



**BOARD OF EXAMINERS OF NURSING CARE INSTITUTION ADMINISTRATORS AND
ASSISTED LIVING FACILITY MANAGERS**

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Douglas A. Ducey
Governor

Allen Imig
Executive Director

Board Members

Charles Seal-Villafranca, President

Nina Louis, Vice President

Ken Kidder, Member

Fred Randolph, Member

Melanie Seamans, Member

Pauline Campbell, Member

Susan Archer, Member

MINUTES
REGULAR MEETING

November 12, 2019

1. CALL TO ORDER

President Villafranca called the meeting to order at 9:08 a.m., at 1740 W. Adams, Board Meeting Room C, Phoenix, AZ 85007.

2. ROLL CALL

Present: Fred Randolph, Pauline Campbell, Nina Louis, Susan Archer, Charles Seal-Villafranca

Absent: Ken Kidder; Melanie Seamans

Attendance: Allen Imig, ED, Phil Smyth, Investigator, Zakiya Mallas, Licensing Specialist, Sabrina Khan, AAG, Mary Williams, AAG

3. CALL TO THE PUBLIC

No one wished to speak.

4. APPROVAL OF MINUTES

A. Board Review, Consideration and Action on Approval of Minutes

1. October 21, 2019 Regular Board Meeting Minutes

Member Randolph made a motion that was seconded by Member Campbell to approve the October 21, 2019 regular meeting minutes.

5. **FORMAL ADMINISTRATIVE HEARINGS OR MOTION TO DEEM ALLEGATIONS ADMITTED**

A. Formal Administrative Hearings or Motion to Deem Allegations Admitted.

2. McKenzie, Melissa 19-61

President Villafranca conducted the hearing.

Sabrina Khan, Assistant Attorney General, was present and represented the state. Ms. Khan made a motion to deem the allegations in the Complaint admitted, because Melissa McKenzie did not respond to the Complaint and Notice of Hearing as required per ARS 36-446.07(O).

Melissa McKenzie was not present for the hearing.

Mary Williams, Assistant Attorney General was present to advise the Board.

Member Villafranca made a motion that was seconded by Member Randolph to grant the State’s motion and deem the allegations in the Complaint and Notice of Hearing as admitted.

A roll call vote passed unanimously, 5 – 0.

Member Villafranca made a motion that was seconded by Member Randolph to adopt the Parties and Jurisdictions the Factual Allegations and the Allegations of Unprofessional Conduct from the Complaint and Notice of Hearing as Findings of Fact and Conclusions of Law.

A roll call vote passed unanimously, 5 – 0.

After the Board deliberated, Member Villafranca made a motion that was seconded by Member Campbell to revoke the manager certificate of Melissa McKenzie.

A roll call vote passed unanimously, 5 – 0.

The hearing was concluded.

6. **COMPLAINT CASE**

A. Consent Agenda to not open a complaint investigation on the facility manager that is related to an ADHS enforcement action.

Facility Name

- 3. Abuelos At Edgewood Place
- 4. Adobe Country Gables
- 5. Aging With Dignity
- 6. Ahwatukee Comfort Care, LLC
- 7. A R D C Scottsdale Home
- 8. Arizona Comfort Care
- 9. Arizona Golden Life - LLC
- 10. Ashlee Care
- 11. Assisted Living Of Paradise Valley
- 12. Aster Retreat LLC
- 13. Atria Campana Del Rio
- 14. Avamere At The Stratford
- 15. Brookdale Prescott

16. Camino De Paz Assisted Living
17. Casa Del Sol Scottsdale
18. Casa Theresita II
19. Christina's Assisted Living
20. Circle of Life, LLC #2
21. Courtyard Towers
22. Desert Ridge Assisted Living
23. Desert Springs Communities
24. Elder Care & More II
25. Elmer Place For Parents
26. Emerald Glen Memory Care Plus
27. Glassford Place
28. Haven Of Camp Verde ALF, LLC
29. Heritage Living Center
30. Lake View Retirement Villa
31. Mom And Dad Place, LLC
32. Morningstar At Arcadia
33. Park Senior Villas At La Canada - Villa G
34. Parkland Memory Care
35. Quail Park At Morrison Ranch
36. Rejoice Assisted Living Home #2
37. Searles Care Home
38. The Palazzo
39. The Villa At Bella Vista
40. Freedom Plaza Care Center

Member Villafranca made a motion that was seconded by Member Louis to pull agenda items 18, 21, 26, 33, and 40 from the agenda and open complaints on the managers of those facilities.

The motion passed unanimously 5 – 0.

Member Villafranca made a motion that was seconded by Member Louis to not open complaint cases of the remaining consent agenda facility managers. The motion passed 5 – 0.

B. Board Review, Consideration and Action regarding new complaints:

41. 19-111 Chua, Winsome Manager 09/12/19

Investigator Smyth summarized the complaint for the Board. Board staff initiated the complaint after viewing a news cast in which two caregiver were arrested following a Grand Jury indictment of vulnerable adult abuse and death investigation of a prior resident at Happy Homes Assisted Living located in Chandler. Some of the allegations included:

- Manager failed to take appropriate measures following the air conditioning failure.
- Manager allowed the caregivers to oversee the day to day operations when they were not certified as managers
- Manager allowed the caregiver to work knowing they were not permitted to work in the United States
- Manager failed to adequately supervise the caregivers

Mr. Chua was not present.

Member Villafranca made a motion that was seconded by Member Archer that based upon the information contained in the investigation report, the Board finds sufficient evidence of a violation of A.R.S. § 36-446.07(B)(3) as defined by A.R.S. § 36-446 (10)(a) for unprofessional conduct and AAC R4-33-407(A)(B)(1), in complaint number 19-111 involving manager Winsome Chua and to offer a consent agreement to be signed within 10 days or the matter will proceed to formal hearing. The terms shall include the following:

1. Voluntary Surrender of manager certificate.

The roll call vote passed unanimously 5 – 0.

42. 19-126 Lopez, Raul Manager 09/30/19

Investigator Smyth summarized the complaint for the Board. Investigations received a memo from Licensing that Mr. Lopez fingerprint clearance card was suspended as a result of an indictment on four counts of Felony Vulnerable Adult Abuse.

Mr. Lopez was present with counsel, Mandy O'Hara. Mr. Lopez is a nurse and negotiated a consent agreement to voluntary surrender with the Board of Nursing and wishes to do the same with this Board.

Member Villafranca made a motion that was seconded by Member Louis that based upon the information contained in the investigation report, the Board finds sufficient evidence of a violation of A.R.S. § 36-446.07(B)(3) as defined by A.R.S. § 36-446 (10)(a) for unprofessional conduct and AAC R4-33-407(A)(B)(1), in complaint number 19-126 involving manager Raul Lopez and to offer a consent agreement to be signed within 10 days or the matter will proceed to formal hearing. The terms shall include the following:

1. Voluntary Surrender of manager certificate.

A roll call vote passed unanimously 5 – 0.

43. 19-109 Griffiths, Geraldine Manager 09/03/19

Investigator Smyth summarized the complaint for the Board. Board staff received a letter of complaint from Rafaela Musick the wife of a former resident at Horizon Manor 1, located in Scottsdale. Ms. Musick alleged:

- Resident contracted scabies while a resident at the facility
- Manager failed to assess the scabies situation at the facility

Ms. Musick was present and answered the Board's questions. The resident was treated twice for scabies that they felt was due to another resident at the facility.

Ms. Griffiths was present and answered the Board's questions. Refer also to complaint 19-112

44. 19-112 Griffiths, Geraldine Manager 09/13/19

The Board combined 19-109 with this case.

Investigator Smyth summarized the complaint for the Board. Board staff received a letter of complaint from Hopell Ampongan a caregiver at the facility, Horizon Manor 1 in Scottsdale. Mr. Ampongan alleged:

- Resident was admitted to the facility without any paperwork
- Resident was itching when arriving at the facility

- Staff was not notified that the resident was treated for possible scabies twice
- Facility residents and staff contracted scabies

Mr. Ampongan was present and answered the Board's questions related to his complaint.

Ms. Griffiths was present and answered the Board's questions. One resident possible had scabies when she admitted them. No direct precautions were taken. Ms. Griffiths then left for the Philippines.

Member Villafranca made a motion that was seconded by Member Randolph that based upon the information contained in the investigation report, the Board finds sufficient evidence of a violation of A.R.S. § 36-446.07(B)(3) as defined by A.R.S. § 36-446 (10)(a) for unprofessional conduct and AAC R4-33-407(A)(B)(1), in complaint number 119-109 involving manager Geraldine Griffiths and to offer a consent agreement to be signed within 10 days or the matter will proceed to formal hearing. The terms shall include the following:

1. Suspension of certificate but stay the suspension as long as terms of the consent agreement are met.
2. Probation for 3 months that includes:
 - a) Reimbursement of investigative costs in the amount of \$300.00
 - b) Complete the manager training course that is approved by the Board
 - c) Pass the manager state examination
 - d) Any costs of the probation are those of the certificate holder

A roll call vote passed unanimously 5 – 0.

Board directed staff to forward the name of the hospice nurse to the Board of Nursing and ADHS.

45. 19-127 Magee, Loretta Manager 09/30/19

Investigator Smyth summarized the complaint for the Board. DHS conducted a compliance inspection at Desert Palm Adult Care, located in Phoenix and identified 14 deficiencies, 3 of which were repeat deficiencies, in 7 different areas. Some of the deficiencies included:

- Manager failed to ensure medical record requirement was met
- Manager failed to ensure service plan requirement was met
- Manager failed to ensure disaster drill requirement was met

DHS took enforcement action on 3 repeat violations and assessed a civil money penalty of \$750.00. Ms. Magee was present and answered the Board's questions. She manages two facilities and spends one to two hours a day.

Ms. Magee was present and answered the Board's questions. Ms. Magee manages two facilities and spends one to two hours a day. Ms. Magee stated that all the deficiencies are now corrected.

The owner, Joen Gonzvar was present and answered the Board's questions.

Member Villafranca made a motion that was seconded by Member Louis that the Board finds insufficient evidence of a violation in complaint 19-127 involving manager Loretta Magee, but issue a letter of concern. The Board's concern was that manger failed to ensure adequately documentation.

The motion passed 4 – 1 with Member Archer voting nay.

46. 18-225 Gobantes, Tito Manager 08/27/18

Member Archer recused herself from hearing the complaint.

Member Kidder attended the meeting by telephone starting at 10:45 a.m.

Investigator Smyth summarized the complaint for the Board. Board staff received the complaint through the portal from Lynn Cunningham. Ms. Cunningham alleged:

- The manager hired a caregiver who presented a fraudulent caregiver training certificate

Mr. Gobantes was present and answered the Board's questions. Mr. Gobantes was not aware that the certificate was not valid and the owner of the facility hired the caregiver. Once he was made aware of the fraudulent certificate the caregiver was terminated.

Member Villafranca made a motion that was seconded by Member Randolph to dismiss complaint 18-225 against Tito Gobantes, for insufficient evidence of a violation.

A roll call vote passed unanimously 5 – 0.

47. 19-30 Maftan, Keven Manager 07/02/19

Investigator Smyth summarized the complaint for the Board. DHS conducted a compliance inspection at Comfort Home Assisted Living Facility, located in Scottsdale and identified 7 deficiencies in 5 different areas. Some of the deficiencies included:

- Manager failed to ensure two volunteers had a current fingerprint clearance card
- Manager failed to ensure certified caregivers were present with the residents

DHS took enforcement action on 2 violations and assessed a civil money penalty of \$1,500.00.

The complaint was initially opened on Maria Maftan as the manager of record. After no response from Ms. Maftan, Mr. Maftan was contacted and advised he was the manager of record at the time and not Maria Maftan.

Mr. Maftan was present and answered the Board's questions and explained the circumstances related to the survey.

Member Villafranca made a motion that was seconded by Member Archer that the Board finds insufficient evidence of a violation in complaint 19-30 involving manager Keven Maftan, but issue a letter of concern. The Board's concern was that manager failed to provide adequate oversight.

The motion passed unanimously 5 – 0.

48. 19-106 Molaro, Katie Manager 08/30/19

Member Villafranca recused himself from hearing the complaint.

Member Kidder was present by telephone to hear the complaint.

Investigator Smyth summarized the complaint for the Board. DHS conducted a complaint investigation at Maryland Gardens Care Center, located in Phoenix and identified 8 deficiencies, of which 3 were repeat deficiencies, in 4 different areas. Some of the deficiencies included:

- Manager failed to ensure a caregiver completed training
- Manager failed to ensure a caregiver had the proper qualifications
- Manager failed to ensure the facility condition was safe

DHS took enforcement action on 3 violations and assessed a civil money penalty of \$1,000.00. Ms. Molaro was present her attorney, Rita Bustos. Ms. Molaro answered the Board's questions related to the DHS complaint. Ms. Molaro explained the steps they took to verify the person took the caregiver training.

Member Louis made a motion that was seconded by Member Archer to dismiss complaint 19-106 against Katie Molaro, for insufficient evidence of a violation.

The motion passed 4 – 1, with Member Campbell voting nay.

Member Kidder was off the telephone at 11:05 a.m.

49. 19-121 Moskoff, Jennifer Manager 09/24/19

Investigator Smyth summarized the complaint for the Board. DHS conducted a compliance inspection at Gracious Granny's, located in Cotton Wood and identified 7 deficiencies in 7 different areas. Some of the deficiencies included:

- Manager failed to ensure personnel record for volunteer requirement was met
- Manager failed to ensure employee and resident evacuation drill requirement was met
- Manager failed to ensure medication administration requirement was met

DHS took enforcement action on 1 violations and assessed a civil money penalty of \$1,000.00

Ms. Moskoff was present and answered the Board's questions. Ms. Moskoff said she was at the facility two times a month. She only met with staff and did not talk or meet with the residences.

Member Villafranca made a motion that was seconded by Member Louis that based upon the information contained in the investigation report, the Board finds sufficient evidence of a violation of A.R.S. § 36-446.07(B)(3) as defined by A.R.S. § 36-446 (10)(a) for unprofessional conduct and AAC R4-33-407(A)(B)(1), in complaint number 19-121 involving manager Jennifer Moskoff and to offer a consent agreement to be signed within 10 days or the matter will proceed to formal hearing. The terms shall include the following:

1. Suspension of certificate but stay the suspension as long as terms of the consent agreement are met.
2. Probation for 3 months that includes:
 - a) Reimbursement of investigative costs in the amount of \$300.00
 - b) 3 hours of Board approved continuing education in personnel requirements
 - c) 3 hours of Board approved continuing education in ethics
 - d) 3 hours of Board approved continuing education in quality assurance
 - e) 3 hours of Board approved continuing education in medication management
 - f) All continuing education classes must be pre-approved by the Board's Executive Director
 - g) Any costs of the probation are those of the certificate holder

A roll call vote passed unanimously 5 – 0.

50. 19-113 Trejo, Ubaldina Manager 09/13/19

Investigator Smyth summarized the complaint for the Board. DHS conducted a compliance inspection at Care Haven 1 Trejo, LLC, located in Tucson and identified 24 deficiencies in 9 different areas. Some of the deficiencies included:

DHS took enforcement action on 2 violations and assessed a civil money penalty of \$750.00.

Ms. Trejo was present and answered the Board's questions. She manages two facilities and spends about six hours a day. Ms. Trejo was not present at the time of the survey. Ms. Trejo took some of the files home to work on when the surveyor showed up at the facility.

Member Louis made a motion that was seconded by Member Villafranca that based upon the information contained in the investigation report, the Board finds sufficient evidence of a violation of A.R.S. § 36-446.07(B)(3) as defined by A.R.S. § 36-446 (10)(a) for unprofessional conduct and AAC R4-33-407(A)(B)(1), in complaint number 19-113 involving manager Urbaldina Trejo and to offer a consent agreement to be signed within 10 days or the matter will proceed to formal hearing. The terms shall include the following:

1. Suspension of certificate but stay the suspension as long as terms of the consent agreement are met.
2. Probation for 3 months that includes:
 - a) Reimbursement of investigative costs in the amount of \$250.00
 - b) 3 hours of Board approved continuing education in service plans
 - c) 3 hours of Board approved continuing education in residency agreements
 - d) 3 hours of Board approved continuing education in personnel requirements
 - e) All continuing education classes must be pre-approved by the Board's Executive Director
 - f) Any costs of the probation are those of the certificate holder

A roll call vote passed unanimously 5 – 0.

51. 19-114 Knupp, Cheryl Manager 09/20/19

Investigator Smyth summarized the complaint for the Board. DHS conducted a compliance inspection at Beatitudes Campus of Care, located in Glendale and identified 9 deficiencies in 5 different areas. Some of the deficiencies included:

- Manager failed to document verification of employee skills
- Manager failed to ensure residency agreement requirement was met

DHS took enforcement action on 3 violations and assessed a civil money penalty of \$2,000.00.

Member Villafranca and Member Louis stated they know Ms. Knupp but it would not bias their decision.

Ms. Knupp was present and answered the Board's questions. She supervised the manager at the time. That manager was terminated. After termination, they found a lot of problems that needed to be fixed.

Member Villafranca made a motion that was seconded by Member Randolph to dismiss complaint 19-114 against Cheryl Knupp, for insufficient evidence of a violation.

The motion passed unanimously 5 – 0.

52. 19-115 Romero, Adrian Manager 09/20/19

Investigator Smyth summarized the complaint for the Board. DHS conducted a compliance inspection at Akres Del Cielo Assisted Living Facility, LLC, located in Nogales and identified 16 deficiencies, 3 of which were repeat deficiencies, in 6 different areas. Some of the deficiencies included:

- No personnel file for one employee
- Resident did not have evidence of current TB clearance
- Employee disaster drills were not conducted as required

DHS took enforcement action on 4 violations and assessed a civil money penalty of \$1,250.00.

Mr. Romero was not present.

Member Villafranca made a motion that was seconded by Member Louis that based upon the information contained in the investigation report, the Board finds sufficient evidence of a violation of A.R.S. § 36-446.07(B)(3) as defined by A.R.S. § 36-446 (10)(a) for unprofessional conduct and AAC R4-33-407(A)(B)(1), in complaint number 19-115 involving manager Adrian Romero and to offer a consent agreement to be signed within 10 days or the matter will proceed to formal hearing. The terms shall include the following:

1. Suspension of certificate but stay the suspension as long as terms of the consent agreement are met.
2. Probation for 3 months that includes:
 - a) Reimbursement of investigative costs in the amount of \$250.00
 - b) 3 hours of Board approved continuing education in emergency disaster preparedness
 - c) 3 hours of Board approved continuing education in resident rights
 - d) All continuing education classes must be pre-approved by the Board's Executive Director
 - e) Any costs of the probation are those of the certificate holder

A roll call vote passed unanimously 5 – 0.

53. 19-124 Abella, Glory Manager 09/26/19

Investigator Smyth summarized the complaint for the Board. DHS conducted a compliance inspection at Desert Springs Assisted Living, LLC, located in Chandler and identified 13 deficiencies, of which 2 were repeat deficiencies, in 9 different areas. Some of the deficiencies included:

DHS took enforcement action on 3 violations and assessed a civil money penalty of \$1,000.00.

Ms. Abella was present and answered the Board's questions. Ms., Abella was at the facility every Friday for four hours. Ms. Abella also has a full time job as a caregiver. When the owner leaves out of state the caregiver is her designee.

Member Villafranca made a motion that was seconded by Member Louis that based upon the information contained in the investigation report, the Board finds sufficient evidence of a violation of A.R.S. § 36-446.07(B)(3) as defined by A.R.S. § 36-446 (10)(a) for unprofessional conduct and AAC R4-33-407(A)(B)(1), in complaint number 19-124 involving manager Glory Abella and to offer a consent agreement to be signed within 10 days or the matter will proceed to formal hearing. The terms shall include the following:

1. Suspension of certificate but stay the suspension as long as terms of the consent agreement are met.
2. Probation for 3 months that includes:
 - a) Reimbursement of investigative costs in the amount of \$250.00
 - b) Complete the manager training course that is approved by the Board
 - c) Pass the manager state examination administered by the Board
 - d) Any costs of the probation are those of the certificate holder

A roll call vote passed unanimously 5 – 0.

54. 19-96 Fatato, Julie Manager 08/08/19

Investigator Smyth summarized the complaint for the Board. Board staff initiated the complaint investigation after being informed by the Arizona Department of Public Safety that Ms. Fatato's fingerprint clearance card was suspended due to an arrest for misdemeanor Assault involving Domestic Violence.

Ms. Fatato was not present at the meeting.

Member Villafranca made a motion that was seconded by Member Campbell that based upon the information contained in the investigation report, the Board finds sufficient evidence of a violation of ARS 36-446.04(D) and AAC R4-33-109 for failing to maintain a valid fingerprint clearance card in complaint number 19-96 involving manager Julie Fatato and to offer her a consent agreement to be signed within 10 days or the matter will proceed to formal hearing. The terms shall include the following:

1. Suspend certificate until a valid fingerprint clearance card is provided showing evidence of compliance:

A roll call vote passed unanimously 5 – 0.

The Board directed staff to notify DHS.

55. 19-140 Beltran, Largion Manager 10/15/19

Investigator Smyth summarized the complaint for the Board. DHS conducted a compliance inspection at Best Medical and Nursing Care, LLC, located in Phoenix and identified 23 deficiencies, 1 was a repeat deficiency, in 13 different areas. Some of the deficiencies included:

DHS took enforcement action on 2 violations and assessed a civil money penalty of \$1,250.00

Mr. Beltran was present and answered the Board's questions. The facility is licensed for six residents. Mr. Beltran was away from the facility for more than 30 days. During the time he was gone there was only a manager designee present at the facility.

Mr. Beltran visited the home three times a week for an hour. He could not clearly define the reason for so many deficiencies.

Member Villafranca made a motion that was seconded by Member Campbell that based upon the information contained in the investigation report, the Board finds sufficient evidence of a violation of A.R.S. § 36-446.07(B)(3) as defined by A.R.S. § 36-446 (10)(a) for unprofessional conduct and AAC R4-33-407(A)(B)(1), in complaint number 19-140 involving manager Largion Beltran and to offer a consent agreement to be signed within 10 days or the matter will proceed to formal hearing. The terms shall include the following:

1. Voluntary surrender of certificate

A roll call vote passed unanimously 5 – 0.

56. 18-212 Hermann, Cynthia Manager 07/27/18

Investigator Smyth summarized the complaint for the Board. Board staff initiated the complaint after being notified by DHS that Ms. Hermann was arrested by Tucson PD on five counts of Vulnerable Adult Abuse and nine counts of Endangerment.

Ms. Hermann notified Board staff that she would like to surrender her certificate.

Ms. Hermann was not present for the Board meeting.

Member Villafranca made a motion that was seconded by Member Campbell that based upon the information contained in the investigation report, the Board finds sufficient evidence of a violation of A.R.S. § 36-446.07(B)(3) as defined by A.R.S. § 36-446 (10)(a) for unprofessional conduct and AAC R4-33-407(A)(B)(1), in complaint number 18-212 involving manager Cynthia Hermann and to offer a consent agreement to be signed within 10 days or the matter will proceed to formal hearing. The terms shall include the following:

1. Voluntary surrender

A roll call vote passed unanimously 5 – 0.

57. 18-92 Harraway, Yvette Manager 07/22/19

Investigator Smyth summarized the complaint for the Board. Board staff initiated the complaint investigation after being informed by the Arizona Department of Public Safety that Yvette Harraway’s fingerprint clearance card was suspended for failure to comply and criminal damage involving domestic violence.

Ms. Harraway’s manager certificate expired on June 30, 2019.

Ms. Harraway was not present.

Member Villafranca made a motion that was seconded by Member Louis that based upon the information contained in the investigation report, the Board finds sufficient evidence of a violation of ARS 36-446.04(D) and AAC R4-33-109 for failing to maintain a valid fingerprint clearance card in complaint number 18-92 involving manager Yvette Harraway and proceed to formal hearing.

A roll call vote passed unanimously 5 – 0.

- C. Board Review, Consideration and Action on Whether to Open a Complaint

58. Haven of Camp Verde
59. La Estancia Nursing and Rehabilitation Center
60. Springdale Village Healthcare

Member Villafranca made a motion that was seconded by Member Campbell to open complaints on the administrators of all three listed facilities.

The motion passed unanimously 5 – 0.

- D. Board Review, Consideration and Action on Whether to Close a Complaint

61. 19-04 Carlos, Jose Manager 01/04/19

Member Villafranca made a motion that was seconded by Member Archer to defer the matter.

The motion passed unanimously 5 – 0.

7. ADMINISTRATOR LICENSURE AND MANAGER CERTIFICATION

A. Consent Agenda to approve temporary administrator licenses, permanent administrator licenses, temporary manager certificates, permanent manager certificates, pending passing all required examinations within the substantive time frame or the license or certificate will be denied.

62. Temporary Administrator Licenses

None			
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Permanent Administrator Licenses

None			
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Temporary Manager Certificates

Deitchman, Jennifer			
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Permanent Manager Certificates

Deitchman, Jennifer			
Smith, Larry	Robles Garcia, Rosaalba	Otero-Gross, Lenette	Karuga, Joyce
DeYoung, Rianna	Pringle, Terence	Williams, Natanya	Auffant, Marvia
Fair, Ryan			

Member Villafranca made a motion that was seconded by Member Louis to approve the temporary and permanent administrator licenses, the temporary and permanent manager certificates, pending passing all required examinations within the substantive time frame or the license or certificate will be denied.

The motion passed unanimously 5 – 0.

B. Individual Board Review, Consideration and Action on Applicants Temporary and/or Permanent Administrator License or Manager Certificate. If approved, pending passing all required examinations within the substantive time frame or the license or certificate will be denied.

63. McNelly, Mary Permanent manager certification

Zakiya Mallas, Licensing Specialist outlined for the Board the criminal issue related to the applicant.

Applicant Mary McNelly was present and answered the Board’s questions.

Member Campbell made a motion that was seconded by Member Archer to approve permanent manager certificate pending passing all required examinations within the substantive time frame or the certificate will be denied.

The motion passed unanimously 5 – 0.

64. Hoyland, Brandon Permanent manager certification

Zakiya Mallas, Licensing Specialist outlined for the Board the criminal issue related to the applicant.

Applicant Brandon Hoyland was present and answered the Board’s questions.

Member Villafranca made a motion that was seconded by Member Randolph to approve the permanent manager certificate pending passing all required examinations within the substantive time frame or the certificate will be denied.

The motion passed unanimously 5 – 0.

64a. McKay, Tia Permanent manager certification

Zakiya Mallas, Licensing Specialist outlined for the Board the criminal issue related to the applicant.

Applicant Tia McKay was present and answered the Board’s questions.

Member Villafranca made a motion that was seconded by Member Randolph to approve the permanent manager certificate pending passing all required examinations within the substantive time frame or the certificate will be denied.

The motion passed unanimously 5 – 0.

64b. Couch, Amanda Permanent manager certification

Zakiya Mallas, Licensing Specialist outlined for the Board the criminal issue related to the applicant.

Applicant Amanda Couch was present and answered the Board’s questions.

Member Louis made a motion that was seconded by Member Archer to approve the permanent manager certificate pending passing all required examinations within the substantive time frame or the certificate will be denied.

The motion passed unanimously 5 – 0.

8. ASSISTED LIVING FACILITY TRAINING PROGRAMS

A. Consent Agenda to Approve Assisted Living Facility Caregiver and Manager Training Programs and Renewals of Assisted Living Facility Caregiver and Manager Training Programs.

65. Assisted Living Facility Caregiver Training Program

Turn the Page CCT, LLC	
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Assisted Living Facility Manager Training Program

None	
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Assisted Living Facility Caregiver Training Program Renewal

C&R Training Center, LLC ALCTP-0070	
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Assisted Living Facility Manager Training Program Renewal

None	
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Member Villafranca made a motion that was seconded by Member Campbell to approve the assisted living facility caregiver and manager training program and the renewals of caregiver and manager training programs.

The motion passed unanimously 5 – 0.

9. OTHER BUSINESS

A. New Business: The Board may Review, Consider and take Action

66. None

10. ADMINISTRATIVE MATTERS

The following items concern administrative matters and are provided for informational purposes. The Board may review and discuss the following matters.

67. Financial Reports

Executive Director Imig reported the Board's fund balance at the end of October was \$454,320. Expenses were in line as budgeted.

68. Complaints Status Report

Investigator Smyth reported that in October there were 18 complaints opened. There are 4 open complaints from FY18 and 44 from FY19. There are currently 27 active consent agreements.

69. Licensing Report

Licensing Specialist Mallas reported there are 342 active and 22 inactive administrators and 2103 active and 17 inactive managers.

70. Legislation Update

There was none to report.

71. Rules Update

Executive Director reported that the final rules hearing at GRRC, on the changes to Article 2 and 4 updating them to accommodate the elicense system would be heard in December.

Executive Director reported that related to the Article 7 caregiver rules that he has met with AHCCCS to get background on their program and processes. The Executive Director want to give the Board's rules committee an outline as a starting point to work from.

72. Training Program Report

Executive Director Imig reported there were about 49 caregiver training programs and 13 manager training programs. During the last year from November 2018 to November 2019 there were 2448 caregivers that took the exam for the first time and had an 80% pass rate. There were 385 manager trainees that had a first time pass rate of 77%.

73. Board Meeting Critique

The Board had a brief critique of the meeting.

11. FUTURE AGENDA ITEMS AND MEETING DATES

The next regular meeting of the Board will be held on Monday, December 9, 2019 at 1740 W. Adams, Board Meeting Room C, Phoenix, Arizona, at 9:00 a.m.

12. ADJOURNMENT

President Villafranca adjourned the meeting at 12:35 p.m.