



## Assisted Living Report Card Advisory Group Meeting Notes

Date: May 21, 2026

Location: Virtual Zoom meeting hosted by University of Minnesota

### Attendance

<b>Advisory Group attendee</b>	<b>Organization</b>
Todd Bergstrom	Care Providers Minnesota
Jeff Bostic	LeadingAge Minnesota
Rebecca Johnson	Residential Care Providers of MN (RPAMN)
Laura Orr	Minnesota Elder Justice Center
Carolyn Perron	Minnesota Board on Aging
Tom Rinkoski	AARP
Parichay Rudina	Ombudsman for Long Term Care
Michaun Shetler	Care Providers of Minnesota
Kris Sundberg	Elder Voice Family Advocates
Tori Anderson	Stratis Health

<b>Staff and presenters</b>	<b>Organization</b>
Lauren Glass	Department of Human Services (DHS)
Rachel Shands	DHS
Martina Johnson	DHS
Daphne Ponds	Department of Health (MDH)
Tetyana Shippee	University of Minnesota
Tricia Skarphol	University of Minnesota

<b>Observers</b>	<b>Organization</b>
Genevieve Gaboriault	Ombudsman for Long Term Care
Mary Henschel	Community Member
Julie Angert	DHS
Sandy Holmes-Stella	DHS
Rich Michals	MDH
Toby Pearson	Care Providers of Minnesota
Reena Shetty	DHS

## Agenda

- Welcome and brief introduction of new attendees
- DHS present:
  - 2026 resident and family survey updates
  - Phased launch updates
- UMN present:
  - MDH survey measure updates

## 2026 Resident and Family Survey Cycle - DHS

### Resident and family survey cycle timeline and progress to date

- Timeline
  - April 2026 (resident surveys begin) – September 2026 (resident surveys end)
    - resident ratings are posted January 2027
  - May 2026 (family surveys begin) – October 2026 (family surveys end)
    - family ratings are posted April 2027
- Resident survey progress
  - As of May 11, 2026, of the 996 assisted living facilities eligible for surveys:
    - 65% of surveys are yet to be scheduled
    - 20% of surveys have been scheduled
    - 14% of surveys have been completed
    - 1% of surveys are out of scope

### Report card phased launch updates

- February 12, 2026
  - June - August 2025 MDH ratings
  - 2025 resident survey ratings
  - Corrected previously published MDH survey ratings for 268 assisted living settings
- May 7, 2026
  - September - November 2025 MDH ratings
  - New MDH maltreatment investigations table added to the report card website
- July 2026
  - December 2025 – February 2026 MDH ratings
- October 2026
  - March – May 2026 MDH ratings
  - MDH compliance investigation reports table

### **DHS proposal to add a new compliance investigation reports table**

- When MDH receives a report about an assisted living facility, there are two types of investigations they may conduct in response:
  - Maltreatment investigation may occur when there are concerns of exploitation, abuse, neglect, or injury of a resident. These incidents are related to an identified vulnerable adult and reported to MDH through the Minnesota Adult Abuse Reporting Center (MAARC).
  - Compliance investigation may occur when there are concerns a provider is violating state licensing regulations. These are usually systemic issues where there is not an identified vulnerable adult, like lack of staffing; loss of heat, power or a fire occurs; general reports of residents not being cared for or receiving services, and facility cleanliness.
- DHS is proposing to add a compliance investigation reports table to the report card, like the maltreatment investigation reports table recently added.
  - Only substantiated findings from within the past twelve months will be included.
  - DHS aims to add this feature to the report card by the end of 2026.

### **Advisory Group questions and answers – DHS updates**

**Comment:** Having maltreatment data is a positive addition. It does take time to understand the link and information, and this could be difficult for the people I work with, but I still feel this is helpful to consumers and positive to add to the report card.

**Question:** What was the reason you included the compliance table on the report card?

**Response from DHS:** Our understanding of the data and reports that are already publicly available to providers continues to evolve. We had plans to add the maltreatment investigations table for a while. In understanding how to technically link these reports to the report card website, we gained the understanding that there are two types of reports, the maltreatment report and the compliance report. We didn't have a plan for the compliance report, but with this additional understanding, we wanted to create a compliance table to share with the public.

**Question:** Are the compliance reports just the standard surveys that the report card values are derived from for staffing and health outcomes?

**Response from DHS and MDH:** Not quite - both reports (compliance and maltreatment) are off-cycle investigations. Maltreatment investigations have an identified vulnerable adult, and those reports are received through the MAARC system. Complaints without an identified vulnerable adult where there may be systemic issues in a facility are received by OHFC email. These complaints can include issues like the power is out, the heat isn't working, and not enough staff and indicate systemic problems and are out of compliance with assisted living regulations under 144G.

**Question:** Can a complaint investigation turn into a full-blown survey?

**Response from MDH:** This is rare, but it is possible we could determine whether we want to conduct an off-cycle survey or move up a routine survey if we think it is needed. This is difficult to do because we need to coordinate with nursing, engineering, and a sanitarian to complete the survey, but it can be done.

**Question:** Why the decision to just post the substantiated reports as opposed to the inconclusive or not substantiated reports? Sometimes there can be helpful information in these other reports.

**Response from DHS:** In designing the maltreatment investigations table, the advisory group discussed how to best include this information on the report card. The decision made to include only substantiated findings balanced the need for information against fairness to providers. Only showing substantiated compliance findings aligns with what we decided for the maltreatment findings table.

**Comment from DHS:** To tie this discussion back to the star ratings. Neither the maltreatment nor compliance investigation reports are included in the star ratings; these are separate items. We felt like it was important to include both in the report card somewhere to provide individuals supplemental information in addition to the star ratings.

**Comment:** When helping someone who was looking for memory care search the assisted living report card website, I thought we could filter first on memory care, but in terms of search results, that functionality is not available. The results say whether memory is available. I'm suggesting letting consumers filter their search by the availability of dementia care in an assisted living setting.

**Comment from DHS:** Thank you for that feedback. When you get to the search results page, there is a way to sort by the license type. It would not filter by license type, but all the facilities that show up in the research results would be grouped together by license type. We will take your feedback about filtering the results by memory care into consideration moving forward.

**Question:** For providers who are not licensed as dementia care, does that mean they don't have a dementia unit or a specific advertised program with a unit? Something like 80-90% of all assisted living residents have some sort of memory issue. If we want to search by availability of dementia care, you need to figure out how to let people know that a lot of these places provide care for those with memory loss and don't have a specific unit. To me it's tricky to make sure consumers know this.

**Comment from MDH:** If you are going to market yourself as having distinctive memory care services, or you have a secure memory care unit, you are required to have the assisted living facility-dementia care (ALF-DC) license type. That is the clarification on the MDH website. If someone is looking for a secure unit, they will want to go to all ALF-DC license types.

**Comment:** I noticed that the Minnesota Department of Health's provider lookup now has a link to the UDALSA (Uniform Disclosure of Assisted Living Services and Amenities) report available by clicking next to the provider. It might be nice to incorporate the UDALSA report as well to make this report card a comprehensive home for information consumers may consider.

## Updates to MDH licensing survey measures - UMN

### Review of MDH licensing tags

- A review of MDH licensing tags was conducted in February 2026 and six new tags were identified.
  - Two tags required further review (tag 0775 and 0655)
  - UMN recommends adding Tag 0775 to the Safety domain
    - Tag 0775 144G.45 Subd. 2 (a) Fire protection and physical environment. Each assisted living facility must comply with the State Fire Code in Minnesota Rules, chapter 7511

- This tag pertains to safety, specifically MN fire code violations. We previously determined that these types of violations belong in the Safety domain.
  - UMN does not recommend adding tag 0655 to the Staffing domain
    - Tag 0655. 144G.42 Subd. 8. (b) Staff records. Each staff record must be retained for at least three years after a paid staff member, volunteer, or contractor ceases to be employed by, provide services at, or be under contract with the facility. If a facility ceases operation, staff records must be maintained for three years after facility operations cease.
    - This tag pertains to staff records retention after a staff member leaves or a facility closes.
    - The ALRC is more interested in current training records for the Staffing domain
- MDH use of tag 0775
  - Since Feb 2025, MDH has issued the 0775 tag to capture all MN Fire Code violations in one correction order that used to be cited under 0820 & 0780
  - 0820 is no longer cited, but 0780 I still cited for 144G smoke alarm requirements
- When will tag 0775 be included in the Safety star ratings?
  - UMN proposes including tag 0775 to the October 2026 ALRC update.
  - This update will be based on March – May 2026 licensing survey data.
  - This is not “new” information, but a continuation of MN Fire Code which is already applied to Safety ratings.

## Advisory Group questions and answers related to UMN’s presentation

**Question:** Is the tag discussed a new tag or is it replacing another tag?

**Response from UMN:** For a short while, tag 0775 was excluded from the Safety ratings when it should have been included. Once we became aware of this change, we discussed how to implement tag 0775 into the current Safety ratings and bring it to the attention of the advisory group.

**Question:** Is this tag a tag that often results in a waiver, like if a facility does not have an egress window?

**Response from MDH:** We write a correction order and there’s an expectation that the provider replaces the window.

**Follow-up question:** Are some items cited under this tag things you can get a waiver for, like physical plant items?

**Response from MDH:** I would say that Minnesota Fire Code violations are not something in 144G where a waiver could be applied for and some of that include certain construction and design elements. Items cited under Minnesota fire code violations are usually lack of egress windows and locking issues where the door that is locked or blocked is the primary evacuation exit in an emergency. A facility may have locked the door because a resident is exhibiting wandering behavior, but this is a safety issue should a fire occur. The expectation is typically to correct the violation.

## **Advisory Group Next Steps**

- Today's meeting slides and notes will be posted to the [project webpage](#)
- Our next meeting will likely be held in August 2026. Our tentative agenda includes:
  - 2026 resident and family survey cycle updates
  - MDH compliance report table updates