADL Decline</td>
<td>9.1</td>
<td>14.5</td>
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<tr>
<td>Weight Loss</td>
<td>4.3</td>
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<tr>
<td>Incontinence</td>
<td>40.6</td>
<td>48.4</td>
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<td>Catheter</td>
<td>2.0</td>
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<tr>
<td>Urinary Tract Infections</td>
<td>1.8</td>
<td>2.7</td>
</tr>
<tr>
<td>Depressive Symptoms</td>
<td>0.7</td>
<td>4.7</td>
</tr>
<tr>
<td>Restraints</td>
<td>0.4</td>
<td>0.2</td>
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<tr>
<td>Injurious Falls</td>
<td>1.8</td>
<td>3.4</td>
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<tr>
<td>Nurse Aide Hours per Resident per Day</td>
<td>2.6</td>
<td>2.3</td>
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<tr>
<td>LVN Hours per Resident per Day</td>
<td>1.1</td>
<td>0.9</td>
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<tr>
<td>RN Hours per Resident per Day</td>
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<tr>
<td>Licensed Hours per Resident per Day</td>
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</table>

**Long-Stay**

<table>
<thead>
<tr>
<th></th>
<th>CA Average</th>
<th>U.S. Average</th>
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<tbody>
<tr>
<td>Flu Vaccine</td>
<td>97.3</td>
<td>95.8</td>
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<tr>
<td>Pneumonia Vaccine</td>
<td>97.3</td>
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<tr>
<td>Antipsychotic Medications</td>
<td>10.5</td>
<td>14.4</td>
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<tr>
<td>High-Risk Pressure Ulcers</td>
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<td>7.3</td>
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<tr>
<td>Ability to Move Worsened</td>
<td>13.5</td>
<td>17.5</td>
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<tr>
<td>Antianxiety/Hypnotic Medications</td>
<td>14.6</td>
<td>19.9</td>
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<td>Hospital Visits per 1,000 Resident Days</td>
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<td>1.7</td>
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<tr>
<td>Emergency Room Visits per 1,000 Resident Days</td>
<td>0.8</td>
<td>0.9</td>
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**Short-Stay**

<table>
<thead>
<tr>
<th></th>
<th>CA Average</th>
<th>U.S. Average</th>
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</thead>
<tbody>
<tr>
<td>Worsening Ulcers</td>
<td>0.8</td>
<td>1.5</td>
</tr>
<tr>
<td>Flu Vaccine</td>
<td>89.5</td>
<td>82.7</td>
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<tr>
<td>Pneumonia Vaccine</td>
<td>91.5</td>
<td>83.7</td>
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<tr>
<td>Antipsychotic Medications</td>
<td>1.4</td>
<td>1.8</td>
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<tr>
<td>Emergency Room Visits</td>
<td>10.1</td>
<td>10.7</td>
</tr>
<tr>
<td>Re-hospitalization</td>
<td>22.1</td>
<td>22.3</td>
</tr>
<tr>
<td>Improvements in Function</td>
<td>71.2</td>
<td>67.6</td>
</tr>
</tbody>
</table>

*Centers for Medicare & Medicaid Services, 2019*
ANTIPSYCHOTIC MEDICATION REDUCTION
SURPASSING THE NATIONAL GOAL

The National Partnership to Improve Dementia Care, now in its 8th year, challenged skilled nursing providers to reduce the use of unnecessary antipsychotic medication after studies indicated nearly 25 percent of all Medicare beneficiaries were receiving daily doses absent a diagnosis of psychosis.

Antipsychotics have been prescribed for the treatment of schizophrenia and bipolar disorders for decades, but physicians were increasingly ordering the off-label use of these medications for patients with dementia to reduce agitation.

Throughout the campaign, California facilities used education and specialized training to help staff replace medications with music therapy and behavior management techniques to help patients re-direct their frustration, defensiveness and agitation.

As a result, physicians are now prescribing antipsychotics to one in every eleven patients in California, a rate that is fifth best in the nation. Since the beginning of the campaign, the state has reduced the use of these medications by more than 48 percent.

U.S. RANKINGS
State rankings for lowest use of antipsychotics (as of Q2 2019)

1st Hawaii
2nd New Jersey
3rd Alaska
4th New York
5th California

6th North Carolina
7th Wisconsin
8th Maryland
9th District of Columbia
10th Texas
By 2035, the U.S. Census Bureau projects there will be more people over age 65 than those under age 18.*

Projected U.S. Population Numbers

Projected Share of CA Population Over 65

*U.S. Census Bureau

MASTER PLAN FOR AGING
PROMOTING AN AGE-FRIENDLY STATE

In recognition of a mushrooming senior population, Gov. Gavin Newsom signed an executive order creating a Master Plan for Aging by Oct. 2020. The blueprint is under development by a Stakeholder Advisory Committee – a diverse group of 34 representatives including CAHF CEO/President Craig Cornett. The plan will recommend ways to better coordinate programs and services that serve older adults, families and caregivers within a framework that recognizes the need for choice, equity, dignity, inclusion, innovation and partnerships. The Master Plan will encourage programs that support aging in place, the creation of age-friendly communities and access to services and care that optimize health and quality of life in the most appropriate setting.
CARING WITH COMPASSION
UNDERSTANDING RESIDENT NEEDS

Rub some vaseline on a pair of eyeglasses, then try to put on your clothes and figure out how to eat your lunch. A program called Walk in my Shoes at Four Seasons Healthcare and Wellness Center in North Hollywood helps employees at the skilled nursing center better understand the population they serve.

The one hour interactive program presents four scenarios simultaneously, with each participant experiencing functional and/or sensory loss, pain, isolation, boredom or frustration. Participants may wear earplugs, heavy gloves, vision inhibiting glasses or uncomfortable shoes. Time is provided for reflection and sharing. Staff is asked to keep a journal to document experiences that helped them improve their interactions with residents. One staff member wrote, “As a CNA, I see that patience and compassion play a big part, especially on patients who are in pain...we just need to be there for them.”
Nurses, administrators, therapists and residents always enjoy interacting with visitors and volunteers. It’s a special treat when their local state representatives visit to learn about the long term care services that are available to their constituents and hear about personal experiences.

Sierra View Care Center in Baldwin Park recently hosted two state lawmakers simultaneously. Both are the only siblings currently serving together at the state Capitol in Sacramento; State Senator Susan Rubio and her sister Assemblymember Blanca Rubio.

Other elected officials who took time from their busy schedules to visit facilities include: Assemblymember Buffy Wicks, State Senator Anna Caballero, U.S. Representative Jimmy Gomez (not pictured), and State Senator Connie Leyva (not pictured).
THE QUALITY JOURNEY
CONTINUING EDUCATION

In addition to education sessions held at major CAHF conferences, thousands of skilled nursing providers took advantage of learning opportunities throughout the year to improve their skills and knowledge base – to enhance the delivery of quality, person-centered care.

From infection prevention to survey success, providers are maintaining their competitive edge and learning best practices to serve long and short stay skilled nursing residents. Whether it’s on-demand webinars, online training or in-person instruction, as the education arm of CAHF, the Quality Care Health Foundation provides year-round learning opportunities to help elevate the expertise of 100,000 certified nurse assistants, licensed vocational nurses and registered nurses who serve residents in long term care centers.

LEADER ACADEMY
STRENGTHENING
LEADERSHIP SKILLS

A select group of eleven individuals took on the challenge of strengthening their existing skills by participating in CAHF’s Nursing Home Leader Academy of Excellence in 2019. Each participant received intentional guidance, feedback and support from professional experts to identify a challenge in their facility – create an action plan – and reveal the outcome at the end of the program. Improvement activities often include strategies to reduce employee turnover, prevent falls or improve sleep for residents.

The academy provides expert instructors who cover customer and staff engagement, leadership principles, business development and community and disaster leadership. Beginning in 2020, the academy will expand to provide ongoing leadership enrichment opportunities throughout the year at CAHF’s spring, summer and fall conferences, followed by a nine-month intensive which will begin in February 2021.

CAHF’s Nurse of the Year
Susan Yeranyan, RN, began her career in Armenia, as a biochemist with a degree from Yerevan State University. After migrating to the United States, she pursued her passion for healthcare by starting a career at Ararat Nursing Facility (ANF) as a CNA. During her 25 years of employment at ANF, Susan climbed the career ladder and achieved her American Dream after her promotion to Director of Clinical Services in 2007. Susan is also a Certified Dementia Practitioner. She was the ANF Employee of the Year in 1996 and was recognized by the International Nurses Association for her excellence in 2019.
FACILITY SUPER STARS

DEDICATION TO LONG TERM CARE

Unlike other professions, many individuals who work in skilled nursing centers have dedicated their entire careers to help improve the lives of others. Some feed and bathe the residents, others keep up with the laundry and every building has a dedicated maintenance crew.

Each year, the California Association of Health Facilities recognizes facility Super Stars who have served more than 20 years in long term care.

Aquilina Abris
34 Years in Long Term Care
Activities Assistant
Glendora Grand, Glendora

Arturo Alcantar
31 Years in Long Term Care
Groundskeeper
Villa Del Rio, Bell Gardens

Lisa Baiza
31 Years in Long Term Care
RNA/CNA
Willow Pass Healthcare Center, Concord

Mirna Bustamante
30 Years in Long Term Care
CNA
Del Rio Gardens Care Center, Bell Gardens

Edward Co
25 Years in Long Term Care
CNA
Torrance Care Center West, Torrance

Lydia Contemprato
26 Years in Long Term Care
Licensed Vocational Nurse
Edgemoor DP SNF, Santee

Glenn Della
37 Years in Long Term Care
RNA/CNA
Long Beach Care Center, Long Beach

Maria “Lucy” Espindola
36 Years in Long Term Care
Dietary Manager
Lone Tree Convalescent Hospital, Antioch

Dora Franklin
43 Years in Long Term Care
Housekeeper
Pacific Gardens Nursing & Rehab, Fresno

Carmen Lopez
34 Years in Long Term Care
CNA
West Hills Health & Rehab, Canoga Park

Maryse Henriette Montes Luceus
35 Years in Long Term Care
CNA
Rancho Mesa Care Center, Alta Loma

Jennifer Mares
40 Years in Long Term Care
LVN
Veterans Home of CA, Fresno

Debbie Messie
26 Years in Long Term Care
CNA
Silicon Valley Post Acute, San Jose

Tony Sandoval
29 Years in Long Term Care
CNA
The Lake Post Acute, Visalia

Ledy Semana
27 Years in Long Term Care
CNA Team Leader
Pacific Villa, Long Beach

Becky Serrato
35 Years in Long Term Care
Housekeeper
Centinela Grand, Perris

Cherie Stafsholt
30 Years in Long Term Care
Director of Dietary Services
HC Center of Orange County, Buena Park

Lorna Sypho
29 Years in Long Term Care
Director of Medical Records/Activities
Flower Villa, Los Angeles

Angel Tiscareno
44 Years in Long Term Care
CNA
Alameda Care Center, Burbank

Kelly Valish
39 Years in Long Term Care
Marketing Director
Marquis Shasta, Redding

Matt Wray
25 Years in Long Term Care
Director of Plant Operations
English Oaks Nursing and Rehab, Modesto
CALIFORNIA DATA REPORT
LONG TERM CARE RESIDENTS

QUICK FACTS

1,108 freestanding licensed nursing facilities

400,000 patients in facilities per year

87% occupancy rates

147,000 nursing care facility employees

$6.5 billion in payroll and benefits annually

3 months average stay for 84% of patients

FACILITY BEDS

26% 1-59

41% 60-99

33% 100+

Most skilled nursing facilities in California have 99 beds.

DAILY LIVING ACTIVITIES
PERCENTAGE OF RESIDENTS REQUIRING ASSISTANCE

98% Bathing

97% Dressing

95% Toilet Use

94% Transferring

74% Feeding
RESIDENT DEMOGRAPHICS
LONG TERM CARE RESIDENTS

GENDER
42% men
58% women

AGE

RACE

HEALTH CONDITIONS
PERCENTAGE OF RESIDENTS REQUIRING TREATMENT
California has three licensure categories for developmental services providers. Services provided include, but are not limited to, training and support in life skills such as mobility, socialization, employment and recreation.

**62%**
Intermediate Care Facility for Persons with Developmental Disabilities-Habilitative (ICF/DD-H)

Facilities of 15 beds or less serving individuals who may have intermittent need for nursing care. The emphasis is on enhancing or preventing regression of intellect, functional skills and the emotional well-being of the person. Typically, care is provided in a group home setting. Approximately 97 percent of California’s 700 ICF/DD-H facilities contain six or fewer beds.

**37%**
Intermediate Care Facility for Persons with Developmental Disabilities-Nursing (ICF/DD-N)

Facilities of 15 beds or less that serve persons who have continuous needs for nursing care for monitoring of medications or conditions such as epilepsy. More than 90 percent of ICF/DD-N clients utilize wheelchairs. There are approximately 416 ICF/DD-Ns in California.

**1%**
Intermediate Care Facility for Persons with Developmental Disabilities (ICF/DD)

Facilities with 16 or more beds serving individuals who may have intermittent or continuous needs for nursing care. There are approximately 14 ICF/DDs in California.
DEVELOPMENTAL SERVICES
FACILITY & CLIENT CHARACTERISTICS

CAHF members are providers of four to 15-bed community-based homes called intermediate care facilities (ICF) that are licensed by the California Department of Public Health (CDPH).

There are approximately 1,130 facilities statewide with 14 large ICF/DD facilities, 700 ICF/DD-H (Habilitation) facilities and 416 ICF/DD-N (Nursing) facilities. CAHF represents 434 member facilities and 98 agency-providers of ICF/IID services.

**GENDER**

- **52%** men
- **48%** women

**AGE**

- 5% Under 22
- 16% Over 65
- 32% 22-45
- 47% 46-65

**DISABILITIES & CONDITIONS**

- **57%** Language Impaired
- **19%** Hard of Hearing
- **3%** Deaf
- **31%** Impaired Vision
- **11%** Blind
- **39%** Mobile Nonambulatory
- **81%** Nonambulatory
- **20%** Mild Mental Retardation
- **19%** Moderate MR
- **22%** Severe MR
- **38%** Profound MR
- **9%** Autistic
- **40%** Cerebral Palsy
- **45%** Controlled Epilepsy
- **3%** Uncontrolled Epilepsy
Founded in 1950, the California Association of Health Facilities is a non-profit, professional organization representing nearly 900 skilled nursing facilities and 450 intermediate care facilities for individuals with intellectual disabilities. Each year, more than 147,000 caregivers provide short-term rehabilitation, long term care, end-of-life support and habilitative nursing services for 400,000 people. CAHF is the largest provider of continuing education for long term care providers in California.