

PROGRAM FACT SHEET

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

Services:

The Board of Examiners of Nursing Care Institution Administrators and Assisted Living Facility Managers (Board) has the following responsibilities:

- License nursing care institution administrators and certify assisted living facility managers;
- Investigate complaints involving potential statutory violations and unprofessional conduct;
- Adjudicate complaints by applying nondisciplinary or disciplinary options;
- Provide consumer information to the public; and
- Approve continuing education programs and monitor continuing education requirements.

Board membership and staffing:¹

The Board consists of nine voting members appointed by the Governor:

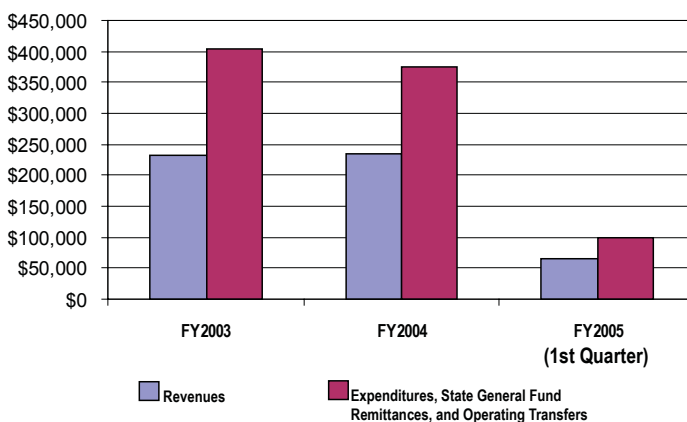
- Two skilled nursing facility administrators, two assisted living facility managers, and one administrator or manager at large;
- Two representatives of the professions concerned with the care and treatment of the chronically ill or infirm elderly patients; and
- Two lay members representing consumers of nursing care institution services and assisted living facility services.

As of November 2004, the Board had six staff members, including an executive director, a licensing coordinator, a business manager, an administrative assistant, and two part-time investigators.

Facilities and equipment:

The Board leases space in a state-owned building at 1400 West Washington in Phoenix. Its equipment includes typical office equipment such as office furniture and computers.

Board Revenues, Expenditures, Remittances To the State General Fund, and Operating Transfers



¹ Since August 2003, the Board has had one continuous vacancy.

Mission:

The Board's mission is *"to protect the health, welfare, and safety of Arizona citizens who seek and use the services of nursing care institution administrators and assisted living facility managers."*

Program goals:

1. To improve agency operations relating to complaint investigations to ensure consistent and timely enforcement of statutes and rules regulating nursing care institution administrators and assisted living facility managers.
2. To ensure that licenses and certificates are processed in a timely and efficient manner.
3. To ensure that agency operations are effective and efficient.

Adequacy of performance measures:

The Board's performance measures appear to be appropriate and well-aligned with the Board's goals. However, the Board needs to address problems with the mechanism it uses to capture and then report the data that supports its measures. Specifically:

- The Board's database, which provides the information used to report on several of its measures, contains some inaccurate and incomplete information.
- The Board's performance measure that reports on its administrative costs as a percentage of total costs is not based on its costs. Instead, according to the Board's executive director, the Board reports its percentage of administrative costs by taking the average of administrative costs for all state agencies and reducing it to account for the Board's smaller size. The Governor's Office of Strategic Planning and Budgeting recommends that agencies develop standard methods for calculating administrative costs and suggests some common administrative areas, such as human resources and contracting, that should be considered in this calculation.

Source: Auditor General staff compilation of unaudited information obtained from the Arizona Financial Information System (AFIS) Accounting Event Transaction File for the years ended June 30, 2003, and 2004, and the quarter ended September 30, 2004, Master List of State Government Programs, Arizona Revised Statutes, and other information provided by the Board.