

ARIZONA STATE SENATE  
RESEARCH STAFF



**BILL BOYD** *UB*

LEGISLATIVE RESEARCH ANALYST  
GOVERNMENT COMMITTEE  
Telephone: (602) 926-3171  
Facsimile: (602) 926-3833

TO: JOINT LEGISLATIVE AUDIT COMMITTEE

DATE: November 27, 2007

SUBJECT: Sunset Review of the Arizona Pioneers' Home/Hospital for Disabled Miners

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Attached is the final report of the sunset review of the Arizona Pioneers' Home/Hospital for Disabled Miners, which was conducted by the Senate and House of Representatives Government Committee of Reference on November 15, 2007.

This report has been distributed to the following individuals and agencies:

Governor of the State of Arizona  
The Honorable Janet Napolitano

President of the Senate  
Senator Tim Bee

Speaker of the House of Representatives  
Representative James Weiers

Senate Members  
Senator Jack Harper, Cochair  
Senator Robert Blendu  
Senator Meg Burton Cahill  
Senator Jorge Garcia  
Senator Linda Gray

House Members  
Representative Rich Crandall, Cochair  
Representative Ray Barnes  
Representative Steve Farley  
Representative Warde Nichols  
Representative Lena Saradnik

Arizona Pioneers' Home/Hospital for Disabled Miners  
Arizona State Library, Archives and Public Records  
Office of the Auditor General

Senate Majority Staff  
Senate Research Staff  
Senate Democratic Staff  
Senate Resource Center

House Majority Staff  
House Research Staff  
House Democratic Staff  
Chief Clerk

BB/jas  
Attachments

**Senate and House of Representatives Government  
Committee of Reference Report**

**ARIZONA PIONEERS' HOME/HOSPITAL FOR DISABLED MINERS**

***Background***

Pursuant to A.R.S. § 41-2953, the Joint Legislative Audit Committee (JLAC) assigned the sunset review of the Arizona Pioneers' Home/Hospital for Disabled Miners to the Senate and House of Representatives Government Committee of Reference.

The Arizona Pioneers' Home/Hospital for Disabled Miners (Home) is a long-term care facility established by the Territorial Legislature in 1909 and opened in Prescott in 1911. Originally charged with caring for residents who were active in Arizona's early development, the Home's admission requirements have been modified to allow the Home to become a nursing facility for long-time Arizona residents. Currently, candidates for admission to the Home must: 1) have been a legal resident or citizen of the United States for five years prior to their application to the Home; 2) have resided in Arizona for not less than 50 years; 3) have reached the age of 70 or more; and 4) be ambulatory and able to take care of themselves. To qualify as a disabled miner, individuals must: 1) be at least 60 years old and a legal resident or citizen of the United States; 2) have been employed as a miner in Arizona; and 3) be unable to financially support themselves or have suffered incapacitating injuries from and in the course of mining. The Home's total capacity is 155 and the average population in FY 2006-2007 was 130.

***Organization and Fiscal Issues***

The Home is managed by a Superintendent who is appointed by the Governor. The operating budget is supported by state General Fund appropriations, state trust land funds and donations. According to the Joint Legislative Budget Committee, the Home's budget provides \$6,319,400 and 115.8 FTE positions in FY 2007-2008 and \$6,187,800 and 115.8 FTE positions in FY 2008-2009. These amounts consist of:

	<b>FY 2007-2008</b>	<b>FY 2008-2009</b>
State General Fund	\$1,260,000	\$1,236,000
Miner's Hospital Fund	\$1,751,000	\$1,685,600
State Charitable Fund	\$3,308,400	\$3,266,200

Residents not having disabled miner status are required to pay for their care based on their financial condition. According to the Home, in FY 2006-2007, a total of \$1,056,901 was collected from these individuals and deposited in the state General Fund.

***Committee of Reference Sunset Review Procedures***

The Committee of Reference held a public hearing on November 15, 2007, to review the Home's response to the sunset factors as required by A.R.S. § 41-2954, subsections D and F, and to receive public testimony (see attachment three). Testimony was received from Gary Olson, Superintendent of the Arizona Pioneers' Home/Hospital for Disabled Miners; John Linda, Arizona Healthcare Association; Dale Sams, Arizona Pioneers' Home/Hospital for Disabled Miners; Terry Frier, volunteer at Arizona Pioneers' Home/Hospital for Disabled Miners; and Mabel Clarkson, resident at Arizona Pioneers' Home/Hospital for Disabled Miners.

## ***Recommendation by the Committee of Reference***

The Committee of Reference made no recommendation.

## ***Sunset Report Requirements***

Note: The following answers are a summary of the information provided by the Pioneers' Home/Hospital for Disabled Miners. Please see attachment two for the agency's complete response to the sunset factors required by A.R.S. § 41-2954, subsections D and F.

### **I. An identification of the problem or need that the Pioneers' Home/Hospital for Disabled Miners is intended to address.**

The Home was established to provide care for elderly Arizonans who have contributed to the state over a period of residency spanning 50 years or more and to satisfy a provision in the Enabling Act relating to a hospital for disabled miners.

### **II. A statement, to the extent practicable, in quantitative and qualitative terms, of the objectives of the Pioneers' Home/Hospital for Disabled Miners and its anticipated accomplishments.**

Over its 96-year existence, the Home has provided care for over 3000 individuals and consistently receives positive survey results through audits performed by the Arizona Department of Health Services. Restoration and maintenance projects conducted within the past ten years, improved strategic plans and budget monitoring will allow the Home to provide quality care in the future.

### **III. An identification of any other agencies having similar, conflicting or duplicative objectives, and an explanation of the manner in which the agency avoids duplication or conflict with other agencies.**

The Home is the only state agency charged with providing long-term residential care to Arizona residents; however, the State Veterans' Home provides similar services to veterans, although the two facilities have different focuses and funding streams.

### **IV. An assessment of the consequences of eliminating the agency or of consolidating it with another agency.**

As of June 30, 2007, the Home had 126 residents ranging in age from 71 to 103 all with varying levels of financial stability; closing the Home would force these residents to seek alternative living arrangements that may be difficult to find. Additionally, the Hospital for Disabled Miners is funded by a federal mandate through a provision in the Enabling Act.

## ***Attachments***

1. Letter from Senator Jack Harper to the Arizona Pioneers' Home/Hospital for Disabled Miners.
2. Sunset factors pursuant to A.R.S. § 41-2954, subsections D and F.
3. Meeting Notice.
4. Minutes of Committee of Reference Meeting.
5. Letters from concerned parties.
6. Annual Reports of the Arizona Pioneers' Home/Hospital for Disabled Miners for FYs 2005-2006 and 2006-2007.



## Arizona State Senate

*Capitol Complex  
1700 West Washington  
Phoenix, AZ 85007*

June 26, 2007

Gary Olson, Superintendent  
Arizona Pioneers' Home; Disabled Miners Hospital  
300 South McCormick Street  
Prescott, AZ 86303

Dear Superintendent Olson:

The sunset review process prescribed in Title 41, Chapter 27, Arizona Revised Statutes, provides a system for the Legislature to evaluate the need to continue the existence of state agencies. During the sunset review process, an agency is reviewed by a legislative committee of reference. On completion of the sunset review, the committee of reference recommends to continue, revise, consolidate or terminate the agency.

The Joint Legislative Audit Committee has assigned the sunset review of the Arizona Pioneers' Home; Disabled Miners Hospital to the committee of reference comprised of members of the Senate Committee on Government and the House of Representatives Government Committee.

Pursuant to A.R.S. § 41-2954, the committee of reference is required to consider certain sunset factors in deciding whether to recommend continuance, modification or termination of an agency. Please provide your agency's response to the factors listed below:

1. The objective and purpose in establishing the agency.
2. The effectiveness with which the agency has met its objective and purpose and the efficiency with which it has operated.
3. The extent to which the agency has operated within the public interest.
4. The extent to which rules adopted by the agency are consistent with the legislative mandate.

5. The extent to which the agency has encouraged input from the public before adopting its rules and the extent to which it has informed the public as to its actions and their expected impact on the public.
6. The extent to which the agency has been able to investigate and resolve complaints that are within its jurisdiction.
7. The extent to which the Attorney General or any other applicable agency of state government has the authority to prosecute actions under the enabling legislation.
8. The extent to which the agency has addressed deficiencies in its enabling statutes that prevent it from fulfilling its statutory mandate.
9. The extent to which changes are necessary in the laws of the agency to adequately comply with these factors.
10. The extent to which the termination of the agency would significantly harm the public health, safety or welfare.
11. The extent to which the level of regulation exercised by the agency is appropriate and whether less or more stringent levels of regulation would be appropriate.
12. The extent to which the agency has used private contractors in the performance of its duties and how effective use of private contractors could be accomplished.

Additionally, please provide written responses to the following:

1. Identify the problem or the needs that the agency is intended to address.
2. State, to the extent practicable, in quantitative and qualitative terms, of the objectives of the agency and its anticipated accomplishments.
3. Identify any other agencies having similar, conflicting or duplicate objectives, and an explanation of the manner in which the agency avoids duplication or conflict with other such agencies.
4. Assess the consequences of eliminating the agency or of consolidating it with another agency.

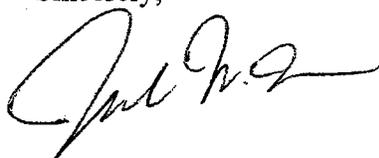
In addition to responding to the factors listed above, please provide the committee of reference with copies of minutes from your meetings during the past year and of your most recent annual report. Your response should be received by September 1, 2007, so that we may proceed with the sunset review and schedule the required public hearing. Please submit the requested information to:

Gary Olson  
6/26/07  
Page 3

Bill Boyd  
Arizona State Senate  
1700 West Washington  
Phoenix, Arizona 85007

Thank you for your time and cooperation. If you have any questions, please feel free to contact me at 602-926-4178 or Bill Boyd, the Senate Interim Government Committee Research Analyst, at 602-926-3171.

Sincerely,



Jack W. Harper  
State Senator  
Chair, Senate Government Committee of Reference

JH/bn/

cc: Representative Rich Crandall  
Ms. Carolyn Atwater, House of Representatives Majority Research Analyst  
Mr. Brian Townsend, Senate Majority Senior Policy Advisor  
Ms. Guadalupe Valencia, Senate Minority Senior Policy Advisor

# Arizona Pioneers' Home

Janet Napolitano  
Governor

300 South McCormick Street  
Prescott, Arizona 86303  
(928) 445-2181 - FAX (928) 778-1148

Gary Olson  
Superintendent

August 30, 2007

Mr. Bill Boyd  
Arizona State Senate  
1700 W Washington  
Phoenix, AZ 85007

Dear Mr. Boyd:

This letter is in response to the Committee of Reference's requirement to consider certain sunset factors in deciding whether to recommend continuance, modification or termination of the Arizona Pioneers' Home.

1. ***The objective and purpose in establishing the agency:*** The original objective and purpose in establishing the Arizona Pioneers' Home was to repay the faithful and longtime Arizona residents who helped pioneer and build the state. The establishment of the Arizona Pioneers' Home was enacted by Arizona's Territorial Legislature in 1909, for aged and infirm Arizona pioneers (a copy of the original bill as signed on March 10<sup>th</sup> 1909 is enclosed). The Arizona Pioneers' Home has allowed the state of Arizona to honor the men and women who pioneered Arizona, and those who have continued to develop the state, by providing a place of refuge and long term care in their retirement and elder years. It has been a means to give back to those who spent their years giving of themselves to the ongoing development of Arizona. Since its initial establishment, the Arizona Pioneers' Home was also designated as Arizona's Hospital for Disabled Miners in 1929, in accordance with the federal mandate pursuant to the state's enabling act.
2. ***The effectiveness with which the agency has met its objective and purpose and the efficiency with which it has operated:*** The Arizona Pioneers' Home has effectively met its objective and purpose by honoring and caring for over three thousand individuals since opening its doors on February 1, 1911. In its ninety-six years of operation, 3027 Arizona pioneers and disabled miners have been admitted and graced the halls and rooms with their presence to date; an average of 31.5 individuals admitted per year. The Arizona Pioneers' Home has been operated in a fiscally responsible manner. Albeit some emergency monies were requested since the last sunset audit to fund shortfalls in Other Operating Expenditures, as of June 2005, the budget and strategic plan took on new life and have been restructured to establish best practices in long term healthcare, with the budget now driven based on the number of residents in house each day to more effectively and efficiently monitor spending and make ends meet. In the FY2008 and FY2009 budgets, the Arizona Pioneers' Home requested and was granted a modified

lump sum budget structure to augment said efficiencies. The primary funding sources for the Arizona Pioneers Home are land trusts rather than the general fund, and more than one million dollars a year is collected and deposited into the general fund from current residents to offset the cost of care. Furthermore, the Arizona Pioneers' Home has been efficient in the provision of long term health care as evidenced by the overall positive annual audits via the Arizona Department of Health Services pursuant to Arizona Nursing Care Institution regulations. The Arizona Pioneers' Home has maintained flexibility in the ebb and flow of bureaucratic changes while serving the State of Arizona, its pioneers and disabled miners, within structural spatial limitations, and the admission parameters set by the legislature throughout the years. Please note the most recent annual report for fiscal year 2007 enclosed.

3. ***The extent to which the agency has operated within the public interest:*** Arizona's forefathers saw the need for the public interest in the aged population of Arizona's pioneers as early as 1907, when the first bill to establish the Arizona Pioneers' Home was introduced. In its inception in 1911, said need was met and continues to this day. The Arizona Pioneers' Home is truly one of a kind, there is quite literally no other facility of its kind in the nation. It represents one of the very first care homes to provide independent housing, personal care, assisted living and skilled care all in one setting. It took the Long Term Care service industry until the late 1980's to catch on to this ground breaking revelation by developing long term care campuses of care; in separate buildings. Arizona is certainly in the forefront of elder care in the nation due to the large elder demographics. The Arizona Pioneers' Home holds a unique place in Arizona's long term care service industry, and upholds the foresight of our forefathers of senior care in a family atmosphere. There continues to be a need for public housing/facilities that offer low income housing for seniors that cannot afford (with any quality of life) to live in the community. To this end, the Arizona Pioneers' Home operates well within the ongoing public interest of the State of Arizona, offering independent living, personal care, assisted living, intermediate and skilled care at a cost based upon individual monthly income to those meeting admission criteria. Furthermore, the City of Prescott nor Yavapai County have the housing or care facility beds available to house or care for the Arizona Pioneers' Home residents if the Arizona Pioneers' Home did not exist. Also, the federal mandate for a Disabled Miners Hospital would not be met.
4. ***The extent to which rules adopted by the agency are consistent with the legislative mandate:*** The Arizona Pioneers' Home does not have rule making authority.
5. ***The extent to which the agency has encouraged input from the public before adopting its rules and the extent to which it has informed the public as to its actions and their expected impact on the public:*** The Arizona Pioneers' Home does not have rule making authority.
6. ***The extent to which the agency has been able to investigate and resolve complaints that are within its jurisdiction:*** To great extent, the Arizona Pioneers' Home has been able to investigate and resolve complaints within its jurisdiction. First and foremost, this is accomplished through an open door policy where residents and family members can

access supervisors, department heads and the Superintendent at any time when they are here. Additionally, there is a Resident Council which meets monthly and invites all the department heads and Superintendent to answer questions and/or address concerns. On a daily basis the Home's Resident Services (Social Services) department is primarily charged with resident advocacy and resolves many of the concerns that arise. Other external community advocacy agencies, such as Department of Health Services, Adult Protective Services, and the local Ombudsman are available to the residents to address concerns as well, and are consulted to assist in resolution of concerns as necessary. The Attorney General's Office is consulted when issues may require statutory interpretation or policy opinion.

7. ***The extent to which the Attorney General or any other applicable agency of state government has the authority to prosecute actions under the enabling legislation:*** The Attorney General's Office is accessible to the Arizona Pioneers' Home as needed to assist with interpretation of statutes. They would be the agency's aid if there was ever a need for legal counsel or representation.
8. ***The extent to which the agency has addressed deficiencies in its enabling statutes that prevent it from fulfilling its statutory mandate:*** Arizona Revised Statutes mandate that the Arizona Pioneers' Home exist in Prescott for the purpose of caring for long-time residents of the state, as well as qualifying disabled miners. Legislative changes have not been necessary to fulfill this mandate, although the admission criteria changes made to ARS 41-923 in the 2005 legislative session have impacted the number of individuals who qualify for admission, and may need to be addressed in the near future. In said statute, items A (2) changed from being a resident of the state for 30 years to 50 years, and A (3) changed from has reached an age of 65 to 70 or more years. In this, the current verbiage in A (2) requiring state residency for 50 or more years has significantly impacted the number of individuals who now qualify for admission pursuant to the significant 20 year jump in said item.
9. ***The extent to which changes are necessary in the laws of the agency to adequately comply with these factors:*** Changes are not necessary to fulfill the mandate, although a change to alter the residency criteria from the 50 year requirement to perhaps 40 years would qualify more individuals for admission to better support and utilize the Arizona Pioneers' Home in its mandate.
10. ***The extent to which the termination of the agency would significantly harm the public health, safety or welfare:*** Termination of the Arizona Pioneers' Home would have a disastrous impact on the welfare of the current residents and their families. Many current residents lack financial resources or support systems to effect such a traumatic life change. As mentioned previously in item number 3, neither the City of Prescott nor Yavapai County have the housing or care facility beds available to house or care for the Arizona Pioneers' Home residents if the Arizona Pioneers' Home did not exist, and the majority of residents are currently from Yavapai County. If the existence of the Arizona Pioneers' Home were terminated, those living at the Home would be in significant jeopardy of health, safety and welfare--many would be forced to live in the community

with little quality of life due to housing and living costs. Furthermore, for those who would qualify, the funding of their care and services, and the state's burden, would simply shift from the Arizona Pioneers' Home to the Arizona Health Care Cost Containment System (AHCCCS) or Arizona Long Term Care System (ALTCS) through AHCCCS. Additionally, approximately one hundred thirty-five employees would suddenly be thrust upon the small town community of Prescott, putting their welfare in jeopardy. Doubtless, some might lose their home if their position at the Pioneers' Home ceased to exist, and perhaps a large number of them would be added to the rolls of AHCCCS eligible enrollees. As you can see, as one of the larger employers in the Prescott area, closing the Arizona Pioneers' Home would have a dramatic negative impact on the local economy--salaries and benefits paid to employees exceed five million dollars per year.

11. ***The extent to which the level of regulation exercised by the agency is appropriate and whether less or more stringent levels of regulation would be appropriate:*** The Arizona Pioneers' Home utilizes policies and procedures to exercise regulation within the Home. To a great extent this regulation is appropriate and sufficient. Policies and procedures, which are based on Statutes, Personnel Rules, etc., address needs that arise, and are modified at the agency level as necessary. No more stringent levels of regulation are necessary.
12. ***The extent to which the agency has used private contractors in the performance of its duties and how effective use of private contractors could be accomplished:*** The Arizona Pioneers' Home has utilized private contractors in a limited capacity to perform its statutory mandate. A local staffing network has been utilized occasionally, as well as local service vendors for items where their expertise is necessary. It is far more cost effective to employ said expertise than utilize private contractors.

The following are the responses to additional questions 1-4.

1. ***Identify the problem or the needs that the agency is intended to address:*** As previously mentioned, the Arizona Pioneers' Home was established to honor men and women who have pioneered and developed the state. This need, or desire to honor and care for said individuals, as established in the early 1900s by Territorial legislators, still exists today. Additionally, the Arizona Pioneers' Home is the designated Hospital for Disabled Miners in accordance with the federal mandate for same in the state's enabling act as of 1929—to care for those who qualify for admission via ARS 41-941. To this end, to raise awareness about the Arizona Pioneers' Home statewide, and increase the diversity of counties which the residents are from, the Arizona Pioneers' Home has begun an outreach to all counties annually. So far in 2007, seven of the 15 counties have received a presentation—various groups and organizations have been involved.
2. ***State, to the extent practicable, in quantitative and qualitative terms, of the objectives of the agency and its anticipated accomplishments:*** Over three-thousand individuals have benefited from the care and services provided by the Arizona Pioneers' Home through admission in its 96 year existence. The quality of care has been exemplary throughout its

years of operation, as evidenced by its continual positive survey results through audits preformed by the Arizona Department of Health Services annually via the Arizona Nursing Care Institution regulations. The Home is well known throughout the Prescott area and Yavapai County as providing the best care. The Arizona Pioneers' Home was placed on the National Registry of Historic Buildings in 1995. Since the last sunset audit the Arizona Pioneers' Home addressed multiple structural deficiencies at great cost to the state—fire alarm system replacement (1998), flooring replacement throughout the building (1998-2003), fire sprinkler system replacement (2001), elimination of outdated external evacuation ramps and erection of an enclosed fire safe stair tower (2001), complete plumbing upgrade (2002/2004), elevator upgrade (2003), nurse call system upgrade/replacement (2004), kitchen restoration and roof replacement (2004), and complete roof restoration and replacement (2005). Additionally, improved operating systems, strategic plans, and budget monitoring have been introduced since June of 2005—the past two Arizona Pioneers' Home annual reports for fiscal years 2006 and 2007 highlight these accomplishments and are enclosed. Additionally, an anticipated accomplishment is soon approaching in the Arizona Pioneers' Home's 100<sup>th</sup> birthday on February 1, 2011.

3. ***Identify, any other agencies having similar, conflicting or duplicate objectives, and an explanation of the manner in which the agency avoids duplication or conflict with other such agencies:*** The Arizona Pioneers' Home is the only agency in the state that has the objective and purpose of honoring and caring for long-time Arizona residents and disabled miners. However, the Department of Veteran Affairs operates the Arizona Veterans Home in Phoenix which is similar in that it also provides long term health care, though is primarily funded via the Medicare and Medicaid programs.
  
4. ***Assess the consequences of eliminating the agency or of consolidating it with another agency:*** There would be tremendous consequences if the Arizona Pioneers' Home were eliminated as aforementioned in item number 10 above. Additionally, as aforementioned, it is the designated Hospital for Disabled Miners. The hospital cannot be eliminated due to the federal mandate by the state's enabling act requiring the state to maintain such a hospital. The State is obligated to always have a place for these individuals. The State of New Mexico has the same requirement in their enabling act. At one time New Mexico terminated their Hospital for Disabled Miners—they were taken to court and had to build a new hospital. Unless the enabling act was changed, Arizona would most likely be held accountable as well, by union representatives. Consolidation with any other agency seems impractical since the statutory mandate is so unique.

Thank you for consideration in this Sunset review process, and do not hesitate to contact me if you have any further questions related to the Arizona Pioneers' Home.

Respectfully Submitted,



Gary Olson, Superintendent

# ARIZONA STATE LEGISLATURE

## INTERIM MEETING NOTICE OPEN TO THE PUBLIC

### SENATE GOVERNMENT AND HOUSE GOVERNMENT COMMITTEE OF REFERENCE

**Date:** Thursday, November 15, 2007

**Time:** 1:00 P.M.

**Place:** SHR 109

### AGENDA

1. Call to Order
2. Opening Remarks
3. Arizona Pioneers Home & Hospital for Disabled Miners Sunset Review
  - Presentation
  - Public Testimony
  - Discussion
  - Recommendations by the Committee of Reference
4. Adjourn

### Members:

Senator Jack Harper, Co-Chair  
Senator Robert Blendu  
Senator Meg Burton Cahill  
Senator Jorge Garcia  
Senator Linda Gray

Representative Rich Crandall, Co-Chair  
Representative Ray Barnes  
Representative Steve Farley  
Representative Warde Nichols  
Representative Lena Saradnik

9/19/07

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# ARIZONA STATE LEGISLATURE

## SENATE GOVERNMENT AND HOUSE GOVERNMENT COMMITTEE OF REFERENCE

Minutes of the Meeting  
Thursday, November 15, 2007  
1:00 p.m., Senate Hearing Room 109

### Members Present:

Senator Jack Harper, CoChair  
Senator Robert Blendu  
Senator Meg Burton Cahill

Representative Ray Barnes  
Representative Warde Nichols

### Members Absent:

Senator Jorge Garcia  
Senator Linda Gray

Representative Rich Crandall, CoChair  
Representative Steve Farley  
Representative Lena Saradnik

### Staff:

Bill Boyd, Senate Government Research Analyst

Cochairman Harper called the meeting to order at 1:10 p.m. and attendance was noted.

### Opening Remarks

Senator Harper stated that due to a conflict of interest, Representative Crandall would not be attending the meeting.

### Presentation

Gary Olson, Arizona Pioneers Home and Hospital for Disabled Miners, Superintendent, gave a presentation updating the Committee on the current status of the facility and the projected benefits from its continuation. He answered questions posed by the Committee.

**Public Testimony**

**John Linda, Arizona Healthcare Association, Director of Education and Member Services**, spoke to the Committee on behalf of the character of Gary Olson as he relates to the Arizona Pioneers Home and Hospital for Disabled Minors.

**Bill Boyd, Senate Government Research Analyst**, answered questions posed by the Committee regarding funding of the Hospital.

**Dale Sams, Arizona Pioneers Home and Hospital for Disabled Miners, Administration Service Officer**, read letters written by residents of the Hospital, requesting that it not be terminated.

**Terry Frier, Arizona Pioneers Home and Hospital for Disabled Miners, Volunteer**, gave testimony on behalf of the Hospital and its value to the residents.

**Mabel Clarkson, Arizona Pioneers Home and Hospital for Disabled Miners, Resident**, gave testimony supporting the continuation of the Hospital.

**Recommendations by the Committee of Reference**

Senator Harper stated that no recommendations for the sunset of the Arizona Pioneers Home and Hospital for Disabled Miners would be made at this time.

There being no further business, the meeting was adjourned at 1:55 p.m.

Respectfully submitted,



Jeff Turner  
Committee Secretary

(Tapes and attachments on file in the Secretary of the Senate's Office/Resource Center, Room 115.)

ARIZONA STATE SENATE  
*RESEARCH STAFF*



TO: MEMBERS OF THE HOUSE AND  
SENATE GOVERNMENT COMMITTEE  
OF REFERENCE

**BILL BOYD**  
LEGISLATIVE RESEARCH ANALYST  
GOVERNMENT COMMITTEE  
Telephone: (602) 926-3171  
Facsimile: (602) 926-3833

DATE: November 14, 2007

SUBJECT: Sunset Review of the Arizona Pioneers' Home/Disabled Miners Hospital

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Please find attached letters from concerned parties regarding the Pioneers' Home.

BB/ly  
attachment

**Bill Boyd**

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**From:** Marie  
**Sent:** Thursday, October 25, 2007 11:02 AM  
**To:** Bill Boyd  
**Subject:** Arizona Pioneers' Home Sunset Review

Hi Bill:

As the daughter of a lady currently residing at the Arizona Pioneers Home and as the daughter in law of a lady that died there I would like to give some feedback on the performance of the Home.

I know occasionally someone gets the idea of moving it, doing away with it, or building a new one someplace else. I think the Home needs to be left alone and the funding needs to continue.

This is a wonderful benefit for our elderly Arizona residents that have lived in the state for most or all of their lives.

The staff there is doing a wonderful job of keeping the Home spotlessly clean, providing excellent service to the residents, and doing it all with a smile!

Believe me I know this is not true of other more commercial assisted living facilities because I have personally checked many of them out for another elderly relative that unfortunately does not qualify for the Pioneers Home.

The only suggestion I would make is that as with most state jobs I'm sure the people working there should be getting more money. Arizona is famous for underpaying our state employees. The only way to get the best of the available employees is to pay them fairly.

Feel free to call me with any questions.

Marie

10/25/2007

October 22, 2007

Bill Boyd  
Arizona State Senate  
1700 West Washington  
Phoenix, AZ 85007

RE: Sunset Review

Dear Sir:

The Arizona Pioneers Home is a very unique retirement home. We consider ourselves privileged to have qualified to be residents of this home.

We appreciate very much that we have 24 hour nursing assistance available should we have need of it. At present, we are ambulatory and can come and go as we prefer, however, if the time should come when we need extra care it will be available to us and that is a big relief to know.

Although we are able to administer our own medications it is nice to know that nurses are available to do that for us should we need it.

We appreciate the fact that the home is kept clean and sanitary. Our housekeeping staff is available everyday. Our rooms are cleaned once a week and that's just great.

The maintenance department is also available everyday to take care of the repairs, painting, etc. that are needed.

Our kitchen and dining room staff do a wonderful job of preparing our meals. We get three nourishing meals everyday plus a couple of snacks in between. The food is, on the whole, very satisfying.

Our nursing department does a good job of caring for us and our needs. One problem here is that we believe we are understaffed in this department and would like to see more nurses on duty.

The activity department keeps us well entertained. They take us to the stores, shops, banks, etc. to take care of things we need to attend to. Also they plan trips for us to enjoy as well as in house entertainment and activities.

Our business office is efficient in its duties and in their quest to be helpful and important to our residents in any way they can.

We also have a rehab department that is most helpful and important to our residents. We can go there to exercise and keep in shape and if we've had surgery, it's a great way to get back in shape.

All in all, we believe that this is a wonderful place to live and a very important facility. We highly recommend that it be continued.

If you have any further questions for us please don't hesitate to contact us.

Sincerely,

Buck

"Toni"

October 21, 2007

Bill Boyd

Dear Sir,

First of all let me apologize for being so slow to answer your letter. This is what I think of "Our Home".

I think it is a "wonderful place to live your final years".

The staff is almost "unbelievable". They take such good care of us.

The nurses and aids are so good to us.

House keeping does the best job I have ever seen in my whole life. This is the first "nursing home" or "retirement home" I have ever been in that doesn't smell "baaad". It is so clean you can't believe it, you should come up and visit so we can show you how "homes" should be kept.

The food is "good" and the kitchen staff will fix you whatever you want, within reason and they cook "specially" for "diabetics or any other reason for special food".

Our rooms are cleaned and the only thing we have to do is make our bed daily and they do that to if you are unable to. They have a nice laundry room with three washers and three driers where we can do our own laundry.

They have buses that leave on a regular schedule to take us to the bank, wal-mart, grocery shopping or anyplace we need to go.

We have a car/driver to take us to Drs, Dentists, and etc. for our appointments.

Also the bus takes us for bus rides just to see the country around us.

We go (by bus) on picnics and to anything that is happening in town like plays, movies, and etc.

We have Drs. that come in every Thursday incase you need to see one.

We have volunteers that come in for several things like "teaching us about computers". We have people that come in several times a week to entertain us.

We have a physical therapist who makes sure everyone here has the opportunity to keep in shape with all kinds of equipment to exercise on.

We have our Band. They play at different times each month "away from home", you can play "Bingo" five nights a week.

You can come and go "as you please" as long as you sign "out" and back "in".

What more could you want?

I'm Happy--!

Myrtle B. E

P.S. I have lived in AZ all my life.

I have lived in the Pioneer Home since May 5, 1999.

P.P.S. There is a lot of things I haven't written that I should say to you!!!

## Bill Boyd

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**From:** Dee  
**Sent:** Sunday, November 04, 2007 3:08 PM  
**To:** Bill Boyd  
**Subject:** regarding APH

Three years ago I was trying to decide where to move.. Our oldest daughter lived in Prescott and told me of APH. I wanted most of all a location I could afford where our children would not have to worry about my welfare. On my second visit to APH I was waiting for my daughter in the lobby and sat next to Florice Jarrell. I asked her where she came from and how long she had been at APH. She couldn't answer either question but three times said to me. "They are so kind here and if you have any problem they will help you." I realized that the questions I'd asked were not important. Florice knew that she was loved and cared for. These facts were most important to me, too, and I moved here in mid July in 2005. Never have I had one moment of regret.

When friends and family come to visit the first comment invariably is "It is so clean." The staff, every one of them, is remarkable. They are competent but more than that have a real concern for each of us. I have yet to make a request of anyone, nursing, housekeeping, kitchen, or maintenance staff that hasn't been responded to in reasonable time. They are human and can't hope to please all of us all the time but there is no place I've ever visited or heard of that comes near to what has been accomplished here. APH is a treasure for Arizona, and I hope that it will continue to be so for many, many years to come.

This is not to say that there are no problems. I have been concerned about changes in policy regarding criteria for being moved into a private room. Some of the reasons given me I understand but too many changes have occurred to make me comfortable about what those in charge are moving toward. The turnover in staff has been another cause for concern and the amount of responsibilities given to the staff. At times it seems to me that too much is being expected of them.. I feel, however, that overall the care I receive could not be better especially as compared to what I have seen in other care centers.

The change in Arizona residency requirements is a mistake to my way of thinking. People should be allowed to come when they are a little younger than is the current policy and can contribute to the life here. There are so many small opportunities for volunteer service which help us residents to be useful which is something we often lose as we grow older. In the nursing staff, in particular, I see a real effort to give us as many options as possible. Many here have talents which should be encouraged. Recently a new friend here who is an artist has held some small art classes which have been gratefully received. These are in addition to those staffed by the activity office.

No problem that I have encountered here changes for a single minute my conviction that I am so glad that I live here. I thank the legislature .

Sincerely,

Doris

David C. Duncan  
*Family Practice*  
801 Miller Valley Road  
Prescott, AZ 86301  
(928)778-1555

Bill Boyd  
Arizona State Senate  
1700 West Washington  
Phoenix, AZ 85007

October 30, 2007

Dear Boyd,

This is in regards to your request on information about Arizona Pioneer Home. I have been working at the Arizona Pioneer Home for the better part of 30 years, except for a brief roughly five year period. I have been working there since 1974. I have been functioning as the house physician and caring for 90 to 95 percent of the patients.

I have had patients in a multitude of skilled nursing facilities and assistant living facilities in Arizona. In my opinion, Arizona Pioneer Home is the state of the art and the class facility in Arizona. Although it is an old building, the place is immaculately clean and well kept. The bedside and skilled nursing care is excellent. Patients live there for many years and are treated as family.

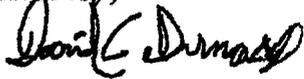
I have been very impressed with the administration. They are not only concerned about the patient fiscally but physically as well. They also are genuinely concerned about the care and condition of their patients.

As you know, the patients who live in Arizona Pioneer Home have been in the state of Arizona for many years and have been an instrumental part in the development of the state of Arizona. They certainly deserve this facility and it would be my recommendation to continue this institution as long as possible.

Everyone who I have talked to, families of the patients, people who attend me and work for me, have all been extremely impressed with this facility and I would hope that they will be able to continue as is indefinitely.

Please don't hesitate to contact me for any further information.

Sincerely,

A handwritten signature in black ink, appearing to read "David C. Duncan". The signature is written in a cursive style with a large, prominent initial "D".

David C. Duncan, M.D.

# Annual Report

of the



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## Hospital for Disabled Miners

for the

Fiscal Year

July 1, 2005 thru June 30, 2006

by

Gary Olson, Superintendent

The Arizona Pioneers' Home and Hospital for Disabled Miners is provided for by law in the Arizona Revised Statutes, Articles 41-921 through 41-925, 41-941 and 41-942. The Home is an institution for aged and infirm pioneers, owned and operated by the State of Arizona in Prescott, Arizona. It is managed by a Superintendent who is appointed by, and under the supervision of, the Governor of the State.

The Home is exempt from Arizona Department of Health Services Licensure. The total capacity is one hundred fifty-five residents. Due to renovation of plumbing in the previous two years, the census had been lowered to allow for vacant rooms to move residents while sections of the Home could be re-plumbed. With the completion of the plumbing, admissions were increased during this fiscal year to bring the census up to capacity. Of the 129 individuals living in the Home on June 30, 2006, 86 were living in personal care, 21 were living in intermediate care and 18 required skilled nursing care. Those living on the first and third floors in personal care are largely able to care for themselves and attend the Dining Room for their meals. Because of their advanced age they require varying degrees of nursing attention, particularly in the area of administration of medications. All of the residents in the second floor infirmaries require much more skilled care. The average age of the residents as of June 30, 2006, was 85, with the youngest being 68 years old, and the oldest 102 years old. There were 36 men and 93 women. The average population for the year was 130.

There were 25 disabled miners living in the Home on June 30, 2006. Those residents not having disabled miner status were required by ARS 41-923 to pay for their care based on their ability to pay. A total of \$913,396.56 was collected from these individuals and deposited into the General Fund. No expenditures during fiscal year 2006 were made from the General Fund. All costs to operate the Home were paid for from the Miners and State Charitable Funds. The average monthly cost of care per resident was \$3,681.00. Total funds expended during the year amounted to \$5,822,782.75 as follows:

Salaries & Employee Related Expense	\$ 4,779,586.75
Professional and Outside Services	77,892.00
Travel	21,515.00
Food	173,156.00
Drugs, Medicines & Medical Supplies	276,496.00
Other Operating Expense	494,137.00
Capital Outlay	.00

Twenty-three residents expired during fiscal year 2006; nine residents were voluntarily discharged; and 30 individuals were admitted to the Home. Of the discharged individuals, one did not meet the criteria to remain at the Home, six chose other living arrangements, one was relocated to a facility that could better care for her dementia, and one passed away while at another facility for rehabilitation before returning to the Pioneers' Home.

Although there continues to be a waiting list for entry, the majority chose to decline offers of residency when contacted. Due to this, the Home's vacant rooms were open immediately for those applying for admission without a wait. More than 90 applications for admission were mailed to individuals calling the Home to inquire about residency, not including all that were handed to visitors that came to the Home to get an application. A change to A.R.S. 41-923 took effect in August 2005, changing the residency requirement from 30 years to 50 years, and raising the age requirement from 65 years to 70 years. Those who would not meet these requirements were specifically contacted and advised that they would need to move in before the statute changed, in order to be grandfathered under the former statute, or forego moving in the Home until they again qualified. Four individuals accepted the invitation. Twenty-five percent of those on the waiting lists were removed in August because they no longer met the requirements for admission.

The residents of the Home have a monthly meeting (Residents Council) with management of the Home to address all concerns and quality of life issues. This creates accountability to the primary customer --- the resident. Customer service remains a high priority. Residents and families repeatedly expressed gratitude for the care provided in the Home.

Superintendent Gary Olson was appointed one month prior to the beginning of the 2006 fiscal year. In his first year, the following represents some of the more significant items of progress that transpired through the combined commitment, dedication and enthusiasm of everyone who works and lives at the Arizona Pioneers' Home.

- Established consistency in fairness of treatment to employees and support to Department Heads 6/05
- Managed John Miller exhumation issues 6/05—7/06

- Clean up of hallways (removal of unnecessary equipment, etc.)—improvement of hallway egress 7/05
- Establishment of monthly Safety Meetings 7/05
- Return to Cable TV pursuant to resident request 8/05
- Elimination of non-essential equipment 8/05—ongoing
- Enhanced Risk Management efforts—trained nursing staff in use of mechanical lifts and transfer protocols—reduced incidents and costs associated with injuries 9/05
- Revisited use of Medicare benefits in an outside Nursing Facility for residents requiring rehabilitation after a qualifying hospital stay 9/05
- Revision of Fire/Disaster Plan 10/05—staff trained
- Implementation of HIPAA Policies and Procedures 10/05—staff trained—agreements with Business Associates—employee confidentiality agreements
- Complete Revision and completion of Business Continuity Plan 10/05
- Elimination of non-essential jobs through attrition 10/05—ongoing
- Enhanced efforts in review of vendor bills to avoid inaccurate bills—this was primarily effective in Pharmacy services by identifying third party pay sources and offset of APH expense 11/05
- Renegotiated lower contracted medication costs with Pharmacy 11/05
- Implementation of Abuse Prevention Program 12/05—staff trained
- Joined Arizona Health Care Association and established online long term care health care training for all staff 12/05
- Redesigned Employee Appreciation Committee to include individuals from all departments 12/05
- Installation of 3 new, professional, exterior signs (including the purchase of National Registry Historic Building Plaque) 1/06
- Upgrade of 2 stairways to wood finish 1/06
- Initiation of workplace violence policy 3/06
- Elimination of 3 rogue vehicles to Property Surplus 3/06
- Implementation of Medicare Part D coverage for residents (resulted in a \$10,000 decrease in medication expenses in the first month) 3/06
- Storage area clean up 4/06
- Enhanced training for employees via consultants in Medical Records (7/05), Finance (8/05), Social Services (1/06), Psychologist (3/06), and Long Term Care MDS Assessment/Care Plan (4/06)
- Facilitation of new supervisory guidelines for consistency in how the agency addresses things as a whole 4/06
- Cleaned out records room to align with retention schedule 4/06
- Established/implemented (new) Employee Orientation 4/06
- Revised Admission Assessment policies/procedures 4/06
- Established ISA with ADOA fleet management to make all of our vehicles legal per statute and not have any more rogue vehicles 4/06
- Implemented a new financial management system which includes monthly budget management and financial tracking 5/06

- Initiated redesign and upgrade of Arizona Pioneers' Home Website 5/06 ([www.azph.gov](http://www.azph.gov))
- Response/completion/correction to Risk Management in reference to 15 outstanding Performance Evaluations Assessment deficiencies—implementation thereof 6/05-6/06
- In process of upgrading of hallways throughout the building—new paint, pictures (residents involved).
- In process of altering contract timeframes for doctors, pharmacy, and food to coincide with the fiscal year (residents involved in evaluation process).
- In process of revising Pioneers' Home and Cemetery Management policies.
- In process of enhancing paging system in home per resident request.
- In process of establishing in-house laundry services and eliminate outsourcing of same.
- In process of establishing an in-house Certified Nursing Assistant training program to certify all current individuals in said position, and train future hires, as necessary.
- In process of developing an outreach power point presentation of the Arizona Pioneers' Home to take on the road to each county at least once a year.
- In process of enhancing the Quality Assurance/Quality Improvement Committee for maintaining a high level of quality care systems and protocols, as well as identifying areas for improvement to continually enhance the services provided.
- Continually in process of identifying cost savings opportunities, while enhancing facility appearance, care and services.

Population of the Home as of June 30, 2006, was 129. Distribution by county was as follows:

County	#	County	#	County	#
Apache	2	Greenlee	0	Pima	3
Cochise	2	La Paz	0	Pinal	2
Coconino	0	Maricopa	19	Santa Cruz	0
Gila	1	Mohave	2	Yavapai	88
Graham	2	Navajo	2	Yuma	3

**Note:** Of those from Yavapai County, many resided in other parts of the state previously and retired to Yavapai County prior to their admission to the Pioneers' Home.

Population Movement – FY2006

COUNTY	NEW	DECEASED	READMITTED	LEFT
Apache	2	0	0	0
Cochise	0	0	0	0
Coconino	0	0	0	0
Gila	1	0	0	0
Graham	1	0	0	0
Greenlee	0	0	0	0
La Paz	0	0	0	0
Maricopa	6	4	0	4
Mohave	1	1	0	0
Navajo	0	0	0	0
Pima	2	0	0	0
Pinal	0	0	0	0
Santa Cruz	0	0	0	0
Yavapai	17	18	0	5
Yuma	0	0	0	0
<b>TOTALS</b>	30	23	0	9

Distribution of Population by Age

90 & Over		80-89		70-79		60-69	
90	6	80	4	70	1	60	0
91	6	81	6	71	1	61	0
92	1	82	11	72	2	62	0
93	3	83	9	73	1	63	0
94	4	84	10	74	1	64	0
95	0	85	6	75	2	65	0
96	4	86	7	76	3	66	0
97	1	87	7	77	2	67	0
98	2	88	8	78	4	68	1
99	0	89	11	79	3	69	0
100	0						
101	1						
102	1						

TOTAL POPULATION: 129  
 Average Age: 85  
 Youngest Resident: 68  
 Oldest Resident: 102

**ARIZONA PIONEERS' HOME**  
**LIST OF RESIDENTS as of JUNE 30, 2006**

AINAIRE, Laverne	EDSON, Myrtle
ALLEN, Opal	FARIS, Joseph
ALVIS, Clara	FERGUSON, Dave
ALVIS, Glenn	FISK, Dorothy
BETTS, Ruth	FLETCHER, Jewel
BLACK, Leonard	FLOWERS, James
BOSCH, Mary Frances	GARDNER, Ivy Ray
BRADSHAW, Ellen	GIERTZ, Maggie
BROWN, Juanita	GILES, Geraldine
BURTON, Mildred	HAGENMAIER, Virginia
BUSTAMANTE, Ernest	HALLETT, Lois
BUTRUM, Helen	HARDT, Grace
CHESLEY, Delbert	HARMON, Joy
CHURCHWELL, Courtney	HARSHMAN, Gerald
CLARK-GARDNER, Betty	HASTINGS, Claudia
CLARKSON, Mabel	HECKETHORN, Frances
CLOW, Lerene	HENDERSON, Esther
COOPER, Kenneth	HERNANDEZ, Enrique
COX, Audrey	HETTLER, Mary Alice
CREIGHTON, Grace	HUGGINS, Hazel
CUBITTO, Georgia	HUGGINS, Joseph
DENNY, Dixie	HUNT, Dora
DENSMORE, Helen	JARREL, Florise
DESPAIN, Wendell	JARREL, Leota
DODSON, Samuel	JIRON, Matilde
EARL, Andrew	JOHNSON, Aileen
ECKHART, Doris	JOHNSON, Lucile
ECKHOLDT, Julia	JONES, Gladys

KISSEL, Keith  
KISSEL, Wilma  
KNABE, Mary  
LACEY, Exie Maurine  
LAJOIE, Albani  
LAJOIE, Lorraine  
LARSON, Vivian  
LAUX, Theresa  
LEISCH, Flo  
LETHEM, Burnadean  
LITTLE, Helen  
MANZ, Helen  
MARTIN, Maurice  
MARTIN, Sadie  
MARTIN, Verna  
MARTINEZ, Greg  
McCAULEY, Agnes Ione  
McCROSSEN, Mary  
McNULTY, Donald  
MEDINA, Candelario  
MERSEREAU, Vida  
MILLS, Edna  
MORRISTON, Lena  
MUNCY, Viola  
NAFARRATE, Juan  
PANCRAZIO, Anita  
PATRICK, Lea  
PATTON, Edna  
PATTON, Fred  
PAYNE, Betty  
PETERS, Esther

PRESTON, Ruth  
RANKIN, Mary Lou  
REDDEL, Phyllis  
RENDON, Delia  
RITTER, Curtis  
RITTER, Nora  
ROBERTS, Ward  
ROBITAILLE, Vesta  
RODARTE, Domingo  
ROMNEY, Pearl  
ROSS, Pearl  
ROSS, Wilma "Sandi"  
SCHILLIGER, Virginia  
SCHNOSE, Hilda  
SHRODER, Stewart  
SKOV, Nanette  
SMITH, Ada  
SMITH, Grace  
SMITHART, James  
SMITHART, Willie  
SOWELL, Larry  
STUBBLEFIELD, Audrey  
STUBBLEFIELD, Wilson "Bud"  
SUEVER, Anna  
SYRKEL, Virginia  
TENNEY, Alaire  
TENNEY, Lyman  
TERRIN, Anna  
THACKER, Loyd  
THACKER, Robbie  
THIMSEN, Vernon

VAWSER, Virginia

VINCI, Mario

VINCI, Virla

WALKER, Kenneth

WALKER, Verna

WALTERS, Orma

WARREN, Edna

WEEMS, Hazel

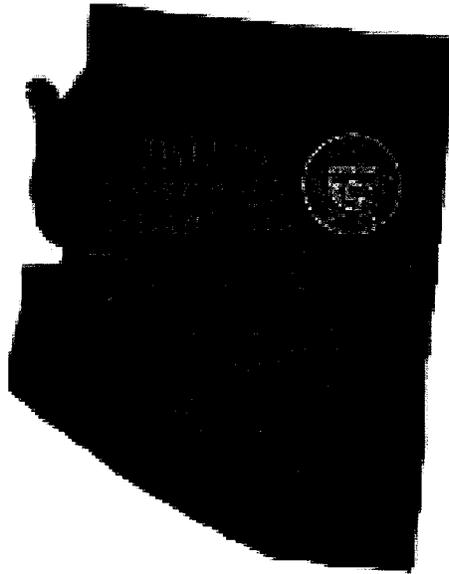
WHITE, Sam

WHITE, Stella

WILLIAMS, Mary

# Annual Report

of the



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## **Hospital for Disabled Miners**

for the Fiscal Year

July 1, 2006, thru June 30, 2007

by

Gary Olson, Superintendent

The Arizona Pioneers' Home and Hospital for Disabled Miners is provided for by law in the Arizona Revised Statutes, Articles 41-921 through 41-925, 41-941 and 41-942. The Home is an institution for aged and infirm pioneers, owned and operated by the State of Arizona in Prescott, Arizona. It is managed by a Superintendent who is appointed by, and under the supervision of, the Governor of the State.

The Home is exempt from Arizona Department of Health Services Licensure. The total capacity is one hundred fifty-five residents. Of the 126 individuals living in the Home on June 30, 2006, 76 were living in personal care, 25 were living in intermediate care and 25 required skilled nursing care. Those living on the first and third floors in personal care are largely able to care for themselves and attend the Dining Room for their meals. Because of their advanced age they require varying degrees of nursing attention, particularly in the area of administration of medications. All of the residents in the second floor infirmaries require much more skilled care. The average age of the residents as of June 30, 2006, was 86, with the youngest being 71 years old, and the oldest 103 years old. There were 37 men and 89 women. The average population for the year was 130.

There were 23 disabled miners living in the Home on June 30, 2006. Those residents not having disabled miner status were required by ARS 41-923 to pay for their care based on their ability to pay. A total of \$1,056,901.70 was collected from these individuals and deposited into the General Fund. No expenditures during fiscal year 2007 were made from the General Fund. All costs to operate the Home were paid for from the Miners and State Charitable Funds. The average monthly cost of care per resident was \$3,920.91. Total funds expended during the year amounted to \$6,116,622.82 as follows:

Salaries & Employee Related Expense	\$5,151,214.00
Professional and Outside Services	81,816.55
Travel	18,097.63
Food	201,434.81
Drugs, Medicines & Medical Supplies	200,155.49
Other Operating Expense	463,904.34
Capital Outlay	.00

Thirteen residents expired during fiscal year 2007; eight residents were voluntarily discharged; and 18 individuals were admitted to the Home. Of the discharged individuals, two did not meet the criteria to remain at the Home, two chose other living arrangements, two were relocated to facilities that could better care for their conditions of dementia, and two were discharged as a result of behavioral issues.

Although there continues to be a waiting list for entry, the majority chose to decline offers of residency when contacted. Due to this, the Home's vacant rooms were open immediately for those applying for admission without a wait. More than 70 applications for admission were mailed to individuals calling the Home to inquire about residency, not including all that were handed to visitors that came to the Home to get an application. The change to A.R.S. 41-923, which took effect in August 2005, changing the residency requirement from 30 years to 50 years, and raising the age requirement from 65 years to 70 years, has reduced the number of qualifying individuals pursuing entrance to the Home. In order to make citizens of the State more aware of the Home and what it provides eligible seniors, a slide show was developed using Microsoft Power Point in the fall of 2006. The one half hour presentation was shown to audiences in Pima, La Paz, Mohave, Maricopa and Yuma Counties during spring 2007.

The residents of the Home have a monthly meeting (Residents Council) with management of the Home to address all concerns and quality of life issues. This creates accountability to the primary customer --- the resident. Customer service remains a high priority. Residents and families repeatedly expressed gratitude for the care provided in the Home.

The following represents some of the more significant items of progress that transpired in the past year through the combined commitment, dedication and enthusiasm of everyone who works and lives at the Arizona Pioneers' Home.

## **Accomplishments/Works in Progress 7/1/06-6/30/07—and beyond**

The following represents some of the more significant items of progress that have transpired in the past fiscal year.

- Finalized John Miller exhumation issues (7/06)
- Established a new Physician Service contract with the inclusion of a Medical Director (previously the Home did not have a Medical Director) (7/06)
- Implemented and refined a new financial management system which includes monthly budget management by department and internal financials for cost tracking (7/06)
- Finalized the redesign and upgrade of Arizona Pioneers' Home Website (8/06)
- Established an in-house Certified Nursing Assistant training program to certify all current individuals in said position, and train future hires, as necessary (9/06)
- Reorganized Administration/Accounting/Resident Services to reduce the number of people handling money (10/06)
- Hosted filming of a segment of a major motion picture—"Jolene" (10/06)
- Developed and implemented an outreach power point presentation of the Arizona Pioneers' Home to take on the road to each county at least once a year (12/06) [presentations have been made in La Paz, Maricopa, Mohave, Pima and Yuma counties since January 1, 2007]
- Established a Quality Assurance/Quality Improvement Committee for maintaining a high level of quality care systems and protocols, as well as identifying areas for improvement to continually enhance the services provided (2/07)
- Enhanced training for nursing personnel via consultants (3/07)
- Upgraded the hallways throughout the building with historic pictures from Sharlot Hall museum (residents integrally involved) (5/07)
- Implemented use of new PASEs for supervisors in FY06 and all other employees in FY07
- Reduced incidents and costs associated with injuries—Risk Management fees for FY08 decreased by \$10,200
- In process of reorganizing the nursing department to achieve best practices and be a role model for long term care in Arizona
- In process of revising Pioneers' Home and Cemetery Management policies.
- In process of enhancing paging system in home per resident request
- In process of initiating the Minimum Data Set resident care assessment tool to more accurately identify resident care needs and provide said services in the most effective and efficient way possible
- Continually in process of identifying cost savings opportunities, while enhancing facility appearance, care and services

Population of the Home as of June 30, 2007, was 126. Distribution by county was as follows:

County	#	County	#	County	#
Apache	2	Greenlee	0	Pima	3
Cochise	2	La Paz	0	Pinal	2
Coconino	0	Maricopa	17	Santa Cruz	0
Gila	1	Mohave	3	Yavapai	91
Graham	0	Navajo	3	Yuma	2

**Note:** Of those from Yavapai County, many resided in other parts of the state previously and retired to Yavapai County prior to their admission to the Pioneers' Home.

Population Movement – FY2007

COUNTY	NEW	DECEASED	READMITTED	LEFT
Apache	0	0	0	0
Cochise	0	0	0	0
Coconino	0	0	0	0
Gila	0	0	0	0
Graham	0	1	0	0
Greenlee	0	1	0	0
La Paz	0	0	0	0
Maricopa	2	2	0	1
Mohave	1	0	0	0
Navajo	1	0	0	0
Pima	1	0	0	1
Pinal	0	0	0	0
Santa Cruz	0	0	0	0
Yavapai	13	8	0	6
Yuma	0	1	0	0
<b>TOTALS</b>	<b>18</b>	<b>13</b>	<b>0</b>	<b>8</b>

Distribution of Population by Age

<b>100 +</b>		<b>90-99</b>		<b>80-89</b>		<b>70-79</b>	
<b>100</b>		<b>90</b>	11	<b>80</b>	7	<b>70</b>	0
<b>101</b>		<b>91</b>	4	<b>81</b>	2	<b>71</b>	1
<b>102</b>	1	<b>92</b>	5	<b>82</b>	6	<b>72</b>	1
<b>103</b>	1	<b>93</b>	2	<b>83</b>	13	<b>73</b>	1
		<b>94</b>	4	<b>84</b>	7	<b>74</b>	2
		<b>95</b>	2	<b>85</b>	10	<b>75</b>	1
		<b>96</b>	0	<b>86</b>	8	<b>76</b>	2
		<b>97</b>	3	<b>87</b>	8	<b>77</b>	1
		<b>98</b>	0	<b>88</b>	7	<b>78</b>	3
		<b>99</b>	1	<b>89</b>	8	<b>79</b>	4

TOTAL POPULATION: 126  
 Average Age: 86  
 Youngest Resident: 71  
 Oldest Resident: 103

**ARIZONA PIONEERS' HOME**  
**LIST OF RESIDENTS as of JUNE 30, 2007**

AINAIRE, Laverne	EARL, Andrew
ALLEN, Opal	ECKHART, Doris
ALVIS, Clara	ECKHOLDT, Julia
ALVIS, Glenn	EDSON, Myrtle
BETTS, Ruth	FARIS, Joseph
BLACK, Leonard	FERGUSON, Dave
BOSCH, Mary Frances	FLETCHER, Jewel
BRADSHAW, Ellen	GARDNER, Ivy Ray
BROWN, Betty	GUGEL, Ann
BROWN, Ernest	HAGENMAIER, Virginia
BROWN, Juanita	HALLETT, Lois
BURTON, Mildred	HARDT, Grace
BUTRUM, Helen	HARMON, Joy
CAMPBELL, Antoinette	HARSHMAN, Gerald
CAMPBELL, Harold	HASTINGS, Claudia
CHESLEY, Delbert	HECKETHORN, Frances
CHILDS, Lucille	HENDERSON, Esther
CHURCHWELL, Courtney	HERNANDEZ, Enrique
CLARK-GARDNER, Betty	HETTLER, Mary Alice
CLARKSON, Mabel	HUGGINS, Hazel
CLOW, Lerene	HUGGINS, Joseph
COOPER, Kenneth	HUNT, Dora
CREIGHTON, Grace	HUNTER, Dahlia
CUBITTO, Georgia	JARREL, Florise
DENNY, Dixie	JARREL, Leota
DESPAIN, Wendell	JENKINS, Lois
DODSON, Samuel	JIRON, Matilde

JOHNSON, Aileen  
JOHNSON, Lucile  
JONES, Gladys  
KELLEY, Ira  
KISSEL, Keith  
KISSEL, Wilma  
KNABE, Mary  
LACEY, Exie Maurine  
LAJOIE, Albani  
LAJOIE, Lorraine  
LARSON, Nelle  
LAUX, Theresa  
LITTLE, Helen  
MANZ, Helen  
MARTIN, Maurice  
MARTIN, Sadie  
MARTIN, Verna  
MARTINEZ, Greg  
McCAULEY, Agnes Ione  
McCROSSEN, Mary  
McNULTY, Donald  
MORRISTON, Lena  
MUNCY, Viola  
PANCRAZIO, Anita  
PATRICK, Lea  
PATTON, Edna  
PATTON, Fred  
PETERS, Esther  
PISEL, Mary  
PRESTON, Ruth

RANKIN, Mary Lou  
REDDEL, Phyllis  
RENDON, Delia  
REYNA, Leobardo  
RITTER, Nora  
ROBERTS, Ward  
ROBITAILLE, Vesta  
RODARTE, Domingo  
ROMNEY, Pearl  
ROSS, Pearl  
ROSS, Wilma "Sandi"  
SADLER, William  
SCHNOSE, Hilda  
SHRODER, Stewart  
SKOUSEN, John  
SMITH, Ada  
SMITH, Grace  
SMITHART, James  
SMITHART, Willie  
SOWELL, Larry  
STANDERFER, Ruby  
STUBBLEFIELD, Wilson "Bud"  
SUEVER, Anna  
SYRKEL, Virginia  
TENNEY, Alaire  
TENNEY, Lyman  
TERRIN, Anna  
THARP, Gladys  
THIMSEN, Vernon  
VAWSER, Virginia

VINCI, Mario  
VINCI, Virla  
WALKER, Kenneth  
WALKER, Verna  
WALTERS, Orma  
WARREN, Edna  
WEEMS, Hazel

WHITE, Sam  
WHITE, Stella  
WILLIAMS, Mary  
WOODCOCK, Carolyn  
WRIGHT, Gladys