



Rapid Response Staffing in Long-Term Care Facilities

Updated October 30, 2020

The Michigan Department of Health and Human Services will be offering Rapid Response Staffing statewide to assist long-term care facilities who may be experiencing a staffing shortage. Long-term care facilities eligible to participate include nursing homes, assisted living centers, homes for the aged, and adult foster care homes. While staffing resources are available statewide, **please note that MDHHS cannot guarantee that every facility that meets criteria and request staffing resources will receive staffing support due to the high demand for supplemental staffing.**

Rapid Response Staffing Availability:

MDHHS intends to provide short term (120 hours or less) of consecutive staffing assistance to facilities facing staffing shortages when staff is available. Currently, staffing services will be supplied by 22nd Century Technologies, Inc. (TSCTI), ATC Healthcare, and P.I.E. Management.

- Facilities will be able to request of maximum of **5 staff total** per shift with the following restrictions:
 - Facilities will be able to request a maximum of one registered nurse or licensed practical nurse and one social worker per shift.
 - Facilities can fill remaining slots with: certified nursing assistants, resident care assistants, direct care workers, dietary aid, dietary cook, and environmental services staff, for a total of 5 staff members (including a RN and/or social worker, if selected).
- Staffing can provide up to a total of 120 hours (5 days) of staffing coverage.
- Facilities may contact multiple staffing agencies for staff; however, facilities can only receive **5 staff total** per shift from all staffing sources.

Facilities requesting staffing assistance **must demonstrate that they meet the criteria** in [Appendix A](#) by completing a [brief survey](#) within 24 hours after requesting staffing support (please do not complete the survey *before* requesting staff). Staffing resources cannot be requested via the survey. **If a facility fails to meet the criteria or fails to submit the survey within 24 hours of requesting staffing, the facility will be billed by MDHHS for the staffing costs.**

Any questions about Staffing Resources can be sent to MDHHS-LTCStaffing@michigan.gov. Please note, requests for staffing assistance cannot be made via this email address.

To Request Staffing

Step 1: Facility reviews and self-certifies they meet all of the criteria in [Appendix A](#)

Step 2: Facilities contact one of the staffing contractors:

- 22nd Century Technologies, Inc (TSCTI) at **1-800-674-8380**
- ATC Healthcare at **1-800-240-4707** or stateofmichigan@atchealthcare.com
- P.I.E. Management (William Phillips) at **313-967-7871** or skendrick@piemanagement.com

Step 3: Facilities must complete the [survey](#) within 24 hours AFTER requesting staffing resources to verify they have met the criteria. You cannot request staffing resources via this survey.

Please Note: MDHHS cannot guarantee that every facility that meets criteria and request staffing resources will receive staffing support. By requesting staffing supports, facilities agree they have met the required criteria and will complete the survey. Failure to either meet the criteria when requesting staff resources or completing the survey will result in MDHHS invoicing the facility directly for the cost of staffing supports.



Contacting Multiple Rapid Response Staffing Contractors

In some instances, facilities may need to contact multiple staffing agencies for staff; however, facilities can **only receive a total of 5 staff for 5 days from all staffing sources**. Facilities who attempt to circumvent these rules will be subject to recoupment or other consequences.

Information Facilities Will Need to Provide Staffing Contractor:

- Job title / Titles
- Total Openings
- Work location
- Shift timings
- Duration for this assignment(s)
- The facility type
- Job Description
- Start Date
- If the staffing need is longer than 5 days (MDHHS will only cover for the first 5 days)
- Any COVID patients in facility

The Requesting Facility must:

- Provide onsite supervision, at all times, while temporary staffing agency employees are working.
- Conduct orientation of temporary staffing agency employees to types of care provided and regulatory oversight requirements that are applicable to duties being assigned.
- Assess and only assign temporary staffing agency employees to duties that meet their specific qualifications and skills.
- Orient temporary staffing agency employees to patient or resident care plans as applicable to duties assigned.
- Provide appropriate PPE as needed to ensure the safety of temporary staffing agency employees.

Appendix A: Long-Term Care Facility Emergency Staffing Criteria

Criteria for Requesting Staffing Support			
Facility Type	Demonstrated Need for Staffing Assistance	Enacted Emergency Protocol for Staffing	Facility Reached Out to a Staffing Agency but No Staff Available (Facility must first reach out to staffing agency that is not 22 nd Century)
Nursing Home	<p>Emergency Clinical Staffing: 40% or more of scheduled nursing care staff (RNs, LPNs, and CNAs) have missed two shifts in a row and the absences are unrelated to a strike or labor dispute.</p> <p># of nursing staff who have missed a shift divided by the total number of nursing staff scheduled for that shift must equal 40% or higher.</p> <p>Emergency Nonclinical Staffing: 40% or more of scheduled administrative or nonclinical staff have missed two shifts in a row and the absences are unrelated to a strike or labor dispute.</p> <p>A Nursing Home that is using Emergency Nonclinical Staffing absences to qualify <u>CANNOT</u> request clinical staff for these positions.</p>	<ul style="list-style-type: none"> If the home shares ownership or operational management with 5 or more nursing homes, have requested backup support from those homes If part of a corporate structure with regional staff, have called upon those employees to provide care and supervision to residents. Have called upon staff in administration (Administrator, Director of Nursing, other department heads) to assist with providing direct care, supervision and non-ADL needs 	<p>Yes, staffing agency did not have staff available</p> <p>No, did not reach out to a staffing agency</p>

<p>Homes for the Aged</p>	<p><i>Emergency Staffing:</i> 40% or more of scheduled staff have missed two shifts in a row and the absences are unrelated to a strike or labor dispute</p> <p># of staff who have missed a shift divided by the total number of staff scheduled for that shift must equal 40% or higher.</p>	<ul style="list-style-type: none"> • If the home shares ownership or operational management with 5 or more homes, have requested backup support from those homes • If part of a corporate structure with regional staff, have called upon those employees to provide care and supervision to residents • If part of a continuing care retirement community, have requested staffing support from other areas of the CCRC operation • Enlisted members of management staff to assist with resident care and supervision where appropriate 	<p>Yes, staffing agency did not have staff available</p> <p>No, did not reach out to a staffing agency</p>
<p>Assisted Living Centers</p>	<p><i>Emergency Staffing:</i> 40% or more of scheduled staff have missed two shifts in a row and the absences are unrelated to a strike or labor dispute</p> <p># of staff who have missed a shift divided by the total number of staff scheduled for that shift must equal 40% or higher.</p>	<ul style="list-style-type: none"> • If the home shares ownership or operational management with 5 or more homes, have requested backup support from those homes • If part of a corporate structure with regional staff, have called upon those employees to provide care and supervision to residents • If part of a continuing care retirement community, have requested staffing support from other areas of the CCRC operation • Enlisted members of management staff to assist with resident care and supervision where appropriate 	<p>Yes, staffing agency did not have staff available</p> <p>No, did not reach out to a staffing agency</p>
<p>Adult Foster Care Home Licensed as Large or Congregate</p>	<p><i>Emergency Staffing:</i> 40% or more of scheduled staff have missed one shift and the absences are unrelated to a strike or labor dispute</p> <p># of staff who have missed a shift divided by the total number of staff scheduled for that shift must equal 40% or higher.</p>	<ul style="list-style-type: none"> • If the home shares ownership or operational management with 3 or more AFC homes, have requested backup support from those homes • If part of a corporate structure with regional staff, have called upon those employees to provide care and supervision to residents. • Enlisted members of management staff to assist with resident care and supervision where appropriate 	<p>Yes, staffing agency did not have staff available</p> <p>No, did not reach out to a staffing agency</p>

<p>Adult Foster Care Home Licensed as Family or Small</p>	<p><i>Emergency Staffing:</i> 40% of scheduled staff have missed one shift or there is reason to believe that staff will not be able to report for the next shift and the absences are unrelated to a strike or labor dispute</p> <p># of staff who have missed a shift divided by the total number of staff scheduled for that shift must equal 40% or higher.</p>	<ul style="list-style-type: none"> • If the home shares ownership or operational management with 3 or more AFC homes, have requested backup support from those homes. 	<p>Yes, staffing agency did not have staff available</p> <p>No, did not reach out to a staffing agency</p>
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Appendix B: Frequently Asked Questions

1. Who is eligible to receive Rapid Response Staffing Resources?

Long-term care facilities (nursing homes, assisted living center, homes for the aged, and adult foster care homes) are eligible to receive emergency staffing resources, if they have met [MDHHS criteria](#), which includes:

- Demonstrated need for staffing, with specific staffing thresholds for each facility type
- Enacted all the steps in the emergency protocol for staffing listed by facility type
- Reached out to other staffing agencies without success of obtaining additional staff

2. How do I access Emergency Staffing Resources if my facility meets all the criteria?

Once a facility has met all of the criteria, contact one of the following staffing agencies:

- 22nd Century Technologies, Inc. (TSCTI) at 800-674-8380
- ATC Healthcare at 1-800-240-4707 or stateofmichigan@atchealthcare.com
- P.I.E. Management (Stacy Kendrick) at 313-967-7871 or skendrick@piemaragement.com

Facilities also **must** submit a [survey](#) certifying they have met [criteria](#) to MDHHS no later than 24 hours after submitting a request to a staffing agency. **Failure to submit the survey or failure to meet the specified criteria will result in the LTC facility being billed for all staffing services provided by the staffing agency.**

3. By requesting staffing, does that guarantee my facility will receive staffing resources?

No, while the staffing contractors will do everything within their ability to find and assign staff to the facility, MDHHS cannot guarantee that every facility that requests staff will be able to receive staffing support. Facilities should still seek alternative options to their immediate staffing needs as MDHHS cannot guarantee staffing availability.

4. When should my facility complete the required [survey](#)?

Facilities should complete the survey within 24 hours **after** receiving staffing resources. **Staffing resources cannot be requested via the survey.** MDHHS uses the surveys to certify that a facility has met all three of the required elements in [Appendix A](#). MDHHS does not pre-certify facilities or review the survey before staffing is requested. Facilities complete the survey to demonstrate they have met all the criteria. Failure to complete the survey and/or meet required criteria will result in MDHHS invoicing the facility directly for the cost of staffing.

5. How much and what types of staffing support will be available?

Facilities should only request the number of staff needed to fill vacant positions. Facilities can request up to 5 staff members, per shift that can include one registered nurse or licensed practical nurse, and one social worker. Facilities can choose the mix of staff that best fits facility needs. In some instances, facilities may need to contact multiple staffing agencies for staff; however, facilities can only receive **5 staff total** per shift from all staffing sources. Facilities who attempt to circumvent these rules will be subject to recoupment or other consequences.

6. What if I need more than 5 staff members?

Facilities requiring more than the five allocated staff members can work with the staffing contracts or another temporary staffing agency to obtain additional staffing. However, the facility will have to pay for any staff support over the initial five covered under Rapid Response Staffing.

7. What are other options if the staffing agencies can't provide staff?

Medefis, an AMN Technology, is providing a portal to connect healthcare facilities with a network of regional and national staffing agencies to supply additional nursing professionals. There is no cost to the healthcare facility to join. Interested facilities can contact Brian Tobin at 402-315-1103 or Brian.Tobin@medefis.com.

8. How many shifts will Rapid Response Staffing cover?

Staffing contractors will provide 120 hours of staffing services.

9. What if I need staffing for longer than 120 hours?

LTC facilities that require longer term staffing than 120 hours, or who do not meet the criteria listed in [Appendix A](#) can contact the staffing contractors or another temporary staffing agency, who may have additional staffing resources available. LTC facilities will be responsible for contracting for services directly with the staffing agency. MDHHS will not pay for these services.

10. What if my facility finds another staffing contractor, will MDHHS pay for that?

No, if a facility is able to access another staffing agency then the facility *does not* meet the criteria for emergency staffing resources. MDHHS is only providing support for emergency staffing needs through 22nd Century Technologies, Inc. (TSCTI), ATC Healthcare, and P.I.E Management to facilities who have been unable to obtain staffing elsewhere.

11. If I am a skilled nursing home and 40% or more of facility non-clinical staff have missed 2 shifts, can I request clinical positions from 22nd Century?

No, a skilled nursing home that is seeking to qualify for staffing resources based on absences of their non-clinical staff **cannot** request clinical staff (RN, LPN, CNA, RCA) to fill open positions. A skilled nursing home would only be able to request non-clinical positions. Available positions that could be utilized include social worker, dietary aide, dietary cook, or environmental services staff.

12. A skilled nursing home is experiencing both staffing shortages in clinical and nonclinical positions. Do I qualify to receive more than 5 staff?

No, facilities are only able to request 5 staff members, total. If a skilled nursing home were to qualify for staffing resources based on clinical and non-clinical staff shortages, the facility is limited to being able to request 5 staff members.

13. A facility is having difficulties filling out the survey documenting that the criteria for staffing was met, who should they contact?

The facility can contact MDHHS at MDHHS-LTCStaffing@michigan.gov. **Please note, staffing requests cannot be emailed to this email address.** If a facility is unable to complete the survey within 24 hours, and contacts the inbox during that window, the facility will not be penalized for failure to submit the survey. This inbox is staffed Monday-Friday 8am-5pm.

14. What type of tasks can the staff from the staffing contractors perform?

Staffing resources will support LTC facilities based on facility and resident need, but will be prepared to assist with activities of daily living (bathing, dressing, transferring, toileting, eating); provide infection prevention assistance; and provide environmental cleaning assistance. If a facility has a specific need or request, they should discuss that with the staffing contractor.

15. Will the staffing contractors conduct licensing and background checks?

Yes, the individuals who will provide staffing support to long-term care facilities will be vetted by staffing contractors including a criminal background check and a licensure check prior to being assigned to a facility. The staffing contracts will have this information available upon facility request.

16. Will staff from staffing contractors undergo TB and COVID-19 screenings?

As part of vetting by the staffing contractors, staff do have to provide a negative TB test results. Currently, COVID-19 testing is not including as part of the vetting process. However, COVID-19 screenings are completed for staffing coming in and out of facilities.

17. Do the staff from the staffing contractors have to comply with the Emergency Order for weekly testing of long-term care facility staff?

Yes, in some situations. Rapid Response Staffing is only available for a maximum of 120 hours. If long-term care facilities are completing their routine, weekly testing of staff during the period that the staffing contractors are providing staffing support, then the staffing contractor's staff should be tested. If the staffing contractors' staff are no longer in the building when weekly testing occurs, they do not have to be tested as part of the facility.

18. A facility is experiencing a strike or labor dispute, can we request Rapid Response Staffing?

No, facilities experiencing a staffing shortage due to a strike or labor dispute do not meet criteria for Staffing Resources, as defined in [Appendix A](#). If a facility requests Staffing Resources for a labor dispute or strike, the facility may be subject to recoupment or other consequences. Facilities can independently request staffing support from temporary staffing agencies in these circumstances. The facility will be solely responsible for entering into an agreement with staffing contractor and paying for staffing resources. **MDHHS will not pay for services.**

19. If facility is experiencing a COVID-19 outbreak amongst staff and/or residents in an LTC facility can I request Emergency Staffing resources?

Yes, if the facility has met the required [MDHHS criteria](#). A COVID-19 outbreak alone does not qualify a facility for staffing resources. Additionally, as noted above, the staffing contractors cannot guarantee staff to every facility that requests support.