



Texas Association for Home Care & Hospice

2023 Annual Report



WE



CHOOSE



HOME.



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LEADERSHIP MESSAGE

“Advocacy is empathy, compassion and community at work.”

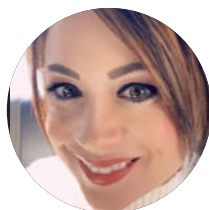
~ Janna Cachola

As we look back on the last year, we are incredibly proud to acknowledge the outstanding success we have achieved through our collective advocacy efforts and unwavering commitment to our shared purpose to bring care home. Advocacy is at the heart of our mission, and it is through your tireless efforts that we have made a significant impact in promoting the importance of care in the home. Your dedication to championing the rights and well-being of those in need has not gone unnoticed. By raising our voices, we have successfully influenced policymakers, engaged communities, and laid the groundwork for meaningful change.

This year, we entered our Texas legislative session with an ambitious agenda we had advanced over the previous 18 months. Our industry was feeling the impact of an unprecedented workforce shortage combined with chronically neglected rates. Going into session knowing we needed well over a billion dollars to stabilize the community care industry was daunting to say the least. But our members faced it head on and pulled out the largest investment in community care in well over 20 years – \$2 Billion dollars state and federal funds. Additionally, the private duty nursing sector received a \$46 Million investment and made significant progress in advancing the concept of the paid family caregiver for children with medically fragile conditions.

As we celebrate our success, let us remember that our work is far from over. Medicaid and Medicare funding are always under attack while the population we serve continues to grow. Access to healthcare at home is the solution to escalating health care costs and ensuring our industry is supported during these volatile times will take all of our collective efforts.

Let our accomplishments serve as a reminder of our potential and fuel our determination to reach even greater heights. Together, we have proven that when we unite under a common purpose, there is no limit to what we can achieve.



President
Chrystal Everett,
BSHA



Executive Director
Rachel Hammon, RN,
BSN

MISSION



The mission of the Texas Association for Home Care & Hospice (TAHC&H) is to advocate for ethical practices, quality standards, and the economic viability of licensed home care and hospice providers to enhance the well-being of individuals and their families throughout Texas.

VISION



Advancing Home Care and Hospice as the Leading Solution for Safe and Innovative Health Care

VALUES



LEADERSHIP • INCLUSION • INTEGRITY
TRUST • EXCELLENCE • INNOVATION

ASSOCIATION TEAM



Rachel Hammon, BSN, RN
Executive Director



Marissa Machado
Chief Operations Officer



Becky Campbell, CMP
Director of Member Recruitment



Jennifer Elder
Director of Regulatory Affairs



Jessica Boston
Director of Government Affairs



Katie Mills, CMP
Director of Meetings & Educational Conferences



Kristin Selby
Accounting Clerk and Operations Coordinator



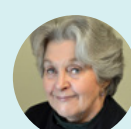
Grace Werckle, RN, BSN
Home Care Education Nurse Manager



Jenn Merket
Digital Marketing Manager



Jessica Campbell
Operations Assistant



Dana Roberson
Membership Assistant

2022-2023

TAHC&H BOARD OF DIRECTORS



TAHCH Board Members along with TAHCH Members enjoying the 2022 Annual Meeting.

Our Board of Directors is crucial to our Association's success. This year's powerhouse board met a total of twelve times. They approved our Association's priorities for the 88th Legislative Session, engaged with our PR firm to ensure the efficacy of our media campaigns, met to create a new strategic plan for 2023-2026, revised our mission statement to be more in line with our industry's needs, and much, much more! We are incredibly grateful to all of our intelligent, talented board members.

President



Chrystal Everett,
BSHA

Immediate Past President



Kristen Robison,
RN

Vice-President



Andrew Painter

Treasurer



Gabriel Dinn

Secretary



Charlene Drake, RN

At Large



Dan R Willson

Hospice



Joni Smith, RN,
BSN, CHPN

Institutional



Brandis Wilmore,
LVN

Licensed & Certified HH



Nicole Rodgers,
MPT

Licensed HH



Jonathan Willman,
BSN, RN

Non Profit



Marjorie Costello

Owners



Jerre van den
Bent, PT

Pediatric



Sharon Bonner-
Goolsby

PAS



Katie Naranjo

Private Pay



Sheila Davis
CHCE, COS-C

2022-2023 COMMITTEES



Committees are an integral part of the work we do here at TAHC&H. Our committee members brainstorm, plan, and vote on action items for the Association. These meetings capitalize on the most important resource we have: the collective brainpower of our brilliant Association members, who intimately understand the challenges agencies face today. TAHC&H would like to thank everyone who served on a 2022-2023 committee!

COMMITTEES AND CHAIRS

Annual Meeting Committee

Chair: Amy L. Knight, CPA

Vice-Chair: Nicole Rodgers, MPT, HCS-O

Bylaws Committee

Chair: Rose Rash, RN, BSN

Clinical Practice

Chair: Shannon Steigleder, RN

Community Care Services

Chair: Andrew Painter

Vice-Chair: Julie Eberwine

Diversity, Equity and Inclusion Committee

Chair: Carlos Morales

Education Committee

Chair: Ali Marek

Vice-Chair: Alma Rodriguez, RN, BSN, MSHP

Finance Committee

Chair: Gabriel Dinn

Government Affairs Committee

Federal Chair: Katie Naranjo

State Chair: Jeff Humber

Medicare/Hospice Committee

Chair: Summer Napier, M.L.S Healthcare Law

Vice-Chair: Joni Smith, RN, BSN, CHPN

Membership/Public Affairs Committee

Chair: Lee A. Palmer

Vice-Chair: Joni Smith, RN, BSN, CHPN

Pediatric Committee

Chair: Bill Sczepanski

Vice-Chair: Jonathan Willman, BSN, RN

Private Pay Committee

Chair: Sheila Davis, CHCE, COS-C

2022-2023 COMMITTEE MEMBERS

Leah Aguilar
Natalie Alexander
Jennifer Alexender
Suzanne Andrews
Tsambika Bakiris
Diane Bass
Sharon Bonner-Goolsby
Will Boyd
Brett Brier
Nicole Briscoe
Troy Brooks
Melissa Bullock
Marcos Campos
Roger Cardenas
Teresa Castillo
Victoria Caughron
Jesus Chavez
Delma Chavez
Frederick Cichy
Efrem Colmenero
Valerie Cornett
Marjorie Costello
April Coxon
Ana Cruz

Sheila Davis
Crystal Davis
Virginia De Bond
Brittany Dilleshaw
Gabriel Dinn
Charlene Drake
Erica Drury
Shannon Early
Julie Eberwine
Zaundra Ellis
Jimi Ellis
Chrystal Everett
Casie Feathers
Amanda Finger
Lisa Flores
Paula Frate
Micayla Freehan
Laura Freeman
Carolyn Fuquay-Fort
Gladys Garcia
BJ Garcia
Lucy Garcia
Yolanda Garza
Michael Gendke
Vicki Gilani

Pamela Goble
Stacy Grazak
Kerri Griffin
Eduardo Guimbarda
Teresa Gutierrez
Kati Hale
Shannon Hanberry
Pamela Hanson-Long
Cynthia Hernandez
Marco Hernandez
Audrey Hicks
Stephanie Hill
Denita Holmes
Dennis Hosley
Jesse Howard
Jeff Humber
Dean Hunt
Amy Ives
Natasha James
Nichole Jefferson
Tom Jenkins
Linda Jenkins
Karyn Jolly
Tiffany Karlin

Amy Knight
Melanie Leach
Brian Lebanion
Brittany Little
Norma Luna
Dana Madison
Ali Marek
Tyler Martin
Lora Mayes
Lisa McClammy
Heather McLain
Jim Melancon
Eric Mora
Carlos Morales
Maryann Murphy
Kiley Murray
Summer Napier
Katie Naranjo
Vicki Niedermayer
Juanda Orr
Andrew Painter
Lee Palmer
Pam Parsons
Angela Pena
Marc Pictrowski

Holly Postert
Sara Pringle
Chantell Provenzano
Brenda Ramon
Rodrigo Ramon
Michelle Randall
Rose Rash
Miranda Reece
Dustin Reeves
Raedel Rind, RN, MSN
Melissa Risinger
Kristen Robison
Nicole Rodgers
Alma Rodriguez
Cristina Ruiz
Nicole Saldivar
Vanessa Sandoval
Jon Sczepanski
Renee Sczepanski
Bill Sczepanski
Lisa Shardon
Mike Simmons
Angie Six
Joni Smith

Kathleen Smith
Ana Solis
Shannon Steigleder
Sergio Trevino
Erin Vallier
Jerre Van Den Bent
Lisa Velasquez
Heidi Wall
Jena Weitzer
Katie Wenninger
Amy Whitlock
Stephanie Wideman
Kelly Wilbanks
Ricka Willett
Jonathan Willman
Dan Willson
Brandis Wilmore
Amy Withrow
Amber Woodward
Lindsay Yost



MEMBERSHIP



STATS

Member Organizations

578

representing

1,222

licensed agencies

Association Membership Growth

1%

Individual Member Contacts

6,583

Total Associate Members

98

MEMBERSHIP

As the pandemic faded, TAHC&H members looked to other challenges on the horizon. From OASIS E to staffing shortages to EVV system changes and more, our members have worked hard to provide so much care with what frequently felt like little support. Despite new providers entering the market, consolidations and closures continued to increase. There are currently 6,698 licensed agencies in Texas. During the past 12 months, there were 235 more new licensed providers in the state, and 112 agencies sold or closed.

TAHC&H has retained an overwhelming majority of its members while recruiting new members despite a home care industry pattern of mergers and acquisitions, agency closures, and a very challenging business and regulatory environment. We continue to reach out to our members through our weekly Perspective, Open Forum, and emails on a wide-range of topics spanning the spectrum of home health and hospice news including up-to-the-minute information. We also traveled to four cities this summer to connect with industry professionals across the state.

We must continue to see growth in all membership categories for us to remain the state's home care and hospice industry's premier provider of resources, education, and advocacy. Working together we can accomplish so much more than alone. TAHC&H thanks our members for choosing to partner with us.

MEMBER QUOTES



"TAHC&H is a great organization that allows interaction with peers. TAHC&H provides vendor preferences with negotiated pricing. TAHC&H further provides message boards in which you may pose questions to the industry and receive quick response. TAHC&H provides sample policies and publications to assist in day to day business and keep an organization compliant and survey ready. Lastly, the advocacy that TAHC&H provides at both the state and federal level is compared to no other organization. This advocacy benefits all providers and allows industry voices to be heard which make an impact on legislation."

~Sheila Davis, CHCE, COS-C, Sr. Executive VP of Operations, Always Best Care Senior Services



"TAHC&H is essential in running a successful home health agency in Texas. I recommend TAHC&H to anyone who is in the business of operating a compliant and successful agency."

~Kristen Robison, RN, VP of Governmental Affairs, Angels of Care Pediatric Home Health



"TAHC&H is vital to preserving home care. They represent us collectively and make our voices heard. There is no way we could do this as individual agencies. There is no more vital voice than that of our state association."

~Sharon Bonner-Goolsby, Administrator/Co-Owner, First in Pediatrics Home Health Care, Inc.



EDUCATION



EDUCATION

This was a strong year for TAHC&H's education. Thanks to timely presentation of hot topics by top speakers, our education attendance and revenue were up this year. Our education team interfaced with state and federal agencies, industry experts, our nursing accreditation association, and our members to ensure that we were delivering up-to-the-minute information and education.

TAHC&H continues to work hard to provide home care and hospice providers across the state with a variety of education opportunities including in-person conferences, webinars, virtual workshops and more. Here are a few of the topics we covered this year:

- OASIS E Training
- Home Health Value Based Purchasing
- Survey Preparedness
- Administrator Training
- ICD-10-CM Coding
- RN Delegation
- Guidance on the end of the Public Health Emergency
- Hospice Audit Compliance
- EVV Guidance
- Workplace Violence
- COVID-19 Vaccination and Mask Mandate Updates
- Home Health Final Rule
- Hospice Top Denials for Medical Review
- Cultural Competency for Health Professionals: Caring Across Cultures

Education by the numbers

6

Major Conferences

25

Webinars

2,994

Attendees

3,637

Nursing Contact Hours
Awarded

9,249

Administrator
Clock Hours Awarded

“ATTENDEE QUOTES”

Real attendee quotes from our six major conferences this year.



"This was the first time I had attended this event and really enjoyed the whole experience. From the very knowledgeable speakers, the vendors, great lunch and awesome location. Can't wait till next year in San Antonio."



"Best conference I have been to. The keynote speakers were excellent!"



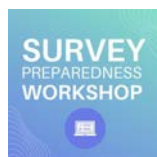
"Love the virtual seminars - much easier to attend and much easier to assimilate the information with handouts in front of you and no crowds!!"



"Very informative. I thought I wouldn't hear anything new I hadn't already heard before, but I really did feel that I learned a lot."



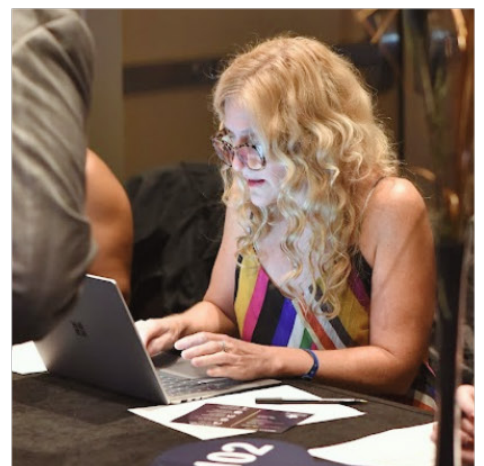
"Great information received! A lot of helpful advice on certain rules or policies our agency needed cleared up."



"Love the virtual nature of the event and love the way it was organized into LHH and L&C tracks."



REGULATORY



REGULATORY

A vital benefit of being a TAHC&H member is access to our Regulatory team, who creates a secure, supportive environment for TAHC&H members to ask questions and seek help with significant issues impacting their agencies.

In 2022-2023, our regulatory team provided real-time guidance and resolution to provider's state and federal regulatory issues. From the end of the COVID-19 public health emergency to licensing to re-credentialing and revalidation issues to working with payer sources to assist providers with contract, and much more, our team worked hard to support the home health and hospice industry in Texas.

"We are a smaller home health agency and do not have a large corporate office to keep us in the know on changes and updates. TAHC&H lets us take care of our patients without the added stress of having to go out and search for the information to stay compliant on our own."

~ TAHC&H Member

Since TAHC&Hs 2022 annual report, the TAHC&H Regulatory staff have resolved hundreds of regulatory inquiries with the top subjects being:

- Continuous changes in COVID-19 related guidance through the end of the pandemic and post-pandemic (OSHA, CMS, HHSC, EEOC, CDC, etc.)
- End of Medicaid Continuous Enrollment
- Electronic Visit Verification
- Implementation of the HHSC Critical Incident Management System (CIMS)
- CNA/MA Certification Transition to TULIP
- ARPA Funding (submitting reports and attestation, compliance list, overall process)
- Ongoing Staffing Shortage Issues
- HHSC Hospice Contracting Issues
- CMS, TMHP, OSHA Investigations, DPS
- Audits, and HHSC Surveys
- CMS Hospice UPIC Audits
- Palmetto/CMS Review Choice Demonstration (process, non-affirmations, and ADR)
- TMHP/MCO Claims Denial and Contract Issues
- OASIS, Documentation, and Billing Issues
- Palmetto/CMS Claims Payment Issues
- Unjust UPIC/ADR/Recoupment Issues from all payer sources
- HHSC TULIP/Licensing Issues
- Stock Transfers and CHOWs
- TMHP Revalidation Issues

TAHC&H regulatory staff and TAHC&H members also work hard on overall policy issues with our State Agency and Legislators. This includes drafting TAHC&H's initial comments to proposed rules that are published by both federal and state regulatory authorities.



2022-2023

REGULATORY WINS

TAHC&H Regulatory also continues to work for members by facilitating meetings with HHSC, DSHS, TMHP, OSHA, Palmetto and CMS to resolve industry concerns and member issues, submitting comments on State and Federal regulations, and by involvement in various HHSC workgroups and Advisory Committees. This year, regulatory staff assisted TAHC&H members on priorities related to the end of the public health emergency, educating on the consistently changing guidance and proposed rules issued by the different state and federal agencies, worked diligently on priorities related to claims denial and recoupment issues with multiple payer sources; worked with providers and HHSC on significant licensing issues, including CHOWS, stock transfers, late renewals, and revocations; Assisted providers with ADR/UPIC Review/MCO and medical review and appeals processes; and educated and assisted providers on the ARPA funding, the EVV Transition, the End of Medicaid Continuous Enrollment, as well as multiple system issues and glitches with eServices, PEMS, TULIP, and more. Wins include:

- Assisting providers with significant licensing, enrollment, contracting, and revalidation issues;
- Working directly with payer sources, UPIC, and multiple regulatory authorities to assist providers with contract and claims payment issues, including reversal of denials and unjustified recoupments;
- Connecting providers to regulatory bodies through various virtual platforms to ensure they have the ability to get real time assistance and resolution for their issues;
- Advocating, on behalf of the home care and hospice industry, by supplying comments and feedback to regulatory authorities regarding proposed rule sets, continuously pushing for change in pending guidance and pushing for updates to outdated regulations, as well as continuing to push for more detailed guidance in the form of interpretive guidelines to current regulations.
- Providing ongoing, real-time guidance during the ongoing and end of the COVID-19 public health emergency.



TEXAS

Health and Human Services



PALMETTO GBA
A CELERIAN GROUP COMPANY





GOVERNMENT AFFAIRS



GOVERNMENT AFFAIRS STATE REPORT

This Legislative Session, the Texas Association for Home Care & Hospice set out with an ambitious agenda to change the state of home care and hospice in Texas.

BUDGET

TAHC&H aimed to educate legislatures about our industry's complicated payment rates. We worked hard to secure funding increases for community care, private duty nursing and pediatric therapy (see table to right). TAHC&H members traveled from across the state to join us on hearing days, where we would often wait for hours to give testimony. We held dozens of meetings with legislators in both Chambers and partnered with champions who carried our riders including Rep. Donna Howard, Rep. Steve Allison, Sen. Charles Perry, and Sen. Judith Zaffirini.

While there were some disappointments this session, the legislature made a nearly \$2 billion (\$800 million GR) investment in community care, and with continued teamwork and grit, we believe we can continue to move the needle forward in future sessions.

Investments made in the 88th Legislative Session

Community Care	\$2 Billion <i>(\$800 million GR)</i> \$10.60 Base Rate with no service supports.
Private Duty Nursing	\$46 Million 2% increase with no add-ons.
Pediatric Therapy	No funding this session.

ADVOCACY & LOBBY DAY

In addition to our members who regularly traveled to give testimony, TAHC&H members also took part in several advocacy opportunities with TAHC&H. We had record turnout of 150+ members for our Lobby Day at the State Capitol in February, and we also held a Joint Advocacy Briefing in January with local nonprofits, advocacy groups, and members from the Texas Workforce Commission. We also want to acknowledge our members who could not travel to Austin but wrote or called their representatives through our Action Alerts; an astounding 5341 state actions were taken by members and home care professionals across the state this session!



150+ members participated in our Lobby Day in February, where they visited with 40 offices to discuss important issues with lawmakers.



5,341 state actions were taken by members and industry professionals across the state this session!

LEGISLATION

TAHC&H tracked just shy of 300 bills this session. Here are a few pieces of legislation that passed which will impact home care and hospice:

1. **HB 44**, prohibits discrimination based on immunization status
2. **HB 81**, the Texas COVID19 Vaccine Freedom Act
3. **HB 609**, protects businesses from liability arising from exposure to a pandemic disease
4. **HB 728**, created an interagency coordinating council for aging
5. **HB 1099**, requires criminal history checks for residential caregivers
6. **HB 1755**, created the Lone Star Workforce of the Future Fund
7. **HB 2727**, amends “home telemonitoring service” to include remote health data monitoring provided by rural health clinics and federally qualified health centers.
8. **HB 3162**, the Texas Advanced Directive Act
9. **HB 4696**, a list of new reporting requirements for ANE
10. **SB 25**, creates a new scholarship program for nursing students
11. **SB 29**, prohibits vaccine and mask mandates
12. **SB 240**, requires facilities to create a workplace violence prevention committee
13. **SB 401**, prohibits price gouging for nursing during a public health emergency
14. **SB 739**, designates October 10 as Supportive Palliative Care Awareness Day

TAHC&H also fought hard for three bills that ran out of time this session. These are important issues which we will continue to advocate for in future sessions:

HB 1798/SB 663	HB 3807/SB 1715	HB 4627
Would have established a community-based services payment advisory committee	Would have established the Certified Health Aide Program	A technical correction to EVV that would have opened the door to a true open model system



WWW.SAVEHOMECARE.ORG

In October, we launched www.savehomecare.org to educate lawmakers and the general public on the challenges faced by our industry. To date, more than 1,200 visitors have visited this vital resource.

FEDERAL ADVOCACY

TAHC&H continues to work with the Texas Congressional Delegation and the Biden-Harris Administration to ensure patients have access to medically necessary care in the home. To best share our message at the national level, TAHC&H organized two trips to Washington, D.C. for critical in-person meetings with Legislators and staff. In



September 2022, TAHC&H hosted a D.C. Fly-in with 11 TAHC&H members in attendance to visit with 17 offices. In March 2023, TAHC&H arranged for our annual March on Washington with 18 TAHC&H members joining together to visit 23 congressional members and their staff. TAHC&H federal priorities this year included:

- Ensuring appropriate and adequate reimbursement for Medicare home health services and hospice by preventing additional reductions to the home health benefit
- Supporting a well-qualified and reliable home care workforce through recruitment and retention policies that ensure that health care providers can address workforce challenges to meet the needs of patients and the rising demand for care in the home
- Increase telehealth flexibility in the home health benefit ensuring adequate reimbursement policies after the conclusion of the public health emergency



TAHC&H IN THE MEDIA

This session, TAHC&H partnered with our PR Agency, The Monument Group, to keep home care and hospice front and center in the news. With their help, we had:

- **12** media hits (May 2022 – May 2023)
- **8** print media
- **4** broadcast media

*This session, we had a total estimated reach of **18,357,185** readers/viewers!*

PAC

The Texas Home Care & Hospice PAC is a nonpartisan state and federal Political Action Committee supporting lawmakers who believe that Texans should have access to quality home care & hospice services.

This year was a record-breaking fundraising year for our PAC, thanks to our engaged committee members and donors.

251

2022 Donors

5

Companies did
Payroll Deduction

\$101,500

PAC Disbursements
to candidates

In 2022, our PAC raised

\$121,112.53

97% of our \$125,000 goal.

HCDF



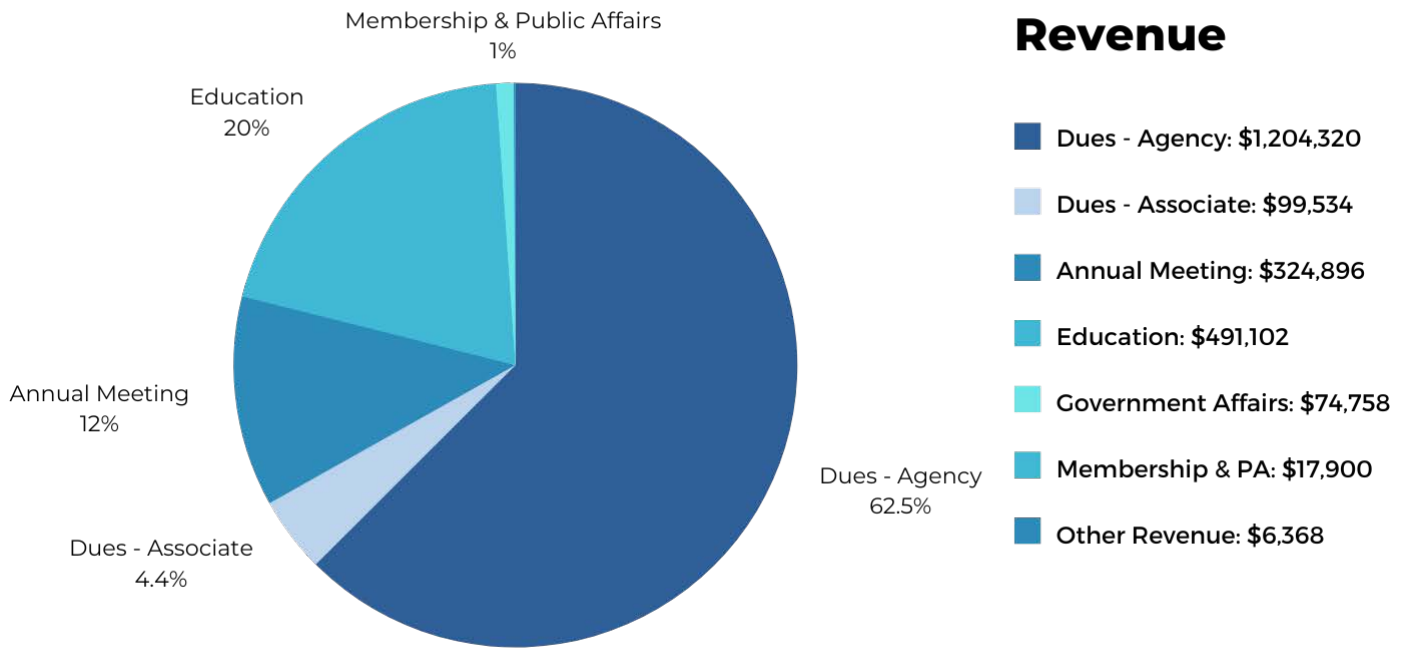
A Powerful Voice for Texas Health Care at Home

Our Home Care Defense Fund (HCDF) supports industry efforts to advance legislation through lobbying and public relations. With the Defense Fund, our industry is able to go above and beyond in Austin and Washington, DC to protect against assaults on the industry.

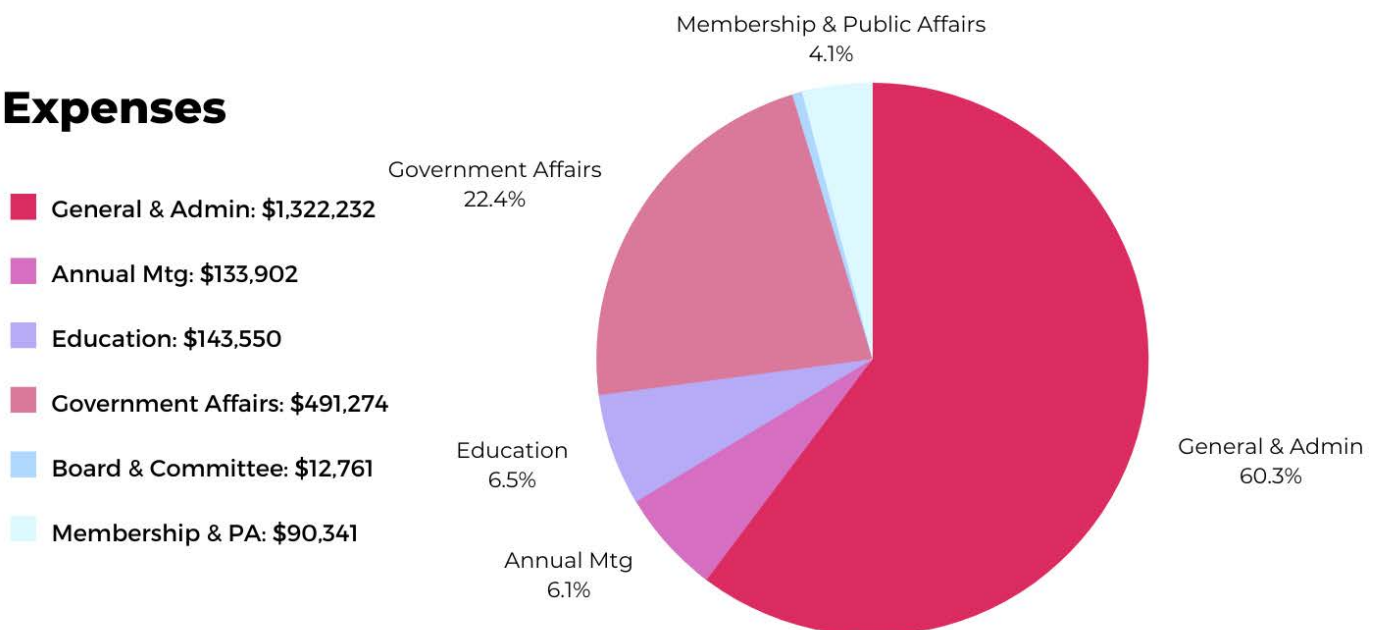
In 2022, we raised:

\$38,536

2022 FINANCIAL REPORT



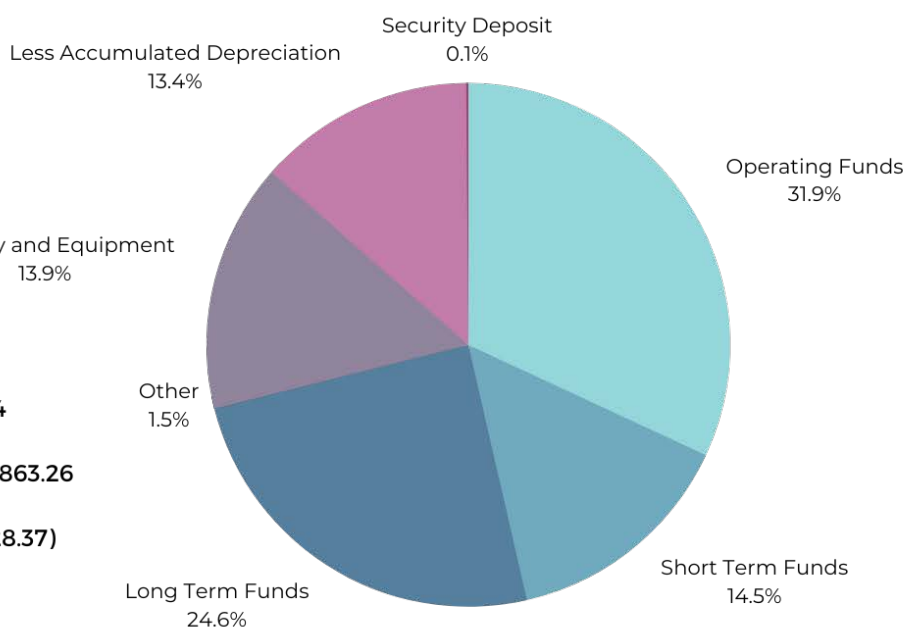
Expenses



FINANCIALS CONTINUED

Assets

Operating Funds:	\$966,891
Short Term Funds:	\$439,138
Long Term Funds:	\$746,700
Accounts Receivable:	\$730
Other Current Assets:	\$45,273.44
Property and Equipment:	\$420,863.26
P&E Less Depreciation:	\$(406,228.37)
Security Deposit:	\$3,874.63



Liabilities/ Balance

Other Current Liabilities:	\$76,941.05
Deferred Revenue:	\$577,402.59
AP Misc:	\$(947.17)

