Group Homes for the Developmentally Disabled Provider Orientation

Or how to pass a licensing inspection with flying colors

Arizona Department of Health Services
Division of Licensing Services
Office of Special Licensing
Health and Wellness for all Arizonans

PREPARED AND PRESENTED BY

Rohno Geppert, MPA
Office Chief

Donald Gibson, MPA
Team Lead

Laura Bryan
Administrative Assistant

In collaboration with the ADHS/Bureau of Emergency Preparedness
&
The Arizona Commission for the Deaf and the Hard of Hearing

Health and Wellness for all Arizonans
Goals & Objectives

• Goals:
  – To clarify the role of the department,
  – To describe and clarify the new licensing process,
  – To clarify the fire inspection process,
  – To clarify the complaint investigation process, and
  – To describe the technical assistance available to providers

• Objectives:
  – After this training you should be able to:
    • Identify the role of the department,
    • Understand the new licensing process,
    • Understand the fire inspection process, and
    • Understand the complaint investigation process.
  – After this training you should be able to:
    • Understand your role in each of these processes,
    • Be able to read a statement of deficiencies,
    • Be able to write an acceptable plan of correction, and
    • Be able to know what technical assistance options you have available to you through the department.
Our Authority is found in Arizona Law

Arizona Revised Statutes (ARS) Title 36, Ch. 1, Article 2, §36-132(A)(21):
The department shall, in addition to other powers and duties vested in it by law: . . .
License and regulate the health and safety of group homes for the developmentally disabled. The department shall issue a license to an accredited facility for a period of the accreditation, except that no licensing period shall be longer than three years. The department is authorized to conduct an inspection of an accredited facility to ensure that the facility meets health and safety licensure standards. The results of the accreditation survey shall be public information. A copy of the final accreditation report shall be filed with the department of health services. For the purposes of this paragraph, "accredited" means accredited by a nationally recognized accreditation organization.

ARS § §36-104, 36-163(F)

Arizona Administrative Code (AAC) Title 9, Chapter 33, Articles 1 & 2.
These are commonly referred to as the “Licensing Rules”
ADHS Mission Statement

To promote, protect, and improve the health and wellness of individuals and communities in Arizona
Our Mandates

Ensure the safety of the housing structure and environment,

Reduce the potential for hazardous conditions to exist, and

Ensure adequate emergency and disaster preparedness of the home.
Our Mandates

Provide timely service to providers, residents, and other stakeholders;

Provide resources and support to increase and ensure compliance; and

Provide technical assistance to providers in support of our shared missions.
The “Faces” of the Department

We are law enforcers

We are inspectors

We are investigators
The “Faces” of the Department

We are report writers

We are paper pushers

We are customer service assistants
The “Faces” of the Department

Like YOU, we care about and advocate for special people

ALSO like YOU, our goal is to see YOU succeed!
# How Do We Do All of That?

<table>
<thead>
<tr>
<th>Licensing/Fire Inspections</th>
<th>Customer Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>Complaint Investigations</td>
<td>Technical Assistance</td>
</tr>
<tr>
<td>Compliance Actions</td>
<td>Provision of Training &amp; Support</td>
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</tbody>
</table>
The ADHS Strategic Map

Where Do We Fit In?

That is a great question!
Arizona Department of Health Services Strategic Map: 2011-2014

Achieve Targeted Improvements in Public Health Outcomes

A. Impact Arizona’s Winnable Battles
   1. Promote Nutrition and Physical Activity to Reduce Obesity
   2. Reduce Tobacco Use and Substance Abuse
   3. Reduce Healthcare Associated Infections and Readmissions
   4. Reduce Suicides
   5. Reduce Teen Pregnancy

B. Integrate Physical and Behavioral Health Services
   1. Sustain Engagement and Support of Stakeholders
   2. Develop Innovative Strategies for Integration
   3. Establish Needed Infrastructure
   4. Implement and Sustain Integration
   5. Demonstrate Impact on Co-Occurring Conditions

C. Promote and Protect Public Health and Safety
   1. Implement Strategies to Promote Non-Violent Behavior
   2. Address Quality of Care Issues and Public Health Risks
   3. Prepare for and Respond to Public Health Emergencies
   4. Provide a Safety Net of Services and Community Support
   5. Promote Healthy and Safe Community Environments

D. Strengthen Statewide Public Health System
   1. Build Awareness of Public Health Value
   2. Strengthen Existing Public Health Infrastructure
   3. Engage Existing and Build New Partnerships
   4. Address Public Health Workforce Needs
   5. Achieve Public Health Accreditation

E. Maximize ADHS Effectiveness
   1. Implement Agency-wide Workforce Development
   2. Leverage Technologies to Achieve Results
   3. Measure Performance to Drive Continuous Improvement
   4. Improve Internal Policy Development and Implementation
   5. Fulfill Statutory, Regulatory and Operational Requirements

F. Implement Best Practices

G. Align Resources with Key Priorities

Health and Wellness for all Arizonans
Introducing the Application Processes: . . .

Laura Bryan
Administrative Assistant
Initial Licensing

There are 6 steps to initially become a provider of Group Home services for the Developmentally Disabled.

5 of these 6 steps are processes of the Department of Economic Security, Division of Developmental Disabilities and it is the 5th step that is the licensing of the home by ADHS.
Initial Licensing

6 steps to becoming a Group Home provider for the Division of Developmental Disabilities:

**Step 1.**
Attend the One-day Group Home Seminar to learn about what is required to operate a group home for people with developmental disabilities
Review rules and regulations that govern a group home funded by the Division of Developmental Disabilities

Initial Licensing

6 steps to becoming a Group Home provider for the Division of Developmental Disabilities:

**Step 2.**
To apply to become a Qualified Vendor with the DDD. Go to the Division of Developmental Disabilities Website [www.azdes.gov/ddd](http://www.azdes.gov/ddd) for more information.
Initial Licensing

6 steps to becoming a Group Home provider for the Division of Developmental Disabilities:

Step 3.
Apply for Home and Community Based Services (HCBS) Certification with the Office of Licensure, Certification, and Regulation (OLCR), which is a DES Office:

OLCR is based at:
1789 W Jefferson, 3rd Floor, SW
Phoenix, AZ 85007

Mailing address:
P.O. Box 6123-076A
Phoenix, Arizona 85005

(602) 542-9000 or
toll free at: 1 (888) 229-1814
Initial Licensing

6 steps to becoming a Group Home provider for the Division of Developmental Disabilities:

Step 4.
If you are approved to become a Qualified Vendor and completed steps 1-3, the local DDD District Resource Staff will contact you with further information. Obtaining an Agreement with the Division does not guarantee consumer referrals. The District Resource Staff will explain the placement process when they contact you.
Initial Licensing

6 steps to becoming a Group Home provider for the Division of Developmental Disabilities:

ADHS is step #5 and includes:
- Comprehensive on-site licensing inspection,
- Fire inspection, and
- Vehicle inspections.

The licensure period is 2 yrs!

A fire inspection is conducted every 24 months upon renewal thereafter.
Step 6.

All group homes:
Must have the insurance required by the contract terms and conditions prior to provision of services.
Prior to consumers moving in, all new group homes are reviewed to ensure that all systems are in place and the home is ready to serve consumers. All new homes operated by a new Qualified Vendor will be reviewed and evaluated monthly for the first 6 months.
Let’s return back to Step 5, the ADHS step, . . .
New Applications and New Processes!

Distinct applications are used for initials & renewals,

Citizenship/Legal Alien Status requirements,

Copy of your QVA,

Note the timeframes for submission of an initial application (30 days in advance of the planned move-in date),

Change of address is treated the same as an initial,

ALL applications must be received via mail or hand-delivery (no faxes or emails will be accepted)
Renewal Licensing Application

New Applications and New Processes!

Distinct applications are used for initials & renewals,

Citizenship/Legal Alien Status requirements will be rolled out over the course of each renewal in the coming two years,

Copy of your QVA, as they are renewed by DDD, will contain addresses for each group home,

Note the timeframes for submission of a renewal application (60 days before the expiration date),

Change of address is treated the same as an initial,

ALL applications must be received via mail or hand-delivery (no faxes or emails will be accepted)

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### Renewal Application for Licensee

<table>
<thead>
<tr>
<th>I. Agency/Owner Information</th>
<th>(This is the business entity)</th>
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</thead>
<tbody>
<tr>
<td>Type of Business Entity</td>
<td></td>
</tr>
<tr>
<td>Sole Proprietorship</td>
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<tr>
<td>Partnership (Firm Name)</td>
<td></td>
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<tr>
<td>Corporation</td>
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<tr>
<td>Owner Name</td>
<td></td>
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<tr>
<td>Owner Address</td>
<td></td>
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<tr>
<td>Owner City, State, Zip.</td>
<td></td>
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<tr>
<td>Owner Phone</td>
<td></td>
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<tr>
<td>Owner Fax</td>
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</tbody>
</table>

A copy of your contract (QVA) with DDD/DDD is attached.

Is ANY of the above information changed since your last application for license?  **NO**  **YES**

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<table>
<thead>
<tr>
<th>II. Group Home Information</th>
<th>(This is the physical group home)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Group Home Name</td>
<td>As it appears on the current license</td>
</tr>
<tr>
<td>Group Home Street Address</td>
<td></td>
</tr>
<tr>
<td>Group Home City, State, Zip</td>
<td></td>
</tr>
<tr>
<td>Group Home Phone</td>
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</tbody>
</table>

**Fire Risk Prevention:** Level 1  **Level 2**

Is the agency accredited?  **YES**  **NO**  **YES**, in order to qualify for a 2 year license, you MUST include a copy of the accreditation report with this application and the report MUST indicate that this location was included in the accreditation on the survey.

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<table>
<thead>
<tr>
<th>Section 1 verified by</th>
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<tbody>
<tr>
<td>ADHS Staff Initials Date</td>
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<tr>
<td>Changes made/Aspen, if applicable</td>
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<table>
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<tr>
<th>Section 2 verified by</th>
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<tbody>
<tr>
<td>ADHS Staff Initials Date</td>
</tr>
<tr>
<td>Changes made/Aspen, if applicable</td>
</tr>
</tbody>
</table>

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**Arizona Department of Health Services**

Health and Wellness for all Arizonans
The License

Address-specific (cannot be transferred to another location),

Name to include Agency/Owner and the Group Home Name,

Fire Risk Prevention Level,

The ORIGINAL license must be conspicuously posted at the address indicated on the license,

Remains in effect until we act upon an application IF the application to renew the license was received at the Department 30 to 60 days before the expiration date on the license!
Introducing the Inspection Processes: . . .

Donald Gibson, MPA
Team Lead
The Inspection Process

Step 1:
We will call you to schedule the inspection and You may call us when expedited service is needed.

INITIAL inspections receive priority as directed by our DES/DDD contact.

Step 2:
We “cross the threshold” showing our state ID and we both sign a Notice of Inspection Rights”; which delineates your rights as our customer.

Although we will summarize the salient points of this document, you are encouraged to read it thoroughly.
The Inspection Process

Be advised that on rare occasions, on-site inspections may have to be rescheduled to accommodate emergency investigations, surveyor illness, and problematic weather or road conditions.

WE APOLOGIZE IN ADVANCE FOR THIS EVENTUALITY AND ASK FOR YOUR PATIENCE & UNDERSTANDING!
The Inspection Process

Step 3:
We will inspect the house, grounds, garages, out buildings and sheds, if any. We encourage you to walk through this process with us.

Step 4:
We will inspect all vehicles that could potentially transport a resident. We realize this is a change from the past process in which you gave an attestation. Moving forward we are required to perform the actual inspection of vehicles.
The Inspection Process

We will inspect each vehicle

We will inspect service records of each vehicle

What will happen if you do not have ALL vehicles available for inspection at the time of the on-site survey?
The Inspection Process

You will have to drive **ALL** of the missed vehicles down to ADHS offices in Phoenix so they can be inspected **BEFORE** the license can be issued!

AZ Dept. of Health Services
150 N. 18th Avenue
Phoenix, AZ 85007
(602) 364-2079

This additional *free* service is done by appointment **ONLY**, so please plan ahead for the on-site inspection to avoid this self-inflicted inconvenience!
The Inspection Process

THEREFORE, it is your responsibility to have a discussion about vehicle inspections with the Surveyor when they call the schedule the inspection.

They can accommodate nearly any variation on a scenario but only IF they know IN ADVANCE about the unique situation. Otherwise, they will assume that you will have all vehicles available for inspection at the time of the on-site inspection.

If you don’t surprise us with a complicated situation or the unavailability of access to the vehicle(s), we won’t disappoint you by citing the same as a deficiency.
The Inspection Process

Step 5:

We will conduct an exit interview at which time you will be told about any deficiencies that are found.

We explain which deficiencies we are going to cite, which deficiencies we will allow you to correct in the moment, and any recommendations we may otherwise have.

We will leave at a minimum, a receipt for the inspection.
At a minimum, we will leave a receipt for the inspection:

This is what you will show DES/DDD when they arrive to do the final walk through (step 6 of becoming a provider).

You actual inspection report (called a Statement of Deficiencies) will be sent to you later.
Introducing the Fire Inspection Processes: ... 

Rohno Geppert, MPA
Office Chief
Old Fire Inspections

The regular 1 year Fire Inspections will be completed ONLY for fire inspections that expire in 2013.
Page 1 is for both Level 1 & 2 homes but Level 1 homes will receive only this page!

Page 2 is for only Level 2 homes which will receive both pages 1 & 2!
What About Local Jurisdictions?

THOMAS C. HORNE
The Attorney General
Firm No. 14000
Rose A. Daly-Rooney, AZ Bar No. 015690
Assistant Attorney General
Civil Rights Division
400 W. Congress Street, Suite S-214
Tucson, Arizona 85701-1367
(520) 628-6756 (Tel.)
(520) 628-6765 (Fax)

IN THE SUPERIOR COURT OF THE STATE OF ARIZONA
IN AND FOR THE COUNTY OF MARICOPA

THE STATE OF ARIZONA ex rel. THOMAS C. HORNE, the Attorney General; and THE CIVIL RIGHTS DIVISION OF THE ARIZONA DEPARTMENT OF LAW,

Plaintiff,

&

CITY OF AVONDALE,

Defendant.

No. CV2011-004392

CONSENT DEGREE
(Non-classified Civil)

(Hon. John C. Rea)
New Licensing Rules!

WHAT HAPPENED?

5 Year Rule Review Completed in 2011 and Report Submitted to GRRC in 2012:

- Last rule revision was in 2002,
- Previous rules did not allow for industry innovations,
- Some rules were found to be a financial burden,
- Some rules were found to be impractical or unenforceable,
- Some rules were found to be ineffective, and
- Some rules were found to be lacking wisdom.

Applied for exemption to the moratorium on rules;

Engaged providers and the provider association as well as DES/DDD and AHCCCS to gain consensus on the draft rules; and

Engaged the Department’s fire marshals, the Bureau of Emergency Preparedness, the state HEOC, and the ACDHH to ensure the rules pertaining to health and safety have a scope with legitimate breadth and depth and reflect national standards.
New Licensing Rules!

WHY CHANGE THEM?

Identify areas for improvement within the Department/Division/Office;

Identify potential barriers to licensure;

Identify pathways to other types of licensure that may be appropriate;

Create uniformity within the licensure/investigative process;

Reduce some costs of licensure;

Clarify what was ambiguous; and

Ensure health and safety.
New Licensing Rules!

WHICH RULES CHANGED IN ARTICLE 1?

Expands, adds, deletes, and cross references definitions and the requirement for licensure (R9-33-101 & 102);

Controlling Person for the Group Home (R9-33-103);

Information collected on a licensing application including verification of U.S. Citizenship or Legal Alien status as required by SB1070 (R9-33-104 & 105);

Changes affecting a license (R9-33-106)

Delineates a clear complaint investigation process (R9-33-107);

Mandates timeframes in which the Department acts upon applications for both initials and renewals (R9-33-108);

Delineates potential legal actions that can be taken against a license which include denial, revocation, and suspension (R9-33-109); . . .
New Licensing Rules!

WHICH RULES CHANGED IN ARTICLE 2?

Expands the requirements for a written plan for emergencies and provides options for complying with the evacuation drill requirements (R9-33-201);

Reduces the costs related to fire extinguishers and integrated fire detection systems, expands the fire inspection requirement from annual to every two years, establishes a minimum decibel level for the smoke detector alarms, and creates greater flexibility in the staffing requirements for Level 2 homes (R9-33-202);

Clarifies requirements of the physical structure of the home including the requirement of GFCI outlets on new and modified construction (R9-33-203);

Specifies and articulates environmental and facility hygiene standards including allowance of the use of certain types of space heaters (R9-33-204);

Clarifies the documentation retention requirements on vehicles maintenance and repairs (R9-33-205); and

Clarifies and further articulates safety aspects of the pool and spa enclosure requirements (R9-33-206).
Implications for **OUR** Processes

(Infections/Investigations/Reports/Technical Assistance/Compliance Actions)

**Inspections:**
The Department will only be inspecting homes that have applied for initial licensure as directed/approved by DES/DDD.
The Department will perform Fire Inspections only in the context of licensure inspections (mid-licensure fire inspections will continue to be done in 2013 only, then it will discontinue providing a mid-licensure fire inspection, *with few exceptions*).

**Investigations:**
The Department will conduct both announced and unannounced investigations as well as off-site “desktop” investigations (depending upon scope and severity of the allegations).

**Reports:**
The Department will provide to Licensees a formal written Statement of Deficiencies (SODs) when citing rule violations for which Licensees will provide to the Department a written Plan of Correction (POC) for each deficiency cited.
SODs will be posted on the Department’s webpage and will remain in the public file for three licensure periods.

**Technical Assistance:**
“Low-Level deficiencies” (i.e., deficiencies that do not overtly jeopardize resident safety and are corrected at the time of the inspection) will not be cited unless the condition is a repeat deficiency as indicated in the licensing file OR as reported by DES/DDD;
ADHS Surveyors, Customer Support Staff, and Management Staff will provide a broad array of guidance, information, technical expertise, and recommendations to ensure you have considered the broadest spectrum of options for complying with rules, ideally BEFORE incurring substantial expenses in the spirit of minimizing risks to the health and safety of group home residents.
The Department will make available to Licensees an Informal Dispute Resolution (IDR) process in which a Licensee may dispute the validity or the scope and severity of a cited deficiency for reconsideration by Management Staff (NOTE: the burden of proof lies with the Licensee and evidence of such must be submitted with the IDR request).

**Compliance Actions:**
The Department may, however, exercise its authority to deny, revoke, or suspend a license where conditions are substantiated that pose an immediate jeopardy to the health and safety of residents or for repeated violations cited in subsequent SODs.
Compliance actions taken with automatically include immediate notification of such to both DES/DDD as well as AHCCCS.
Implications for **YOUR** Processes

*(Inspections/Investigations/Reports/Technical Assistance/Compliance Actions)*

**Inspections:**
The Department encourages its Licensees to utilize the same inspection tool used by the Department at regular and frequent intervals to maximize the likelihood of preventing rule violations and BEFORE we inspect or investigate a complaint. The Department encourages its Licensees to utilize a person who is not a regularly scheduled staff member at a given group home to inspect (a non-regular person is more likely to see things that may be in plain site but so frequently viewed by regular staff that they fail to notice the deficiency). Regular and frequent inspections should include the ENTIRE premises (the house including secured rooms and spaces, garages, grounds, and out buildings/sheds).

**Investigations:**
TO THE GREATEST EXTENT POSSIBLE, the Department encourages its Licensees to investigate any complaints received from residents, resident loved-ones/guardians, DES/DDD staff, neighbors, and ANY other person BEFORE such complaints are brought to the Department for investigation.

**Reports:**
Licensees are STRONGLY ENCOURAGED to develop Continuous Quality Improvement (CQI) policies and procedures that include on-going self-inspection and documentation auditing and CQI polices should include processes for the use of internal Plans of Correction (POCs) whenever it finds rule violations present.

**Technical Assistance:**
Licensees are encouraged to request technical assistance via telephone, email, and face-to-face meetings up to and including on-site consultation whenever you are uncertain about anything contained in a statute, rule, SOD, fire inspection report and before spending substantial sums of money. Please ask, we are all here to help you succeed!

**Compliance Actions:**
In the majority of cases the Department attempt and offer to work directly with Licensees who are faced with a Compliance Action; this includes extending options to our sister agencies (DES/DDD and AHCCCS). However, coming into compliance it the obligation of Licensees not state agencies or funding sources.
SODs/POCs: . . .

Donald Gibson, MPA
Team Lead
Statements of Deficiencies (SODs)

Inspections:
The Department will ALWAYS issue a report called a “2567” or “Statement of Deficiencies” on EVERY licensing inspection even when it finds no deficiencies (this is referred to as a “deficiency-free inspection report” or a “Statement of No Deficiencies”).

Investigations:
The Department will ONLY issue a “2567” or “Statement of Deficiencies” for complaint investigations when rule violations are found (regardless of whether they are a part of the allegations of the complaint); therefore it is in the Licensee’s best interest to take seriously and respond to complaints that it receives.
Statements of Deficiencies (SODs)

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<thead>
<tr>
<th>C 000</th>
<th>Initial comments</th>
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</table>

1. POC option

2. ADHS Licensing Representative
   Subsequent to an on-site removal survey of the Level I Group Home for the Developmentally Disabled conducted on May 27, 2011, the ADHS/DFS Office Chief was called to the scene to confirm and witness the following deficiencies which were identified:

<table>
<thead>
<tr>
<th>C 106</th>
<th>A. Emergency Procedures and Evac</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1. Procedures for responding to a fire, emergency, and severe weather conditions that includes:</td>
</tr>
<tr>
<td></td>
<td>a. Routes of evacuation, location of firefighting equipment, and evacuation devices identified on a floor plan of the facility;</td>
</tr>
<tr>
<td></td>
<td>b. Instructions on the use of fire alarm systems, firefighting equipment, and evacuation devices;</td>
</tr>
<tr>
<td></td>
<td>c. Procedures for evacuating each resident, including a resident who is not capable of self-preservation or who has a mobility, sensory, or other physical impairment;</td>
</tr>
<tr>
<td></td>
<td>2. Procedures for notifying an emergency response team, law enforcement, and the license or the licensee’s designee; and</td>
</tr>
<tr>
<td></td>
<td>2. Procedures for when a resident is missing from the premises.</td>
</tr>
</tbody>
</table>

3. ADHS Licensing Representative

4. ADHS Licensing Representative
Plans of Correction (POCs)

Must Include the ORIGINAL, SIGNED SOD:
In which you may write out the elemental pieces of the POC, OR

USE the ADHS POC Template:
The Department PREFERENCES and encourages the use of the POC template for each deficiency cited. The Template is available for Licensee’s to adopt as part of their CQI procedures, etc..
Plan of Correction Template

Plan Of Correction (POC)

Licensee Name: ________________________________
License Type: ____________________________
License #: __________________________
Rule or Statute Citation: __________________________
Date Corrective Action Was Implemented: ____________
Name and Title of the Person Responsible for Implementing this POC: __________________________

Plan To Correct the Deficient Practice
On a TEMPORARY Basis:


Plan To Correct the Deficient Practice
On a PERMANENT Basis:


Monitoring Methodology to Prevent A Recurrence:


(Please remember to attach a copy of the reminder mechanisms such as a day planner entry or captured screen shots of an automated system)

I, the undersigned, attest that the above Plan of Correction has been implemented according to the date and details noted in the above delineated POC.

Signature of Licensee __________________________ Date Signed ____________
Training & Support Resources

The Department is developing distinct Licensee and Consumer Resource webpages.

The Licensee resource webpage will include a calendar of training events provided by the Department as well as external providers that are appropriate for Licensees and applicable to a variety of resident characteristics. If YOU are planning on offering a training, give a call and we will consider listing it on the resource calendar!

The Department may develop Substantive Policies and/or Guidance Documents in order to further clarify a rule or delineate a recommended practice in order to enhance, preserve, and protect the OVERALL health and safety of a group home for residents, staff, visitors (including uninvited visitors), neighbors, and the general public.
Emergency Preparedness: . . .

Rohno Geppert, MPA
Office Chief
Emergency Preparedness
What Happens During an Emergency?

• Hospitals and other Licensed Facilities communicate with HEOC (Licensing) and County Health

• PLANS are activated
  – Heat, Wildfire, Power Outage, Terrorist Attacks (foreign and domestic), Large Crowds and Pandemic Influenza
Approach

• PLANNING for every contingency
  – Work with Stakeholders
    • Other Government Agencies
      – ADEM, DES, ADOT, AHCCCS
    • Local Health Departments
    • Individual Facilities
    • Associations
      – Arizona Association of Providers for People with Disabilities
Priorities

• First Order of Business
  – Patient Safety
  – Staff Safety
  – Patient medications
    • Belongings
    • Charts
Facilities

• Can ADHS open?
  – Alternate location for emergency operations
• Can YOU open?
• How will this be communicated to partners and stakeholders
• Plan B goes into effect
  – COOP in most instances
• Information Technology (IT) Dependencies
Financial

- Access to money
  - Federal Payment System issue
  - State system issue
    - Unable to receive
- Payments to clients
  - AHCCCS issue
- Information Technology (IT) Dependencies
The Recipient

• Access to transportation may become limited
  – May also will affect home visits
  – How will client receive service/equipment/care

• Ability of offices to open
  – Where to go?
  – Communications Communications and then some communications

• Information Technology (IT) Dependencies
Considerations

• Discussions occur prior to an event
• Collaborative planning
  – May be a simple awareness
• Ensure there is a “Plan B” and maybe a “C”
• Representation in Health EOC
  – Access to additional communications platforms
  – Ability to immediately address an issue
THANKS!

• The Department wishes to acknowledge the tireless efforts of its Bureau of Emergency Preparedness to safeguard lives when disasters strike!

• Special thanks to Joel Buniss for developing the emergency preparedness slides for this presentation.

• These rules and the related recommendations were developed in consultation with Licensees, DES/DDD, AHCCCS, and a multitude of advocacy organizations. We are very grateful for the expertise of all of our stakeholders!
Q & A