

*ARIZONA*

**INTERAGENCY COUNCIL ON  
LONG-TERM CARE**

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**2009 ANNUAL REPORT**



**Prepared by:  
Interagency Council on Long-Term Care**

**November 15, 2009**

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IACLTC 2009

# Interagency Council on Long-Term Care

## 2009 Annual Report

### I. Background

In 2001, the Legislature passed Senate Bill 1196 and created the Interagency Council on Long-Term Care (Council). Pursuant to A.R.S. § 41-4102, the purpose of the Council is "to help the state achieve a coordinated long-term care services delivery system." Additionally, the Council is required to "define this state's long-term care obligations by coordinating applicable state and federal mandates that relate to long-term care services." This report is prepared pursuant to A.R.S. § 41-4102(C).

### II. Council Operating Guidance

#### Council Vision Statement

The Long-Term Care System in Arizona will be a family-friendly continuum of services that is person-centered involving seamless partnerships of the medical, social, physical, and mental health communities.

#### Council Mission Statement

Improve the quality of life for Arizona residents through a coordinated long-term care delivery system.

#### Council Purpose

The purpose of the Council is to help the state achieve a coordinated long-term care services delivery system. Additionally, the Council is required to define this state's long-term care services including quality of care issues, access to services, and coordination/ integration of those services.

### III. Membership

Arizona Revised Statute § 41-4101(A) mandates the Council's representation be the directors or the designees of the following departments:

- Department of Economic Security (DES)
- Department of Health Services (DHS)
- Arizona Health Care Cost Containment System (AHCCCS)
- Department of Commerce (Commerce)
- Department of Insurance (DOI)

The following entity representation was made as appointments:

- Executive Director of the Governor's Advisory Council on Aging
- Executive Director of the Governor's Council on Developmental Disabilities
- State Long-Term Care Ombudsman

In addition, the following representation was made as three year appointments:

- One representative from an Agency on Aging in an urban area
- One representative from an Agency on Aging in a rural area
- Two members of the House of Representatives (non-voting)
- Two members of the Senate (non-voting)

A roster of the current appointments is attached as **Appendix A**.

#### **IV. Meeting Dates**

The Council is required to meet four times a year according to statute. The Council met on the following dates:

February 4, 2009  
April 8, 2009  
June 3, 2009  
August 5, 2009  
October 7, 2009

In January 2009 the administration changed, resulting in changes to the agency heads who are official members of the Council. In addition, the Assistant Director of the Division of Aging and Adult Services, the Chair of the Council, retired and was replaced by new management. Due to these changes the Council took time to reflect on its accomplishments in CY 2008 and establish appropriate direction for CY 2009.

The items listed below are a summary of the topics the Council planned to stayed abreast during 2009. The items are grouped by the Council's legislative duties as stated in A.R.S § 41-4102.

- 1. Ensure Dignity in Long Term Care Services.**
  - ✓ Bill of Rights – Executive Order #2007-01
- 2. Is designated to meet the Individual Needs of Consumers.**
  - ✓ Medallion Program – Division of Aging and Adult Services, Adult Protective Services (APS) and Division of Developmental Disabilities
  - ✓ AHCCCS Long Term Care Satisfaction Survey

3. **Provides Services and Programs that are of the Highest Quality.**
  - ✓ APS/Ombudsman cross-training
  - ✓ Department of Health Services/APS/Ombudsman Memorandum of Understanding
  - ✓ Direct Care Worker Training
  
4. **Promotes Consumer Self-Determination by providing an Opportunity for Consumer Choice and Input.**
  - ✓ Consumer Directed Care (AHCCCS)
  - ✓ Medicaid Infrastructure Grant
  - ✓ Community Living/Self Directed Care Grant
  
5. **Enhances Appropriate Alternatives to Institutional Care, such as Home and Community Based Long Term Care Services.**
  - ✓ Life Span Respite Program (Eliminated FY 2010)
  - ✓ Report on the Arizona Health Care Cost Containment System (AHCCCS) Population Mix
  
6. **Integrates Various Funding Sources to provide Affordable Services at the Highest Quality.**
  - ✓ Coordinated Emergency Services for APS Clients with Area Agency on Aging (Region 1) Home and Community Based Services
  - ✓ Concentrated on an Integrated Memorandum of Understanding that allows DES, DHS and AHCCCS to Combine Forces for Trouble Facilities.
  
7. **Coordinates Applicable State and Federal Mandates that relate to Long-Term Care Services.**
  - ✓ Centers for Medicare and Medicaid Services proposed changes to ALTCS Services.
  - ✓ Emergency preparation for long-term care populations

## V. **Council Projects**

The Council continued oversight of two major cross-agency, long-term care system coordination projects, AZLinks: Arizona's Aging and Disability Resource Center and the Direct Care Workforce Development effort.

The Council has established working committees to manage both these projects. In addition, the Council was assigned responsibilities by the Governor in Executive Order 2007-01. Reports on all of these areas follow.

### **1. AZLinks: Arizona's Aging and Disability Resource Center.**

The DES/Division of Aging and Adult Services (DAAS) was awarded the Aging and Disability Resource Center (ADRC) Grant in 2005 by the Administration on Aging (AoA) and the Centers for Medicare and Medicaid Services (CMS). The grant was for \$750,000 over three years. DES/DAAS is partnering with AHCCCS, the Governor's Office on Aging, the Governor's Council on Developmental Disabilities, DES/Division of Developmental Disabilities, Area Agencies on Aging,

Centers for Independent Living, community aging and disability groups, and the University of Arizona to create a coordinated system of information, assistance, and access for all persons seeking long-term care (LTC) services.

AzLinks builds on the strengths of different partner organizations to operate as a coordinated network of information, referrals, and services. Information about and access to LTC services must be available to all of Arizona's citizens to plan for and make informed decisions about their future needs in the most cost effective manner while choosing from a panoply of options that promote choice, independence, and dignity. Persons seeking services from the state and its contractors need to have a system that allows them to proceed from information and referral to eligibility application and determination to service acquisition, and, finally, to service coordination.

**Partnerships:** The AzLinks Partnership is a network of agencies providing ADRC services, by phone or in-person, and an enhanced interactive website, whose mission is to improve access to information and linkages to supports and services for aging consumers and for consumers with disabilities. As collaborative partners, the AzLinks Partnership will work together to help empower consumers to make informed choices and to streamline access to long-term care services by building an information and access infrastructure. This network of agencies provides an efficient system with all participating partners providing some services, but as a collaborative structure, providing the comprehensive array of services, for the maximum benefit of the consumer.

Between November 2008 and October 2009, the Maricopa County Partnership and the Mohave County Partnership continued their development, improving cross training, referral processes, and coordination of assistance to people with disabilities and older adults. In 2009, additional formal ADRC Partnerships were established in Pima, Pinal, and Gila counties. Partnerships in northern Arizona are planned for the coming year. At the time of writing, it appears that, due to local preference, an ADRC partnership will not be developed in La Paz, Yuma, Graham, Cochise, Greenlee, and Santa Cruz counties.

**AZ Links Reference Manual:** The manual was developed by the partnering agencies covering the following topics: Aging; Physical Disabilities; Developmental Disabilities; Special Issues, including Mental and Behavioral Health; Alzheimer's disease; Depression; Dementia; Caregiver Support programs; Domestic Violence; Refugee Resettlement program; HIV services; Medicare, AHCCCS, and ALTCS; Legal; and Cultural Competence. Separate Regional Supplements have been compiled to include local agency-specific information, programs, and services plus local contact information. The manual and supplement were created to familiarize Information Specialists and Case Managers with populations that they do not typically serve as well as each partnering agency's procedures in handling referrals, intake, and assessment. Additional regional supplements have been developed in those counties with ADRC partnerships.

**AZ Links Website:** The static website that went live on August 1, 2007 with the URL of [www.azlinks.gov](http://www.azlinks.gov) continues its ongoing refinements to improve "customer

friendliness”. The website provides links to many federal, state, and various other agencies integrating resources on aging; caregivers; disabilities; employment; financial help; fraud, scams, and legal matters; health, fitness, and nutrition; housing; independent living; insurance, Medicare/Medicaid, and other benefits; long term care choices; personal safety; socialization/recreation; transportation; tribal resources; and volunteering. The website routinely has nearly 16,000 unduplicated visitors each year, where information about resources to help support independent living and caregiver resources are nearly always the most sought after items. Other popular resources on the AZ Links site include information about employment, financial help, housing, long term care options, Benefits CheckUp, and important phone numbers (to other health and human service resources).

AzLinks Screening Tool and Common Intake Form: The partnering agencies developed a self-help Screening Tool, designed to provide information and options to consumers seeking information on services in their specific communities. It is currently functioning as a manual tool that is responded to by intake specialists within participating Area Agencies on Aging. The screening tool was automated and is available to individual users, as well as partner agencies. As noted in the last report, a common intake form has been developed to help streamline access to services. Currently the team is determining how best to implement the common intake process so as to minimize duplication. Instruction manuals for both the screening tools have also been developed.

## **2. The Direct Care Workforce Development Project (DCW)**

### **Background:**

In April 2005, the Citizens Workgroup on the Long-Term Care Workforce issued its recommendations to the Governor in a report titled “Will Anyone Care? Leading the Paradigm Shift in Developing Arizona’s Direct Care Workforce.” In order to continue the work of the Citizens Workgroup and to begin implementing the recommendations included in the report, the following steps were taken:

- I. The Council established a committee with members representing state agencies, provider agencies, community colleges, and consumer organizations. Initially called Core Curriculum and Expansion Committee, the Committee began working on the creation of a standardized curriculum for direct care workers in 2005 and 2006.
- II. As a result ADES, AHCCCS, and ADHS have collaborated to assist and support this project, the project’s management, coordinate state agency discussions and demonstration projects, and further develop Arizona’s direct care workforce.
- III. Funding was made available for demonstration projects, specifically to create a standardized curriculum and to implement standardized training.

### **2009 Update:**

The DCWC has 21 regular members representing different stakeholders (see the table below). The committee is chaired by a member of the IACLTC and staffed by the DES-DAAS Direct Care Workforce Specialist.

**DCWC Members Table**

<b>DCWC Members</b>	<b>#</b>
Providers (for-profit/non-profit)	4
Colleges	3
Assisted Living Facilities	1
Advocacy / Consumers	4
Direct Care Workers	2
ALTCS Program Contractors (urban/rural)	2
Area Agencies on Aging (urban/rural)	2
AHCCCS	1
DES	1
DHS	1
<b>TOTAL</b>	<b>21</b>

Completed Project Activities

1. **Development of standardized competencies and tests.** Based on the *Principles of Caregiving* curriculum, competencies were developed for direct care workers. ALTCS and DES plan to require training and testing using the standardized materials as of fiscal year 2011. Using the model curriculum and the proposed competencies and tests will help implement standardized, uniform training for direct care workers in Arizona as recommended by the Citizens Workgroup in 2005. For more information, visit [www.azdirectcare.org](http://www.azdirectcare.org).
2. **Training.** Four more professional development workshops for 119 trainers were offered in Kingman, Phoenix, and Tucson. Over the last three years, a total of 274 participants from 39 different cities in Arizona participated in workshops designed to familiarize provider agencies with the curriculum and proposed training standards. With 139 provider agencies having participated, the training standards are being disseminated widely throughout the state. In addition, in SFY 2009, Pima Community College had 24 students complete the Fundamentals and the Aging and Physical Disabilities module. At Gateway Community College, 284 students completed the course, bringing the total number of students trained at the two colleges since 2007 to 490.
3. **Public Awareness.** Materials for a public awareness campaign were developed, which will be made available to colleges and provider agencies in the form of a toolkit. The purpose of the campaign, scheduled for 2009-10, is to make the public aware of the value of direct care work and the availability of job and training opportunities. Informational flyers were also distributed to the Arizona Workforce Connection One-Stop centers.

## Plans for the Future

1. **Training.** Implementation of the proposed training and testing is scheduled for SFY2010 on a voluntary basis, and ALTCS and DES-DAAS will develop policies and procedures as needed. During the one-year phase-in of the training requirements, guidelines and the standardized tests will be refined. The instructional materials, the *Principles of Caregiving* curriculum, will be revised to match the standardized competencies.
2. **Outreach.** More community colleges will be contacted to establish more training and/or testing sites for workers throughout Arizona. Collaboration with Area Agencies on Aging and health plans will be explored to create a sustainable model for professional development of trainers.
3. **Executive Order 2007-01 on Ensuring Quality in Long Term Care**

### **Background:**

In 2007 an Executive Order was issued to address quality in long term care. The Departments of Health Service, Economic Security, and AHCCCS and the Governor's Interagency Council on Long-Term Care were identified to play key roles in implementing the order. The Executive Order specified a set of eleven Objectives for the next three years:

Objective 1: DHS, DES, and AHCCCS shall develop a comprehensive three-year strategy to improve quality in long term care, including focusing on nursing homes in the first year, assisted living in the second year, and community care in the third year.

Objective 2: DHS, AHCCCS, and DES, in collaboration with program contractors and the long term care industry, shall set goals and take measures to reduce Arizona's rates of pressure ulcers and restraint use in nursing homes, with a minimum goal of achieving and/or sustaining rates well below the national average.

Objective 3: AHCCCS, DHS, and DES shall work together with the Arizona Long Term Care System program contractors to address and correct quality of care deficiencies in long term care facilities.

Objective 4: Beginning in FY08, and as permitted by law, DHS shall develop incentives for nursing homes that have achieved top quality care, based on criteria set by the department and as measured and verified through the annual survey and quality rating processes.

Objective 5: DHS, AHCCCS, and DES shall enter into intergovernmental service agreements, using existing resources, to jointly staff a full-time position within the DES Division of Aging and Adult Services to work with community advocates, long term care providers, community colleges and other entities as deemed necessary to address the shortage of long term care direct care support professionals in Arizona.

Objective 6: DHS shall continue to take the lead in holding conferences to educate direct care staff about how to prevent pressure ulcers and properly use restraints, with the next such conference to occur before the end of 2007.

Objective 7: DHS shall post Quality Ratings of individual nursing homes on the department's website by no later than July 2007.

Objective 8: DHS shall post regulatory surveys for nursing homes and assisted living facilities on its website to provide consumers with quality information about assisted living facilities beginning no later than January 2008.

Objective 9: DHS, AHCCCS, and DES shall collaborate to develop a Consumer's Long Term Care Toolkit to provide Arizona families with the information, resources and guidance needed to make informed decisions about long term care.

Objective 10: DHS, during its survey process of nursing homes and assisted living facilities, shall foster better understanding and compliance with federal law regarding the provision and appropriate explanation of the Residents' Bill of Rights to all residents.

Objective 11: By July 2009, the Interagency Council on Long Term Care is requested to recommend a Bill of Rights for consumers of home and community-based long term care services.

### **2009 Update:**

In 2009 the Governor's Advisory Council on Aging decided, due to budgetary limitations, to help a single Senior Action Day rather than multiple days throughout the state. Thus the Council did not utilize Senior Action Day as a forum for gathering input from stakeholders on the Bill of Rights for Consumers. After the council received guidance from the new Governor, the Council has resumed work on this project.

## **VI. Public Meeting**

Pursuant to § A.R.S. 41-3901(D), the Interagency Council must hold a public meeting to solicit comments on ways to improve Arizona's Long-Term Care delivery system from the community so that it:

- Ensures the dignity of consumers;
- Meets the individual needs of consumers;
- Provides high quality programs and services;
- Provides an opportunity for consumers to choose and have input in their services;
- Enhances home and community-based care;
- Integrates funding sources to provide affordable services; and
- Coordinates state and federal mandates.

The Council will hold a public hearing in partnership with the Governor's Advisory Council on Aging in September 2009. The Council will use this public input to inform and refine its work plan for 2010.

## **VII. Next Steps**

The Council will hold a planning meeting in late 2009 to determine the appropriate direction for the Council given the current fiscal environment. In accordance with Executive Order 2007-01, the Council intends to finalize and transmit to the Governor its recommendation regarding the In-Home Services Consumer Bill of Rights. Additionally, the Council will continue to collaborate on the development of a long term care toolkit, which was also a component of E.O. 2007-01. Finally, in 2010 the Council will also continue its oversight of the AZ Links Project and the Direct Care Workforce Development effort.

# **APPENDIX A**

## **INTERAGENCY COUNCIL ON LONG-TERM CARE MEMBER ROSTER**

**2009 INTERAGENCY COUNCIL ON LONG-TERM CARE**

<p>Mr. Neal Young, Director          Department of Economic Security  <b>Ms. Melanie Starns, LTC Chair, and Assistant Director, DES Division of Aging &amp; Adult Services</b>          1789 W. Jefferson, 2<sup>nd</sup> Flr., SE, Site Code 001A          Phoenix, AZ 85007          (602) 542-6572, Fax (602) 364-0743  <a href="mailto:NYoung@azdes.gov">NYoung@azdes.gov</a>  <a href="mailto:MStarns@azdes.gov">MStarns@azdes.gov</a></p>	<p>Mr. Donald E. Cardon, Director          Department of Commerce          Mr. Jerry Ewing, Assistant Deputy Director          1700 W. Washington, Executive Tower, Suite 600          Phoenix, AZ 85007          (602) 771-1164 or (602) 771-1100 (main number)          DonC@azcommerce.com  <a href="mailto:JerryE@azcommerce.com">JerryE@azcommerce.com</a></p>
<p>Mr. William O. Humble, Interim Director          Department of Health Services  <b>Ms. Mary Wiley, LTC Vice Chair and Assistant Director, DHS Division of Licensing Services</b>          150 N. 18<sup>th</sup> Avenue, Suite 510          Phoenix, AZ 85007          (602) 364-3064, Fax (602) 364-4808  <a href="mailto:HumbleW@azdhs.gov">HumbleW@azdhs.gov</a> / <a href="mailto:WileyM@azdhs.gov">WileyM@azdhs.gov</a></p>	<p>Ms. Mary Lynn Kasunic          President &amp; CEO/Area Agency Director          Area Agency on Aging, Region One, Inc.          1366 East Thomas Road, Suite 108          Phoenix, Arizona 85014          (602) 264-2255, Fax (602)230-9132  <a href="mailto:kasunic@msn.com">kasunic@msn.com</a></p>
<p>The Honorable Carolyn S. Allen          Arizona State Senate          1700 W. Washington, Room 303          Phoenix, AZ 85007          (602) 926-4480, Fax (602) 417-3155  <a href="mailto:callen@azleg.gov">callen@azleg.gov</a></p>	<p>Ms. Jan Cardoza, Ombudsman          DES Division of Aging and Adult Services          1789 W. Jefferson, Site Code 950A          Phoenix, AZ 85007          (602) 542-6454, Fax (602) 542-6575  <a href="mailto:jcardoza@azdes.gov">jcardoza@azdes.gov</a></p>
<p>The Honorable Meg Burton Cahill          Arizona State Senate          1700 West Washington          Phoenix, AZ 85007          (602) 926-4124, Fax (602) 417-3017  <a href="mailto:mburtoncahill@azleg.gov">mburtoncahill@azleg.gov</a></p>	<p>Mr. Anthony D. Rodgers, Director          Arizona Health Care Cost Containment System          Mr. Alan Schafer, ALTCS Manager, OMC          701 East Jefferson MD 6100          Phoenix, AZ 85034          (602) 417-4614  <a href="mailto:Anthony.Rodgers@azahcccs.gov">Anthony.Rodgers@azahcccs.gov</a>  <a href="mailto:Alan.Schafer@azahcccs.gov">Alan.Schafer@azahcccs.gov</a></p>
<p>The Honorable          Arizona House of Representatives          1700 West Washington, Room 344          Phoenix, AZ 85007          (602) 926-5413, Fax 417-3109</p>	<p>Ms. Cathy De Lisa, Acting Executive Director          Governor's Advisory Council on Aging          1700 W. Washington St., Suite 240          Phoenix, AZ 85007          (602) 542-4710  <a href="mailto:CDeLisa@az.gov">CDeLisa@az.gov</a></p>
<p>The Honorable Barbara McGuire          Arizona House of Representatives          1700 W. Washington          Phoenix, AZ 85007          (602) 926-3012, Fax (602) 417-3123  <a href="mailto:bmcguire@azleg.gov">bmcguire@azleg.gov</a></p>	<p>Ms. Christina Urias, Director          Department of Insurance          Erin Klug, Special Assistant to the Director          2910 N. 44<sup>th</sup> Street, Ste. 210          Phoenix, AZ 85018-7256          (602) 364-2186  <a href="mailto:curias@azinsurance.gov">curias@azinsurance.gov</a> , <a href="mailto:eklug@azinsurance.gov">eklug@azinsurance.gov</a>  <a href="mailto:mbutterfield@azinsurance.gov">mbutterfield@azinsurance.gov</a></p>
<p>Ms. Mary Beals Luedtka, Director          Area Agency on Aging, Region III          Northern AZ Council of Governments          119 E. Aspen Avenue          Flagstaff, Arizona 86001-5296          (928) 774-1895, (928) 214-7235 Fax  <a href="mailto:mluedtka@nacog.org">mluedtka@nacog.org</a></p>	