



Assisted Living Report Card Advisory Group

Thursday, July 10, 2025, 10:00 – 11:00 a.m.

Organizations represented on the Advisory Group

- AARP Minnesota
- Alzheimer's Association
- Care Providers of Minnesota
- Diverse Elders Coalition (Minnesota Leadership Council on Aging)
- Elder Voice Family Advocates
- LeadingAge Minnesota
- Managed Care Organizations
- Minnesota Board on Aging
- Minnesota Department of Health
- Minnesota Elder Justice Center
- Ombudsman for Long Term Care
- Stratis Health
- Residential Providers Association of Minnesota (RPAMN)

Meeting agenda

Topic	Presenter	Time
Report card phased launch updates	DHS	10:05-10:15am
UMN analysis findings	UMN	10:20-10:40am
Progress on 2025 QOL surveys	DHS	10:40-10:50am
Next steps and closing	DHS	10:50-11:00am



Report card phased launch updates

Report card quarterly updates: 2025

Release month	Data and features added
February	<ul style="list-style-type: none">• Jul. – Aug. 2024 MDH ratings• 2024 resident and family survey ratings
May	<ul style="list-style-type: none">• Sept. – Nov. 2024 MDH ratings• MDH licensing survey findings table
July	<ul style="list-style-type: none">• Dec. 2024 – Feb. 2025 MDH ratings
October	<ul style="list-style-type: none">• Mar. – May 2025 MDH ratings• Substantiated maltreatment indicator• MDH investigations findings table

Maltreatment findings indicator preview



Minnesota Department of Human Services and Minnesota Board on Aging

Assisted Living Report Card

Search Map List

The Oaks ×

Facility Search Results

149 facilities are in Anoka County.

Facility Name	City	License	Capacity	Resident Quality Of Life	Family Satisfaction	Resident Health	Safety	Substantiated Maltreatment
(Minnesota average)				★★★	★★★			
Assisted Living 1	Anoka	Approved	25	n/a	n/a	n/a	n/a	No
Assisted Living 2	Anoka	Approved	132	n/a	n/a	n/a	n/a	Yes
Assisted Living 3	Anoka	Approved	148	n/a	n/a	n/a	n/a	No

Does the state have evidence of resident maltreatment at this facility in the last year?

MDH survey and maltreatment reports table preview

Resident Quality of Life - Details

Family Satisfaction - Details ?

State Licensing & Investigations Results ?

[\(Hide the Licensing Surveys & Maltreatment Investigations table\)](#)

Licensing Surveys ?

Survey Number	Resolved Date	For More Information
C3VL11	11/08/2023	Link to Survey Findings

Maltreatment Investigations ?

Complaint Number	Resolved Date	Status	For More Information
H52317928C	09/15/2024	SUBSTANTIATED	Link to Investigation Findings
H52316762C	07/28/2024	SUBSTANTIATED	Link to Investigation Findings

The state of Minnesota inspects assisted livings every two years for resident health, safety, and staff quality. However, they may inspect a facility for resident maltreatment at any time when a complaint is made, which can be submitted by anyone.



What's next for the report card?

Brand and marketing strategy development

Outcomes of initial market research:

- Identified target audiences
- Defined value proposition and points of difference
- Created brand messages and talking points
- Developed a one-year communications plan

Next steps:

- Develop materials and implement campaign

Questions or feedback on ALRC phased launch?





Findings from 2024 Resident and Family Surveys in Minnesota

Tetyana Shippee, PhD

Professor, Health Policy & Management

School of Public Health

University of Minnesota

Resident & family surveys review

Resident surveys



- In-person interviews
- Includes residents in memory care

Family surveys

- Online
- Phone
- Mail



Number of licensed beds for surveys to occur

- 2022-23: facilities with 20 or more residents
- 2024: facilities with 5 or more residents
- 2025: facilities with 7 or more residents



How many facilities posted scores for 2024 surveys?

2024 Resident Quality of Life surveys

Facility Size	Met MOE*	Did not meet MOE
Small (1-5 beds)	0	63
Medium (6-25 beds)	252	777
Large (26+ beds)	627	50

2024 Family Satisfaction surveys

Facility Size	Met MOE*	Did not meet MOE
Small + Medium	145	227
Large	589	49

*MOE (Margin of Error)

Resident & family characteristics

General characteristics	Percent	Percent
Age Group	Resident	Family
18-54	4.0%	15.2%
55-64	5.6%	35.9%
65-74	12.6%	32.0%
75-84	25.3%	8.3%
85+	41.9%	2.2%
Missing	10.7%	6.4%
Gender	Resident	Family
Female	66.0%	65.4%
Male	31.5%	32.5%
Missing	2.5%	2.1%
Race/Ethnicity	Resident	Family
Black, Indigenous, Hispanic, Asian, and Other People of Color	11.2%	6.9%
White	83.9%	92.5%
Missing	4.9%	0.6%

Survey domains

Resident Surveys

- People who work here (8)
- Physical environment (3)
- Food (6)
- Meaningful activities (8)
- Choice and autonomy (5)
- Religion and spirituality (3)
- Safety and privacy (6)
- Finances (3)
- Overall satisfaction (1)

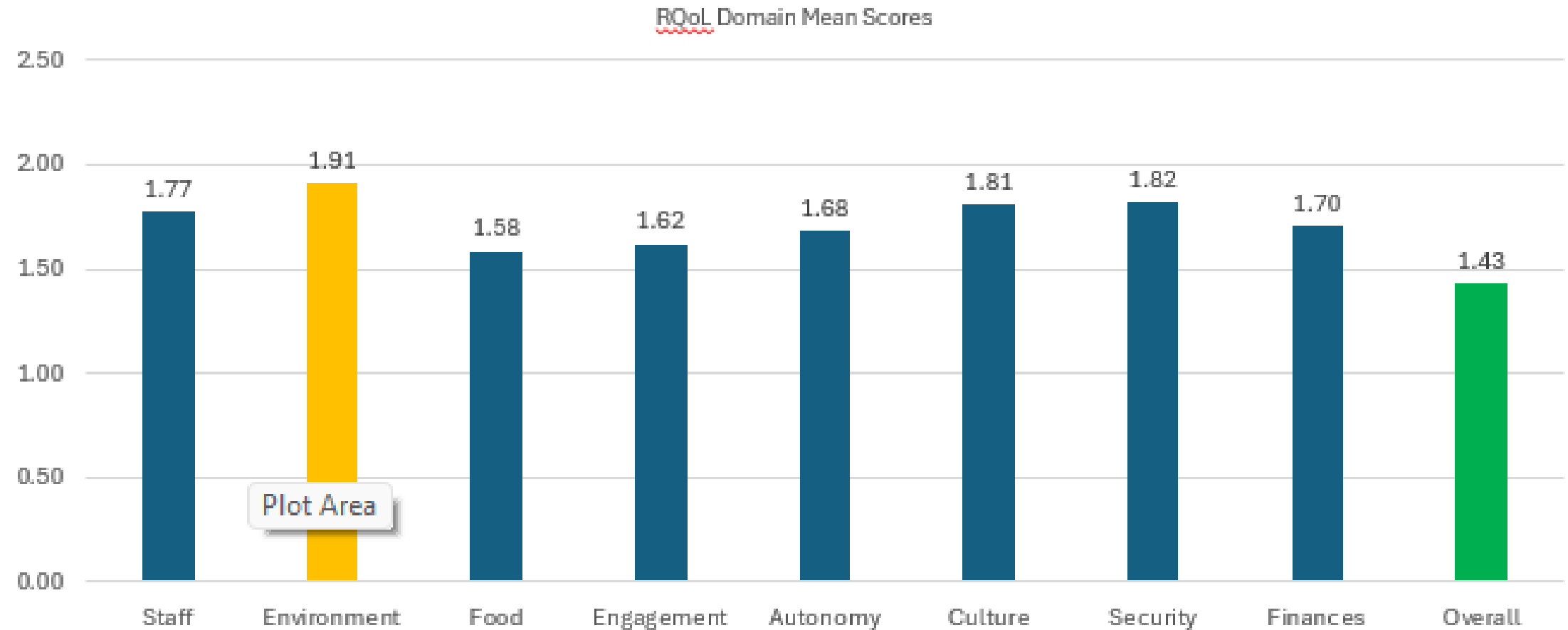
Family Surveys

- Care experience (9)
- Choice and preferences (5)
- Personal care needs (7)
- Cost of care (3)
- Housekeeping (4)
- Meals (3)
- Physical environment (3)
- Staff care (7)
- Overall satisfaction (3)

Resident QoL Mean Domain Scores

Domain	# Items	n	Range	Mean	S.D.	Mean %
Staff	8	11,684	0 - 2	1.77	0.35	88.74
Environment (highest rated domain)	3	11,684	0 - 2	1.91	0.25	95.67
Food	6	11,684	0 - 2	1.58	0.49	79.09
Engagement	7	11,684	0 - 2	1.62	0.5	80.91
Autonomy	5	11,684	0 - 2	1.68	0.36	84.08
Culture	3	11,684	0 - 2	1.81	0.43	90.42
Security	6	11,684	0 - 2	1.82	0.29	91.09
Finances	2	5,332	0 - 2	1.70	0.5	85.08
Overall (lowest rated domain)	2	11,684	0 - 2	1.43	0.41	71.43

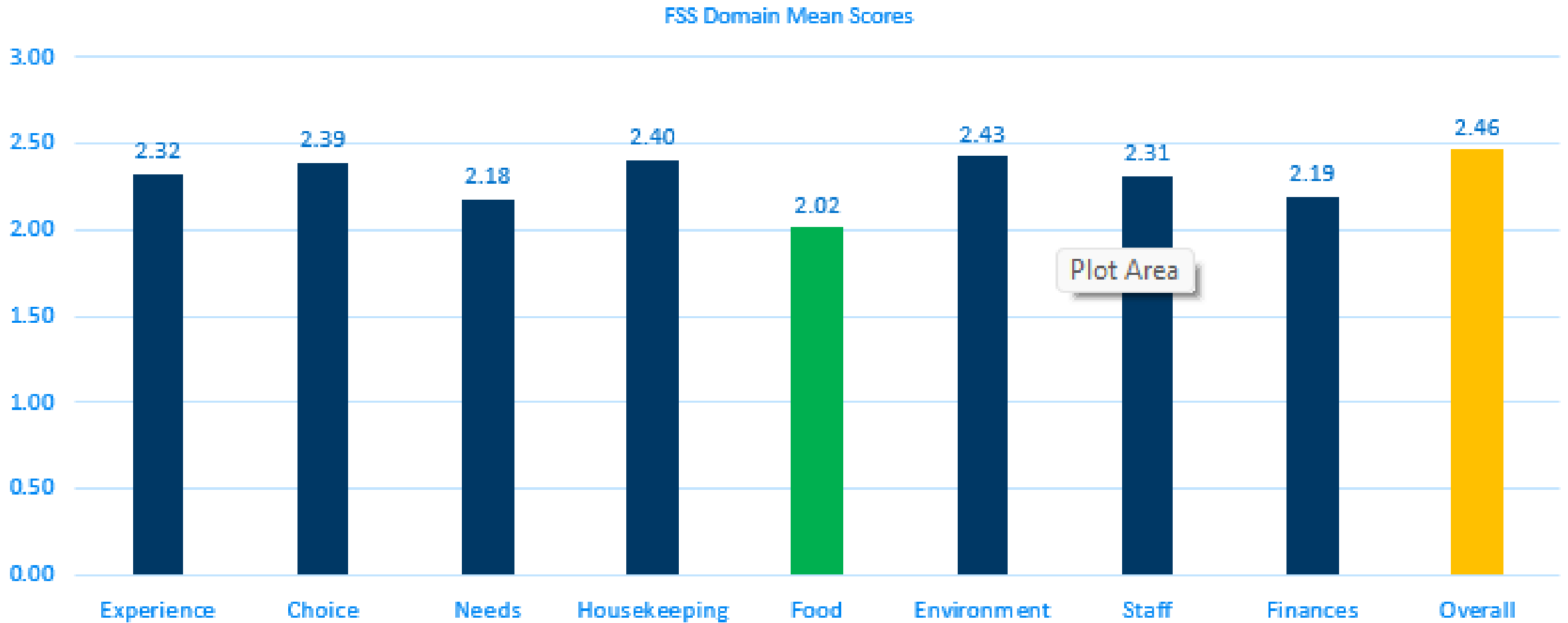
Graph of resident QOL mean domain scores



Family satisfaction mean domain scores

Domain	# Items	n	Range	Mean	S.D.	Mean %
Experience	9	15,320	0 - 3	2.32	0.52	77.45
Choice	5	15,320	0 - 3	2.39	0.51	79.66
Needs	7	15,320	0 - 3	2.18	0.61	72.61
Housekeeping	4	15,320	0 - 3	2.40	0.54	80.08
^Food (lowest rated domain)	3	15,320	0 - 3	2.02	0.72	67.22
Environment	3	15,320	0 - 3	2.43	0.53	80.93
Staff	7	15,320	0 - 3	2.31	0.56	77.16
Finances	2	12,742	0 - 3	2.19	0.63	73.08
*Overall (highest rated domain)	3	15,320	0 - 3	2.46	0.64	82.07

Graph of family satisfaction mean domain scores



Regression analysis for resident QOL - Size

Size	Staff	Environm ent	Food	Engagem ent	Autonom y	Culture	Security	Finances	Overall
Medium (6-25 resident capacity)	Reference	Reference	Reference	Reference	Reference	Reference	Reference	Reference	Reference
Large (26+ resident capacity)	--*	+*	--*	--	--	+*	+*	--	+

(--) **Lower score compared to reference group (better performance)**

(+) **Higher score compared to reference group (worse performance)**

*** indicates a statistically significant effect**

Regression analysis for resident QOL- ownership

Ownership	Staff	Environment	Food	Engagement	Autonomy	Culture	Security	Finances	Overall
For-Profit	Reference	Reference	Reference	Reference	Reference	Reference	Reference	Reference	Reference
Non-Profit	+*	+*	+*	+*	+*	+*	+*	+*	+*

(--) Lower score compared to reference group (better performance)

(+) Higher score compared to reference group (worse performance)

* indicates a statistically significant effect

Regression analysis for resident QOL – dementia license

Dementia	Staff	Environm ent	Food	Engagem ent	Autonom y	Culture	Security	Finances	Overall
Without dementia license	Reference	Reference	Reference	Reference	Reference	Reference	Reference	Reference	Reference
With dementia license	--	--*	--*	--	--*	--	--	--*	--*

(--) Lower score compared to reference group (better performance)

(+) Higher score compared to reference group (worse performance)

***** indicates a statistically significant effect

Regression analysis for resident QOL - geography

Geography	Staff	Environment	Food	Engagement	Autonomy	Culture	Security	Finances	Overall
Rest of State	Reference	Reference	Reference	Reference	Reference	Reference	Reference	Reference	Reference
Twin Cities Metro	--*	--*	--	--*	--*	--*	--*	--	--*

(--) Lower score compared to reference group (better performance)

(+) Higher score compared to reference group (worse performance)

***** indicates a statistically significant effect

Regression analysis for family satisfaction - size

Size	Experience	Choice	Needs	Housekeeping	Food	Environment	Staff	Finances	Overall
Medium (6-25 resident capacity)	Reference	Reference	Reference	Reference	Reference	Reference	Reference	Reference	Reference
Large (26+ resident capacity)	--*	--*	--*	--*	--*	--*	--*	--*	--*

(--) Lower score compared to reference group (better performance)

(+) Higher score compared to reference group (worse performance)

***** indicates a statistically significant effect

Regression analysis for family satisfaction - ownership

Ownership	Experience	Choice	Needs	Housekeeping	Food	Environment	Staff	Finances	Overall
For-Profit	Reference	Reference	Reference	Reference	Reference	Reference	Reference	Reference	Reference
Non-Profit	+*	+*	+*	+*	+	+*	+*	+	+*

(--) Lower score compared to reference group (better performance)

(+) Higher score compared to reference group (worse performance)

* indicates a statistically significant effect

Regression analysis for family satisfaction – dementia license

Dementia license	Experience	Choice	Needs	Housekeeping	Food	Environment	Staff	Finances	Overall
Without dementia license	Reference	Reference	Reference	Reference	Reference	Reference	Reference	Reference	Reference
With dementia license	+*	+*	+*	--	--*	+	+*	+*	+

(--) Lower score compared to reference group (better performance)

(+) Higher score compared to reference group (worse performance)

* indicates a statistically significant effect

Regression analysis for family satisfaction - geography

Geography	Experience	Choice	Needs	Housekeeping	Food	Environment	Staff	Finances	Overall
Rest of State	Reference	Reference	Reference	Reference	Reference	Reference	Reference	Reference	Reference
Twin Cities Metro	+*	+*	+*	+*	+*	+*	+*	+*	+*

(--) Lower score compared to reference group (better performance)

(+) Higher score compared to reference group (worse performance)

***** indicates a statistically significant effect

Summary

- Overall resident and family satisfaction scores are high.
- Important variability across domains
 - “*Food*” and “*overall*” scored lowest for residents
 - “*Food*” and “*needs*” scored lowest for family members
- Facility characteristics (e.g., location) impact ratings.
- Quality measures help inform future and current residents and drive continuous quality improvement.

What is factor analysis?

- Helps to understand underlying patterns within a particular set of data or survey questions to offer more meaningful interpretations

Components we reviewed:

Survey questions

Taste of food

Food temperature

Freshness of food

Underlying factor

Food quality

1. **Scale reliability:** How well a group of items measures the same concept. For example, do meaningful activities questions relate to activities without including other questions that belong in other sections?
2. **Content validity:** Do questions measure what they are designed to measure for the intended population?
3. **Concurrent validity:** Is there agreement between different survey years?

Factor analysis: resident surveys

2022-2023 resident survey

- Unable to determine if “*choice and autonomy*” and “*physical environment*” domains should be combined for future surveys - more data was needed to make recommendations.

2023-2024 resident survey

- No changes were recommended.
- The domains of “*choice and autonomy*” and “*physical environment*” do not need to be combined.

If warranted, a one-factor model, where all domains are combined into one score shows good reliability.

Factor analysis: family surveys

2022-2023 family survey

- No changes were recommended.

2023-2024 family survey

- No recommended survey changes. The questions asked in each of the 7 domains measure their intended outcomes.

The 7-factor model provides a better fit and more detailed information. A one-factor model could be used for family surveys with only a small loss of information, if warranted.

Questions

Contact

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Progress on 2025 quality of life surveys

Timeline for 2025 resident and family QOL surveys

Month	Milestone
Mar. 2025	DHS publishes 2025 resident and family survey ratings thresholds
Apr. 2025	Resident interviews begin
May 2025	Family surveys begin
Sept. 2025	Resident interviews end
Nov. 2025	Family surveys end
Jan. 2026	DHS publishes 2025 resident QOL ratings on the AL Report Card
Apr. 2026	DHS publishes 2025 family satisfaction ratings on the AL Report Card

Resident and family survey data collection progress

As of June 26, 2025

- ALFs contacted for surveys = 448 (45% of in-scope ALs*)
 - Surveys completed & MOE met = 253 (56%)
 - Surveys attempted & MOE not met = 16 (4%)
 - Refusals = 13 (3%)
 - Out of scope = 23 (5%)

**AL settings with a licensed capacity to serve at least 7 residents as of January 22, 2025, are considered in-scope for the 2025 round of surveys.*

Vital Research survey report updates

- DHS received requests from some providers to provide Vital Research resident and family survey reports in a format that can be more easily used for data analysis.
- At our last advisory group meeting, provider agencies expressed support for sharing Vital Research survey results with providers in an Excel format.
- DHS and Vital Research have decided to provide survey results to providers in an Excel format in addition to the standard PDF format for the 2025 round.
 - DHS is seeking feedback from providers throughout this round of surveys to inform reporting formats for future survey rounds.

Questions or
feedback on
2025 surveys?





Next steps and Q&A

Next steps for the Advisory Group

- Today's meeting slides and notes will be posted to the [Assisted Living Report Card project webpage](#).
- Our next meeting will be held in the fall. Exact date TBD.
 - What topics would you like to hear more about?
 - Would you be interested in attending this meeting in-person?



Questions?

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