



ARIZONA DEPARTMENT OF ECONOMIC SECURITY

1717 West Jefferson • P.O. Box 6123 • Phoenix, Arizona 85005

Janet Napolitano
Governor

Tracy L. Wareing
Director

OCT 14 2008

The Honorable Janet Napolitano
Governor of Arizona
1700 West Washington
Phoenix, Arizona 85007

Dear Governor Napolitano:

Pursuant to A.R.S. § 41-4102, the Interagency Council on Long-Term Care (IACLTC) is submitting its Interagency Council on Long-Term Care 2008 Annual Report.

If you have any questions, please contact Rex Critchfield, Council Chair, at (602) 542-6572.

Sincerely,

A handwritten signature in black ink, appearing to read "Tracy L. Wareing".

Tracy L. Wareing
Director

Enclosure

cc: President Timothy S. Bee, Arizona State Senate
Speaker James P. Weiers, Arizona State House of Representatives
Secretary Janice K. Brewer
GladysAnn Wells, Director, Arizona State Library, Archives and Public Records

ARIZONA

**INTERAGENCY COUNCIL ON
LONG-TERM CARE**

2008 ANNUAL REPORT



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

November 15, 2008

Equal Opportunity Employer/Program
This document is available in alternative formats by contacting
The DES ADA Coordinator at 602.542.6572

Interagency Council on Long-Term Care

2008 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 Health Services (DHS)
- Department of Economic Security (DES)
- 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 (nonvoting)
- Two members of the Senate (nonvoting)

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 6, 2008
March 5, 2008
May 7, 2008
July 2, 2008
September 3, 2008
October 1, 2008

The Council's February meeting was a strategic planning meeting devoted to identifying areas for further education and collaboration within and across the long-term care system, as well as ascertaining looming issues with potential to impact the long-term care system. In addition, the Council took time to reflect on its accomplishments in CY 2007. It was the Council's intent to entertain presentations at each of its 2008 meetings on areas where more education or collaboration were needed or on issues that needed more discussion. The attached meeting minutes (**Appendix B**) describe presentations made to the Council.

The items listed below are a summary of the topics the Council planned to stay abreast of in the coming year. 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.**
 - ✓ Assisted Living Facilities Training/Conference
 - ✓ Bill of Rights – Executive Order #2007-01
- 2. Is designated to meet the Individual Needs of Consumers.**
 - ✓ Adult Protective Services (APS)/Area Agency on Aging – Case Management Project
 - ✓ AHCCCS Long Term Care Insurance Bill
 - ✓ Dental Coverage

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
 - ✓ Division of Developmental Disabilities Senior focused unit
4. **Promotes Consumer Self-Determination by providing an Opportunity for Consumer Choice and Input.**
 - ✓ Consumer directed care
 - ✓ Medicaid Infrastructure Grant
5. **Enhances Appropriate Alternatives to Institutional Care, such as Home and Community Based Long Term Care Services.**
 - ✓ Life Span Respite Program
 - ✓ 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.**
 - ✓ Better integrate funding/overlaps/leverage opportunities
 - ✓ Utilizing retired health professionals
7. **Coordinates Applicable State and Federal Mandates that relate to Long-Term Care Services.**
 - ✓ Centers for Medicare and Medicaid Services proposed changes to Targeted Case Management
 - ✓ Emergency preparation for long-term care populations

V. **Council Projects**

The Council assumed responsibility for oversight of two major cross-agency, long-term care system coordination projects a year ago. 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.

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. The Maricopa County Partnership held three days of training between October 2007 and January 2008 with an average of 70 participants each day. The Mohave County Partnership held two days of training between December 2007 and February 2008 with 40 staff members participating each day. The trainings included the opportunity for each partnership agency to describe in detail the specific population(s) they serve and the programs and services they offer; fostered interaction among the staff of the agencies; and outlined referral processes within each agency. A replication plan consisting of a series of meetings and a two-day training session will be used to rollout the AzLinks designation to the remaining 13 Arizona counties. This rollout will occur in two phases. The first phase will include the rollout of up to six counties and will begin October 2008. Targeted counties include: Pima, Cochise, Navajo, Apache, Coconino, and Yavapai counties. The second phase will include the rollout to the remaining counties and will begin January 2009. Targeted counties include: La Paz, Yuma, Pinal, Gila, Graham, 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. A separate Regional Supplement has 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 supplements will be developed as the project is rolled out to the other counties.

AZ Links Website: The static website that went live on August 1, 2007 with the URL of www.azlinks.gov is in the process of being restructured to increase “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. Although the website has not been marketed to draw consumers to the site, during the period of October 2007 through March 2008, there were 13,412 AzLinks homepage views. The next most visited pages on the website included: Employment at 1,949; Financial Help at 1,912; Disability Resources at 1,270; Caregiver Resources at 1,097; Aging and Other Resources at 1,035; and Insurance and Medicare at 1,022. Long Term Care Choices had 681 visits. Focus groups to test the new layout and enhanced usability of the AzLinks website are anticipated to occur in September 2008. Parallel to the hosting of the focus groups is the revision of existing outreach materials and the development of new outreach materials. Upon the incorporation of information gleaned from the focus groups into the website, the outreach campaign will be launched. In addition, several meetings have been held to address linkages to Arizona’s 211 system, improve search engine options, and explore automation possibilities for the screening tool.

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. Upon automation, depending upon the responses provided on the tool, options will be displayed on-screen. The agencies worked through and agreed on those data elements deemed to be essential to determine where a person would most likely find the specific needed services. Those data elements then formed the basis for a common intake form. The Common Intake Form will help streamline access to services. The Common Intake Form is expected to serve as a referral form. An Instruction Manual has also been developed.

The Direct Care Workforce Development effort.

In April 2005, the Citizens Workgroup on the Long-Term Care Workforce issued its recommendations to Governor Napolitano 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 of Council discussion, ADES, AHCCCS, and ADHS have come together to jointly fund a Direct Care Workforce Specialist position within the DES/DAAS to assist the committee in the project's management, to coordinate state agency discussions and demonstration projects, and to 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.

Just as in 2007, funding in the amount of \$100,000 was made available for the project by the Division of Aging and Adult Services, and the Governor's Council on Developmental Disabilities contributed an additional \$15,000 for the development and implementation of the Developmental Disabilities module. In State Fiscal Year (SFY) 2007, these funds were used to create the instructional manuals for the *Principles of Caregiving* curriculum. In 2008, funds were targeted at train-the-trainer workshops, training of workers, and outreach.

The initial work of the direct care workforce initiative had been guided by the Core Curriculum and Expansion Committee, which reported to the IACLTC. This committee met throughout 2006 to continue work on the development of standardized, uniform training for direct care professionals. After a strategic planning meeting in May 2007, the committee submitted a report to the IACLTC, which subsequently endorsed recommendations to broaden the scope of the Committee's tasks. *Direct Care Workforce Committee (DCWC)* was recommended as the new name of the committee, and three subcommittees were formed to address issues related to curriculum, policy issues, and public education. The group also set a goal of having recommendations from the DCWC on training standards and certification by summer of 2008, with the subcommittees reporting their recommendations to the full committee by January 15, 2008.

The DCWC now has 21 regular members representing different stakeholders (see the table below). Members will serve for two years; meetings are open to the public. The committee is chaired by a member of the IACLTC and staffed by the DES-DAAS Direct Care Workforce Specialist.

DCWC Members Table

DCWC Members	#
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
TOTAL	21

In 2007-08, the steering subcommittee met six times; for the year 2008-09, meetings are scheduled quarterly. The subcommittees meet regularly, typically once a month, and submit recommendations to the DCWC steering committee. The steering committee, in turn, submits reports to the Interagency Council on Long-Term Care. In January 2008, the DCWC prepared a workplan for the period 2008-10 and submitted its initial recommendations for the implementation and marketing of new training standards in January 2008.

Completed Project Activities

1. Revision of instructional manuals for the *Principles of Caregiving* curriculum. The Fundamentals module and three specialized modules are complete, have been given a uniform look, and are ready for distribution and use. They are posted at www.azdirectcare.org.
2. Train-the-Trainer Workshops for the curriculum throughout the state. Five workshops were held in five regions of the state (in Casa Grande, Phoenix, Prescott, Sierra Vista, and Yuma), achieving the goal of statewide dissemination of information, including rural areas. Over 100 trainers from 75 organizations participated, bringing the total number of participants in trainer workshops to 175 from 91 organizations.
3. Establishment of two community college courses. Pima Community College in Tucson and Gateway Community College in Phoenix offered several courses with the *Principles of Caregiving* curriculum (Fundamentals and Aging & Physical Disabilities Module). A total of 130 individuals completed the courses at the two colleges during the 2007-08 academic year.
4. Development of recommendations for a new training requirement. The DCWC formulated recommendations for a uniform training standard for direct care workers, which was submitted to the Interagency Council on Long-Term Care. AHCCCS is planning to implement a new training requirement for personal/attendant care, respite, and housekeeping services based on these recommendations; the Division of Aging and Adult Services (DAAS) is considering a comparable requirement for selected services.

5. Workforce conference on recruitment and retention of direct care staff. The Division of Aging and Adult Services and the Division of Developmental Disabilities jointly sponsored a conference on recruitment and retention of direct care staff. Over 175 administrators, trainers, and other staff from Arizona home care providers attended the conference.
6. Development of outreach materials and support for workforce development. Two brochures were created to raise public awareness about career opportunities and training in direct care. The DCWC created a new website and is considering a listing of employer agencies on this website (www.azdirectcare.org). Through the Pima Council on Aging (PCOA), the services of a marketing firm were secured to assist the DCWC Marketing subcommittee develop strategies for a public awareness campaign, promoting career opportunities in direct care.

Plans for the Future

1. Guidelines for the new training standards for direct care staff will be finalized during SFY 2009. This includes competencies for direct care workers and guidelines for agencies providing the training and testing. Further articulation of training programs will also be discussed, including the alignment of DCW training with the required training for assisted living facilities and for group homes providing services to individuals with developmental disabilities.
2. Based on the proposed guidelines for training, competencies and a standardized test will be developed. The test will be required of all direct care workers starting October 2010, with rollout of the testing procedures beginning in October 2009.
3. Three more train-the-trainer workshops are planned for Tucson, Phoenix, and maybe Kingman or Flagstaff. PCOA will coordinate the workshops, building on the work done by the Area Agency on Aging, Region One.
4. PCOA's public relations director will work with the DCWC subcommittee and DAAS staff to guide and review the products developed by the public relations/marketing firm chosen to develop the marketing campaign. The goal of the campaign is to increase the number of direct care workers through improved recruitment and retention and will require fundraising and the development of an industry initiative to sustain the campaign.
5. The evaluation process for the direct care curriculum project will continue, with the final report on SFY2008 activities due on September 30, 2008.

Executive Order 2007-01 on Ensuring Quality in Long Term Care

The Governor established an Executive Order 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.

The Council has decided to utilize the upcoming Governor's Advisory Council on Aging's Legislative Action Days to be held throughout the state in early 2009 as a forum to discuss potential rights and responsibilities to be included in a Bill of Rights. Research on similar documents from other states Bills of Rights will be

researched by a workgroup of the Council. This workgroup met in August to comprise a draft Bill of Rights document for use at the Senior Action Day events.

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 Governor's Advisory Council on Aging has begun sponsoring local Senior Action Day events in several communities across Arizona. The first such series of events in the late winter/early spring of 2007 included a luncheon for legislators and senior advocates from their respective legislative districts. The luncheons were designed to allow legislators to participate and learn more about the issues that affect older Arizonans and the role they can play in helping us all remain in our own homes and communities throughout our lives.

Following the luncheons, public hearings were convened on-site to review the State Plan on Aging. The hearings were 1 ½ hours long. The public hearings were facilitated and generally were introduced by the host city Mayor and the legislators who stayed over from the luncheon. Five of the Plan's eight Goals were covered and the main initiatives planned for each Goal. Written and verbal input was then solicited for each Goal.

The Chair of the Council participated in each of the public hearings. The broad scope of the State Plan on Aging allowed for consumer input across the breadth of the long term care continuum. Given the extensive input received from these seven hearings across the state as over 1,000 seniors participated, they served as the Council's listening session for 2007.

The Governor's Advisory Council on Aging intends to hold another series of local Senior Action Day events in the same late winter/early spring timeframe in 2009. The Council intends to utilize a portion of the public hearings following the luncheons to receive citizen input on the draft Bill of Rights for consumers of home and community-based long term care services. Therefore, no public hearing will be conducted in CY 2008.

Below is a listing of dates and locations of the Senior Action Days.

SENIOR ACTION DAYS - 2007

<u>Date:</u>	<u>Area & Districts/ Event Location</u>
February 23 rd	Includes East Valley (Maricopa) and Pinal districts of 8, 17, 18, 19, 20, 21, 22, & 23. Event held in Mesa at East Valley Senior Services Center.
March 16 th	Includes Mohave, La Paz, Yuma counties, districts 3 & 24. Event held in Parker at the Parker Senior Center.
March 23 rd	Includes North Phoenix, Paradise Valley, Scottsdale, Cave Creek/Carefree districts of 6, 7, 8, 10, & 11. Event held at Paradise Valley Senior Center.
March 30 th	Includes Central Phoenix, West Valley & Pinal districts of 9, 12, 13, 14, 15, 16, & 23. Event held in Avondale.
April 13 th	Includes upper northwest valley, Yavapai, & Coconino County districts of 1, 2, & 4. Event held at the Prescott Community Center.
April 20 th	Eastern & NE Arizona (Coconino, Apache, Gila, Graham, Navajo counties), including districts 2 & 5. Event held in Globe at the Globe City Hall.
April 27 th	Tucson and Southern AZ, (Pima, Cochise, Santa Cruz, Greenlee counties) including districts 25, 26, 27, 28, 29, 30. Event held in Tucson at a senior center.

VII. Next Steps

The Council will use the first half of 2009 to receive citizen input and finalize the recommendations for the In-Home Services Consumer Bill of Rights, which is due to the Governor by July 2009. The Council will also gather input for the development of a long term care toolkit, which was also a component of Executive Order 2007-01. The second half of 2009 will be devoted to priority projects of the Council, including the AZ Links Project and the Direct Care Worker Training Project mentioned above to further the coordination, collaboration, and improvement of Arizona's long term care continuum of services.

APPENDIX A

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

2008 Interagency Council on Long-Term Care Roster

<p>Ms. Tracy Wareing, Director Department of Economic Security Mr. Rex Critchfield, LTC Chair and Assistant Director, DES Division of Aging & Adult Services 1789 W. Jefferson, 2nd Flr., SE, Site Code 001A Phoenix, AZ 85007 (602) 542-6572, Fax (602) 364-0743 TWareing@azdes.gov RCritchfield@azdes.gov</p>	<p>Mr. Marco López Jr., Director Department of Commerce Mr. Jerry Ewing, Assistant Deputy Director Department of Commerce 1700 W. Washington, Executive Tower, Suite 600 Phoenix, AZ 85007 (602) 771-1176 or (602) 771-1100 (main receptionist) MLopez@azcommerce.com JerryE@azcommerce.com</p>
<p>Ms. January Contreras, Interim Director Department of Health Services Ms. Mary Wiley, LTC Vice Chair and Assistant Director, DHS Division of Assurance and Licensure 150 N. 18th Avenue, Suite 510 Phoenix, AZ 85007 (602) 364-3064, Fax (602) 364-4808 JContreras@az.dhs.gov Wileym@azdhs.gov</p>	<p>Ms. Mary Lynn Kasunic President & 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 kasunic@msn.com</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 callen@azleg.gov</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 jcardoza@azdes.gov</p>
<p>The Honorable Meg Burton Cahill Arizona State Senate 1700 West Washington Phoenix, AZ 85007 (602) 926-4124, Fax (602) 417-3017 mburtoncahill@azleg.gov</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 Anthony.Rodgers@azahcccs.gov Alan.Schafer@azahcccs.gov</p>
<p>The Honorable Bob Stump Arizona House of Representatives 1700 West Washington, Room 344 Phoenix, AZ 85007 (602) 926-5413, Fax 417-3109 bstump@azleg.gov</p>	<p>Mr. Franc Kahn, Executive Director Governor's Council on Developmental Disabilities 3839 North Third St, Suite 306, Site Code 074Z Phoenix, AZ 85012 (602) 277-4986, FAX (602) 277-4454 fkahn@azdes.gov</p>
<p>The Honorable Barbara McGuire Arizona House of Representatives 1700 W. Washington Phoenix, AZ 85007 (602) 926-3012, Fax (602) 417-3123 bm McGuire@azleg.gov</p>	<p>Ms. Melanie Starns, Executive Director Governor's Advisory Council on Aging 1700 W. Washington St., Suite 240 Phoenix, AZ 85007 (602) 542-4710 mstarns@az.gov</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 mluedtka@nacog.org</p>	<p>Ms. Christina Urias, Director Department of Insurance Erin Klug, Special Assistant to the Director 2910 N. 44th Street, Ste. 210 Phoenix, AZ 85018-7256 (602) 364-2186 curias@azinsurance.gov eklug@azinsurance.gov mbutterfield@azinsurance.gov</p>

APPENDIX B

INTERAGENCY COUNCIL ON LONG-TERM CARE MEETING MINUTES

Interagency Council on Long-Term Care
Council Minutes
February 6, 2008

Council Members Present: Rex Critchfield, Chairperson
Mary Wiley, Vice-Chairperson
Senator Meg Burton Cahill
Mary Lynn Kasunic
Greta Mang
Melanie Starns
Alan Schafer
Jerry Ewing

Council Member Absent: Franc Kahn
Senator Carolyn Allen
Representative Bob Stump
Representative Barbara McGuire
Jill Harrison
Erin Klug

Staff Present: Jutta Ulrich
Pat Talcott
Allie Masters
Lynn Larson
Robin Jordan
April Maggio

Guests Present: John Linda
Jamie DiFrancesco
Brent Stuetelberg
Janice Almond
Jana Bertucci

Call to Order **Call to Order:** The meeting was called to order at 1:35 p.m. by Rex Critchfield, Council Chairperson.

Introductions **Introductions:** All individuals who were in attendance introduced themselves.

Minutes Approved **Approval of the October 17, 2007 Meeting Minutes:** Alan Schafer moved to approve the minutes. Melanie Starns seconded the motion and the minutes were approved without objection.

Council Planning Session **C1 - Review of Legislation:** Rex Critchfield, Council Chairperson, discussed ARS (Arizona Revised Statute) for council and the duties of the council.

C2 - Review of Last Year's Planning Results, Accomplishments, and Remaining Items: Please see attachment

C3 - Results from Last year's State Plan on Aging Public Forums: Rex, Lynn, and Melanie discussed the collected input from seniors at the public forums about their needs and related how most of the input had been incorporated into the State Plan on Aging. Lynn distributed a handout that summarized the forum process and the major needs expressed.

C4 - Direct Care Workforce Committee Plans for 2008: Alan Schafer discussed the standardized training for direct care workers as well as the train-the-trainer component, the development of training standard guidelines, and considerations for future public education and marketing. Alan stated a Work Plan and Report for 2008/2009 would be submitted to the Council in May which would include the establishment of a more formal committee. Alan stated the group meets every other month for an hour and a half either in Phoenix or Casa Grande. They would like approximately 21 members who could make a 2-year commitment. Alan stated DES, AHCCCS, and DHS are continuing a joint effort to provide funding for Jutta's position and projects, which has been approved for 2009. Alan asked for approval and support from the Council for continuation of DCW plans and committees. Melanie Starns moved that the committee move forward and provide details to the Council as appropriate. Mary Lynn Kasunic seconded the motion. All were in favor and approved the motion.

Lynn Larson stated that a certificate of completion for the recent Train the Trainer sessions would be forthcoming.

C5 - Az Links Project's Plans for 2008: Robin Jordan provided a brief overview of Az Links, which continues its work through grant funding. The goal is to streamline assistance to a "one stop" site for anyone needing information about or access to the long term care system. Currently there are two pilot regions, one urban, one rural. Over 43 states have the similar projects.

C6 - Executive Order 2007-01 on Ensuring Quality in Long Term Care: Overview, Progress to Date and Review Interagency Council's Obligations:

Melanie Starns provided a handout of a copy of the Executive Order 2007-01, Ensuring Quality in Long Term Care which contained updates of work completed in seven different areas of the Order.

C7 - Discuss Proposed Legislation from the Study Committee re: Licensing In-Home Workers: Discussion focused on a possible bill to license in-home workers. The bill does not seem likely to be heard this session.

C8 - Brainstorm Areas for further Education and Collaboration: Results of brainstorming attached.

Council Planning Session

C9 - Brainstorm Looming issues to Stay on Top of/Learn More About: Results of brainstorming attached.

Council Planning Session

C10 - Recap Council Planning Session: Rex recapped the input on the 7 legislative intents and the continuing work needed by the Council.

Council's Public Input Session

Discuss Council's Plan to fulfill this legislative requirement for 2008: Rex stated all the work yet to be done on the Council, it would require the council to meet more often than in 2007 and asked the council members if their should be a meeting in March or April. It was decided the next meeting would be on March 5, 2008.

Member Announcements

Melanie announced the availability of space/tables for the Governor's Conference on Aging taking place in May 2008.

Call for Agenda Items

None

Call to the Public

None

Adjournment

The Chairperson adjourned the meeting at 4:00 p.m.

Interagency Council on Long-Term Care
Council Minutes
March 5, 2008

Council Members Present: Rex Critchfield, Chairperson
Mary Wiley, Vice-Chairperson
Mary Lynn Kasunic
Greta Mang
Cynthia Gafford for Franc Kahn
Mary Butterfield for Erin Klug
P.J. Schoenstene for Alan Schafer
Jerry Ewing

Council Members Absent: Melanie Starns
Senator Meg Burton Cahill
Senator Carolyn Allen
Representative Bob Stump
Representative Barbara McGuire

Staff Present: Jutta Ulrich
Pat Talcott
Allie Masters
Lynn Larson
Robin Jordan
Alan Oppenheim

Guests Present: Carol S. Sherer
Annette S. Quinata
Mary Beals Luedtka
Brent Stuetelberg

Call to Order **Call to Order:** The meeting was called to order at 1:37 p.m. by Rex Critchfield, Council Chairperson.

Introductions **Introductions:** All individuals who were in attendance introduced themselves.

Minutes Approved **Approval of the February 6, 2007 Meeting Minutes:** Rex Critchfield, Council Chairperson, called for a motion to approve the minutes. Mary Lynn Kasunic seconded the motion to approve. Jutta Ulrich requested a correction of the minutes for item C-4 in regards to the reference of funding for her position. Jutta stated the funds from DES also pay for the Direct Care Workforce projects.

**DES Division of
Developmental
Disabilities Premier
Unit**

Carol Scherer from the DES Division of Developmental Disabilities (DDD) presented on their Premier Unit in Maricopa County, which is a new unit specializing in meeting the needs for aging individuals over 50+ with a developmental disability. The Premier Unit was started 2 years ago with 2 support coordinators and has grown to 5 staff members. This unit is for aging individuals over 50+ with a developmental disability who has special needs, such as Alzheimers, who may be living at home, on their own, or with family members. Many of these individuals need life care management as their caretaker's age. Assessments are done to assure individuals are receiving proper care including a review at 90 days. Caregiver levels are assessed, some requiring intervention ranging from removal to nursing home to reduction of the stress at home. The goal is to keep individuals in their own homes whenever possible. Joint cooperation, coordination of services, adaptive training, and identification of gaps in services is vital. Carol stated there are 10 providers for senior day programs in Maricopa County, of which dementia specific day programs are hard to find. Carol also stated the unit is working with the Maricopa Association of Governments (MAG) for integration of adult day services. DDD is looking to provide these same services in Pima County.

**Direct Care Worker
Committee Report and
Update on March 4,
2008 Conference**

Jutta Ulrich provided the Council information on the committee's most recent meeting and on the DCW Conference on March 4th. Jutta stated the committee is continuing the implementation of the direct care workforce training schedule. Jutta stated the funding available for next year will be for three activities: 1) developing a standardized test, 2) procuring a public awareness and marketing contract with a firm, and 3) continuing Train the Trainer Workshops. Jutta stated that the Conference was a great success. Nearly 200 individuals attended and another 50 had to be turned away. Rex stated he attended the conference, which had a great turnout, and has heard nothing but great things.

**AZ Links Project
Steering Committee
Report**

Robin Jordan reported on the AZ Links Steering Committee meeting of this morning and stated they are continuing work on the IT infrastructure and the Virtual Resource Center. Robin provided the Projects Objectives Document (POD) and spoke regarding the specifics of what the project recipients have identified as the most important measures of the project's success. The committee continues to work with the regional collaboratives in Mohave and Maricopa counties in terms of taking the next steps of the project. The regional trainings of the collaboratives' members in Mohave and Maricopa counties received rave reviews. Rex stated there are an IT static website, a common intake form, and a screening tool currently being worked on.

**Executive Order 2007-
01 on Ensuring Quality
in Long Term Care -**

Rex stated that Executive Order 2007-01, item #11 reads that "By July 2009, the IACLTC is requested to recommend a Bill of Rights for consumers of home care and community-based long term care services" to the Governor.

Bill of Rights Development	This is the Council's task and we will be spending time this year on this item. Melanie Starns provided 6 documents related to a consumer Bill of Rights and is proposing that this is the basis to start from in order to develop a consumer Bill of Rights for Arizona. The Council's homework assignment for the next meeting, which will be on May 7 th , is to go through the provided documents and identify the ideas and concepts that should be included in the Arizona Bill of Rights. Members should plan to spend a substantial part of the next meeting discussing this.
Member Announcements	Greta Mang announced Jan Cardoza, who has APS and DDD experience, will be starting with DAAS as the new Long Term Care Ombudsman. Vice-Chair Mary Wiley announced that Alan Oppenheim is now the Deputy Director for Licensing with the Department of Health Services (DHS). Mary Butterfield, Dept. of Insurance, provided a copy of a press release regarding complaints received, claim settlements, and refunds. Mary also stated there is a new brochure available on the suitability of annuities to go along with life insurance and nursing home care insurance.
Call for Agenda Items	Councilmember Mary Lynn Kasunic requested information and a presentation around nursing home closures.
Call to the Public	None
Adjournment	The Chairperson adjourned the meeting at 2:50 p.m.

Interagency Council on Long-Term Care
Council Minutes
May 7, 2008

Council Members Present: Rex Critchfield, Chairperson
Greta Mang
Franc Kahn
Erin Klug
Alan Schafer
Jerry Ewing
Melanie Starns
Laraine Stewart for Mary Lynn Kasunic

Council Members Absent: Mary Wiley, Vice-Chairperson
Senator Meg Burton Cahill
Senator Carolyn Allen
Representative Bob Stump
Representative Barbara McGuire

Staff Present: Jan Cardoza
Pat Talcott
Allie Masters
Lynn Larson
April Maggio
Joel Millman
Kim Simmons
Casey Cossey

Guests Present: Karla Averill

Call to Order **Call to Order:** The meeting was called to order at 1:43 p.m. by Rex Critchfield, Council Chairperson.

Introductions **Introductions:** All individuals in attendance introduced themselves. Greta Mang introduced Jan Cardoza, the new DAAS Ombudsman, who will replace Greta on the Council.

Minutes Approved **Approval of the March 5, 2008 Meeting Minutes:** Rex Critchfield, Chairperson, called for a motion to approve the minutes. Alan Schafer made the motion to approve the minutes. Jerry Ewing seconded the motion and the minutes were approved without objection.

Direct Care Worker Committee Report	Alan Schafer stated all the subcommittees of the DCWC are set with plans for the next couple of years and provided two handouts; a Committee membership roster with a meeting date schedule and a list of the 3 subcommittees, their responsibilities, and membership. Alan stated a work plan and training recommendations were presented to the Council in January and that work is moving forward on the development of an awareness campaign, continued development of standards testing, and continued rollout of trainings. Collaborations with community colleges continue with several offering classes and certifications of completion. Alan asked for recommendations, feedback, and/or approval of the workplan.
AZ Links Project Steering Committee Report	The Chairman announced Robin Jordan was no longer with DAAS and Lynn Larson, Deputy Assistant Director with DAAS, has taken over Robin's responsibilities, including this committee assignment. The Chairman announced at an AZ Links Steering Committee meeting held this morning, the Committee reviewed and agreed upon an MOU to be signed by the regional partners designating each a member of the AZ Links Partnership. The core partners in each collaborative include the AAAs, AHCCCS, Independent Living Centers, and the DES Division of Developmental Disabilities.
Executive Order 2007-01 on Ensuring Quality in Long Term Care - Bill of Rights Development	Melanie Starns stated, per the Governor's Executive Order 2007-1, a draft Consumer's Bill of Rights would be developed by the IACLTC this year and submitted to the Governor. A comprehensive Bill of Rights for consumers would be developed so consumers would fully understand their rights and responsibilities. A submittal deadline to the Governor, if legislation is needed, would be November 2008, and January 2009 if no legislation is needed. Several Bills of Rights from other localities were reviewed and discussed. Members voiced concern that we hear what consumers felt they wanted in a Bill of Rights. Discussion then took place regarding obtaining consumers input through urban and rural focus groups with consumers or their family members, although no clear total number of focus group members was determined. It was decided the next meeting on Wednesday, July 2, 2008, would be used to further develop the proposed focus group plan.
Member Announcements	Melanie Starns announced there are approximately 400 registrants for the Governor's Council on Aging Conference taking place from May 14-16 in Mesa. Franc Kahn stated the funding for ALTCS Dental Program looks to be 75 to 80% protected for the 09 budget year.
Next Meeting Date	The Chairperson announced the next meeting will be Wednesday, July 2, 2008.
Call to the Public	None

Adjournment

The Chairperson adjourned the meeting at 3:28 p.m.

Interagency Council on Long-Term Care

Council Minutes

July 2, 2008

Council Members Present: Rex Critchfield, Chairperson
Melanie Starns
Cynthia Gafford for Franc Kahn
Mary Butterfield for Christine Urias
Alan Schafer
Jerry Ewing
Jan Cardoza
Laraine Stewart for Mary Lynn Kasunic

Council Members Absent: Mary Wiley, Vice-Chairperson
Senator Meg Burton Cahill
Senator Carolyn Allen
Representative Bob Stump
Representative Barbara McGuire

Staff Present: Lynn Larson
Pat Talcott
Jutta Ulrich
April Maggio
Joel Millman
Kim Simmons

Guests Present: Karla Averill
Brent Stuetelberg

Call to Order **Call to Order:** The meeting was called to order at 1:38 p.m. by Rex Critchfield, Council Chairperson.

Welcome and Introductions **Introductions:** All individuals in attendance introduced themselves, including new Council member Mary Beals Luedtka, Director, Area Agency on Aging, Region III.

Minutes Approved **Approval of the May 7, 2008 Meeting Minutes:** Rex Critchfield, Chairperson, called for a motion to approve the minutes. Melanie Starns asked for a revision of the minutes, under Executive Order 2007-01, first paragraph, first line, for her last name of Starns be added to her first name. With revision to be made, Melanie motioned for approval of the minutes. Jerry Ewing seconded the motion and the minutes were approved by everyone without objection.

**Direct Care Worker
(DCW) Committee
Report**

Alan Schafer gave an overview of the work of Jutta Ulrich on the Direct Care Workforce Initiative. Handouts were given for proposed training requirements, proposed levels of training (draft dated 7/2/2008) and a proposed a Public Awareness Campaign. The training requirements included the following timeline:

October 2008 for notification to AHCCCS program contractors,
March 9, 2009 through September 8, 2009 to develop competencies,
October 2009 for requirements to be issued from AHCCCS, and
2010 for completion of training direct care workers.

Training and testing of the competencies would be done by the AHCCCS program contractors. The DCW committee requested support from the Council for the implementation of a Public Awareness Campaign. A recommendation was made to seek the industry's commitment to the campaign.

**AZ Links Project
Steering Committee
Report**

Rex Critchfield and Lynn Larson gave a joint report. Staff are in the process of making the website consumer/user friendly. The Uniform Assessment Instrument (UAI) subcommittee has finalized the Common Intake Form and an instruction packet. A meeting with GITA is scheduled for July 18 to discuss utilizing the AZ211 platform and database to enhance the AZ Links website and begin to automate the on-line, self-screening tool developed by the UAI subcommittee. The AZ Links MOU with its partner agencies was approved as presented. AZ Links Project plans to expand its partnerships in three additional counties in SFY'09: Region II, Region III, and a third region unknown at this time. Region VI has also expressed interest.

**Executive Order 2007-
01 on Ensuring Quality
in Long Term Care -
Address and correct
quality of care
deficiencies in
long-term care facilities**

Due to absence of Vice-Chairperson Mary Wiley, Item #3: Address and correct quality of care deficiencies in long-term care facilities, will be addressed at the next Council meeting in September.

**Executive Order 2007-
01 on Ensuring Quality
in Long Term Care -
Bill of Rights
Development**

Melanie Starns addressed Item #11: Bill of Rights Development, with questions as to the previous meeting's discussion on focus groups as a method of gathering information from citizens regarding the rights and common elements for a draft Bill of Rights document. It was decided that no Council member had sufficient resources to conduct focus groups. A recommendation was made to utilize the upcoming Governor's Advisory Council on Aging's Legislative Action Days to be held throughout the state as a forum to discuss potential rights and responsibilities to be included in a Bill of Rights. Melanie requested the previously provided documents on other states Bills of Rights be emailed again to the Council for review. Melanie asked for volunteers for a subcommittee to meet in August to comprise a draft Bill of Rights document.

MOU Working Agreement between DHS, APS, & State LTC Ombudsman

Agenda item postponed due to the presenter's absence.

Member Announcements

Alan Schafer advised the ALTCS adult dental program was not funded and notification letters would be going out shortly. This would affect persons 21 years and older.

Melanie Starns announced that at the next Governor's Advisory Council on Aging meeting, members will discuss a pilot to offer affordable dental care services for seniors in community settings or senior centers and to discuss possible legislation around standards and roles for dental assistants. The meeting will be held on July 10 from 2:30 to 4:30 p.m. in the Grand Canyon Room in the Capital.

Melanie Starns stated that the Governor issued an executive order to pull together a Healthcare Workforce Plan looking at primary care needs and long-term care and will include representatives from the Direct Care Workforce, geriatricians, dental care, and acute care services. Melanie announced she may call on the Council depending upon recommendations from a work group that go forward to the governor.

Mary Beals-Leudtka stated the 17th Annual Elder Care Conference in Prescott at the Prescott Resort will take place on September 17th and it would be about assisted suicide and the keynote speaker would be Dr. Patrick Arbor. Information will be available at www.nacog.org.

Next Meeting Date

The Chairperson announced the next two meetings will held on Wednesday, September 3, 2008, to include a presentation on the draft of the Council's Annual Report with possible approval at the Wednesday, October 1, 2008, meeting.

Call to the Public

No comment received.

Adjournment

The Chairperson adjourned the meeting at 3:26 p.m.

Interagency Council on Long-Term Care
Council Minutes
September 3, 2008

Council Members Present: Rex Critchfield, Chairperson
Mary Wiley, Vice-Chairperson
Cynthia Gafford for Franc Kahn
Erin Klug for Christine Urias
Melanie Starns
Mary Beals Luedtka
Jerry Ewing
Jan Cardoza

Council Members Absent: Alan Schafer
Mary Lynn Kasunic
Senator Meg Burton Cahill
Senator Carolyn Allen
Representative Bob Stump
Representative Barbara McGuire

Staff Present: Lynn Larson
Pat Talcott
Jutta Ulrich
April Maggio
Joel Millman
Cindy Saverino
Kim Simmons

Guests Present: Kathleen Pagels
Genny Rose

Call to Order **Call to Order:** The meeting was called to order at 1:40 p.m. by Rex Critchfield, Council Chairperson.

Welcome and Introductions **Introductions:** All individuals in attendance introduced themselves, with Rex Critchfield, Chairperson, re-introducing new council member Mary Beals Luedtka, Director, Area Agency on Aging, Region III serving Northern Arizona.

Minutes Approved **Approval of the July 2, 2008 Meeting Minutes:** Rex Critchfield, Chairperson, called for a motion to approve the minutes. Melanie Starns motioned for approval of the minutes. Jerry Ewing seconded the motion and the minutes were approved without objection.

**Direct Care Worker
(DCW) Committee
Report**

Jutta Ulrich reporting for Alan Schafer, who was unable to attend the meeting, stated that the committee's last meeting was an overview of the training outline, of which the committee approved. Jutta stated the committee currently is writing competencies for the three levels of training from which a standardized exam will be drafted. Full implementation of the standardized uniform training requirement into AHCCCS contracts, including the standardized exam is planned, for October 2010. Jutta invited representatives from the Area Agencies on Aging to participate on the group developing the competencies. Jutta provided a summary update handout of the committee's work. Mary Wiley gave special thanks to AHCCCS for taking the lead in the development of this work.

**AZ Links Project
Steering Committee
Report**

Rex Critchfield, Chairperson, introduced Cindy Saverino, the new DAAS Rights and Benefits Unit Manager, who will direct the AZ Links Project. Rex stated the AZ Links grant was coming to an end September 2008 and DAAS will continue to be committed supporting the existing collaboratives and rolling out additional ones and to the website enhancement. DAAS is working with GITA (Government Information Technology Agency) on a proposal for implementation of a database. With the grant coming to an end, Allie Masters has moved over to serve as the FGP (Foster Grandparent Program) Coordinator. Rex stated that Valerie Fifield, from the Governor's Office on Aging, will be working part-time on the AZ Links Project. Tony Buscemi will be assisting with the IT side of AZ Links and working with GITA. Staff will be traveling to Sierra Vista on September 4, 2008 to meet with Cochise County representatives.

Rex reported the CAC (Customer Assistance Committee) brought an outreach/marketing proposal to the AZ Links Steering Committee. The Steering Committee added ideas and accepted the proposal.

Rex reported the UAI (Uniform Assessment Instrument Committee) has proposed to put together initial options counseling initiative for AZ Links, which is a requirement of the grant. It will be geared to support informed long term care decision-making by assisting individuals and families understand their strengths, needs, preferences, and unique situations and translate this knowledge into possible support strategies, plans, and tactics. This type of counseling is intended to be provided early on in a person's life, rather than during an emergency or crisis.

**Executive Order 2007-
01 on Ensuring Quality
in Long Term Care -
#3- Address and
correct quality of care**

Mary Wiley gave a report on the progress Item #3: Address and correct quality of care deficiencies in long-term care facilities. She stated that there has been a great deal of collaboration in the area of nursing homes that are troubled. Specifically work has been done with Infinia of Show Low and more

**deficiencies in
long-term care facilities**

recently with the Veteran's Home. The Veteran's Home utilized an innovative approach that included allowing the administration of the Veteran's Home help to decide how the collaboration would best help them to improve their pattern of in and out of compliance. To aid in the collaboration, Health Services Advisory Group (HSAG), the Quality Improvement Organization for Arizona, has increased the membership of the Arizona Quality Counts Partnership to include the boards of Medicine and Nursing and the Hospital Association. These additions should help particularly well in decreasing pressure sores across the continuum. Now that Larry Martens, the new Program manager for Assisted Living, has started; collaboration will be enhanced in the assisted living area. Work has already been done with several troubled facilities. The next step will be to formalize the process and develop a plan of action.

Executive Order 2007-01 on Ensuring Quality in Long Term Care - #11- Bill of Rights Development

Melanie Starns reported on the #11: Bill of Rights Development, and stated that a workgroup was formed which included herself, Alan Shafer, Jan Cardoza, Kathy DeLisa, and Jerry Ewing. Melanie presented a handout of the draft concept of the In-Home and Community Based Consumer's Bill of Rights. She will discuss with the Governor's Council on Aging (GACA) the strategy of utilizing the upcoming Senior Action Days as a venue for citizen review and input on the proposed Bill of Rights.

MOU Working Agreement between DHS, APS, & State LTC Ombudsman

Mary Wiley, Vice-Chairperson, announced the MOU is in the final edits stage with review to include the Attorney General. There is a possibility that AHCCCS may need to be added to the MOU. This will be discussed later.

Review of Draft Annual Report

Rex Critchfield, Chairperson, stated a draft of the annual report was e-mailed to everyone for review and asked for revisions/comments to be provided to him before the next IACLTC meeting on Tuesday, October 1st so approval for the report can be obtained at the meeting and to meet the submission deadline to the Governor and Legislature by November 15th.

Member Announcements

Mary Beals-Luedtka reported the 17th Annual Elder Care Conference in Prescott at the Prescott Resort will take place on September 17th.

Mary Wiley reported that January Contreras is the new interim Director at DHS (Dept. of Health Services).

Rex Critchfield reported that there was a new Director at the Department of Commerce, Marco Lopez, who was formerly with the Governor's Office. Jerry Ewing left the IACLTC meeting early to meet with his new director on budget issues.

Erin Klug, Dept. of Insurance, reported that there is more focus on Long-Term Care Insurance and she would like to see the dept. design a brochure as a

consumer information tool with facts and a checklist for consumers to discuss with their insurance agent. Erin stated the dept. is working on specialized training in long-term care insurance for insurance agents, through CEU classes.

Melanie Starns reported that Healthcare Workforce Plan meetings for the aging are being scheduled in October with physicians and others. Another meeting will be scheduled for ideas for the HCW Plan for presentation to the Governor.

Next Meeting Date Rex Critchfield, Chairperson, announced the next meeting will be held on Wednesday, October 1, 2008, due to the need for approval of the IACLTC Annual Report.

Call to the Public No comment received.

Adjournment The Chairperson adjourned the meeting at 2:58 p.m.

Interagency Council on Long-Term Care
Council Minutes
October 1, 2008

Council Members Present: Rex Critchfield, Chairperson
Mary Lynn Kasunic
Alan Schafer
Melanie Starns
Laura Wilson for Franc Kahn
Erin Klug for Christine Urias
Mary Beals Luedtka
Jerry Ewing
Jan Cardoza

Council Members Absent: Mary Wiley, Vice-Chairperson
Senator Meg Burton Cahill
Senator Carolyn Allen
Representative Bob Stump
Representative Barbara McGuire

Staff Present: Pat Talcott
John Kinkel

Call to Order **Call to Order:** The meeting was called to order at 1:42 p.m. by Rex Critchfield, Council Chairperson.

Welcome and Introductions **Introductions:** All individuals in attendance introduced themselves, with Rex Critchfield, Chairperson, introducing Laura Wilson who was in attendance for Franc Kahn, Governor's Council on Developmental Disabilities and new Council member Mary Beals Luedtka, Director, Area Agency on Aging, Region III and presenting her with the Certificate of Appointment signed by Governor Janet Napolitano along with a copy of the Loyalty Oath of Office.

Minutes Approved **Approval of the September 3, 2008 Meeting Minutes:** Rex Critchfield, Chairperson, called for a motion to approve the minutes. Mary Lynn Kasunic motioned for approval of the minutes. Jan Cardoza seconded the motion and the minutes were approved by everyone without objection.

Review of Draft Annual Report Rex Critchfield, Chairperson, called for a motion for approval and submission of the annual report to the Governor and Legislature. Alan Shafer requested minor changes and called for approval of the report as amended. Melanie Starns seconded the motion for approval. All in attendance approved the motion.

**Direct Care Worker
(DCW) Committee
Report**

Alan Shafer reported all the sub-committees within the Direct Care Worker Committee continue to meet and move their Council-approved work forward. The Competencies Work Group continues to meet and work on the competencies. Alan stated the Policy Work Group will meet on Thursday, October 16, 2008 to begin work on the AHCCCS contract manual to ensure compliance assurance with the new training program. Alan stated, after being asked by Rex Critchfield, that the DCW Committee did not need to meet and report to the Council prior to the next proposed Council meeting date in February 2009.

**AZ Links Project
Steering Committee
Report**

Rex Critchfield, Chairperson, stated there was no report, as there was no meeting, since the last Council meeting in September. The Steering Committee will meet again in November.

**Executive Order 2007-
01 on Ensuring Quality
in Long Term Care -
#3- Address and
correct quality of care
deficiencies in
long-term care facilities**

No report, as Mary Wiley was not present.

**Executive Order 2007-
01 on Ensuring Quality
in Long Term Care -
#11- Bill of Rights
Development**

Melanie Starns reported on #11: Bill of Rights Development, and asked if there were any new comments on the handout of the draft concept of the In-Home and Community Based Consumer's Bill of Rights. There were no new comments from the Council. Melanie proposed a motion that if the GACA-sponsored Senior Action Day meetings did not happen as planned, the Workgroup would have the authority to devise an alternative means of collecting consumer input on the draft Bill of Rights. Mary Beals Luedtka seconded the motion. All in attendance approved the motion.

**MOU Working
Agreement between
DHS, APS, & State
LTC Ombudsman**

Mary Wiley, Vice-Chairperson, was not present. Jan Cardoza, LTC Ombudsman, stated the MOU work meetings are on-going and the next meeting would be at the end of the month. Mary Lynn Kasunic asked for clarification of the MOU and of the agencies involved. Jan stated the purpose of the MOU is for when a facility is in jeopardy of closing, all the agencies involved in the MOU would come together to assist with developing and implementing an action plan, which would outline who had what authority within a longer range plan for working with the facility to prevent its closing and any prevent future issues. Alan Shafer advised AHCCCS works in a similar manner with DHS through an IGA. The MOU was also a communication plan between the three state entities.

**Member
Announcements**

Alan Shafer stated ALTECS is beginning the roll-out of the self-directed attendant care program, as another option for care, with the client being the

employer. There has been a lot of enthusiasm thus far for the program.

Mary Beals-Luedtka reported the 17th Annual Elder Care Conference in Prescott at the Prescott Resort on September 17th was quite successful and sold out again this year.

Erin Klug, Dept. of Insurance, reported 1,600 calls were received the past seven working days many of them regarding AIG. Erin stated the financial problem is with AIG's holding company and not the insurance companies within AIG. Although, the insurance companies are solvent and there is no need for concern, there are insurance agents out there stirring the pot, leading many consumers to believe there are financial problems with the AIG insurance companies hoping to cause turnover of insurance policies, including long-term care policies.

Melanie Starns stated Part D of Medicare Open Enrollment will occur in October.

Alan Shafer stated new Medicare regulations are taking effect that will affect insurance brokers.

Next Meeting Date

Rex Critchfield, Chairperson, asked the Council if they preferred the next meeting to be the first week in January or February 2009 as this past year the first meeting of the year was in February. A recommendation was made that the meeting should be in February, which would be on Wednesday, February 4, 2009.

Call to the Public

John Kinkel stated to the Council to "keep up the good work".

Adjournment

The Chairperson adjourned the meeting at 2:40 p.m.