

**R9-20-209.J.6.a.g.**

8

R9-20-209. Assessment and Treatment Plan

- J. A licensee shall ensure that a treatment plan is developed for each client and that the treatment plan:
6. Includes:
    - a. The client's presenting issue;
    - b. One or more treatment goals;
    - c. One or more treatment methods and the frequency of each treatment method;
    - d. The date when the client's treatment plan shall be reviewed;
    - e. If a discharge date has been determined, the treatment needed after discharge;
    - f. The signature and date signed, or documentation of the refusal to sign, of the client or the client's guardian or agent or, if the client is a child, the client's parent, guardian, or custodian; and
    - g. The signature, professional credential or job title and date signed of:
      - i. The staff member developing the treatment plan; and
      - ii. If the treatment plan was completed by a behavioral health technician, the behavioral health professional approving the treatment plan

**R9-20-204.I.4.g.**

7

R9-20-204. Staff Member and Employee Qualifications and Records

- I. A licensee shall ensure that a personnel record is maintained for each staff member that contains:
4. Documentation of:
    - g. The staff member's completion of the orientation required in R9-20-206(A);

**R9-20-209.E.7.a.b.**

7

R9-20-209. Assessment and Treatment Plan

- E. A licensee shall ensure that, except for a client receiving behavioral health services in a crisis situation, a client's assessment information is documented in the client record within seven days after initiating or updating the assessment, to include:
7. The signature, professional credential or job title, and date signed of:
    - a. The staff member conducting the assessment; and
    - b. If the assessment information was documented by a behavioral health technician, the behavioral health professional who reviewed the assessment information.

**R9-20-214.A.1.a.c.**

7

R9-20-214. Environmental Standards

- A. A licensee shall ensure that:
1. An agency's facility, furnishings, and premises are:
    - a. In good repair;
    - b. Clean; and
    - c. Free of:
      - i. Odors, such as from urine or rotting food;
      - ii. Insects and rodents;
      - iii. Accumulations of garbage or refuse; and
      - iv. Hazards;

**R9-20-201.C.3.c.i.vi.**

4

R9-20-201. Administration

- C. A licensee shall ensure that:
3. The following information or documents are conspicuously posted on the premises and are available upon request to a staff member or client or a client's family member, guardian, custodian, designated representative, or agent:
    - c. The current telephone number and address of:
      - i. The OBHL;
      - ii. The Department's Division of Behavioral Health Services;
      - iii. Human rights advocates provided by the Department or the Department's designee;
      - iv. The Arizona Department of Economic Security Office of Adult Protective Services, if applicable;
      - v. The Arizona Department of Economic Security Office of Child Protective Services, if applicable; and
      - vi. The local office of the regional behavioral health authority, if applicable;

## TOP 25 CITATIONS

**R9-20-208.H.4.a.f.**

4

R9-20-208. Admission Requirements

H. A licensee shall ensure that, at the time of admission, a client and, if applicable, the client's parent, guardian, custodian, designated representative, or agent are provided the following information:

4. The current telephone number and address of:
  - a. The OBHL;
  - b. The Department's Division of Behavioral Health Services;
  - c. If the client is enrolled by a regional behavioral health authority as an individual who is seriously mentally ill, the human rights advocates provided by the Department or the Department's designee;
  - d. The Arizona Department of Economic Security Office of Adult Protective Services, if applicable;
  - e. The Arizona Department of Economic Security Office of Child Protective Services, if applicable; and
  - f. The local office of the regional behavioral health authority;

**R9-20-211.D.24.a.c.**

4

R9-20-211. Client Records

D. A licensee shall ensure that a client record contains the following, if applicable:

24. If the client is receiving treatment in a residential agency or an inpatient treatment program, documentation of the client's:
  - a. Orientation, as required in R9-20-401(B);
  - b. Screening for infectious pulmonary tuberculosis, as required in R9-20-401(A)(3); and
  - c. Nursing assessment or physical examination, as required in R9-20-401(A)(1) or (2), as applicable;

**R9-20-201.C.3.d.**

3

R9-20-201. Administration

C. A licensee shall ensure that:

3. The following information or documents are conspicuously posted on the premises and are available upon request to a staff member or client or a client's family member, guardian, custodian, designated representative, or agent:
  - d. The location at which inspection reports required in subsection (C)(2)(b) to be on the premises of the agency are available for review or can be made available for review;

**R9-20-208.I.**

3

R9-20-208. Admission Requirements

I. A licensee shall ensure that receipt of the applicable information in subsection (H) is documented by having the client or the client's parent, guardian, custodian, or agent sign and date an acknowledgment that the client or the client's parent, guardian, custodian, or agent received the information.

**R9-20-201.C.3.a.**

2

R9-20-201. Administration

C. A licensee shall ensure that:

3. The following information or documents are conspicuously posted on the premises and are available upon request to a staff member or client or a client's family member, guardian, custodian, designated representative, or agent:
  - a. The client rights listed in R9-20-203, in English and Spanish;

**R9-20-201.C.3.e.**

2

R9-20-201. Administration

C. A licensee shall ensure that:

3. The following information or documents are conspicuously posted on the premises and are available upon request to a staff member or client or a client's family member, guardian, custodian, designated representative, or agent:
  - e. The licensee's grievance policy and procedure; and

**R9-20-209.I.2.a.d.**

2

## TOP 25 CITATIONS

## R9-20-209. Assessment and Treatment Plan

- I. A licensee shall ensure that an initial treatment plan is developed for each client that:
  2. Is completed and documented:
    - a. Before a client:
      - i. Receives counseling;
      - ii. Is admitted to an inpatient facility or residential agency, unless a client's presenting issue requires immediate admission;
      - iii. Receives treatment of the client's behavioral health issue with medication; or
      - iv. Receives opioid treatment according to Article 10;
    - b. No later than 30 days after the client's first visit with a behavioral health professional or a behavioral health technician under the supervision of a behavioral health professional;
    - c. By a behavioral health professional or a behavioral health technician under the supervision of a behavioral health professional;
    - d. With the participation of the client or the client's guardian or agent or, if the client is a child, the client's parent, guardian, or custodian;

**R9-20-201.A.2.f.**

1

## R9-20-201. Administration

- A. A licensee is responsible for the organization and management of an agency. A licensee shall:
  2. For each subclass for which the licensee is licensed, adopt, maintain, and have available at the agency for public review, a current written program description that includes:
    - f. The hours and days:
      - i. The agency's administrative offices are open, and
      - ii. Behavioral health services are available at the agency.

**R9-20-201.A.2.h.i.vi.**

1

## R9-20-201. Administration

- A. A licensee is responsible for the organization and management of an agency. A licensee shall:
  2. For each subclass for which the licensee is licensed, adopt, maintain, and have available at the agency for public review, a current written program description that includes:
    - h. Criteria for:
      - i. Admitting and re-admitting an individual into the agency,
      - ii. Placing an individual on a waiting list,
      - iii. Referring an individual to another agency or entity,
      - iv. Discharging a client, including an involuntary discharge,
      - v. Transferring a client, and
      - vi. Declining to provide behavioral health services or treatment to an individual;

**R9-20-201.A.2.i.**

1

## R9-20-201. Administration

- A. A licensee is responsible for the organization and management of an agency. A licensee shall:
  2. For each subclass for which the licensee is licensed, adopt, maintain, and have available at the agency for public review, a current written program description that includes:
    - i. The minimum qualifications, experience, training, and skills and knowledge specific to the behavioral health services the agency is authorized to provide and the populations served by the agency that staff members are required to possess;

**R9-20-201.B.1.b.**

1

## R9-20-201. Administration

- B. A licensee shall ensure that:
  1. The administrator or clinical director develops, implements, and complies with policies and procedures that:
    - b. Ensure that client records and information are maintained and protected according to R9-20-211;

**R9-20-201.B.1.c.i.iii.**

1

## R9-20-201. Administration

- B. A licensee shall ensure that:
  1. The administrator or clinical director develops, implements, and complies with policies and procedures that:
    - c. Establish specific steps and deadlines for:
      - i. A client to file a grievance,
      - ii. The agency to respond to and resolve a client grievance; and
      - iii. The agency to obtain documentation of fingerprint clearance, if applicable;

# TOP 25 CITATIONS

**R9-20-201.C.3.b.**

1

R9-20-201. Administration

C. A licensee shall ensure that:

3. The following information or documents are conspicuously posted on the premises and are available upon request to a staff member or client or a client's family member, guardian, custodian, designated representative, or agent:

b. If the agency provides behavioral health services to an individual who is enrolled by the Department or a regional behavioral health authority as an individual who is seriously mentally ill, the client rights listed in 9 A.A.C. 21 that are required to be conspicuously posted;

**Grand Total:**

**59**