

This resource guide is intended to provide an overview of licensed care facilities in Arizona and best practice considerations to assist individuals and families when making informed decisions about selecting and retaining a loved one in a licensed care facility.

Facilities licensed by ADHS

The Arizona Department of Health Services (ADHS) licenses and regulates a variety of facilities and providers throughout Arizona including, but not limited to, health care institutions, sober living homes, and child care facilities, such as:

- Residential health care institutions
 - Assisted living facilities
 - Behavioral health residential facilities
 - Sober living homes
 - Nursing-supported group homes
- Medical health care institutions
 - Hospitals
 - Behavioral health inpatient facilities
 - Outpatient treatment centers
- Long term care health care institutions
 - Nursing care institutions
 - Intermediate care facilities for individuals with intellectual disabilities
- Child care centers and group homes

Facility types vary, as do the services they provide and the level of care they offer. For a comprehensive list and more information about all of the facilities licensed and regulated by ADHS, please visit our [Public Health Licensing Services website](#).

Making informed choices

Whether you are just starting to look for a facility to provide care for your loved one or visiting a loved one that resides in and/or is receiving care from a licensed facility, there are many questions you may consider asking. For example, the questions below may help you determine if the facility is appropriate for the level and type of care your loved one needs and desires.

- Questions to consider before selecting a facility for your loved one:
 - What services and level of care does your loved one require?
 - Does the facility you are considering offer the services needed by your loved one?
 - Is the facility you are considering licensed by ADHS (verify on [AZ Care Check](#))?
 - What is the licensed facility's licensing and if applicable, enforcement history (available on [AZ Care Check](#))?
- Questions to consider when visiting a licensed facility?
 - Is the facility's license posted in a conspicuous location for the public to see?
 - Are the facility's indoor and outdoor areas clean, safe, and in good repair?

- What do you observe to be the overall mood and demeanor of the residents/children/patients? Are they content, friendly, withdrawn, hostile, or anxious?
- What do you observe to be the nature/quality of interactions between staff and residents/children/patients? Are staff friendly, caring, or inattentive?
- Is there a notable staff presence at the facility?
- Do you find the facility management and staff helpful? Do they seem friendly and professional? Do they address or speak of and to residents in a respectful and caring tone?
- Do the meal menus reflect a balanced, nutritious, and varied selection of foods?
- Is your loved one receiving the services and care included in their service/care plan?

Additional resources

- [AZ Care Check](#) - Searchable database listing licensing and enforcement history of licensed facilities
- [Public Health Licensing Services website](#) - Learn more about the ADHS Division of Public Health Licensing Services and its licensed and regulated facilities
- [Online ADHS Licensing complaint form](#) - File a complaint about a licensed facility/provider for noncompliance with Licensing regulations
- [Care-Compare](#) - CMS comparison tool to find and compare different types of Medicare providers)
- [CMS Provider Data Catalog](#) - Explore and download Medicare provider data
- [Adult Protective Services](#) - Responsible for investigating allegations of abuse, exploitation, and neglect of vulnerable adults
 - [Recognizing Abuse, Neglect, and Exploitation](#)
- [Adult Protective Services Registry](#) - Searchable database of individuals who have been found, through an APS investigation and due process, to have abused, neglected, or exploited a vulnerable adult
- [Arizona Long-Term Care Ombudsman Program](#) - Identifies, investigates, and resolves complaints made by or on behalf of residents of nursing homes, assisted living facilities, and adult foster care homes
- [Arizona Department of Child Safety](#) - Responsible for investigating allegations of child abuse or neglect