Abuse & Neglect Prevention Task Force Update

Jami Snyder & Virginia Rountree
April 12, 2022
# Agenda

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<th>Speaker:</th>
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<td>Welcome &amp; Introductions</td>
<td>Jami Snyder, AHCCCS Director</td>
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<td>Opening Remarks</td>
<td>Virginia Rountree, DES Deputy Director</td>
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<td>Jami Snyder, AHCCCS Director</td>
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<td>Measuring Outcomes and Success</td>
<td>Jennifer De La Rosa, Sonoran UCEDD</td>
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<td>- Results of Member/Family Survey</td>
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<td>- UCEDD Evaluation Report</td>
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<td>American Rescue Plan Act (ARPA) Update</td>
<td>Jami Snyder, AHCCCS Director</td>
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<td>Next Meeting - September 13, 2022</td>
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Measuring Outcomes and Success
Sonoran UCEDD Evaluation Status Update

Member and Family/Representative Survey Results
Roadmap

Timeline Updates
• DRAFT Evaluation Report distributed to Task Force - April 18, 2022
• Task Force Feedback due - April 25, 2022 jschult1@email.arizona.edu
• FINAL Evaluation Report submitted to Agencies - May 1, 2022

Presentation of survey results
• Member and Family Survey
Member and Family Overall Survey Results

Eligibility
Respondents required to be one or more of the following:

- a person receiving long term care services
- a family member of a person receiving long term care
- someone assisting a person receiving long-term care to take the survey (aka a member representative)

Responses
257 valid responses.
- 219 English surveys.
- 38 Spanish surveys.
“Please select the answer that best describes the perspective you will be taking in this survey. Note: If you are assisting a member to complete this survey about their experience, please select member's representative.”

- Member (n=106)
- Member's representative (n=82)
- Family member (n=44)
- Another perspective not listed (n=16)
- Prefer not to answer (n=9)
Member Survey Results:

"Please select all the answer choices that apply to you. I identify as a: …“

Note: total of these responses will add up to more than the total, resulting from multi-select question.
Member Survey Results:

“What is your gender?”

- 39% Female
- 60% Male
- 1% Nonbinary or Noncomforming
Member Survey Results:

“Are you Hispanic?”

- Yes: 12%
- No: 84%
- Prefer not to answer: 4%

[Graph showing the survey results]
Member Survey Results:

"Are you bilingual or multilingual?"

- Yes, fluent in another language: 10%
- Yes, conversational in another language: 2%
- No: 83%
- Prefer not to answer: 5%
Member Survey Results:

"Please specify which language(s)."

- Spanish: 14
- German: 2
- French: 2
- ASL: 1
- Tagalog: 1
- Another language: 3
- Prefer not to answer: 1
Member Survey Results

What is your level of education?

- Less than high school: 4
- High School or GED: 32
- Vocational or tech training: 17
- Associates degree: 13
- Some college: 46
- Bachelors degree: 9
- Masters degree: 3
- Doctorate: 2
- Prefer not to answer: 1
Member Survey Results

Do you have a family member who helps you?

- Yes (n = 51)
- No (n=48)
- Prefer not to answer (n=6)
Member Survey Results

“Which of these people help you? Please select all that apply.”

Note: total of these responses will add up to more than the total, resulting from multi-select question.
Member Survey Results

“Do you live in: ...”

Note: total of these responses will add up to more than the total, resulting from multi-select question.
Member Survey Results

*How many hours of direct care do you need per week ...*”

<table>
<thead>
<tr>
<th>Category</th>
<th>Number of Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fewer than 5 hours</td>
<td>21</td>
</tr>
<tr>
<td>5-10 hours</td>
<td>15</td>
</tr>
<tr>
<td>11-20 hours</td>
<td>16</td>
</tr>
<tr>
<td>21-30 hours</td>
<td>12</td>
</tr>
<tr>
<td>31-40 hours</td>
<td>10</td>
</tr>
<tr>
<td>More than 40 hours</td>
<td>12</td>
</tr>
<tr>
<td>Prefer not to answer</td>
<td>8</td>
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</tbody>
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Member Survey Results

“I trust my service provider to keep me safe…”

- **69%** Yes
- **15%** Maybe
- **11%** No
- **5%** Prefer not to answer
Member Survey Results

“I could tell my service provider if I were being hurt ...”

- Yes: 82%
- Maybe: 4%
- Prefer not to answer: 5%
- No: 9%
“My provider would believe me if I told them I wasn’t safe...”

- Yes: 81%
- Maybe: 5%
- No: 12%
- Prefer not to answer: 2%
Member Survey Results

“My service provider explains things to me clearly.”

- Yes: 75%
- Maybe: 11%
- No: 7%
- Prefer not to answer: 7%
Member Survey Results

“The information and materials I am given are clear to me.”

- Yes: 64%
- Maybe: 19%
- No: 9%
- Prefer not to answer: 8%
"My service provider always treats me with respect."
Member Survey Results

“*My service provider seems happy with their job.*”

- **Yes**: 70%
- **Maybe**: 17%
- **No**: 8%
- **Prefer not to answer**: 5%
Member Survey Results

“\textit{I have been trained by my service provider on how I can keep myself safe from abuse.}”
Member Survey Results

“There is a sign with a phone number I could use to contact someone if I felt unsafe.”

- Yes: 47%
- Maybe: 6%
- No: 42%
- Prefer not to answer: 5%
Member Survey Results

“I could tell someone who cares for me if I felt unsafe.”

- Yes: 88%
- Maybe: 5%
- No: 1%
- Prefer not to answer: 6%
Member Survey Results

“I would be believed if I reported I was being abused.”
Member Survey Results

“My service provider values and protects people.”

- Yes: 79%
- Maybe: 15%
- No: 6%
Next steps

• Invitation to edit/comment forthcoming April 18, 2022.
• Please communicate feedback by April 25, 2022.
• Final report submitted May 1, 2022.
American Rescue Plan Act of 2021
American Rescue Plan Act of 2021

- **Overview**
  - Emergency federal legislative package to address impacts of the COVID-19 public health emergency
  - HCBS Services Enhanced Federal Match Provision

- **AHCCCS’ HCBS Spending Plan**
  - CMS approval obtained on January 19, 2022
  - Expenditure authority legislation signed into law in March 1, 2022
  - Developed in Partnership with DES, DDD, and community stakeholders

- **Key initiatives**: provider payments (1 of 3 to be disseminated in May 2022), case management system enhancement, parents as paid caregivers, workforce development

- **Task Force specific initiatives**: statewide abuse and neglect prevention campaign, HCBS quality online dashboard, central employment repository