

ARIZONA HOUSE OF REPRESENTATIVES  
Fifty-fourth Legislature - First Regular Session

HOUSE AD HOC COMMITTEE ON ABUSE AND NEGLECT OF VULNERABLE  
ADULTS

Report of Interim Meeting  
Tuesday, August 20, 2019  
House Hearing Room 1 -- 1:30 P.M.

MINUTES RECEIVED  
CHIEF CLERK'S OFFICE

8-20-19

Convened 1:30 P.M.  
Recessed  
Reconvened  
Adjourned 3:41 P.M.

Members Present

Representative Jennifer Longdon, Chair  
Representative Timothy M. Dunn, Vice Chair  
Colby Bowers  
Sherri Collins  
Janneta Lebstock  
Sarah Kader  
Dana Kennedy  
Cheryl Knupp  
Erica McFadden  
Elizabeth Ortiz  
April Reed  
Jose de Jesus V Rico  
Michael Traylor

Members Absent

Agenda

Original Agenda – Attachment 1

Request to Speak

Report – Attachment 2

Committee Attendance

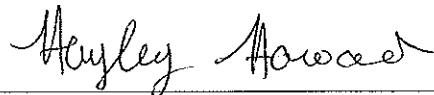
Report – Attachment 3

Presentations

<u>Name</u>	<u>Organization</u>	<u>Attachments</u>
Janetta Lebstock	AHCCSS	4
Michael Traylor	DES	5,6
Molly McCarthy	APS	7
Colby Bowers	ADHS	8

Committee Action

<u>Bill</u>	<u>Action</u>	<u>Vote</u>	<u>Attachments</u>
-------------	---------------	-------------	--------------------



Hayley Howard, Committee Secretary  
August 20, 2019

(Original attachments on file in the Office of the Chief Clerk; video archives available at <http://www.azleg.gov>)

Convened: 1:30pm

Adjourned: 3:41pm

Interim agendas can be obtained via the Internet at <http://www.azleg.gov/Interim-Committees>

**ARIZONA STATE LEGISLATURE**  
**INTERIM MEETING NOTICE**  
**OPEN TO THE PUBLIC**

**HOUSE AD HOC COMMITTEE ON ABUSE AND NEGLECT OF VULNERABLE ADULTS**

**Date:** Tuesday, August 20, 2019

**Time:** 1:30 P.M.

**Place:** HHR 1

**AGENDA**

1. Call to Order
2. Welcome & Introduction
3. Charge of the Committee
4. Chair's Opening Comments
5. Agency Overview Presentations:
  - Christina Corieri, Senior Policy Advisor, Governor Doug Ducey
  - Jennifer Kirchen or designee, Deputy Assistant Director, DES Adult Protective Services
  - Michael Traylor or designee, Director, Arizona Department of Economic Security
  - Dr. Cara Christ or designee, Director, Arizona Department of Health Services
  - Jami Snyder or designee, Director, Arizona Health Care Cost Containment System
6. Committee Discussion
7. Public Testimony
8. Adjourn

**Members:**

Representative Jennifer Longdon, Chair  
Representative Timothy M. Dunn, Vice Chair  
Dr. Cara Christ  
Sherri Collins  
Sarah Kader  
Dana Kennedy  
Cheryl Knupp

Erica McFadden  
Elizabeth Ortiz  
April Reed  
Jose de Jesus V Rico  
Jami Snyder  
Michael Traylor

*\*The committee may go into an executive session to receive testimony or documents that are pursuant to House Rules.*

8/14/19  
jlb

**People with disabilities may request reasonable accommodations such as interpreters, alternative formats, or assistance with physical accessibility. If you require accommodations, please contact the Chief Clerk's Office at (602) 926-3032 or through Arizona Relay Service 7-1-1.**

## Information Registered on the Request to Speak System

*House Ad Hoc Committee on Abuse and Neglect of  
Vulnerable Adults (8/20/2019)*

### 7. Public Testimony

**Support:**

Cynthia Elliott, representing self

**ARIZONA STATE LEGISLATURE**  
Fifty-fourth Legislature - First Regular Session

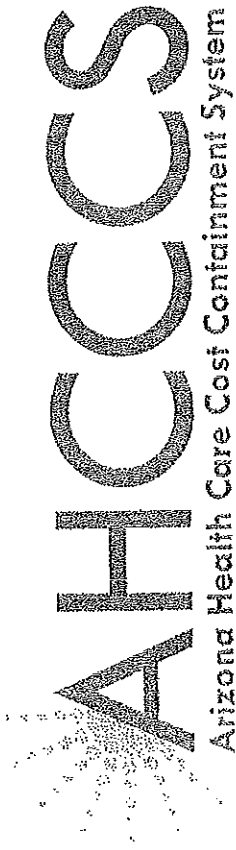
**COMMITTEE ATTENDANCE RECORD**

HOUSE AD HOC STUDY COMMITTEE ON ABUSE AND NEGLECT OF  
VULNERABLE ADULTS

CHAIRMAN: Jennifer Longdon VICE-CHAIRMAN: Timothy M. Dunn

DATE	08/20/19	/19	/19	/19	/19
CONVENED	1:30 pm	m	m	m	m
RECESSED					
RECONVENED					
ADJOURNED	3:41pm				
MEMBERS					
<del>Dr. Gara Christ</del> (Colby Bowers)	✓				
Sherri Collins	✓				
Sarah Kader	✓				
Dana Kennedy	✓				
Cheryl Knupp	✓				
Erica McFadden	✓				
Elizabeth Ortiz	✓				
April Reed	✓				
Jose de Jesus V Rico	✓				
<del>Jami Snyder</del> (Janetta Lebstock)	✓				
Michael Traylor	✓				
Dunn, Vice-Chairman	✓				
Longdon, Chairman	✓				

✓ Present      --- Absent      exc Excused



# Ad Hoc Committee on Abuse and Neglect of Vulnerable Adults

Jakenna Lebsock, MPA

Clinical Administrator

August 20, 2019

---

## AHCCCS Structure

- AHCCCS contracts with managed care organizations (MCOs; such as DES/DDD and UnitedHealthcare) to administer the Medicaid benefit for the vast majority of enrollees
- AHCCCS monitors all MCO functions, including, but not limited to, quality of care investigations

# Quality of Care (QOC) Overview

- Each MCO has a Quality Management unit that is responsible for incident investigations
- MCO Chief Medical Officers maintain ultimate responsibility for the Quality Management function and any related investigations
- All QOCs are confidential and cannot be disclosed outside of the Quality Management structure

# Investigative Process

- Assessment required within 24 hours (or less) for significant concerns
- Immediate onsite evaluation of member(s) if there is a health and safety concern
- Investigative entities such as police, APS, and/or DCS allowed to complete investigation first in order to protect members, witnesses, and/or evidence



---

## QOC Investigations

- Member-centric and strength-based
- Member health and safety always first concern
- Thorough, fact-based processes
- Trained personnel that can assess all aspects of a case
- Timely referral to appropriate entities such as ADHS Licensure, DCS, and APS

# QOC Investigations

- Consider member, family, and provider perspectives
- Documentation is critical
- Use of standardized templates supports consistency in case review
- Able to address quality concerns beyond the primary issue or incident

## AHCCCS Actions

- Onsite support and/or lead investigative entity as necessary
- Health and Safety Committee
  - Regulatory action such as provider suspension, admissions holds, and termination
- Peer Review
  - Detailed review of QOCs
  - Determines referrals to Medical or other regulatory Boards

## Preliminary Recommendations: Governor's Abuse/Neglect Task Force

- Task Force formed in March 2019
- Five work groups charged with development of recommendations in areas of Prevention and Safety, Incident Reporting and Investigation, Incident Stabilization and Recovery, Agency Alignment, and Family and Vulnerable Individual Education
- Report to be provided to the Governor's Office by 11/01/19
- Draft recommendations include:
  - Arizona should commit to creating a statewide culture of abuse, neglect, and exploitation prevention and initiate a corresponding public awareness campaign.
  - Arizona should implement a system-wide trauma-informed approach, with attention to the special needs of vulnerable individuals and their families.

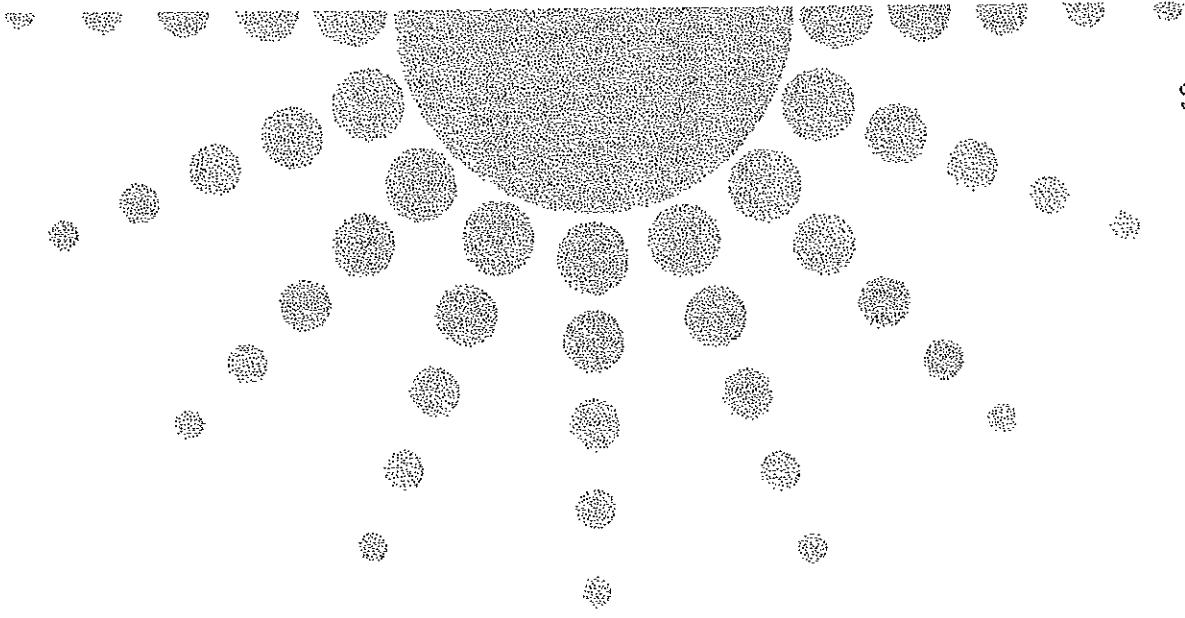
## Preliminary Recommendations: Governor's Abuse/Neglect Task Force

- Draft recommendations include (cont.):
  - Signage on how to report abuse, neglect, and exploitation should be prominently posted in all settings.
  - MCOs, providers, and community organizations should partner to ensure that direct-service staff, including family caregivers, have access to supportive resources to help manage stress and burnout.
  - State agencies should develop and disseminate comprehensive flow charts of reporting and investigation processes for all types of abuse, and neglect incidents and allegations.
  - State agencies should review of existing statutes, regulations, rules, and agency policies on privacy and confidentiality, with the goal of identifying any changes that could maintain needed privacy protections and at the same time allow confidential information-sharing to minimize the number of investigative interviews.

# Questions?



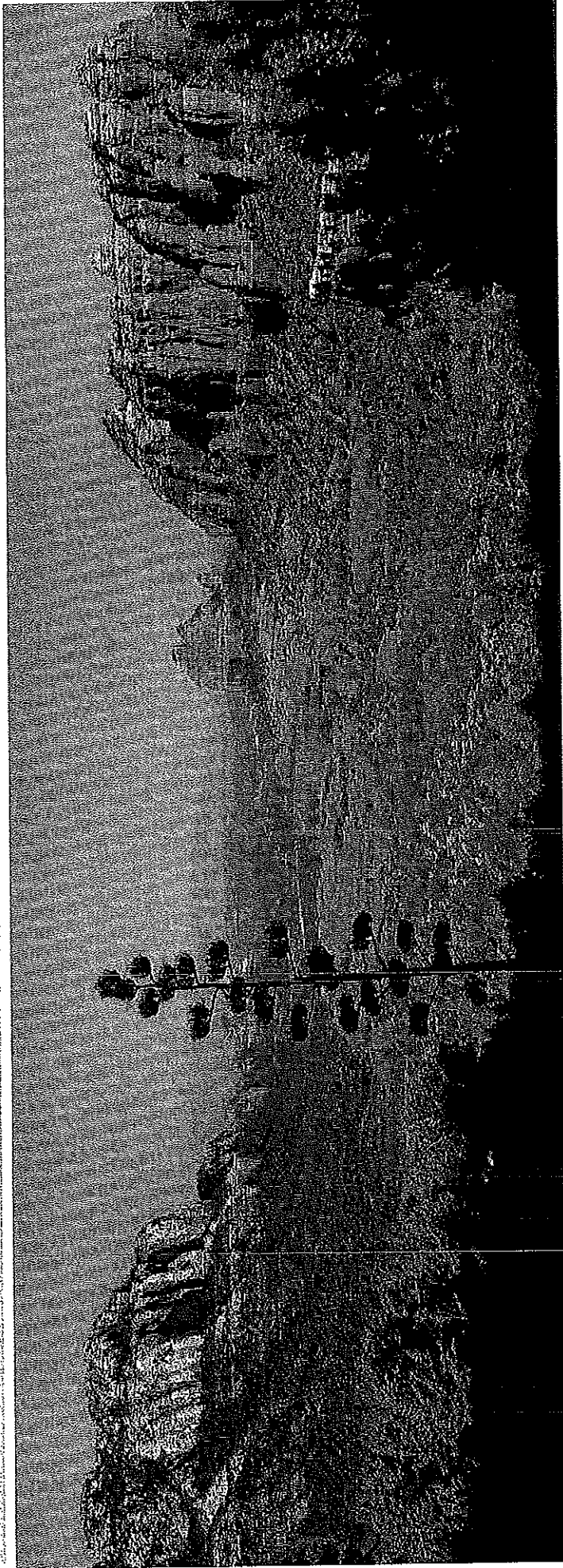
Reaching across Arizona to provide comprehensive  
quality health care for those in need





**DEPARTMENT OF ECONOMIC SECURITY**

*Your Partner For A Stronger Arizona*



**House Ad Hoc Committee on Abuse and Neglect of Vulnerable Adults**

**August 20, 2019**

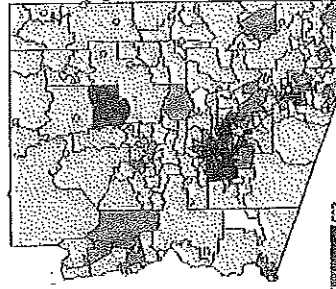
# Arizona Demographics

- Approximately 7.2 million people live in Arizona
- 18% of the population is over the age of 65
- 42,861 individuals are served by the Department of Economic Security Division of Developmental Disabilities (DES/DDD)
- 34,201 individuals are Arizona Long-Term Care System (ALTCs) eligible
  - 99% live in home and community-based settings
    - 86.4% live in their own home or with a parent
    - 12.6% live in group home or adult developmental homes
  - Less than 1% live in intermediate care facilities (ICFs) or skilled nursing facilities

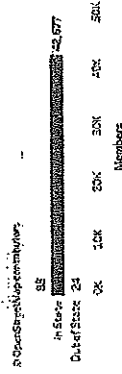
Sources:  
 Census Bureau as of 7/1/2018 <https://www.census.gov/quickfacts/AZ>  
 Arizona Department of Economic Security data as of August 1, 2019

## DDD Members August 2019

MEMBER MAP



### ELIGIBILITY



### AGE DISTRIBUTION



# Overview of Opportunities & Changes

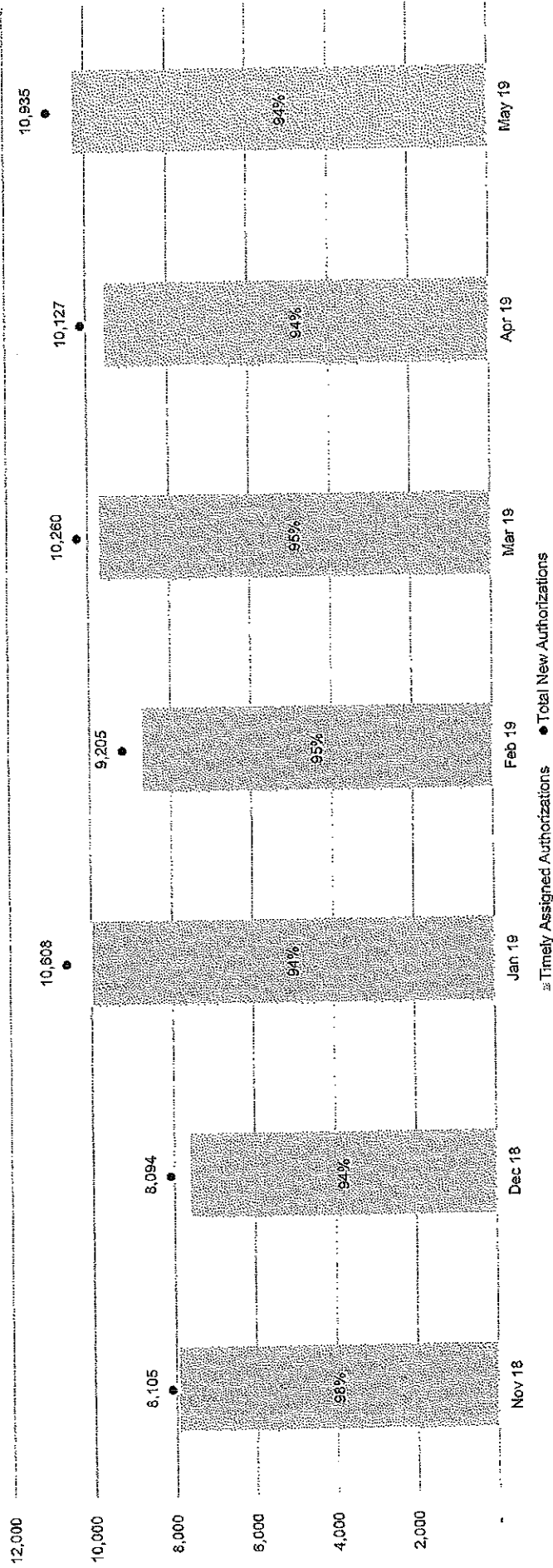
- Transformation at DES has occurred over the last two years and will continue as part of the culture of continuous improvement
  - **Division of Aging & Adult Services**
    - Reduced Adult Protective Services (APS) investigations open more than 90 days from 257 to 25 in SFY 2019
    - Due to the additional funding received, the Area Agencies on Aging services waiting list was reduced from 2,700 requests for services to 2,200 requests for services in July 2019. We anticipate reducing the services wait list by an additional 1,000 services by the end of the calendar year
    - Reduced average APS caseload ratios from 60-70 cases/investigator in SFY2018 to 26 cases/investigator in SFY2020
  - **DDD Quality improvements**
    - DDD receives an average of 10,000 requests for service authorizations per month, and 94% are delivered on time

Eligibility  
Redetermination

Support  
Coordination

Service Provision

### Assigned Authorizations for Long-Term Services and Supports (LTSS)



Data Source: <https://tableauprod.azdes.gov/#/site/IDD/views/ClientServiceAuthorizations-TrendData/UnassignedServicesbyDistrict?iig=1>

# Overview of Opportunities & Changes

- Heightened awareness of the need for multiple agencies (DES, the Department of Health Services (DHS) and the Arizona Health Care Cost Containment System (AHCCCS)) and law enforcement to work collaboratively
- Family and provider listening sessions were held throughout the state to learn how to better serve individuals through DDD
  - Between May and June 2019, there were a total of 10 provider forums and a total of 252 attendees
  - Between March and June 2019, a total of 51 family forums were held with 526 statewide participants
  - In July 2019, a total of 7 provider rate increase forums were held with providers and families

# Overview of Opportunities & Changes

- In addition to the initial training requirement, DES/DDD added an annual recertification in *Recognizing and Reporting Maltreatment* training by all DDD staff effective Spring 2019
- As a result of stakeholder requests, APS now reports quarterly data on investigations with two calendar quarters now available, in addition to annual reporting
- Preparing for licensure of all State Operated Intermediate Care Facilities by January 1, 2020

## **Next Steps: Governor's Executive Order**

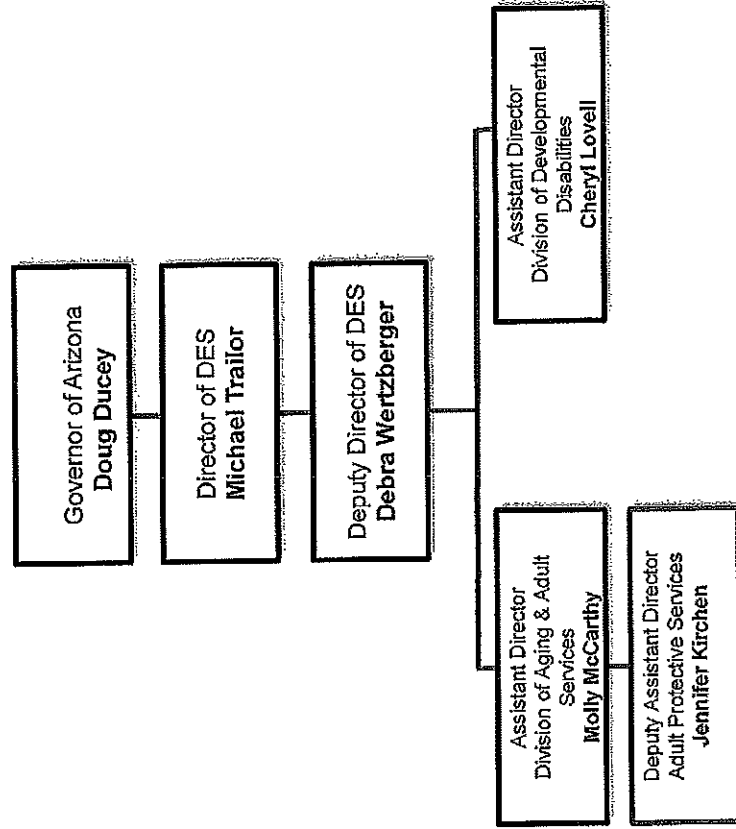
- **The Task Force is continuing to meet and finalize recommendations**
  - Recommendations are due November 1, 2019
  - Some of the recommendations may require legislation
- **Joint training on preventing abuse, neglect and exploitation**
  - Differentiated training approach (based on role in the systems) with specific core competencies
  - Over 6,000 DES contracts are being reviewed to identify needed amendments to implement the training requirement for individuals working directly with children and vulnerable adults

## **Next Steps: Governor's Executive Order**

- **Abuse and Neglect Signage Requirements**
  - Reviewing over 500 qualified vendor contracts to require posting of signage
    - Signs will be displayed in institutional settings as well as community-based settings
    - The Task Force is developing requirements for the signage including language and aesthetics
- **Incident Process Flow**

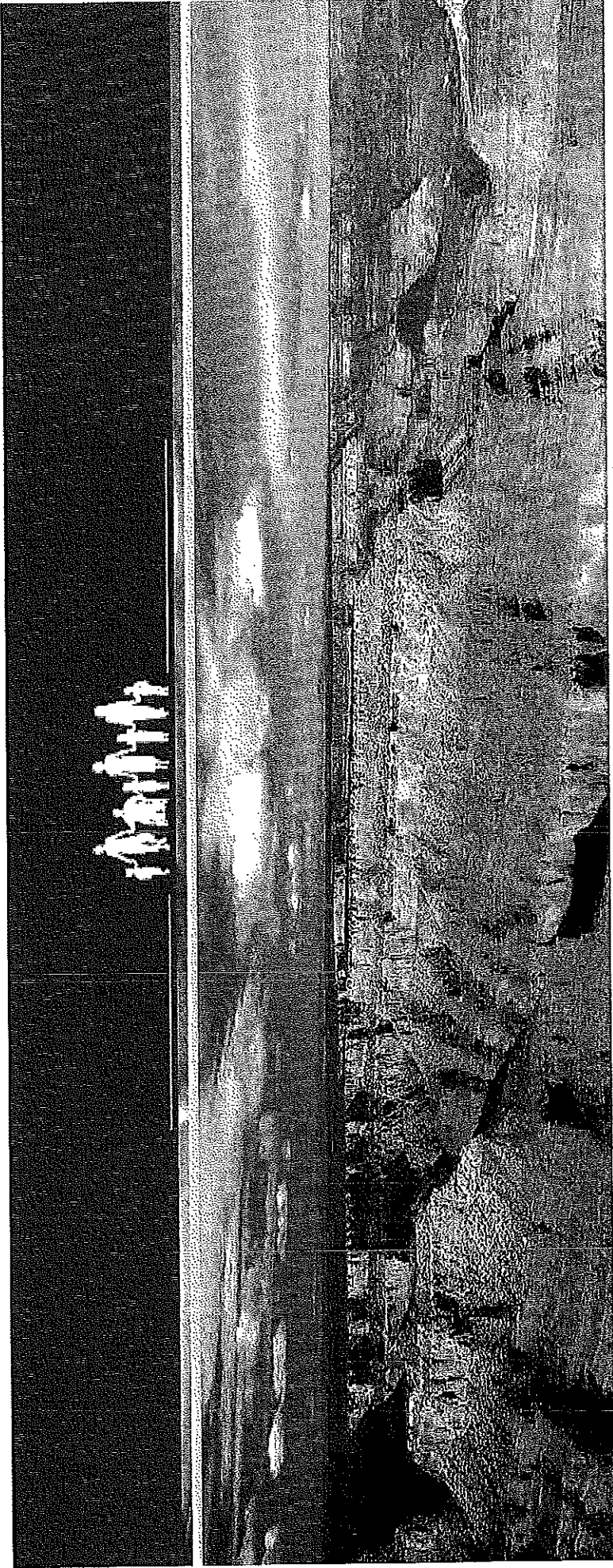
# Oversight of APS & System Partners

## Executive Branch APS Oversight



## System Partners In Keeping Vulnerable Adults Safe

- Area Agencies on Aging
- Arizona Department of Health Services
- Arizona Health Care Cost Containment System
- Corporation Commission
- Courts
- Office of the Attorney General
- Independent Oversight Committees
- Law Enforcement
- Mandatory Reporters (A.R.S. § 46-454)
- Public Fiduciaries



**Questions?**







**DEPARTMENT OF ECONOMIC SECURITY**

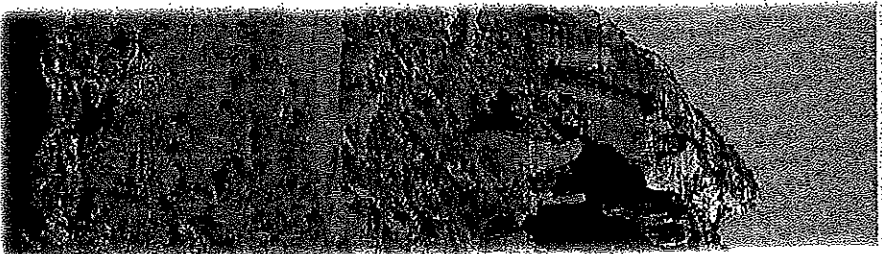
*Your Partner for A Stronger Arizona*



**Adult Protective Services**

August 20, 2019

## Adult Protective Services Report Criteria



- Adult Protective Services (APS) report criteria is met when the reporting source alleges all of the following:
  - Victim
    - currently 18 years or older;
    - incapacitated or vulnerable;
    - has been abused, neglected (including self-neglect), or exploited (financially, etc.) and may be in need of protective services; and
- Alleged incident occurred in Arizona.
  - Note: If the incident occurred on tribal land, APS will investigate the report upon written invitation by the tribal council. Absent this invitation, the tribes will conduct their own investigation.

## APS Definitions

### **Vulnerable Adult – A.R.S. § 46-451(A)(9)**

➤ An individual who is 18 years of age or older who is unable to protect themselves from abuse, neglect or exploitation by others because of a physical or mental impairment. It includes an incapacitated person.

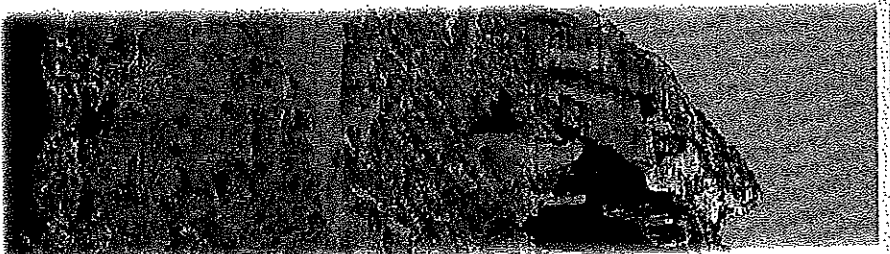
### **Incapacity – A.R.S. § 14-5101**

➤ Impairment by reason of mental illness, mental deficiency, mental disorder, physical illness or disability, chronic use of drugs, chronic intoxication or other cause to the extent that the person lacks sufficient understanding or capacity to make or communicate responsible decisions concerning his or her person.

### **Abuse – A.R.S. § 46-451(A)(1)**

➤ Intentional infliction of physical harm; injury caused by negligent acts or omissions; unreasonable confinement; sexual abuse or sexual assault.

## APS Definitions



### **Neglect – A.R.S. § 46-451(A)(6)**

- The deprivation of food, water, medication, medical services, shelter, supervision, cooling, heating or other services necessary to maintain minimum physical or mental health.

*Effective August 27, 2019, Laws 2019, Chapter 321 removes the requirement for a “pattern of behavior” to determine neglect and adds supervision as a factor.*

### **Self-Neglect – Not defined in state law**

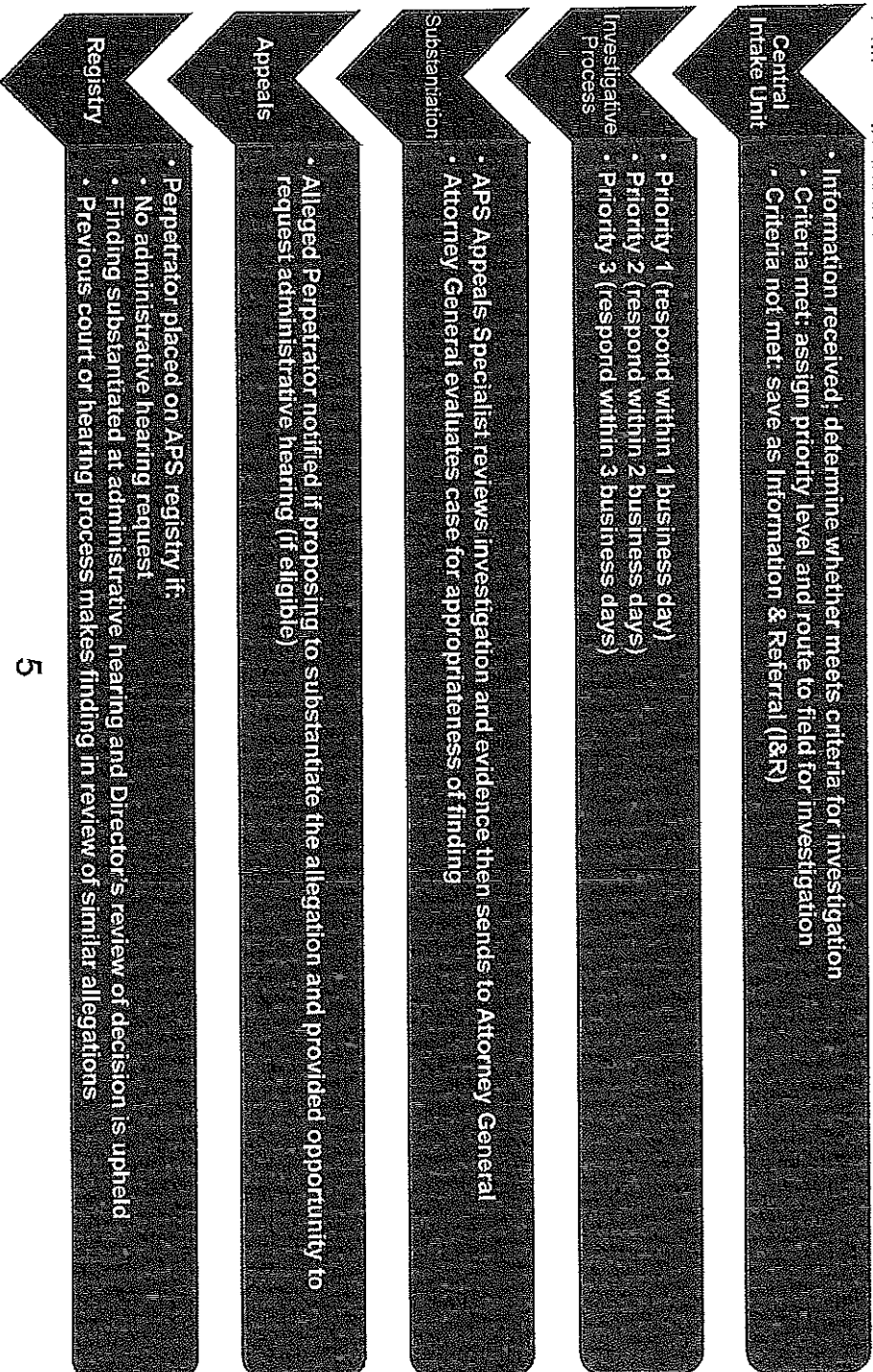
- “An adult’s inability, due to physical or mental impairment or diminished capacity, to perform essential self-care tasks including— (A) obtaining essential food, clothing, shelter, and medical care; (B) obtaining goods and services necessary to maintain physical health, mental health, or general safety; or (C) managing one’s own financial affairs.”

*Elder Justice Act (Patient Protection and Affordable Care Act - Public Law 111-148)*

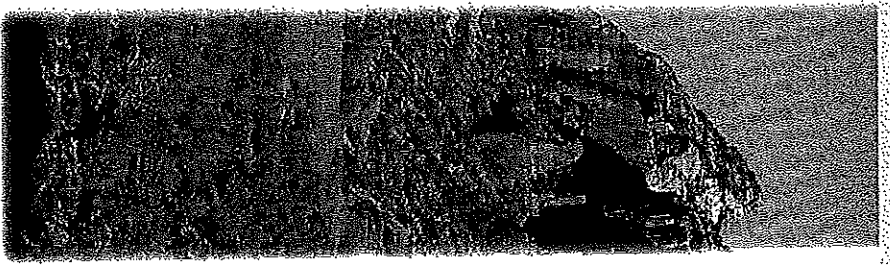
### **Exploitation – A.R.S. § 46-451(A)(4)**

- The illegal or improper use of a vulnerable adult or their resources for another’s profit or advantage.

# APS Process Overview



# APS District Boundaries



## District 1

Maricopa County, Pinal County, Graham County, Greenlee County, portions of Gila County, and portions of Yavapai County

## District 2

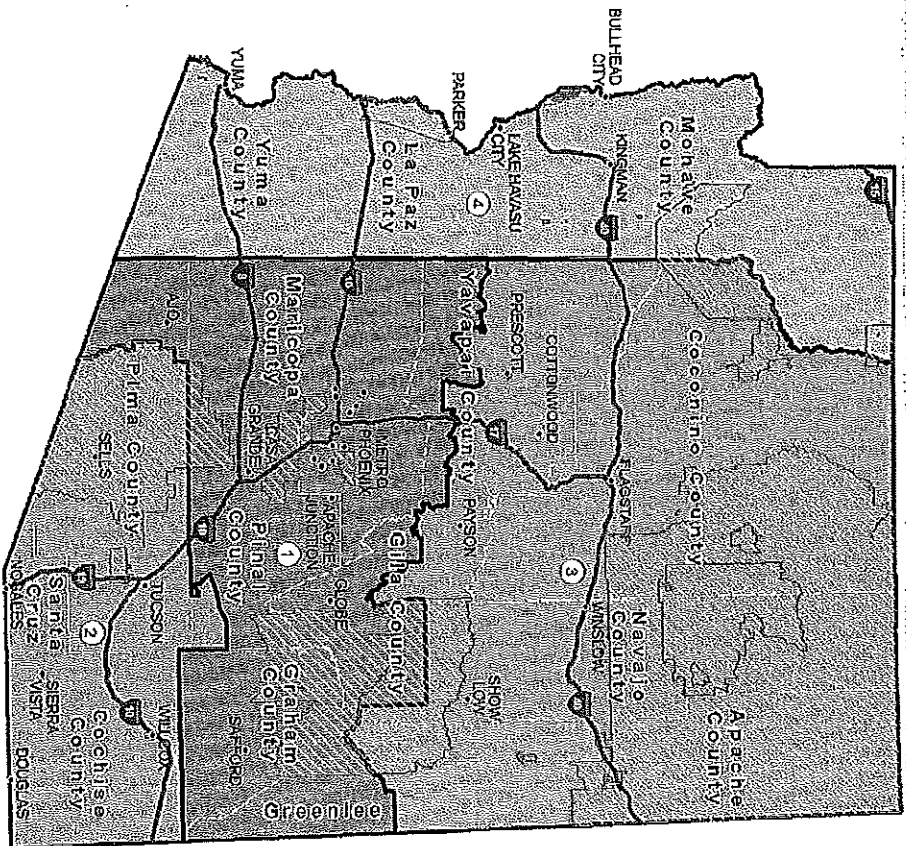
Pima County, Santa Cruz County, Cochise County

## District 3

Cocconino County, Navajo County, Apache County, portions of Gila County, and portions of Yavapai County

## District 4

Mohave County, La Paz County, and Yuma County

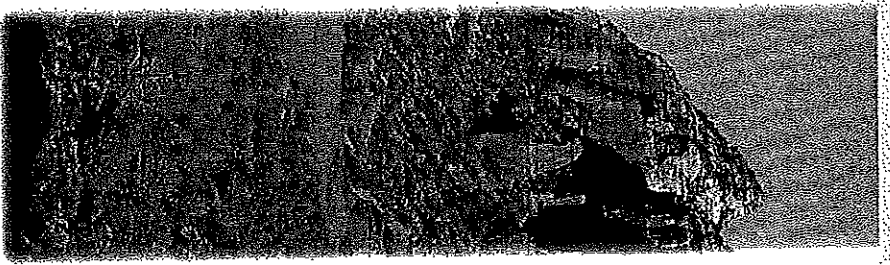


# APS Positions

	Central Intake Unit (Customer Service Representative)	Investigator
Background (preferred)	<ul style="list-style-type: none"> <li>• 2 years of customer service experience in a call center environment</li> <li>• Medical terminology experience</li> </ul>	<ul style="list-style-type: none"> <li>• Bachelor's degree in Social Work, Rehabilitation Counseling, Sociology, Psychology or related field</li> <li>• Bilingual</li> </ul>
License/Certification	<ul style="list-style-type: none"> <li>• Level 1 Fingerprint Clearance Card</li> <li>• Department of Child Safety (DCS)/APS Registry Check</li> </ul>	<ul style="list-style-type: none"> <li>• Level 1 Fingerprint Clearance Card</li> <li>• Valid Arizona Driver's License</li> <li>• DCS/APS Registry Check</li> </ul>
Training	<ul style="list-style-type: none"> <li>• Policy/procedure</li> <li>• Data systems: reporting line cross reporting, submission</li> <li>• Resources               <ul style="list-style-type: none"> <li>• Law enforcement/community</li> </ul> </li> <li>• Multi-week on the job training               <ul style="list-style-type: none"> <li>• Interview with reporting sources</li> <li>• Priority/response time</li> <li>• Documentation/narrative writing</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Classroom, shadowing, mentor/mentee</li> <li>• Readiness: determination prior to caseload assignment</li> <li>• Policy/procedure               <ul style="list-style-type: none"> <li>• Investigative activities, response time, substantiation/appeals, documentation, case close</li> </ul> </li> <li>• Safety/risk               <ul style="list-style-type: none"> <li>• Investigator (personal)</li> <li>• Client assessment</li> </ul> </li> <li>• Resources               <ul style="list-style-type: none"> <li>• Law enforcement/community</li> </ul> </li> </ul>



# 2019 Legislative Session – APS-related Changes



## **SB1211** **Registry**

- Establishes mandatory APS Registry background checks for DDD employees and contractors in positions that provide direct services to children or vulnerable adults.
- For all other DES employees and contractors that provide direct services to children and vulnerable adults, permits the Department to conduct an APS Registry background check.

## **SB1483** **Financial** **Exploitation**

- Authorizes a broker-dealer or investment adviser to delay a disbursement, provide access to, or copies of records that are relevant to the suspected or attempted financial exploitation. Reporting is permissive for financial advisors since they are not added to the mandatory reporter statute.

## **HB2008** **Reporting**

- Cross reporting to DCS expanded to include any person who is employed as the supervisor to or administrator of a person who has a duty to report. If the supervisor or administrator reasonably believes that the report has been made by the person with a duty to report, the supervisor or administrator is not required to report.

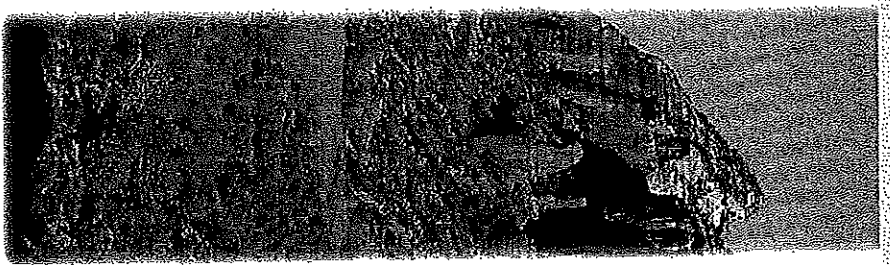
## **SB1538** **APS Statute** **DES Bill**

- Codifies in statute the APS Central Intake unit
- Authorizes APS to establish multidisciplinary teams
- Expands individuals identified as mandatory reporters to include various health care and emergency personnel and employees of DES
- Establishes a separate confidentiality statute for APS
- Allows APS employees to file with a request county officers and state agencies to prohibit access to that employee's personal information
- Modifies the definition of "neglect" pattern" from the definition and adding supervision as an element.

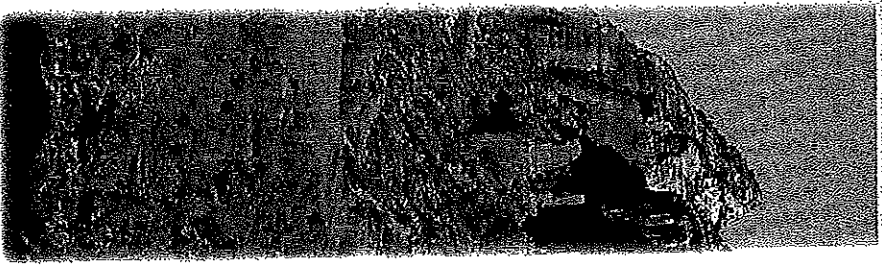
## Recent Opportunities

### Strength in Partnerships

- DES Divisions
- AHCCCS
- DHS
- Attorney General's Office
- Corporation Commission
- Law Enforcement
- Independent Oversight Committee
- City & County Prosecutor's Office
- Area Agencies on Aging
- Legislature
- Courts
- Governor's Executive Order 2019-03
- Continuous Improvement through utilization of the tools in the Arizona Management System



## Recent Work

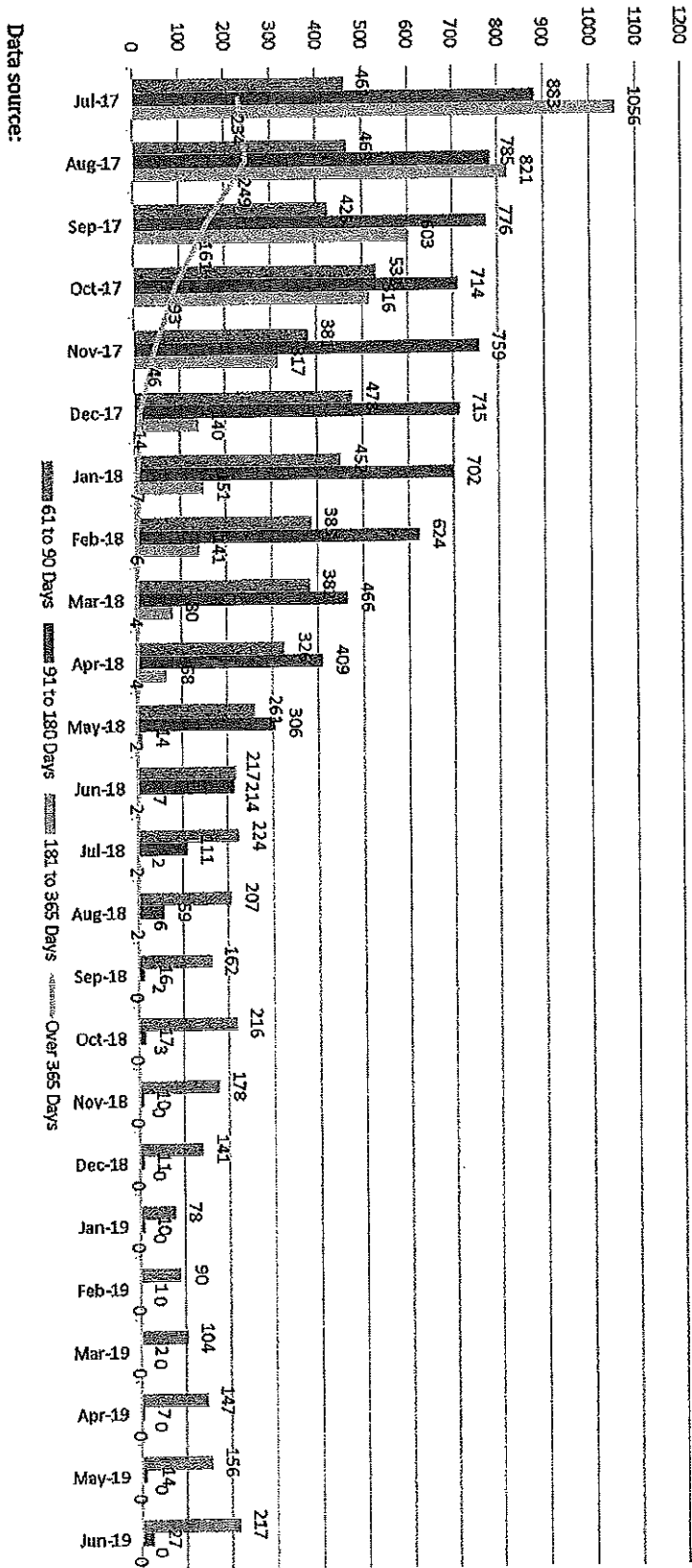


- Current state
  - In addition to the annual APS report, quarterly data on APS cases involving individuals served by the Division of Developmental Disabilities is posted online
  - [APS registry searchable PDF \(Ctrl F\) and Excel version](#)
    - APS registry is updated on a weekly basis
- Future state
  - Governor's Executive Order recommendations
    - Continued workgroup conversations
    - Implement specific program enhancements
  - Legislative Implementation 8/27/19
  - Partnership/cooperation

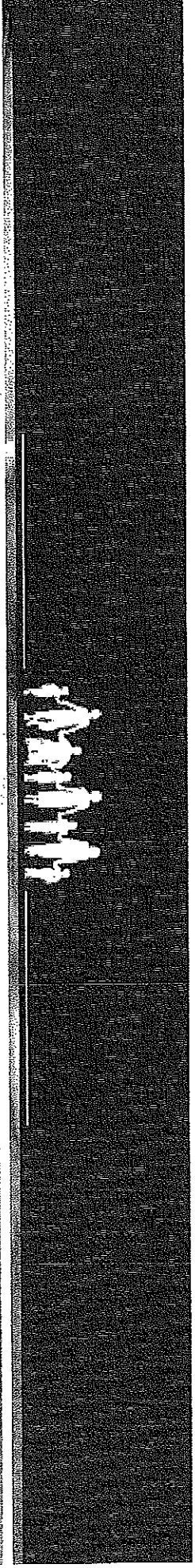
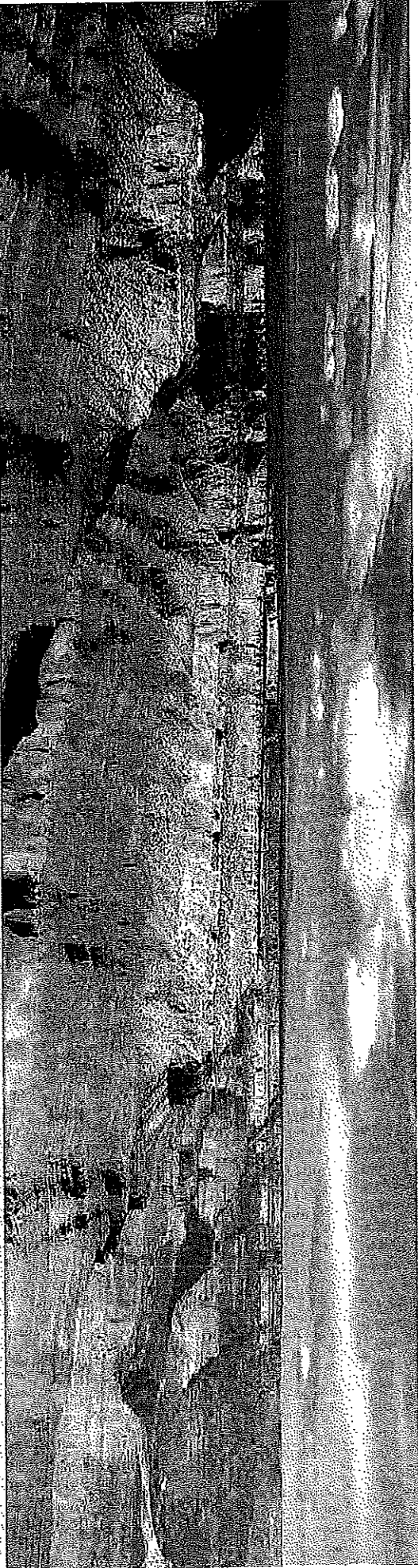
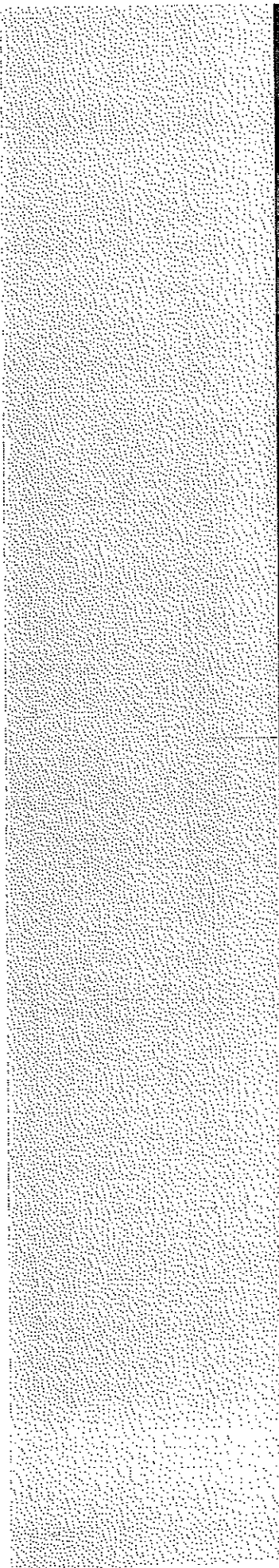
# APS Aged Cases

## APS Success Story Aged Cases

Aged Cases Over 61 Days



Data source:



# Arizona Department of Health Public Health Licensing

August 2019

Colby Bower  
Assistant Director, Arizona Department of Health Services



ARIZONA DEPARTMENT  
OF HEALTH SERVICES

Health and Wellness for all Arizonans

# ADHS Overview

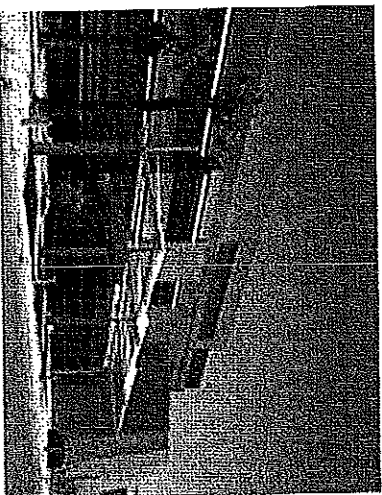
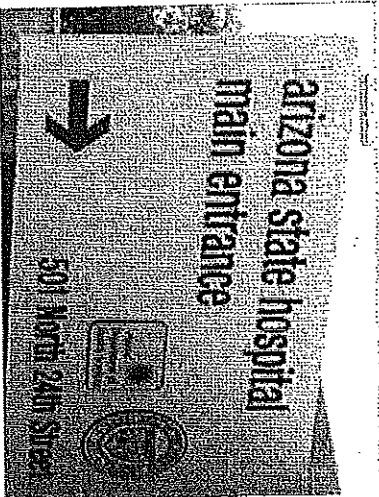
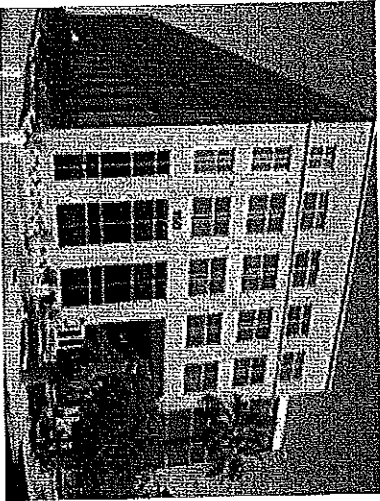
ADHS is a nationally accredited, award winning, nationally recognized public health agency.



ARIZONA DEPARTMENT  
OF HEALTH SERVICES

Health and Wellness for all Arizonans

# ADHS Overview



- 6 Divisions
- Approximately 1,800 Staff
- Over 300 Distinct Programs
- 4 Main Campuses
- Virtual and Traveling Employees
- Prevention
- Preparedness
- Licensing
- CLIA Certified / ISO Accredited
- Public Health Reference Lab
- Licensed and Accredited State Hospital



ARIZONA DEPARTMENT  
OF HEALTH SERVICES

Health and Wellness for all Arizonans



# Public Health Licensing at a Glance

4,452  
Complaints Investigated  
(FY18)

12,610  
Surveys Conducted (FY18)

80,450  
Applications Processed  
(FY18)

201,005  
Certified Medical Marijuana  
Patients

98%  
High Priority Complaints  
Investigated On-time (FY19)

\$10.8M  
Appropriated Budget (FY18)

78%  
Time Reduction in Application  
Processing (FY18)

35,000+  
Active Licensees

142,594  
Births and Deaths Registered  
(CY18)



ARIZONA DEPARTMENT  
OF HEALTH SERVICES

Health and Wellness for all Arizonans

# What Does Licensing License?

2,850  
Residential Facilities

159  
Long Term Care Facilities

2,496  
Child Care Facilities

3,693  
Medical Facilities

1,165  
DD Group Homes

5,770  
Speech and Hearing  
Professionals

71  
Licensed Midwives

11,250  
Medical Radiologic Technologists  
& Laser Technicians

7,716  
Non-Ionizing and X-Ray Facilities

200,000+  
MMJ Patients

128  
MMJ Dispensaries

1  
Nuclear Power Generating  
Station

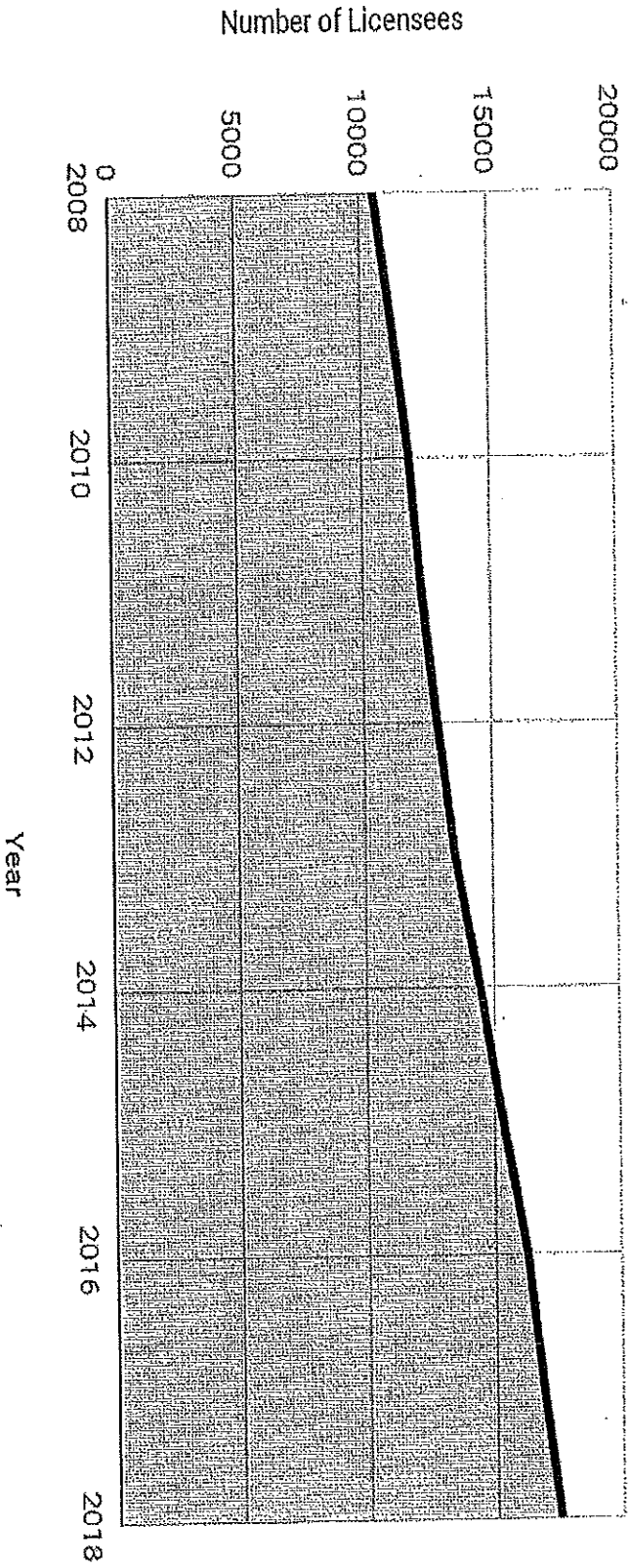


ARIZONA DEPARTMENT  
OF HEALTH SERVICES

Health and Wellness for all Arizonans

# ADHS Licensing Growth

10-Year Licensing Growth = 66%



ARIZONA DEPARTMENT  
OF HEALTH SERVICES

Health and Wellness for all Arizonans

# Upcoming Licensure

≈ 2,000

Sober Living Homes  
July 1, 2019

11

ICF/IID's  
Spring 2019

≈ 12

Tissue Procurement  
Organizations 2020

≈ 500

Community Health Workers  
2020

≈ 500

Pain Management Clinics  
2019

≈ 10

MIMU Labs  
2020



ARIZONA DEPARTMENT  
OF HEALTH SERVICES

Health and Wellness for all Arizonans

# ICF/IID Licensure

April 24th, 2019 Governor Ducey Signs S1211

- Allows ADHS to license ICF/IID's in Arizona.
- Currently 11 ICF/IID's
- One private facility (Licensed as of 4/25/19)
- 10 state run facilities (multi-facility in Coolidge, AZ)



ARIZONA DEPARTMENT  
OF HEALTH SERVICES

*Health and Wellness for all Arizonans*

# ICF/IID Licensure

## Rule Status

- ADHS promulgated exempt rules to license facilities
  - Comprehensive rules similar to other health care institutions
- Incorporated Executive Order 2019-03
- Preparing to open up the rules again for any necessary changes



ARIZONA DEPARTMENT  
OF HEALTH SERVICES

Health and Wellness for all Arizonans

# DD Group Home Licensure

ADHS provides a small piece of the oversight of DD Group Homes in Arizona.

1. Ensure the safety of the housing structure and environment;
2. Reduce the potential for hazardous conditions to exist;
3. Ensure adequate emergency and disaster preparedness of the home.



ARIZONA DEPARTMENT  
OF HEALTH SERVICES

*Health and Wellness for all Arizonans*

# DD Group Home Comparison

	DD Group Homes	Other Licensees	Details
1 Structure Safety	✓	✓	<ul style="list-style-type: none"> <li>Compliance with local zoning</li> <li>Handrails, ramps, etc.</li> <li>Basic plumbing, electrical, heating, cooling</li> <li>Pool safety</li> </ul>
2 Hazardous Conditions	✓	✓	<ul style="list-style-type: none"> <li>Toxins</li> <li>Vehicles in disrepair</li> <li>Trash, general cleanliness</li> </ul>
3 Emergency Preparedness	✓	✓	<ul style="list-style-type: none"> <li>Evacuation drills, plans, etc.</li> <li>First Aid, basic safety</li> <li>Coordination with local first responders</li> </ul>
4 Quality Management	X	✓	<ul style="list-style-type: none"> <li>Implementation of quality management</li> <li>Governing body notification</li> <li>Corrective action and monitoring</li> </ul>
5 Contracted Services	X	✓	<ul style="list-style-type: none"> <li>How to handle contracted services</li> </ul>



ARIZONA DEPARTMENT  
OF HEALTH SERVICES

Health and Wellness for all Arizonans



# DD Group Home Comparison Cont.

	DD Group Homes	Other Licensees	Details
1 Personnel Requirements	X	✓	<ul style="list-style-type: none"> <li>Fingerprinting</li> <li>Training Requirements</li> <li>Supervision</li> </ul>
2 Licensed Professional Staff	X	✓	<ul style="list-style-type: none"> <li>Credentialing Requirements</li> <li>Scope and documentation</li> </ul>
3 Admission Requirements	X	✓	<ul style="list-style-type: none"> <li>Process</li> <li>Authorization</li> <li>Documentation</li> </ul>
4 Discharge Planning	X	✓	<ul style="list-style-type: none"> <li>Ensure proper discharge</li> <li>Rights of the residents</li> <li>Safe transfer</li> </ul>
5 Transport & Transfer	X	✓	<ul style="list-style-type: none"> <li>Documentation</li> <li>Plans</li> </ul>



ARIZONA DEPARTMENT  
OF HEALTH SERVICES

Health and Wellness for all Arizonans

# DD Group Home Comparison Cont.

	DD Group Homes	Other Licensees	Details
1 Resident Rights	X	✓	<ul style="list-style-type: none"> <li>Free from abuse, etc</li> <li>How to file complaints</li> </ul>
2 Dietary Services	X	✓	<ul style="list-style-type: none"> <li>Special diets, etc</li> <li>Requirement for food</li> </ul>
3 Service Plans	X	✓	<ul style="list-style-type: none"> <li>Plan to treat resident or patient</li> <li>Regular updates</li> <li>Evaluation of effectiveness</li> </ul>
4 Programs	X	✓	<ul style="list-style-type: none"> <li>Ensure that various programs are available</li> <li>Properly implemented</li> </ul>
5 Administration	X	✓	<ul style="list-style-type: none"> <li>Holds the responsible party accountable</li> <li>Various requirements</li> <li>Meet the needs of the patient/resident</li> </ul>



ARIZONA DEPARTMENT  
OF HEALTH SERVICES

Health and Wellness for all Arizonans

# Abuse, Neglect, Exploitation

ADHS does NOT investigate cases of abuse, neglect or exploitation in the DD Group Home setting

1. A.R.S. 13-3620: Relates to reporting regarding children. Reports must go to a *peace officer or DCS.*
2. A.R.S. 46-454: Relates to reporting regarding vulnerable adults. Reports must go to a *peace officer or APS.*



ARIZONA DEPARTMENT  
OF HEALTH SERVICES

Health and Wellness for all Arizonans

# Abuse, Neglect, Exploitation

- ADHS investigates failures of the licensee (facility) that allowed the poor outcome to the patient/resident.
- ADHS does not make conclusions about whether abuse or neglect occurred.



ARIZONA DEPARTMENT  
OF HEALTH SERVICES

*Health and Wellness for all Arizonans*

# DD Group Home Inspection Process

Step 1	Step 2	Step 3	Step 4	Step 5
<p><b>Schedule Survey</b></p> <p>ADHS will call you to schedule a survey.</p>	<p><b>Enter the Home</b></p> <p>ADHS will enter the home, issue notice of inspection rights, present identification.</p>	<p><b>Inspect the Premise</b></p> <p>ADHS will inspect the home, the yard, sheds, and other buildings.</p>	<p><b>Inspect all Vehicles</b></p> <p>ADHS will inspect all vehicles used by the home to transport. All vehicles need to be inspected.</p>	<p><b>Exit Interview</b></p> <p>ADHS will brief you on the findings, leave you with a receipt and explain the next steps.</p>



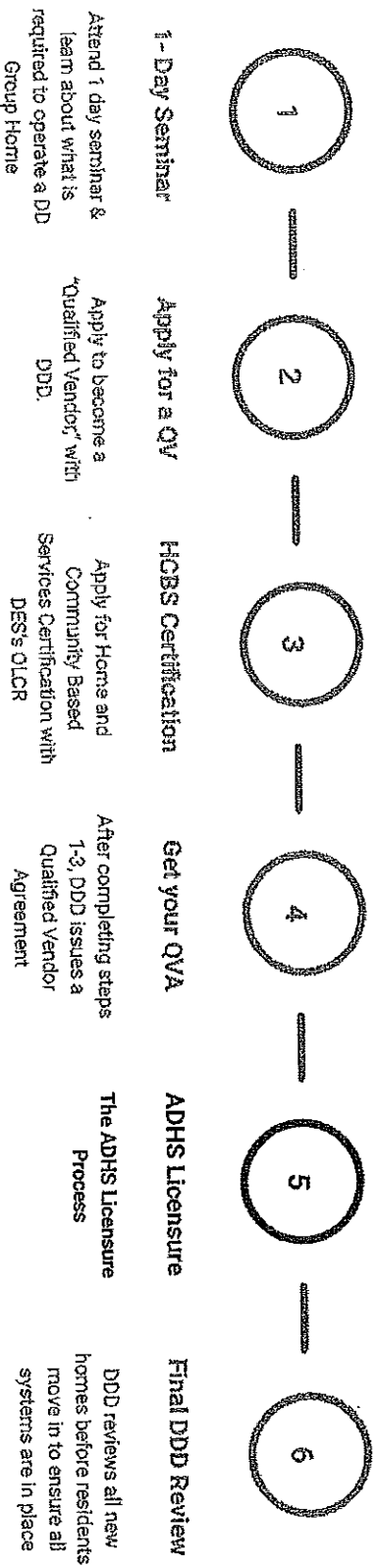
ARIZONA DEPARTMENT  
OF HEALTH SERVICES

Health and Wellness for all Arizonans

# DD Group Home Licensure Process

There are SIX steps for DD Group Home operation in Arizona.

FIVE of the SIX steps are housed within DES



ARIZONA DEPARTMENT  
OF HEALTH SERVICES

Health and Wellness for all Arizonans



Thank You!

Colby Bower

Assistant Director, Public Health Licensing | Policy & Intergovernmental Affairs

E-Mail: [colby.bower@azdhs.gov](mailto:colby.bower@azdhs.gov)



ARIZONA DEPARTMENT  
OF HEALTH SERVICES

Health and Wellness for all Arizonans