# Agenda

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Final Recommendation Status Report
Final Recommendation Status Report

• Provides completion status of each of the report recommendations
• Significant work has been accomplished on all recommendations
• Vast majority of recommendations are complete; some having additional action items and/or ongoing actions
Measuring Outcomes and Success
Sonoran UCEDD Evaluation Status Update

Provider and Staff Survey
Roadmap

• Review evaluation framework
• Present Provider and Staff Survey outcomes
• Baseline workforce competencies for protection of vulnerable individuals: Prevention, Identification of Signs, Knowing what to Do, Certainty of Taking Action (Mandate to Report)
• How self-reported competencies differ by role
• Outcomes
• Higher-Risk subgroup analysis
Conceptualizing Outcomes
Enhanced Protection of Vulnerable Individuals

Cascading changes

Abuse & Neglect Task Force
State Agencies
Health Plans / MCOs
Contracted Provider Orgs
Administrators
Direct service professionals
Members and Families

Systems and Organizational Changes
Data Sources (Focus Groups, Interviews, Document Review)
- Abuse & Neglect Task Force
- Agency Key Personnel
- MCO Key Personnel

Individual Behavior Changes
Data Sources (Focus Groups and Surveys)
- Members and Families
- Direct Service Professionals
- Other provider staff
Provider and Staff survey: Outcomes Measurement

• Rec #1
• Rec #2/#18
• Rec #14
• Rec #15
• Rec #16
• Rec #20
• Rec #22/#23
• Rec #24
• Rec #25
Survey Objective: assess impact at the provider or service-level
  • Administrators
  • Supervisors of direct care workers
  • Direct care workers

Development of Outcomes
  • Directly tied to anticipated service-level impact of recommendations

Response count
  • N=1461 eligible responses, with over 1000 completed

Recruitment
  • Survey ran in Spanish and English, accessible through web browser or phone. Invitations were emailed as well as posted in staff areas with links and QR code.
Survey Objective: assess impact at the provider or service-level
  • Administrators
  • Supervisors of direct care workers
  • Direct care workers

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Recruitment
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Development of Outcomes
  • Directly tied to anticipated service-level impact of recommendations
Respondents’:

- ...assessment of availability and quality of resources to support prevention and reporting.
- ...assessment of quality of resources to support prevention and reporting.
- ...utilization of resources to support prevention and reporting.
- ...assessment of barriers and facilitators to prevention and reporting.
- ...assessment of their employer’s commitment to prevention and reporting.
- ...assessment of their employer’s growth in commitment over the past 12 months.
- ...assessment of Arizona’s commitment to prevention and reporting.
- ...assessment of Arizona’s growth in commitment over the past 12 months.
Outcomes: **Respondent’s Awareness and Confidence**

**“I feel confident to…”**
- Use strategies, methods, or techniques that prevent abuse and/or neglect.
- Identify the signs of abuse and/or neglect.
- Know what to do if I noticed signs of abuse and/or neglect.
- Take action to effectively address signs of abuse and/or neglect.

**Response options**
- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Prefer not to answer
Prevention and Accountability

"I feel confident to use strategies, methods, or techniques that prevent abuse and/or neglect"

- **Strongly agree**: 69%
- **Agree**: 24%
- **Neither agree nor disagree**: 4%
- **Disagree**: 1%
- **Strongly disagree**: 1%
- **Prefer not to answer**: 1%
Prevention and Accountability

“I feel confident to identify the signs of abuse and/or neglect.”
Prevention and Accountability

"I feel confident to know what to do if I noticed signs of abuse and/or neglect"

- 75% Strongly agree
- 20% Agree
- 2% Neither agree nor disagree
- 1% Disagree
- 2% Strongly disagree
- 0% Prefer not to answer
Prevention and Accountability

“I feel confident to take action to effectively address signs of abuse and/or neglect.”

- 74% Strongly agree
- 20% Agree
- 3% Neither agree nor disagree
- 1% Disagree
- 1% Strongly disagree
- Prefer not to answer
Prevention and Accountability: by Role

“I feel confident to take action to effectively address signs of abuse and/or neglect”

Administrator, or manager of managers (n = 573)
Supervise direct care workers / caregivers (n = 243)
Provide direct care services (n = 320)
Prevention and Accountability: Trends

“Over the past 12 months my ability to prevent abuse and neglect has increased.”

- Strongly agree: 41%
- Agree: 26%
- Neither agree nor disagree: 24%
- Disagree: 2%
- Strongly disagree: 5%

- Prefer not to answer: 2%
Prevention and Accountability: Trends

“Over the past 12 months I have implemented strategies, methods, or techniques to prevent abuse and neglect.”

- **43%** Strongly agree
- **32%** Agree
- **18%** Neither agree nor disagree
- **1%** Disagree
- **2%** Strongly disagree
- **4%** Prefer not to answer
Prevention and Accountability

“I am a mandated reporter.”

- Strongly agree: 72%
- Agree: 15%
- Neither agree nor disagree: 2%
- Disagree: 2%
- Strongly disagree: 2%
- Prefer not to answer: 7%
Prevention and Accountability: Trends

Over the past 12 months my understanding of my role as a mandated reporter has increased

- 47% Strongly agree
- 26% Agree
- 23% Neither agree nor disagree
- 3% Disagree
- 1% Strongly disagree
- 0.2% Prefer not to answer
Prevention and Accountability: by role

“I am a mandated reporter.”

Administrator, or manager of Supervise direct care workers Provide direct care services
managers (n = 507) / caregivers (n = 224) (n = 286)

- Prefer not to answer
- Strongly disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree
Prevention and Accountability:

I am confident I would make a report of potential abuse, neglect, or exploitation—even if I only suspected the possibility and I did not know for sure.
Prevention and Accountability: Trends

“Over the past 12 months I have been concerned about one or more potentially abusive situations.”

- 23% Strongly agree
- 21% Agree
- 19% Neither agree nor disagree
- 14% Disagree
- 3% Strongly disagree
- Prefer not to answer
Prevention and Accountability: Staff Stress and Burnout

I would know what to do if I were experiencing stress and burnout

- 40% Strongly agree
- 39% Agree
- 11% Neither agree nor disagree
- 5% Disagree
- 3% Strongly disagree
- 2% Prefer not to answer
Prevention and Accountability: Staff Stress and Burnout

I have a trusted coworker I could talk to if I were experiencing stress and burnout

- 45% Strongly agree
- 36% Agree
- 9% Neither agree nor disagree
- 3% Disagree
- 2% Strongly disagree
- 5% Prefer not to answer
Prevention and Accountability: Staff Stress and Burnout

I have a support network outside of work I could talk to if I were experiencing stress and burnout.

- Strongly agree: 51%
- Agree: 34%
- Neither agree nor disagree: 7%
- Disagree: 3%
- Strongly disagree: 3%
- Prefer not to answer: 2%
Usefulness of Resources

What factor(s) have been most important in helping you develop your ability to prevent abuse?

- Training provided by my employer
- Abuse and neglect prevention toolkit
- Signs at my workplace
- Public awareness campaign
- Other
- Agency flowcharts
- Prefer not to answer
Access to and Utilization of Resources

My workplace offers staff trainings on prevention of abuse, neglect, and exploitation

- 60% Strongly agree
- 27% Agree
- 8% Neither agree nor disagree
- 2% Disagree
- 2% Strongly disagree
- 1% Prefer not to answer
Access to and Utilization of Resources

Over the past 12 months I have completed a training on prevention of abuse, neglect, and exploitation.

- 58% Strongly agree
- 25% Agree
- 8% Neither agree nor disagree
- 2% Disagree
- 2% Strongly disagree
- 5% Prefer not to answer
Access to and Utilization of Resources

My workplace offers trainings for professional caregivers / direct service workers regarding stress and burnout.
Access to and Utilization of Resources

Over the past 12 months, I have been trained regarding trauma-informed practices

- Strongly agree: 23%
- Agree: 23%
- Neither agree nor disagree: 17%
- Disagree: 6%
- Strongly disagree: 6%
- Prefer not to answer: 6%
Access to and Utilization of Resources

Over the past 12 months there are more posted signs at my workplace about abuse and neglect.
Reception of Resources

The posted signs at my workplace would be effective to support me in making a report:

- 27% Strongly agree
- 32% Agree
- 4% Neither agree nor disagree
- 3% Disagree
- 9% Strongly Disagree
- Prefer not to answer
Reception of Resources

This DDD ALTCS flow chart is useful and would support me in making a report

23% 37% 25% 4% 8% 3%

Strongly agree
Agree
Neither agree nor disagree
Disagree
Strongly disagree
Prefer not to answer

Note: Chart restricted to respondents working at DDD ALTCS contracted employers
Reception of Resources

This flow chart is useful and would support me in making a report (AHCCCS)
Reception of Resources

Over the past 12 months members and families seem to know more about preventing and reporting abuse and neglect.
Reception of Resources

Over the past 12 months members and families seem to know more about preventing and reporting abuse and neglect.
A higher-risk subgroup was defined as all respondents who answered “Neither Agree nor Disagree”, “Disagree, or “Strongly Disagree” on one or more of the accountability and prevention “confidence” variables. The characteristics of this group (n=97) were explored in a separate analysis.

Respondent determined to be high risk?

- Yes: 8%
- No: 92%
Higher-Risk Staff Subgroup

High-Risk respondents were disproportionately:

- Working in a direct care role.
- Working for employers who are DDD contracted provider.
- Less likely to have been trained on prevention of abuse and neglect, stress and burnout, trauma-informed care.
- Unclear what to do about experiencing stress and burnout.
- Lacking trusted support networks, at work and/or outside of work.
- Less likely to have seen flowcharts; and less likely to think they are effective.
- Less likely to trust their employer to support them to do the right thing.
- High risk status was not associated with gender, racial and ethnic status, time-in-role, education or job function (aside from direct care worker).
Higher-Risk Staff Subgroup

I have a support network outside of work I could talk to if I were experiencing stress and burnout
Higher-Risk Staff Subgroup

I have a support network outside of work I could talk to if I were experiencing stress and burnout
Higher-Risk Staff Subgroup

Over the past 12 months, I have been trained regarding trauma-informed practices

- Prefer not to answer
- Strongly disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree
Higher-Risk Staff Subgroup

My employer values and protects vulnerable individuals

- Not High-Risk
- High-Risk

- I don't know
- Strongly disagree
- Neither agree nor disagree
- Agree
- Strongly agree
Higher-Risk Staff Subgroup

Over the past 12 months, my employer is demonstrating increasing commitment to preventing abuse, neglect, and exploitation.

- **Not High-Risk**
  - Strongly agree: 70%
  - Agree: 30%
  - Neither agree nor disagree: 0%
  - Prefer not to answer: 0%
  - I don’t know: 0%

- **High-Risk**
  - Strongly agree: 60%
  - Agree: 30%
  - Neither agree nor disagree: 7.5%
  - Prefer not to answer: 2.5%
  - I don’t know: 0%
Next steps

- **Member & Family Survey going live** January 2022
  - ✔ English Language
  - ✔ Spanish Language
  - ✔ American Sign Language

- **Report** Feb 2022
  - ✔ Draft to be presented to Task Force ahead of finalization.
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** (click to view)
  - Subject to CMS approval
  - Developed in Partnership with DES and DDD
  - Submitted to CMS - July 12, 2021
  - Approval - pending
American Rescue Plan Act of 2021
AHCCCS’ HCBS Spending Plan Elements

Strengthening and Enhancing Arizona’s Home and Community Based System of Care

Recommendation #22 - Statewide Abuse and Neglect Prevention Marketing Campaign

Advancing Technology to Support Greater Independence and Community Connections

Recommendation #26 - Development of an Online Dashboard that Details HCBS Quality

- Development of a public-facing dashboard to assist members and families as they make decisions/choose providers for their HCBS care.
- Enhance efforts to identify, track and analyze incidents.
- Improve data transparency for members, families and the general public.
- Provide for more comprehensive oversight and monitoring of providers.

DES-APS Action Plan #9 - Creation of a Central Employment Repository

- Central Employment repository for employers, hosted by Dept of Public Safety.
- One stop screening with automated notifications of new disqualifying information.
- Reduce risk and any existing gaps in information.

Total Funding Request for these Elements - approximately $5 million
Next Steps and Questions