

Assisted Living Facilities Licensing

Overview

The Bureau of Assisted Living Facilities Licensing (BALF) licenses and regulates assisted living facilities (centers/homes), adult foster care homes, adult day health care facilities, nursing-supported group homes, and group homes for individuals with a Developmental Disability (DDD).

Data Sources and Types

Applicants and licensees submit applications (i.e. Initial Application, Modification Application, etc.) which collect information on the healthcare institution, owner, statutory agent, governing authority, chief administrative officer, and more. Complaints can be filed by anyone with knowledge or concerns about a suspected violation. When filing a complaint, the complainant must provide facility information, detailed complaint information, and complainant information. To ensure compliance with applicable licensing regulations, Compliance Officers observe the day to day operations in the facilities, review staff and resident files, review facility records, conduct interviews, and meet with the director/provider to ask questions and discuss observations and findings.

Data Collection Methods and Timelines

Applicants and licensees submit applications, upload necessary documentation, and manage inspections in the Licensing Management System (LMS), via Salesforce, which is a suite of software applications designed to help the bureau collect and manage healthcare provider data. Complaints are submitted through the online complaint portal, triaged by bureau staff, and assigned to a Compliance Officer for investigation. After inspections, investigations, or surveys are conducted, Compliance Officers enter deficiencies into LMS. Information is updated daily as data becomes available.

Use Cases

Data in the Licensing Management System is used to keep track of applicant, licensee, and facility information. Complaint data is used to investigate allegations or reported incidents. Survey, inspection, and investigation data is used to monitor each facility's compliance with applicable regulations and to determine enforcement action, when applicable.

Quick Facts

Name	Assisted Living Facilities Licensing
Agency	Arizona Department of Health Services
Division	Public Health Licensing Services
Bureau	Bureau of Assisted Living Facilities Licensing (BALF)
Summary	Applicant, licensee, complaint, and survey data for assisted living facilities.
PHI & PII	Yes, the data include Protected Health Information (PHI) and Personally Identifiable Information (PII).
Timeline	3 Years from Current Date
Website	Assisted Living Facilities Licensing Website
Public Health Data Portal	The Public Health Data Portal consolidates ADHS data into one easily accessible location and allows users to search for public health data produced by the department. Check out the PHDP to explore publicly available reports, dashboards, data sets, and more!
Data Requests	If the data you need are not currently publicly available, you can request it using the ADHS Data Request Submission Form , and ADHS program staff will review and respond to your request.
Arizona Revised Statute (A.R.S.)	A.R.S. Title 36, Chapter 1, Article 2 - Department of Health Services, Additional Functions A.R.S. Title 36, Chapter 4 - Health Care Institutions A.R.S. § 36-591 - Group homes, behavioral-supported group homes; licensing; notification requirements; exception; annual inspection
Arizona Administrative Code (A.A.C.)	A.A.C. Title 9, Chapter 10 - Health Care Institutions: Licensing (Articles 1, 8, 11, 12) A.A.C. Title 9, Chapter 33 - Group Homes for individuals with a Developmental Disability