

Arizona State Board of Examiners of Nursing Care Institution Administrators and Assisted Living Facility Managers



Jack Confer, Executive Director
Donita McGlasson, Deputy Director

2023 Annual Arizona LeadingAge
Conference

Presentation Content

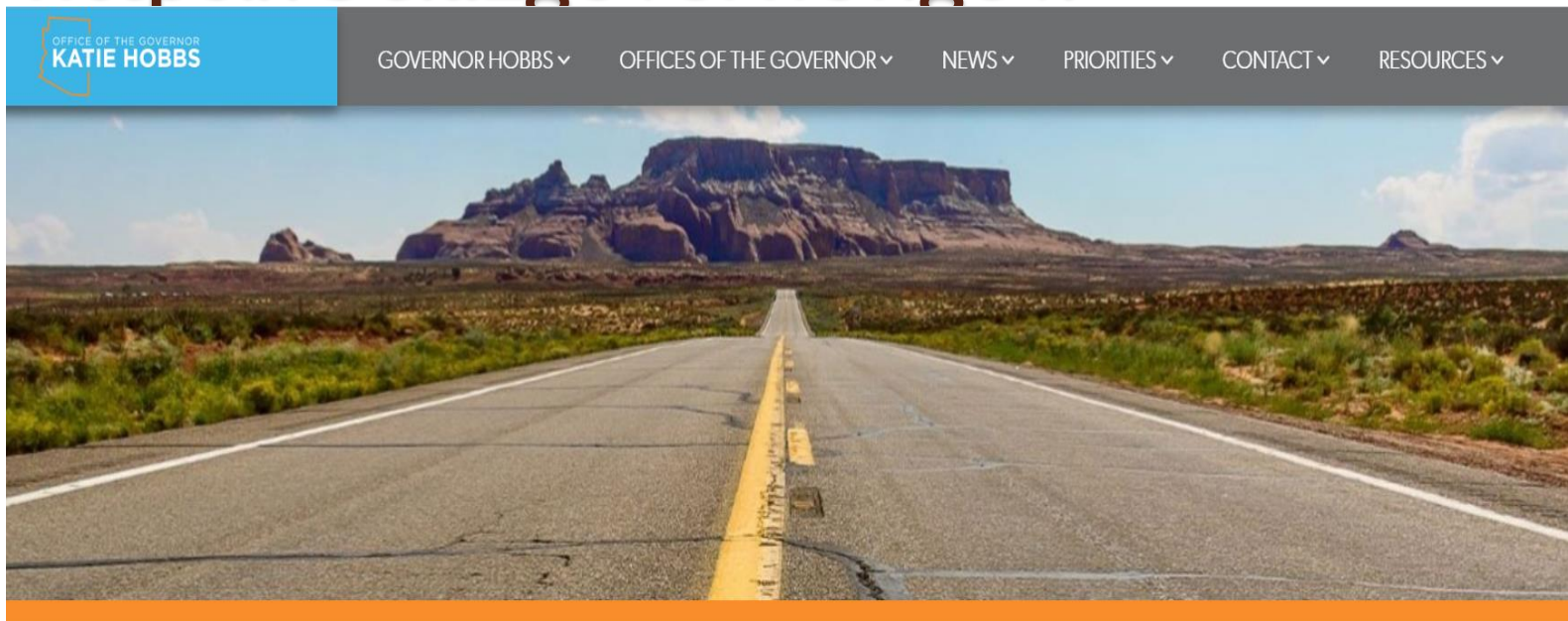
- General Board Information & Statistics
- Legislation
- Operational changes over the last year
- Regulatory Mandate(s)
- Fingerprinting
- Notice of Appointment(s)
- Caregiver Certificate Verification

Current Board Membership

- Kenneth Kidder, President, Administrator of a Proprietary Skilled Nursing Facility
- Susan Archer, Vice President, Manager of an Assisted Living Home
- Pauline “Wally” Campbell, Public Member
- James “Ritch” Steven, Elder Advocacy Representative
- Rebecca Hill, Family Member of a Resident
- Beck Brimhall, Public Member
- Jeffrey Cook, Manager & Administrator
- Kerri Felix, Manager of an Assisted Living Center
- Nathan Koford, Manager with an Active License
- Vacant, Administrator of a Non-Profit or Faith-Based Skilled Nursing Facility
- Vacant, Manager of an Assisted Living Center

Where to Apply for Board Membership

<https://bc.azgovernor.gov/>



Boards & Commissions

Welcome to the Governor's Office of Boards and Commissions. Research the Board or Commission you are interested in serving on and submit an application through this website. See below for current vacancies and other important information.

Public Meetings

There are no meetings scheduled at this time.

Statistics FY22

Filtered By: [Edit](#)

Board equals **The Board of Examiners of Nursing Care Institution Administrators and Assisted Living Facility Managers** [Clear](#)

			Status								Grand Total
	License Type		Expired	Surrendered	Suspended	Revoked	Closed	Inactive	Probation/Restriction	Active	
<input type="checkbox"/>	Assisted Living Facility Caregiver Training Program	Record Count	60	0	0	0	0	0	0	47	107
<input type="checkbox"/>	Assisted Living Facility Manager	Record Count	5,664	1	13	254	14	9	25	2,291	8,271
<input type="checkbox"/>	Assisted Living Facility Manager - Temporary	Record Count	1,186	0	0	374	144	0	0	36	1,740
<input type="checkbox"/>	Assisted Living Facility Manager Training Program	Record Count	9	0	0	0	0	0	0	15	24
<input type="checkbox"/>	Nursing Care Institution Administrator	Record Count	995	0	0	5	2	21	0	357	1,380
<input type="checkbox"/>	Nursing Care Institution Administrator - Temporary	Record Count	239	0	0	49	6	0	0	3	297
Grand Total		Record Count	8,153	1	13	682	166	30	25	2,749	11,819

Statistics FY2023

		Status									Grand Total
	License Type		Expired	Surrendered	Suspended	Revoked	Closed	Inactive	Probation/Restriction	Active	
<input checked="" type="checkbox"/>	Assisted Living Facility Caregiver Training Program	Record Count	67	0	0	0	0	0	0	45	112
<input checked="" type="checkbox"/>	Assisted Living Facility Manager	Record Count	5,665	12	14	263	14	13	38	2,421	8,440
<input type="checkbox"/>	Assisted Living Facility Manager - Temporary	Record Count	1,189	0	0	389	145	0	0	52	1,775
<input type="checkbox"/>	Assisted Living Facility Manager Training Program	Record Count	11	0	0	0	0	0	0	16	27
<input type="checkbox"/>	Nursing Care Institution Administrator	Record Count	1,064	0	0	3	2	14	0	318	1,401
<input type="checkbox"/>	Nursing Care Institution Administrator - Temporary	Record Count	239	0	0	51	6	0	0	5	301
Grand Total		Record Count	8,235	12	14	706	167	27	38	2,857	12,056

Current Appropriation

Board of Examiners of Nursing Care Institution Administrators and Assisted Living Facility Managers

	FY 2021 ACTUAL	FY 2022 ESTIMATE	FY 2023 BASELINE
OPERATING BUDGET			
<i>Full Time Equivalent Positions</i>	6.0	7.0	7.0
Personal Services	272,400	299,300	299,300
Employee Related Expenditures	112,300	131,000	131,000
Professional and Outside Services	2,900	1,800	1,800
Travel - In State	1,200	5,000	5,000
Travel - Out of State	0	2,000	2,000
Other Operating Expenditures	73,600	73,500	73,500
Equipment	0	13,500	13,500
AGENCY TOTAL	462,400	526,100	526,100 ^{1/}
FUND SOURCES			
<u>Other Appropriated Funds</u>			
Nursing Care Institution Administrators' Licensing and Assisted Living Facility Managers' Certification Fund	462,400	526,100	526,100
SUBTOTAL - Other Appropriated Funds	462,400	526,100	526,100
SUBTOTAL - Appropriated Funds	462,400	526,100	526,100
TOTAL - ALL SOURCES	462,400	526,100	526,100

AGENCY DESCRIPTION — The board licenses, certifies, and regulates administrators of nursing care institutions and managers of adult care homes. This agency is one of several housed within the Arizona Department of Administration Central Services Bureau.

Update Auditor General's Report

36-Month Follow-up report haven been acknowledged and current staff are being trained for compliance with policy and procedure.

Investigation Statistics

Disciplinary Actions: 59 disciplinary consent agreements

Letters of Concern: 48

Dismissals: 80

Open Pending Cases: 374

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Assisted Living Facility Manager



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Course Type



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Live



Delivery Type



Administrative Record Keeping

Price not reported

THE ALF HELP DESK

1 Hour

Class • Contact provider



Assisted Living Facility Policies & Procedures

Price not reported

THE ALF HELP DESK

2 Hours

Help

Rule Change: Online Manager & Caregiver Training

- Status:

Rules submitted to Governor's
Regulatory Review Council

- Projected implementation Date

1st of 2nd week of June pending approval by
GRRC

SENATE BILL 1202



ARIZONA HOUSE OF REPRESENTATIVES

Fifty-fifth Legislature
Second Regular Session

Senate: HHS DP 7-0-1-0 | 3rd Read 27-1-2-0
House: HHS DP 9-0-0-0

SB 1202: nursing care; assisted living; continuation

**Sponsor: Senator Pace, LD 25
Caucus & COW**

Overview

Continues the Arizona Board of Nursing Care Institution Administrators and Assisted Living Facility Managers (NCIA Board) for two years.

History

The NCIA Board was established in 1975 to oversee nursing care institution administrators and assisted living facility managers in Arizona. NCIA Board adopts rules for licensing and certifying applicants, conducting examinations to determine applicant qualification and adopting fees. It also conducts investigations or administrative hearings in response to complaints and prescribes standards for assisted living facility training programs.

Composition of the NCIA Board consists of 11 members appointed by the Governor, including: 1) One administrator holding an active license; 2) One manager holding an active license; 3) One administrator of a nonprofit or faith-based skilled nursing facility; 4) One administrator of a proprietary skilled nursing facility; 5) Two managers of an assisted living center; 6) One manager of an assisted living home; 7) Two public members not affiliated with a nursing care institution or an assisted living facility; 8) One public member who represents an organization that advocates for the elderly; and 9) One person who is a family member of a resident in either a skilled nursing facility or an assisted living facility at the time the person is appointed to the NCIA Board (A.R.S. § [36-446.02](#) and [36-446.03](#)).

[Laws 2021, Chapter 409](#) created the Nursing Care Institution and Assisted Living Facility Study Committee (Study Committee) which considered a variety of factors relating to the NCIA Board. On November 19, 2021, the Study Committee recommended that the NCIA Board continue to operate as an independent entity ([Study Committee Final Report](#)).

The NCIA Board is set to terminate on March 31, 2022, unless continued by the Legislature ([A.R.S. § 41-3022.26](#)).

Provisions

1. Continues, retroactive to March 31, 2022, the NCIA Board until July 1, 2024. (Sec. 2,4)
2. Repeals NCIA Board on January 1, 2025. (Sec. 2)
3. Contains a purpose statement. (Sec. 3)
4. Contains an emergency clause. (Sec. 5)

Prop 105 (45 votes) Prop 108 (40 votes) Emergency (40 votes) Fiscal Note

Senate Bill 1242



ARIZONA HOUSE OF REPRESENTATIVES

Fifty-fifth Legislature
Second Regular Session

Senate: HHS DP 8-0-0-0 | 3rd Read 27-1-2-0

House: HHS DP 9-0-0-0

SB 1242: nursing care; assisted living; regulation

Sponsor: Senator Pace, LD 25
Caucus & COW

Overview

Establishes processes for the Arizona Board of Nursing Care Institution Administrators and Assisted Living Facility Managers (NCIA) relating to the implementation of a fingerprint-based national criminal background search and an expedited process for identifying and referring complaints regarding licensees and certificate holders.

History

The NCIA was established in 1975 to oversee nursing care institution administrators and assisted living facility managers in Arizona. NCIA adopts rules for licensing and certifying applicants, conducting examinations to determine applicant qualification and adopting fees. It also conducts investigations or administrative hearings in response to complaints and prescribes standards for assisted living facility training programs.

[Laws 2021, Chapter 409](#) created the Nursing Care Institution and Assisted Living Facility Study Committee (Study Committee) which considered a variety of factors relating to the NCIA. On November 19, 2021, the Study Committee recommended that: 1) the Arizona Department of Health Services (DHS) and the NCIA should establish an expedited complaint referral system for DHS referrals to the NCIA; 2) the NCIA should seek legislation to use a national criminal background search provided by the Federal Bureau of Investigation (FBI) for applicants; and 3) the NCIA should seek legislation to create a birthdate-based renewal system for licensees and certificate holders ([Study Committee Final Report](#)).

NCIA licensees and certificate holders must have a fingerprint clearance card and maintain it during the valid period of their license or certificate ([A.R.S. § 36-446.04](#)).

Provisions

1. Directs the NCIA to require each applicant for an initial nursing care administrator license or assisted living facility certificate to submit a full set of fingerprints to the NCIA for a state and federal criminal history records check by January 1, 2023. (Sec. 2)
2. Permits the Department of Public Safety to exchange fingerprint data with the FBI. (Sec. 2)
3. Forbids the NCIA from issuing a license or certificate to an applicant that has been convicted of any felony involving violence or financial fraud. (Sec. 3)
4. Changes the renewal date for NCIA licenses and certificates to 30 days after the licensee's birthday on even-numbered years and the certificate holder's birthday on odd-numbered years, rather than June 30. (Sec. 3)
5. Requires DHS in collaboration with the NCIA to establish and implement an expedited process for identifying and referring complaints relating to licensees and certificate holders under the NCIA's jurisdiction by September 1, 2022. (Sec. 4)

Senate Bill 1242

6. Directs DHS to provide a report to the Chairpersons of the Health and Human Services Committees of the Senate and House of Representatives outlining the expedited process, including time frames from receipt of a complaint to referral to the NCIA. (Sec. 4)
7. Defines *felony involving violence or financial fraud*. (Sec. 1)
8. Makes technical and conforming changes. (Sec. 1-3)

Felony Bar

- 34 9. "FELONY INVOLVING VIOLENCE OR FINANCIAL FRAUD" MEANS ANY OF THE
35 FOLLOWING OFFENSES:
36 (a) SEXUAL ABUSE OF A VULNERABLE ADULT.
37 (b) HOMICIDE, INCLUDING FIRST OR SECOND DEGREE MURDER, MANSLAUGHTER
38 OR NEGLIGENT HOMICIDE.
39 (c) SEXUAL ASSAULT.
40 (d) SEXUAL EXPLOITATION OF A VULNERABLE ADULT.
41 (e) COMMERCIAL SEXUAL EXPLOITATION OF A VULNERABLE ADULT.
42 (f) CHILD ABUSE.
43 (g) ABUSE OF A VULNERABLE ADULT.
44 (h) MOLESTATION OF A CHILD.
45 (i) MOLESTATION OF A VULNERABLE ADULT.

S.B. 1242

1 (j) A DANGEROUS CRIME AGAINST CHILDREN AS DEFINED IN SECTION
2 13-705.
3 (k) NEGLECT OR ABUSE OF A VULNERABLE ADULT.
4 (l) SEXUAL ABUSE.
5 (m) CAUSING ONE'S SPOUSE TO BECOME A PROSTITUTE.
6 (n) DETENTION OF PERSONS IN A HOUSE OF PROSTITUTION FOR DEBT.
7 (o) PANDERING.
8 (p) A FELONY OFFENSE INVOLVING DOMESTIC VIOLENCE AS DEFINED IN
9 SECTION 13-3601 EXCEPT FOR A FELONY OFFENSE INVOLVING ONLY CRIMINAL DAMAGE
10 IN AN AMOUNT OF MORE THAN \$250 BUT LESS THAN \$1,000 IF THE OFFENSE WAS
11 COMMITTED BEFORE JUNE 29, 2009.
12 (q) ANY FELONY OFFENSE IN VIOLATION OF TITLE 13, CHAPTER 12.
13 (r) FELONY INDECENT EXPOSURE.
14 (s) FELONY PUBLIC SEXUAL INDECENCY.
15 (t) TERRORISM.
16 (u) ANY OFFENSE INVOLVING A VIOLENT CRIME AS DEFINED IN SECTION
17 13-901.03.
18 (v) AGGRAVATED CRIMINAL DAMAGE.
19 (w) THEFT.
20 (x) THEFT BY EXTORTION.
21 (y) FORGERY.
22 (z) CRIMINAL POSSESSION OF A FORGERY DEVICE.
23 (aa) OBTAINING A SIGNATURE BY DECEPTION.
24 (bb) THEFT OF A CREDIT CARD OR OBTAINING A CREDIT CARD BY
25 FRAUDULENT MEANS.
26 (cc) RECEIPT OF ANYTHING OF VALUE OBTAINED BY FRAUDULENT USE OF A
27 CREDIT CARD.
28 (dd) FORGERY OF A CREDIT CARD.
29 (ee) FRAUDULENT USE OF A CREDIT CARD.
30 (ff) POSSESSION OF ANY MACHINERY, PLATE OR OTHER CONTRIVANCE OR
31 INCOMPLETE CREDIT CARD.
32 (gg) A FALSE STATEMENT AS TO FINANCIAL CONDITION OR IDENTITY TO
33 OBTAIN A CREDIT CARD.
34 (hh) FRAUD BY PERSONS AUTHORIZED TO PROVIDE GOODS OR SERVICES.
35 (ii) CREDIT CARD TRANSACTION RECORD THEFT.
36 (jj) ADDING POISON OR ANOTHER HARMFUL SUBSTANCE TO FOOD, DRINK OR
37 MEDICINE.
38 (kk) A CRIMINAL OFFENSE INVOLVING CRIMINAL TRESPASS UNDER TITLE 13,
39 CHAPTER 15.
40 (ll) A CRIMINAL OFFENSE INVOLVING BURGLARY UNDER TITLE 13,
41 CHAPTER 15.
42 (mm) A CRIMINAL OFFENSE UNDER TITLE 13, CHAPTER 23, EXCEPT
43 TERRORISM.
44 (nn) A FELONY OFFENSE INVOLVING DOMESTIC VIOLENCE AS DEFINED IN
45 SECTION 13-3601 IF THE OFFENSE INVOLVED ONLY CRIMINAL DAMAGE IN AN AMOUNT

S.B. 1242

1 OF MORE THAN \$250 BUT LESS THAN \$1,000 AND THE OFFENSE WAS COMMITTED
2 BEFORE JUNE 29, 2009.
3 (oo) TAKING THE IDENTITY OF ANOTHER PERSON OR ENTITY.
4 (pp) AGGRAVATED TAKING THE IDENTITY OF ANOTHER PERSON OR ENTITY.
5 (qq) TRAFFICKING IN THE IDENTITY OF ANOTHER PERSON OR ENTITY.
6 (rr) WELFARE FRAUD.
7 (ss) KIDNAPPING.
8 (tt) ROBBERY, AGGRAVATED ROBBERY OR ARMED ROBBERY.
9 ~~9~~ 10. "Nursing care institution":
10 (a) Means an institution or other place, however named, whether for
11 profit or not, including facilities operated by this state or a
12 subdivision of this state, that is advertised, offered, maintained or
13 operated for the express or implied purpose of providing care to persons
14 who need nursing services on a continuing basis but who do not require
15 hospital care or care under the daily direction of a physician.
16 (b) Does not include:
17 (i) An institution for the care and treatment of the sick that is
18 operated only for those who rely solely on treatment by prayer or
19 spiritual means in accordance with the tenets of a recognized religious
20 denomination.

New Statutory Mandate, Applicant Fingerprinting

4 facility manager.
5 6. Readministering an examination for certification as an assisted
6 living facility manager.
7 7. Issuance of a duplicate certificate as an assisted living
8 facility manager.
9 8. Reviewing the sponsorship of continuing education programs, for
10 each credit hour.
11 9. Late renewal of an assisted living facility manager certificate.
12 10. Reviewing an individual's request for continuing education
13 credit hours, for each credit hour.
14 11. Reviewing initial applications for assisted living facility
15 training programs.
16 12. Annual renewal of approved assisted living facility training
17 programs.
18 C. The board may elect officers it deems necessary.
19 D. The board shall apply appropriate techniques, including
20 examinations and investigations, to determine whether a person meets the
21 qualifications prescribed in section 36-446.04.
22 E. BEGINNING JANUARY 1, 2023, IN ADDITION TO THE REQUIREMENTS
23 PRESCRIBED IN SECTION 36-446.04, THE BOARD SHALL REQUIRE EACH APPLICANT
24 FOR INITIAL NURSING CARE INSTITUTION ADMINISTRATOR OR ASSISTED LIVING
25 FACILITY MANAGER CERTIFICATION TO SUBMIT A FULL SET OF FINGERPRINTS TO THE
26 BOARD FOR A STATE AND FEDERAL CRIMINAL HISTORY RECORDS CHECK PURSUANT TO
27 SECTION 41-1750 AND PUBLIC LAW 92-544. THE DEPARTMENT OF PUBLIC SAFETY
28 MAY EXCHANGE THIS FINGERPRINT DATA WITH THE FEDERAL BUREAU OF
29 INVESTIGATION.
30 ~~E.~~ F. On its own motion or in response to any complaint against or
31 report of a violation by an administrator of a nursing care
32 institution, or a manager of an assisted living facility, the board may
33 conduct investigations, hearings and other proceedings concerning any
34 violation of this article or of rules adopted by the board or by the
35 department.
36 ~~F.~~ G. In connection with an investigation or administrative
37 hearing, the board may administer oaths and affirmations, subpoena
38 witnesses, take evidence and require by subpoena the production of
39 documents, records or other information in any form concerning matters the
40 board deems relevant to the investigation or hearing. If any subpoena
41 issued by the board is disobeyed, the board may invoke the aid of any
42 court in this state in requiring the attendance and testimony of witnesses
43 and the production of evidence.
44 ~~G.~~ H. Subject to title 41, chapter 4, article 4, the board may
45 employ persons to provide investigative, professional and clerical

SBI 333

- Amended to change effective date of National fingerprint background checks for Manager(s) and Administrators
- July 1, 2025

Administrator & Manager Renewal Time Frames

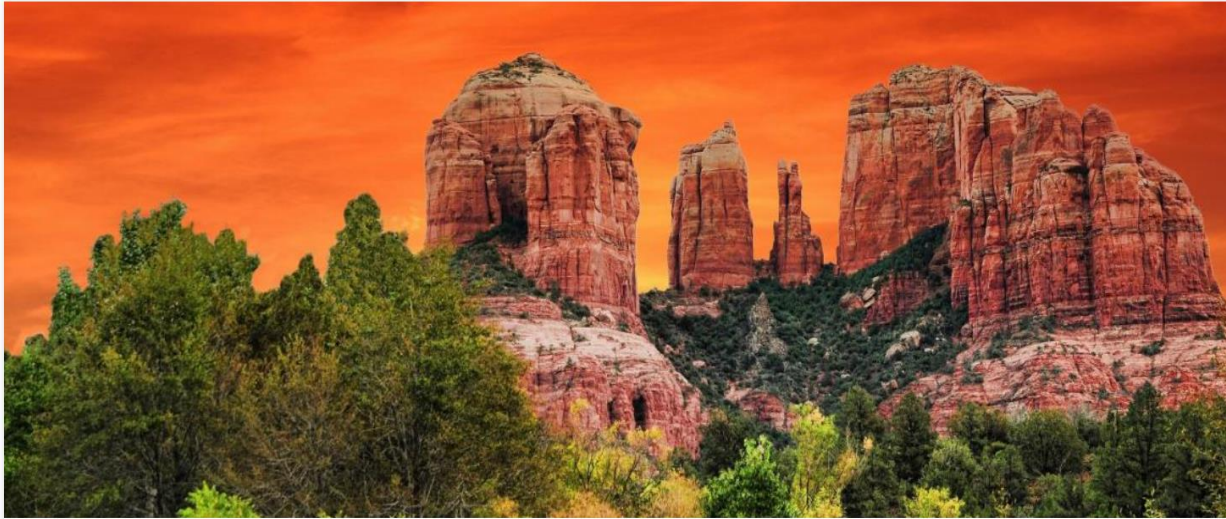
- **Manager expiration date is being change to birthdate renewal in 2025 plus 30 days**

Regulatory Reminders

- Address Change Time Frames
- Notice of Appointment Submission & Time Frame
- Email Address (Server Generated Emails)
- Use of Fax
- E-Licensing Portal
- Arizona Examination Dates (First Thursday of Every Month)

Caregiver Certificate Verification

Caregiver Certificate Verification



The following providers offered Caregiver training programs prior to August 2, 2013. To verify a caregiver certificate that was issued prior to August 2, 2013 type the name of the program or the program number in the search bar below. ***When typing in the training program number omit the zeros found in front of the number on the certificate.***

If you do not find the program you are looking for then we are not able to verify the dates the program was approved.

The NCIA Board can only verify that the training programs were approved during the dates that are listed. We cannot verify that a person took the training. Best practice would be to do a work, residence and fingerprint history on the person listed back to the time the certificate was issued to reconcile that the person took the training.

If you are applying for a Manager's Certificate the Board only accepts caregiver certificates issued after August 2, 2013.

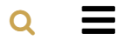
Verification of training certificate after August 2, 2013 can be checked at the following website: <https://az.tmuniverse.com>

Training Programs

← → ↻ nciaboard.az.gov/about/ncia-news-and-updates



ARIZONA
NURSING CARE INSTITUTION ADMINISTRATORS
AND ASSISTED LIVING FACILITY MANAGERS



Caregiver and Manager Training Programs

April 30, 2019

View a list of Approved Caregiver Training Programs and their program pass rate.

Download

View a list of Manager Training Programs and their program pass rate.

Download

Know More

Exams

Title	Date	Keywords	
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="button" value="Apply"/>



Exam Schedule

April 29, 2022

Upcoming Exam Dates:

July 7, 2022

August 4, 2022

September 15, 2022

October 6, 2022

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Continuing Education

List of NCIA Board approved continuing education courses

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File a complaint through the elicensing portal

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List of NCIA Board approved training programs

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Manager Renewal:

- **The Beginning**

Renewals notices will be sent to you by email to your email address of record on April 3, 2023. In addition you may receive a “Notice of Audit for CEU’s”.

- **The End**

Unless you renew by June 30, 2023, your manager certificate expires and have only until July 31, 2023 to renew your now expired certificate. During this time it will cost you an additional late fee of \$75.00.

- **The End of the Line**

If you do not renew by July 31, 2023, you are no longer a certified manager.

The Big Things First

- The big things needed to renew your manager certificate.
- Documentation of 24 hours of “Board approved” continuing education (certificates of completion)
- A valid (unexpired) fingerprint clearance card – Name must match your ALM Certificate
- Statement of citizenship and supporting document if not a U.S. Citizen or Permanent Resident
- Renewal fee of \$150.00 that needs to be paid by credit card in the elicense portal.

Couple Little Things to Remember

- If your email address has changed since the last renewal, you will need to contact the Board by email (information@aznciaboard.us) requesting we change your email in the system. A phone verification with staff will be required. You cannot do it on your own.
- If in the U.S. on a Visa, a statement of citizenship filled out completely, signed, dated, and a copy of the document you identified in the statement. The form can be found on our website under, “Board Forms”
- Log into the elicense portal using “Existing user” using your email address and password, to make sure you can. If you forgot your password click on “Forgot password” and a reset link will be sent to your email. **IF YOU HAVE MORE THAN 3 FAILED LOGIN ATTEMPTS YOU WILL BE LOCKED OUT.**
- If audited for proof of CEU compliance, copies of certificates of completion **MUST** be submitted with your application.

What to Expect after Submitting your Renewal

- If your renewal is complete we will email you a renewal receipt, showing you renewed for the next two year period.
- If your renewal is incomplete, we will send you a notice of deficiency listing what is incomplete or missing.
- If you receive a deficiency notice correct it immediately.

Time to Correct a Deficiency

- You only have **15 days** from the date on the deficiency notice to correct the listed items.
- If the deficiency is **corrected** within the 15 days, your renewal will be complete and we will mail you a renewal receipt.
- If it is **NOT corrected** within the 15 days, your renewal application will be withdrawn and you will have to **re-apply** for renewal.

What Happens if not Corrected within the 15 Days?

- The renewal application will be withdrawn and you will have to start the renewal process all over again.
- Start over means just that, you will have to start a new renewal application in the portal, fill it out, provide all the required attachments, and **pay the renewal fee**.
- The fees you previously paid will not be refunded or applied to the new renewal application.

Know The NO's

- No refunds
- No grace period to renew
- No fewer CEU's then required
- No CEU's prior to July 1, 2021
- No CEU's that are not Board approved or approved by NAB or ACHCA
- Do not use your cell phone or tablet to renew
- Apple computers can be problematic if not using the Chrome Browser

Do the Do's

- Do get your CEU credits well ahead of renewal.
- Do get renewal attachments ready ahead of time, preferably in PDF format. JPEG or other formats do not work well in the portal.
- Do email us **only** if you did not receive a renewal receipt or deficiency notice within two weeks. (please don't call to check on your renewal status, staff is limited and there are over 2500 renewals to process)
- Do correct a deficiency immediately.
- Do track your application by logging into your portal and check the status. If it shows "Submitted" we have it. If the status is "Pending or Payment Pending" you have not completed it yet or payed the fee.

Questions?

