



Abuse & Neglect Prevention Task Force

Virginia Rountree and Jami Snyder
June 29, 2021

Agenda

Topic:	Speaker:
Welcome & Introductions	Jami Snyder
Opening Remarks	Virginia Rountree, Jami Snyder
Presentation/Recommendation Updates & Stakeholder Engagement Highlights	Virginia Rountree, Jami Snyder
AHCCCS Report - Trauma-Informed Approach	Mary Beardsley-King
Measuring Outcomes and Success - UCEDD	Jennifer De La Rosa, Austin Duncan, Sonoran Center for Excellence in Disabilities
Next meeting: September 27, 2021	



Activities and Updates 2nd Quarter 2021

Training for Vulnerable Individuals and Families

- Recommendation Lead Agency: **DES Rec #11**
 - Provide evidence-based training for vulnerable individuals and their families on abuse, neglect, and exploitation prevention, reporting, and trauma recovery.

- **2nd Quarter 2021 Update**
 - **The flashcard training deck has been digitized and published and is downloadable for anyone via the DES website.**
 - **The DDD Office of Individual and Family Affairs (OIFA) and DES Office of Community Engagement (OCE) has taken the Project Lead roles for this recommendation and have been meeting weekly to complete the important expanded member centric training materials, which includes a trainer's guide, the powerpoint presentation and a participant workbook.**
 - **The goal is to publish all of these materials by 6/30 with the cooperation of the Massachusetts Disabled Persons Protection Commission (DPPC).**

Adult Protective Services Registry & Training

- Recommendation Lead agency: **DES Rec #20 & #21**
 - The APS Registry website should be improved to make it easier for employers to check the Registry before hiring new employees. In the long term, the State should provide funding for a central statewide repository of DCS, APS, and fingerprint information in one data system and on one website.
 - The State should provide funding for a comprehensive APS training program for investigators and supervisors that includes knowledge of federal and state APS guidelines, current research, and best practices to support the APS program.
- **2nd Quarter 2021 Update**
 - **APS Website has been updated with an advanced data dashboard and connected to multiple agency registries.**
 - **APS Investigator Training: Cohort 1 is complete at 100% certification and Cohort 2 is well ahead of schedule.**
 - **We are operationalizing the training process and will report this as 100% complete for the Abuse, Neglect and Exploitation Prevention Task Force.**

Public Awareness Campaign Tool-Kit

- Recommendation Lead agency: **DES Rec #23**
 - Publish a public awareness campaign toolkit with the following resources;
 - How to recognize and report abuse neglect and exploitation
 - Strategies for preventing abuse, neglect and exploitation
 - FAQs on what to expect after making a report of abuse
 - Training resources for members, families and providers on recognizing and reporting abuse, neglect and exploitation.
- **2nd Quarter 2021 Update**
 - **Public comment finished on June 3rd.**
 - **Next steps: Post the finalized tool-kit to the DES website and link to the AHCCCS Abuse, Neglect & Exploitation website. Target Date: Mid July.**

Other Recommendations

- Recommendations Lead Agency: **AHCCCS Rec #24 & Rec #25**
 - Build on previous efforts and implement a system-wide trauma-informed approach, with attention to the special needs of vulnerable individuals and their families, including support when families interact with clinicians, law enforcement, and other professionals
 - AHCCCS should require its contracted MCOs to offer training and resources for providers to assist professionals and family caregivers with managing stress and burnout.
- **2nd Quarter 2021 Update**
 - **Rec #24 - Trauma Informed Approach Workgroup** hosted its 1st workgroup session on 6/24 with participation from DES, AHCCCS, law enforcement and community partners.
 - **May 2021 - AHCCCS posted Report on Implementation of System-Wide Activities for Trauma-Informed Approaches**
[AHCCCS Website Page](#)
 - **Rec #25 - Caregiver Stress Workgroup** hosted its 4th and final workgroup session on 6/16. Gap Analysis was completed on 6/2 and the results were presented to the workgroup on 6/16. The group is working on the final draft of the Caregiver Stress Resource Guide with the potential financial support of UnitedHealthcare Community Plan.
 - The workgroup included significant stakeholder engagement: ARC of Arizona, Opportunity Tree, Raising Special Kids, Ability 360, Mercy Care and UnitedHealthcare.

Implementation of System-Wide Activities

Trauma Informed Approaches

- AHCCCS response to Governor's Abuse and Neglect Prevention Task Force in partnership with DES/DDD
- AHCCCS has required trauma informed approaches and activities in MCO contract since October 1, 2018
 - [ACC Contract Example \(Page 84\)](#)
- Published report on AHCCCS website in May of 2021
- Continued partnership with DDD will be summarized in subsequent report

TIC Approaches Operationalized in Multiple Ways

- Care and service delivery Continuum
- Care coordination and resources
- Behavioral Health practitioners trained in best practice treatments for trauma
- Staff representing individual and family affairs at Managed Care Organizations advocate for the existence of trauma informed environments

Review of Confidentiality Requirements

- Recommendation Lead entity: **DES Rec #27**
 - Convene a workgroup of stakeholders should be convened, including relevant state agencies, to identify potential revisions to state statute and agency policies to allow confidential information sharing between parties while maintaining required privacy and confidentiality protections
- **2nd Quarter 2021 Update**
 - **DES will host the 4th workgroup session on 6/30 and a 5th workgroup session will be held to recommend solutions for sharing confidential information across agencies.**
 - **Workgroup leaders include representatives from AHCCCS, DES, DCS, and DHS.**
 - **Legislation may be needed; DES Office of Legislative Services is engaged.**



Assessing Progress and Effectiveness

Sonoran UCEDD Evaluation Status Update

Completed Evaluation Activities

- March-April: 3 Evaluation Strategic Planning - 2 hour sessions
- April-May Agency Document Review - 19 documents reviewed
- April-May: Agency Key Personnel In-Depth Interviews - 21 completed
 - 13 AHCCCS interviews completed
 - 8 DES interviews completed
- May: Task Force/Stakeholder Listening Session (5 participants)
- May-June: Focus Groups (providers, advocates, agency staff)
 - 2 Abuse & Neglect Prevention Focus Group Discussions (5 TF participants)
 - 2 Task Force Recommendations Focus Groups (7 TF participants)
 - 1 Focus Group regarding public-facing recommendations (4 TF participants)
 - 1 Focus Group regarding agency-facing recommendations (3 TF participants)
- May-June: Provider Staff Survey Development and User Testing

Sonoran UCEDD Evaluation Status Update

Planned Evaluation Activities

- July 2021- Provider Staff Survey Rollout (survey review, distribution planning, distribution, analysis)
- July 2021 - Provider Focus Groups/Interviews (planning, conducting, analysis)
- August 2021 - Member/Self-Advocate Survey Rollout (survey review, distribution planning, distribution, analysis)
- August 2021 - Member/Self-Advocate Focus Groups/Interviews (planning, conducting, analysis)
- End of September 2021 - Evaluation Deliverable Development (deliverable review, dissemination planning)



Questions