



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

Janice K. Brewer
Governor

Neal Young
Director

NOV 04 2010

The Honorable Janice K. Brewer
Governor of Arizona
1700 West Washington
Phoenix, Arizona 85007

Dear Governor Brewer:

Pursuant to A.R.S. § 41-4102, the Interagency Council on Long Term Care (IACLTC) encloses the Interagency Council on Long Term Care 2010 Annual Report.

If you have any questions, please contact Melanie Starns, Council Chair, at (602) 542-2591.

Sincerely,

Neal Young
Director

Enclosure

cc: President Robert Burns, Arizona State Senate
Speaker Kirk Adams, Arizona State House of Representatives
Secretary Ken Bennett, Arizona Secretary of State
GladysAnn Wells, Director, Arizona State Library, Archives and Public Records



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The Honorable Ken Bennett
Secretary of State of Arizona
1700 West Washington
Phoenix, Arizona 85007

Dear Secretary Bennett:

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The Honorable Kirk Adams
Speaker of the House of Representatives
Arizona State House of Representatives
1700 West Washington
Phoenix, Arizona 85007

Dear Speaker Adams:

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Ms. GladysAnn Wells
Director, Arizona State Library, Archives and Public Records
1700 West Washington
Phoenix, Arizona 85007

Dear Ms. Wells:

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Speaker Kirk Adams, Arizona State House of Representatives
Secretary Ken Bennett, Arizona Secretary of State

ARIZONA

**INTERAGENCY COUNCIL ON
LONG TERM CARE**

2010 ANNUAL REPORT



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

November 4, 2010

**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

2010 Annual Report

I. Background

In 2001, the Legislature passed Senate Bill 1196 and created the Interagency Council on Long Term Care (IACLTC). 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 representations were 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 representations were 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

A. The Council is required, by statute, to meet four times a year. During the report year, the Council met on the following dates:

February 3, 2010
April 7, 2010
June 2, 2010
September 8, 2010
November 3, 2010

B. The items listed below are a summary of the topics the Council continued working on and staying abreast of during 2010. 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. Long Term Care Services are designated to meet the Individual Needs of Consumers.

- ✓ Medallion Program – Free Emergency Response Identification for Adult Protective Services clients (DES)
- ✓ Creating Options Counseling and Transition Coaches for People Needing Long Term Care Services (DES)
- ✓ Training on Nursing Home Regulations Regarding Behavioral Health Patients in Long Term Care Settings (DHS)

* The name of the Governor's Advisory Council on Developmental Disabilities was changed during 2010 to the Arizona Planning Council on Developmental Disabilities (APCDD).

3. **Provides Services and Programs that are of the Highest Quality.**
 - ✓ Adult Protective Services(APS)/Long Term Care Ombudsman Cross-Training (DES)
 - ✓ Department of Health Services/APS/Ombudsman Memorandum of Understanding (DHS/DES)
 - ✓ Direct Care Workforce Training (DES)
4. **Promotes Consumer Self-Determination by Providing an Opportunity for Consumer Choice and Input.**
 - ✓ Consumer Directed Care (AHCCCS)
 - ✓ Medicaid Infrastructure Grant (AHCCCS)
 - ✓ Expand Self-Directed Care in Aging Network Services (DES)
5. **Enhances Appropriate Alternatives to Institutional Care, such as Home and Community-Based Long Term Care Services.**
 - ✓ Continue Life Span Respite Program with Federal Funds (DES)
 - ✓ Develop Options Counseling for People Needing Long Term Care Services (DES)
6. **Integrates Various Funding Sources to provide Affordable Services at the Highest Quality.**
 - ✓ Prioritize Home and Community-Based Services for Adult Protective Services' Clients by the Area Agency on Aging (Region 1)
 - ✓ Forge an Integrated Memorandum of Understanding that allows DES, DHS, and AHCCCS to combine forces for troubled facilities
7. **Coordinates Applicable State and Federal Mandates that relate to Long Term Care Services.**
 - ✓ Consider the Centers for Medicare and Medicaid Services' proposed changes to Medicaid Waiver Programs/Arizona Long Term Care System (ALTCS) Services (AHCCCS)
 - ✓ Coordinate Emergency Preparation for Long Term Care Patients with Nursing Homes, and Assisted Living Facilities and State and County Entities

V. **Council Projects**

In 2010, Arizona's economy continued to struggle. As a result, significant reductions were made to a variety of programs and services, including long term care services for both Medicaid-eligible and non-Medicaid clients alike. The IACLTC 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 Initiative.

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.

A. 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 three-year grant for \$750,000 was used to establish AZ Links, a coalition of state agencies and community-based organizations, including the www.azlinks.gov website. DAAS provides leadership and oversight for all AZ Links projects, and a steering committee meets quarterly to discuss plans and progress. Other grants related to the ADRC have been received, including the Medicare Improvements for Patients and Providers Act (MIPPA) grant in 2008 and the Care Transitions grant in 2009.

The goal of AZ Links is to create a single, coordinated system of information and access to services for older adults, people with a disability, and their caregivers. 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 variety 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: DES/DAAS has been partnering with AHCCCS, the Governor's Office on Aging, the Governor's Advisory Council on Aging, the Arizona Planning Council on Developmental Disabilities (APCDD), DES/Division of Developmental Disabilities, Area Agencies on Aging (AAA), 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 in Arizona. The AZ Links Partnership is a network of agencies providing information and access services, by phone or in-person, working together to help empower consumers to make informed choices and to streamline access to long term care services.

Regional Networks

Since 2008, AZ Links Partnerships have been created in the non-tribal areas of Apache, Coconino, Gila, La Paz, Maricopa, Mohave, Navajo, Pima, Pinal, Yavapai, and Yuma counties. Other regions of the state are currently not able to participate but are kept apprised of AZ Links activities. These networks of agencies provide an efficient system, with all participating partners providing some services, but as a collaborative structure providing a comprehensive array of services, for the maximum benefit of the consumer.

Regional networks conduct cross-training and networking meetings to improve communication and the referral process. A comprehensive resource manual, the *AZ Links Reference Manual*, was developed by the partnering agencies, addressing specific disabilities, programs, advocacy and support organizations and special topics, such as domestic violence, the Refugee Resettlement Program, HIV services and cultural competence. Regional supplements have been compiled to include local agency-specific information, programs, and services plus local contact information, allowing Information Specialists and Case Managers to become familiar with populations that they do not typically serve as well as each partnering agency's procedures in handling referrals, intake, and assessment.

AZLinks Website: DES DAAS maintains an enhanced interactive website (www.azlinks.gov), with a mission to improve access to information and linkages to supports and services for older adults, individuals with disabilities, and their caregivers. The website had over 29,000 visitors between July 2009 and June 2010, including 5,100 repeat visitors. Resources to help support independent living and caregiver resources are the most sought after items; other popular topics are employment, financial help, housing, long term care options, Benefits CheckUp, and phone numbers to other health and human service resources.

Other Activities: The Care Transitions Program was initiated in 2009 with four of the AZ Links Partnerships. The AAA in the respective regions have partnered with regional hospitals to provide counseling to individuals discharged from the hospital. The goal is to reduce hospital readmissions through follow-up activities and counseling, and ensuring proper connections with appropriate services. The Care Transitions project is based on the Transitions of Care Model by Dr. Eric Coleman. Transition coaches at the AAAs have received formal training and have begun processing referrals.

The MIPPA grant provides funding to AAAs for outreach and enrollment events that will assist beneficiaries with enrollment in Limited Income Subsidy (LIS), Medicare Savings Programs (MSP) and Medicare Part D services. Part of the funding is to be used to work with the AZ Links partners to conduct additional outreach activities and host additional enrollment events in each region.

Plans for the coming year: The AZ Links Steering Committee is currently preparing a Five-Year Operational Plan that focuses on two issues: 1) establish fully-functional ADRC partnerships in all regions, giving all Arizonans access to information and services, and 2) creating a sustainability plan for AZ Links. At least two more regions of the state are planning to establish AZ Links partnerships, and a proposal has been drafted to establish statewide standards for long term care options counseling, a function that builds on information and referral services to help individuals make informed decisions.

B. The Direct Care Workforce Development Project (DCW)

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:

1. The Council established a committee with members representing state agencies, provider agencies, community colleges, and consumer organizations. The Direct Care Workforce Committee began working on the creation of a standardized curriculum for direct care workers in 2006.
2. DES, AHCCCS, and DHS have collaborated to assist and support this project, coordinate state agency discussions and demonstration projects, and further develop Arizona's direct care workforce.
3. Funding was made available for demonstration projects, specifically to create a standardized curriculum and to implement standardized training.

2010 Update:

Work on the standardized curriculum is nearly complete, and AHCCCS and DAAS have drafted policies on a new training requirement for direct care workers. The project continues to be guided by the DCW Steering Committee, whose members represent different stakeholders, including providers, caregivers, community colleges, and state agencies. The committee is chaired by a member of the IACLTC and staffed by the DES DAAS Direct Care Workforce Specialist.

DCW Completed Project Activities

1. **Completion of standardized competencies, curriculum, and tests.** Based on the Arizona Direct Care Competencies drafted in 2009, a first set of standardized tests for direct care workers was developed. Upon implementation of new training requirements, the tests will be required of all individuals providing personal care, attendant care, and housekeeping for the Arizona Long Term Care System (ALTCS) and/or DES. The model curriculum, Principles of Caregiving, was revised to ensure that all competencies are adequately addressed. This curriculum is available free of charge to providers, caregivers, and the general public; however, providers and colleges may use other training material if they teach all competencies. 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.

2. **Training Requirement.** AHCCCS/ALTCS and DES plan to require training and testing using the standardized materials and guidelines recommended by the DCW Committee and have drafted policies and an auditing tool. Starting January 1, 2011, ALTCS providers will be able to submit an application to become an approved training program, and full implementation of training and testing is required by January 1, 2012. The ALTCS program contractors will audit training policies and records. DAAS will commence the application process on July 1, 2011, with full implementation required by July 1, 2012.
3. **Training Activities.** Professional development events for trainers of direct care workers were offered in eight cities throughout the state. Over 150 trainers participated in the workshops and took the standardized DCW tests. Ninety trainers completed all testing, which will be one of the future requirements. More workshops and testing opportunities for trainers will be scheduled in the coming year. In addition, two community colleges continue to offer classes with the *Principles of Caregiving* curriculum. Nearly 200 students have completed the program at Pima Community College in Tucson, earning college credit for completing two classes that meet the proposed future requirement. At GateWay Community College in Phoenix, 600 students have completed a course, earning a certificate of completion. Many provider agencies train their own staff and will continue to do so when the new requirement for standardized testing goes into effect.

C. 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 and Economic Security, along with 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 11 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 FY 2008, 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.

2010 Update:

Governor Brewer indicated her continued support for a recommendation about a Bill of Rights for Consumers of Home and Community Based Services from the IACLTC; therefore, the Council continued to work on this project. Due to the considerable focus of all Council members on managing budget reductions, the initial July 2009 deadline was suspended and the Council proceeded to work on the Bill of Rights. During the spring 2010, DES included draft language of a Bill of Rights in their State Plan on Aging. Public hearings were held across the state, where public input was gathered about the interest in and perceived value of such a Bill of Rights.

One change to note is the suspension of the development of the long term care toolkit. Due to other priorities and staff shortages, the Council was instructed to put this task on hold until such time as state staffing levels allow for staff time to be dedicated to developing such a toolkit.

VI. Public Meetings

Pursuant to § A.R.S. 41-3901(D), the 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.

As noted previously, the IACLTC participated, in concert with DES, in seven public hearings across the state in March and April of 2010. An additional public hearing was held in collaboration with the Governor's Advisory Council on Aging on September 24, 2010.

VII. Next Steps

Beginning in the fall of 2010, the IACLTC will begin the sunset review process, as the Council is due to sunset in July of 2011. Before its sunset date, the IACLTC will finalize and transmit its recommendations about a Bill of Rights for Consumers of In-Home and Community Based Care. It will also continue its oversight of the Direct Care Workforce Initiative as well as AZLinks. Further, it will monitor the development of Transition Coaches and advise the project as appropriate.

Also in 2011, the IACLTC will begin building a close collaboration with the Arizona Quality Counts Partnership (AQCP) – a public/private group that helps coordinate long term care services and issues and are dedicated to improving quality in long term care services. Since the IACLTC and the AQCP have similar and compatible goals, a closer collaboration is warranted. Many IACLTC members routinely participate in the AQCP and can help to cross-pollinate the two groups, thereby furthering the Council's goal of achieving a coordinated long term care service system in Arizona.

APPENDIX A

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

2010 Interagency Council on Long Term Care Member Roster

<p>Mr. Neal Young, Director Department of Economic Security Ms. Melanie Starns, LTC Chair, and DES Assistant Director, Division of Aging & Adult Services 1789 W. Jefferson, 2nd Flr., SE, Site Code 001A Phoenix, AZ 85007 (602) 542-6572, Fax (602) 364-0743 NealYoung@azdes.gov MStarns@azdes.gov</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 JerryE@azcommerce.com</p>
<p>Mr. William O. Humble, Interim Director Department of Health Services Ms. Mary Wiley, LTC Vice Chair and Assistant Director, DHS Division of Licensing Services 150 N. 18th Avenue, Suite 510 Phoenix, AZ 85007 (602) 364-3064, Fax (602) 364-4808 HumbleW@azdhs.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, AZ 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. Thomas Betlach, Director Arizona Health Care Cost Containment System Mr. Alan Schafer, ALTCS Manager, OMC 701 East Jefferson MD 6100 Phoenix, AZ 85034 (602) 417-4614 Thomas.Betlach@azahcccs.gov Alan.Schafer@azahcccs.gov</p>
<p>Ms. Mary Beals-Luedtka, Director Area Agency on Aging, Region III Northern AZ Council of Governments 119 E. Aspen Avenue Flagstaff, AZ 86001-5296 (928) 774-1895 (928) 214-7235 Fax mluedtka@nacog.org</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 CDeLisa@az.gov</p>
<p>The Honorable Barbara McGuire Arizona House of Representatives 1700 W. Washington Phoenix, AZ 85007 (602) 926-3012, Fax (602) 417-3123 bmcguire@azleg.gov</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>
<p>VACANT Arizona House of Representatives 1700 West Washington, Room 344 Phoenix, AZ 85007</p>	