



## FAQs for Sober Living Homes

### 1. ***How do I file a complaint?***

- Complaints must be submitted through the [Online Complaint Portal](#).

### 2. ***Can I submit a complaint anonymously?***

- Complainants may request to remain anonymous by checking an optional box available on the online complaint form. In some circumstances, ADHS may be required to release the name of a complainant.

### 3. ***How long does it take for a Complaint to be followed up by the Department of Health?***

- ADHS reviews and triages all complaints within two business days of receipt. Allegations that are within the Department's jurisdiction are investigated, which may include an onsite inspection. The time it takes to complete an investigation depends on the severity of the allegations, but most occur within 45 days.

### 4. ***Can I get a copy of the findings of the Sober Living complaint that I submitted?***

- Pursuant to A.R.S. §36-2066, "[t]he department may not disclose the address of a certified or licensed sober living home..." Due to this statutory requirement, we cannot confirm whether or not the home that you submitted a complaint about is licensed as a sober living home.

We can tell you that the Department reviews all complaints received regarding sober living homes. During this review, the Department determines whether the allegations raised in the complaint correspond to the rules or statutes that govern the regulation of Sober Living Homes. Those individual issues, or allegations, are then investigated.

Within the scope of the investigation process, one or more surveyors may conduct interviews with individuals at the home, and anyone else who may be able to provide pertinent information. Surveyors also review records and other relevant documents.

As a result of the investigation, if we are able to substantiate allegations against a home that is licensed, the licensee may receive technical assistance to help ensure understanding of the statutes and rules that regulate a licensee's practice. The



**(4. continued)**

licensee may also receive a report from the Department, known as a Statement of Deficiencies (SOD), which describes each violation identified during this investigation. If a SOD was issued, the licensee would also have been required to submit a plan to the Department describing how they were going to correct the violation(s) and/or prevent them from occurring again.

If the investigation determines that the home is unlicensed, but operating as a sober living home, they may be issued a notice to cease and desist and a notice of civil money penalties.

**5. *I want to know if this home in my area is a licensed sober living home?***

- Pursuant to **A.R.S. §36-2066**, "[t]he department may not disclose the address of a certified or licensed sober living home..." However, if you know the name of a Sober Living Home, you can verify its licensing information through [AZ Care Check](#).

**6. *What do I need to do to apply for a sober living home license?***

- Information is at: <https://azdhs.gov/licensing/special/index.php#sober-living-homes>
- Submit the COMPLETED items (see **Rules and Regulations** for details)
  - Application
  - Owner Attestation Form
  - ACC is completed
  - Local County Assessor Office is completed
  - Copy of ID
  - Marked floor plans
  - Fee paid
  - Citizenship/Alien Form

**7. *What is the difference between an Initial, Renewal and a Modification Application?***

- **Initial** is a NEW facility that has not been issued a license before, or has let its license lapse.
- **Renewal** is an EXISTING License that is due for its yearly continuation.
- **Modification** is used for changes that have happened at the facility (some inspections on this are required).

**8. *How much does it cost to have a License?***

- License costs are calculated by the license plus the per bed count, and done yearly. i. License fee is **\$500.00**



***(8. continued)***

- ii. Plus **\$100.00 Per Bed** (No fee for the manager)
- iii. **Example:** 10 beds at a facility, how much will it cost? 10 beds x \$100.00 = \$1,000 + \$500 for License, so a payment for \$1,500.00 will need to be made for the yearly License.

**9. *Is there a Bed or Resident Limit?***

- No, but the facility must comply with all rule requirements, including square footage requirements that apply to bedrooms, and ratio requirements that apply to bathrooms along with a few other items per Rule.

**10. *Does the facility need to provide transportation?***

- No, but the facility must comply with rule requirements if they do provide transportation.

**11. *I have AzRHA, what does that do for me?***

- Facility is still **REQUIRED** to be licensed by ADHS.
- AzRHA certified homes are not required to have an initial application inspection, or annual compliance inspections conducted by ADHS.
- Homes certified by AzRHA are still required to comply with all state regulations
- A current copy must be provided with the application.
- AzRHA certified homes are still subject to complaint inspections by ADHS.

**12. *Sober Living Managers requirements?***

- Must **live (be a resident) on site** of the SLH and be at least 21 years of age.
- Must have their own bedroom that cannot be shared by other residents (marked on Floor Plans).
- Must be sober and have maintained sobriety for at least 1 year .
- Must have documentation of current **CPR & Narcan certification**.

**13. *Are animals or pets allowed?***

- Determined by the licensee. If allowed:
  - i. Cat & dogs must have current vaccination against rabies
  - ii. Licensed animals consistent with local ordinances
  - iii. Animals must be controlled to prevent endangering the residents and to maintain sanitation



#### 14. **Zoning for a facility?**

- Sober living homes must follow local zoning ordinances, building codes, and fire codes. Questions regarding these codes should be addressed to the local jurisdiction, not ADHS.

#### 15. **Organizational changes, what do I do? (most common items listed)**

- Buying a current SL home or company: [Must re-apply with an Initial Application](#)
- 1 or more owner is changing: [Must re-apply with an Initial Application](#)
- Moving to another address: [Must Re-apply to an Initial Application](#)
- Changing the name of the house: [complete a Modification From](#)
- Changing the name of the company: [Must re-apply with an Initial Application](#)
- Change of a House manager: [inform ADHS by phone, email or renewal](#)
- Ending/Closing the Facility: [Letter mailed or Email from the list business/primary contact/owner stating License information, address, name and signature plus the date it is closing. License will end on the date given and is not transferable in any way. \(See Question 23\)](#)

#### 16. **Application Requirements that are the biggest errors or delays in getting a License processed:**

- **Not responding** to NOD, SOD, Phone calls or emails in a timely matter
- The Owner of the Facility/building must fill out the **Owner Attestation Form**
- Local **County Assessor Office** name or company **MUST MATCH** the **Owner Attestation form**.
- **(ACC) Arizona Corporate Commission** is updated with the [approved operator with the company](#) of the facility. *Note: this should be done very early on as it takes several weeks to process with ACC team.*
- Missing fees with Application
- **Floor Plans:** Mark the following on the plans
  - i. 1 Floor per page used on 8 ½" x 11" white copy paper
  - ii. All Floors (1<sup>st</sup>, Basements, 2<sup>nd</sup> and any other facility space) w/rooms labeled
  - iii. Bedrooms size requirements: 60sq ft for a Single person, and 50 sq ft per person for Doubles and up (List in total Sq foot and/or length of walls)]
  - iv. All Exit doors (internal & external)
  - v. Windows or outside fire exits are marked
  - vi. Rooms/Bedrooms listed **\*including Managers Bedroom**
  - vii. Bathrooms marked (1 Full bathroom per 5 residents allowed)



**17. Accessible items at the location.**

- First Aid Kit must be available
- At least 1 **non-expired Narcan/Naloxone Hydrochloride** must be available
- Fire extinguisher in Kitchen area
- Appliances for cleaning clothing, storing & cooking food
- Item(s) to securely store each individual client's personal items
- See Rules for adult items, doctor prescribed items, other legal or controlled items

**18. How long or how fast can I get a License issued?**

- This will depend on the Application paperwork accuracy, Responding to NOD and SOD's, Company staff availability, Construction timelines, County and Ownership approvals, vendor and product timelines, Inspections vs. AzRHA non-inspections, USPS services, and other items affecting the timeline.

**19. Other Residents items**

- Sober Living does not allow other persons to reside in a facility that are not in recovery and all persons must be over 18 years old.
- Ensuring that the location is keeping with the "good neighbor" policy and dealing with complaints per posted policy.

**20. What is the difference between "Posted" and "Written" in the Rules & Statutes**

- **Posted** - this can be in a Physical "paper" or other writing like material or in an "electronic" form such as a website, cloud, shared drive or scanned copy for some examples
- **Written** - must be on a Physical "paper" or other writing like material that is visual and hanging or accessible in a storage like item for residents to view

**21. I am selling the facility; can I sign over my current license to the new owners?**

- No, the active ADHS License is non-transferable.
- New owners will need to start an Initial Application.

**22. I am ending my License before the expiration date (selling, closing, change or other reason), can I get a refund for the months the license was not used?**

- No



**23. How do I Self-Withdraw/Cancel/Terminate my License with the State early?**

- Send a Letter/Email to AzDHS
  - i. Email for Sober Living: [BSLFacilities@AzDHS.Gov](mailto:BSLFacilities@AzDHS.Gov)
  - ii. Mail: **150 North 18<sup>th</sup> Ave, Suite 410, Phoenix, Az 85007**
- Withdrawal/Cancel/Termination email/letter needs to include the following Information:
  - i. Facility **License Number** (SLH # on License certificate or paperwork)
  - ii. **Facility Name**
  - iii. **Facility Address**
  - iv. State in simple wording **why you are ending the license** early
  - v. Enter the **Date** it has/will close
  - vi. Name and Position of the **Approved Primary Contact** that is associated with the License/Application.
  - vii. IF NEEDED: Address to be mailed to if it is not the facility address.