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While you are waiting TEST YOUR AUDIO. LISTEN FOR MUSIC.
You were automatically muted upon entry. Please only join by phone or computer.
Please use the chat feature for questions or raise your hand.

Thank you.
Do you know that anyone in Arizona can access crisis services?
How to access the crisis line in your area

North GSA
Counties: Coconino, Gila, Mohave, Navajo, Yavapai:
Health Choice Arizona: 1-877-756-4090

Central GSA
- Maricopa County: Mercy Care 1-800-631-1314

South GSA
- Counties: Apache, Cochise, Graham, Greenlee, La Paz County, Pima, Pinal, Santa Cruz, Yuma:
  Arizona Complete Health - Complete Care Plan 1-866-495-6735

Tribal
- Ak-Chin Indian Indian Community:
  1-800-259-3449
- Gila River Indian Community:
  1-800-259-3449
- Salt River Pima Maricopa Indian Community:
  1-855-331-6432
- Tohono O’odham Nation:
  1-844-423-8759
Members: Make Sure Your Contact Info Is Current In Health-e-Arizona PLUS

Need to report a change?

Log in or create an account today at www.healthearizonaplus.gov
Health-e-Arizona PLUS Address Changes

Address changes can be reported online using Health-e-Arizona PLUS.
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Navigating your bar on the bottom...

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Turn on Closed Captioning

Raise Hand

Chat

KEYBOARD SHORTCUTS TO RAISE HAND

Windows: Alt+Y to raise or lower your hand

Mac: Option+Y to raise or lower your hand
Audio Settings

- Speaker:
  - Test Speaker
  - Built-in Output (Internal Speakers)
  - Output Level:
  - Output Volume:

- Microphone:
  - Test Mic
  - Built-in Microphone (Internal Microphone)
  - Input Level:
  - Input Volume:
  - Automatically adjust microphone volume

- Use separate audio device to play ringtone simultaneously

- Join audio by computer when joining a meeting

- Mute microphone when joining a meeting

- Press and hold SPACE key to temporarily unmute yourself

[Advanced]
Tips for successful ZOOM PARTICIPATION

1. MUTE your mic when you’re not speaking
2. BACKGROUND NOISE watch when turning on mic
3. Limit the DISTRACTIONS around you
4. Look at the CAMERA not your screen
5. PREPARE & queue docs or links that you plan to share
6. Stay FOCUSed by not texting or side conversations
7. Use GALLERY VIEW to see all participants
8. Use CHAT to ask questions or share resources
This Meeting Is Being Recorded

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Please disconnect from this meeting if you do not agree to these terms.
Arizona Olmstead Plan: Your Voice is Needed!!

Community Stakeholder Forums

- Tuesday, August 29, 2022: 9:00 - 10:30 a.m.
- Thursday, August 30, 2022: 5:00 - 6:30 p.m.
Arizona Olmstead Plan

Dara Johnson, Program Development Officer
Adam Robson, Employment Administrator
Purpose

• The main purpose behind these Olmstead Community Forums is to learn about the contents and new format of the Arizona Olmstead Plan to be able to ask questions and/or seek clarification in to be able to provide any public comments during the Public Comment Period.

• Toward the end of this presentation, you will be provided with information about the Public Comment Period, such as the timeline and how to submit public comments.

• Public comments may also be accepted during these Forums.
The story of the Olmstead case began with two women, Lois Curtis and Elaine Wilson:

Both had diagnoses of mental health conditions and intellectual disabilities

Both voluntarily admitted to the psychiatric unit in the State-run Georgia Regional Hospital.

Following the women's medical treatment there, mental health professionals stated that each was ready to move to a community-based program.

Both remained confined in the institution, each for several years after the initial treatment was concluded.

Both filed suit under the Americans with Disabilities Act (ADA) for release from the hospital.

- States are required to provide community-based services for individuals with disabilities who would otherwise be entitled to institutional services:
  - State’s treatment professionals reasonably determine that such placement is appropriate
  - The affected person is in agreement with the decision, and
  - The placement can be reasonably recommended, taking into account the resources available to the State and the needs of others who are receiving State-supported disabilities services
Arizona’s Approach

• The Court did not require states to develop a plan, but Arizona chose to do so.
• Providing services and treatment in the most integrated settings is an underlying principle the service system.
• The population targeted to benefit from the Olmstead Plan are all individuals who may be at risk of institutionalization, including individuals with behavioral health needs and members of the ALTCS program, including Tribal ALTCS programs.
• Arizona’s compliance with the Olmstead Decision has historically been incorporated into rules, policies, and practices.
Arizona’s Approach (continued)

- Intent of the Olmstead Plan is for it to be both an actionable and a “living” plan with specific goals, objectives, metrics, and evaluation methods.
- AHCCCS plans to post updates to the plan as well as available data on outcomes ensuring the protection of member health information.
- Annually, AHCCCS plans to convene stakeholder forums, along with a public comment period, to reassess needs by soliciting input and feedback on the progress of the current plan, while considering suggestions for new areas of focus.
- Any recommendations to make changes to the Olmstead Plan after the Plan is posted as final will be placed in a parking lot for consideration during the next round of changes.
2022 Arizona Olmstead Plan – Draft

Preamble:
• What is the Olmstead decision?
• Arizona’s Practice of Advancing Olmstead
• Arizona’s 2022 Olmstead Plan In Development
• Evaluation and Transparency

Olmstead Strategies:
• Each Olmstead strategy contains language or space for the following:
  – Objectives
  – Performance Targets
  – Target Dates
  – Progress Summary

Note: Not all Objectives will have Performance Targets
• Since this is an actionable, living document, some Performance Targets will need to be added later after actions are already taken or data is reviewed

Note: Target Dates are anticipated dates and are subject to change.
Arizona’s Practice of Advancing Olmstead

- AHCCCS has a history of innovation in healthcare that aligns with and advances Olmstead principles and practices
  - From integrated service delivery models → the Whole Person Care Initiative

<table>
<thead>
<tr>
<th>ALTCS Members</th>
<th>% in 2009</th>
<th>% in 2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>Residing in own home</td>
<td>49%</td>
<td>72%</td>
</tr>
<tr>
<td>Residing in institution</td>
<td>31%</td>
<td>9%</td>
</tr>
</tbody>
</table>

- AHCCCS has sought to integrate service delivery at the provider level by creating a one-stop-shop access point for service delivery.
Arizona’s Practice of Advancing Olmstead

- AHCCCS has adopted a culture of engagement and transparency
- The original 2001 Olmstead Plan was guided by planning principles set forth by CMS to develop a plan with the following intentions:

<table>
<thead>
<tr>
<th>Intention</th>
<th>2022 Arizona Olmstead Plan</th>
</tr>
</thead>
<tbody>
<tr>
<td>Striving for outcomes of serving members in the most integrated setting appropriate</td>
<td>✓</td>
</tr>
<tr>
<td>Involving members in the planning process</td>
<td>✓</td>
</tr>
<tr>
<td>Assessing for opportunities to mitigate institutionalization</td>
<td>✓</td>
</tr>
<tr>
<td>Ensuring the availability of community-integrated services</td>
<td>✓</td>
</tr>
<tr>
<td>Offering members &amp; their families the opportunity to make informed decisions and choices regarding how their needs can best be met</td>
<td>✓</td>
</tr>
<tr>
<td>Evaluating implementation informed by quality assurance and improvement processes</td>
<td>✓</td>
</tr>
</tbody>
</table>
Arizona’s Practice of Advancing Olmstead

• The Preamble also provides a list of accomplishments from the most recent 2003 Olmstead Plan, as well as what those accomplishments look like in present day practices/initiatives. Example:

<table>
<thead>
<tr>
<th>Focus Area</th>
<th>2003 Plan Accomplishments</th>
<th>Present Day Practices/Initiatives</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assertive Community Treatment (ACT)</td>
<td>Establishment of ACT teams.</td>
<td>ACT teams continued growth statewide, including specialty forensic and medical ACT teams. Specialty teams are being considered for members with intellectual and developmental disabilities.</td>
</tr>
</tbody>
</table>

• Reference to the AHCCCS Olmstead web page that presents a timeline and description of efforts like those that have been undertaken to advance the spirit and intention of Olmstead principles
  - System-Related; Contracts/Policy; Initiatives; Upcoming
Arizona’s 2022 Olmstead Plan In Development

• Developed an AHCCCS Olmstead web page.
• Created an Olmstead Survey (summary on web page).
• Convened a workgroup, including members/family members across the state.
• Hosted two Olmstead Community Forums in late-2021.
• The Plan is limited in scope to initiatives for which AHCCCS can have a direct impact on the systemic change and is not exhaustive of all AHCCCS’ efforts to comply with the spirit of the Olmstead decision.
• Targeted strategies are directed at the mitigation of institutionalization and supporting the successful transition of members from institutional settings into community-based living and service delivery.
Evaluation and Transparency

- Design of the Olmstead Plan is for it to be actionable and “living”, meaning it will change over time.
- Contains specific timelines for objectives, including, as applicable, specific performance targets to measure positive change.
- AHCCCS plans to post updates to the plan, including available data on outcomes, while ensuring the protection of member health information.
- Annually, AHCCCS will hold a public comment period and convene stakeholder forums to reassess needs, while considering suggestions for new areas of focus.
- Starting on the first quarterly update, AHCCCS will include under each strategy a section to record a running list of major accomplishments that have occurred based on activities listed within the strategy.
## Strategy #X: TITLE OF STRATEGY LISTED HERE

<table>
<thead>
<tr>
<th>Objective #1</th>
<th>Target Date</th>
<th>Performance Targets</th>
<th>Progress Summary</th>
</tr>
</thead>
</table>
| • All strategies have Objectives and Target Dates | • Target Dates are anticipated and subject to change | • Many have actionable and measurable Performance Targets listed.  
• Some Objectives are actually the Performance Target, so they were not duplicated here.  
• Others may have Performance Targets added later during the process. | • A few preliminary Progress Summaries are listed that contain baseline data that we know already.  
• This is the section that will be updated each quarter to include major progress made.  
• There does not have to be a Progress Summary written out for each Objective every time the Plan is updated.  
• After the first Progress Summary, a table will be inserted below each Strategy to accumulate a list of Accomplishments |

Real example in upcoming slide
# Olmstead Strategies

<table>
<thead>
<tr>
<th>#</th>
<th>Strategy</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Effective Permanent Supportive Housing (PSH) for members to successfully reside in the community</td>
<td>Increase housing choice and opportunities for individuals and ensure necessary support services are available to assist members to obtain and maintain the least restrictive, most integrated community setting possible.</td>
</tr>
<tr>
<td>2</td>
<td>Reach-in discharge planning for hospital settings</td>
<td>Increase the ease of access for care coordination and discharge planning for members in hospital settings, while reducing outpatient service barriers.</td>
</tr>
<tr>
<td>3</td>
<td>Reach-in discharge planning for correctional settings</td>
<td>Improve discharge planning, reach-in care coordination, and service delivery for members exiting correctional settings.</td>
</tr>
<tr>
<td>4</td>
<td>Expansion of Home and Community-Based Services (HCBS) for aging individuals with Serious Mental Illness (SMI) determinations</td>
<td>Explore options to provide medically-necessary HCBS services to the aging SMI population who do not meet institutional level of care criteria to become eligible for the Arizona Long Term Care System (ALTCS).</td>
</tr>
<tr>
<td>5</td>
<td>Workforce Development initiatives</td>
<td>Implement programs and systems that will enhance the capacity, capability, and commitment of the healthcare workforce.</td>
</tr>
<tr>
<td>6</td>
<td>High quality network to ensure members are served in the most effective and least restrictive manner</td>
<td>Ensure services are provided by high quality network providers in a timely manner.</td>
</tr>
<tr>
<td>7</td>
<td>Person-centered planning enhancements</td>
<td>Improve monitoring with service and treatment planning standards for Managed Care Organizations (MCOs)</td>
</tr>
</tbody>
</table>
Olmstead Plan Strategy #1

#1: Effective Permanent Supportive Housing (PSH) for members to successfully reside in the community

**Description:** Increase housing choice and opportunities for individuals and ensure necessary support services are available to assist members to obtain and maintain the least restrictive, most integrated community setting possible.

- Objectives and Performance Targets center around:
  - Addressing the delivery of housing support and wrap-around services.
  - Developing new bridge options to facilitate transition from residential, inpatient, correctional, and housing instability to the least restrictive, community-based settings.
  - Partnering with housing providers (e.g., Public Housing Authorities, 811 Project Rental Assistance, etc.).
  - Increasing speed for housing options to be identified and provided.
Olmstead Plan Strategy #1

• This is a real Objective within Strategy #1:

<table>
<thead>
<tr>
<th>Strategy #1: Effective Permanent Supportive Housing (PSH) for members to successfully reside in the community</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Objective #2</strong></td>
</tr>
<tr>
<td>------------------</td>
</tr>
<tr>
<td>Expand access and range of housing settings for all eligible populations.</td>
</tr>
<tr>
<td><strong>A.</strong> Develop new bridge options to facilitate transition from residential, inpatient, correctional, and housing instability to the least restrictive, community-based settings.</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td><strong>B.</strong> Use covered Medicaid housing support services to partner with housing providers (e.g., Public Housing Authorities, 811 Project Rental Assistance, etc.) to expand permanent, community-based housing options.</td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>
Olmstead Plan Strategy #2

#2: Reach-in discharge planning for hospital settings

**Description**: Increase the ease of access for care coordination and discharge planning for members in hospital settings, while reducing outpatient service barriers.

- Objectives and Performance Targets center around:
  - Strengthening oversight and compliance with care coordination and discharge planning.
  - Utilizing the statewide Closed-Loop Referral System (CLRS) to increase member access to community resources that address social risk factors of health.
Olmstead Plan Strategy #3

#3: Reach-in discharge planning for correctional settings

**Description:** Improve discharge planning, reach-in care coordination, and service delivery for members exiting correctional settings.

- Objectives and Performance Targets center around:
  - Increasing participation in data sharing with counties/correctional settings.
  - Monitoring pre-release applications for care coordination.
  - Developing a process for medically-necessary Durable Medical Equipment (DME) upon release.
  - Reviewing member-level data.
  - Utilizing the statewide Closed-Loop Referral System (CLRS) to increase member access to community resources that address social risk factors of health.
Olmstead Plan Strategy #4

#4: Expansion of Home and Community-Based Services (HCBS) for aging individuals with Serious Mental Illness (SMI) determinations

**Description:** Explore options to provide medically-necessary HCBS services to the aging SMI population who do not meet institutional level of care criteria to become eligible for the Arizona Long Term Care System (ALTCS).

- Objectives and Performance Targets center around:
  - Determining which AHCCCS-enrolled members fall into this category.
  - Conducting a fiscal analysis of HCBS utilization.
  - Researching health outcomes for these members.
#5: Workforce Development initiatives

**Description:** Implement programs and systems that will enhance the capacity, capability, and commitment of the healthcare workforce.

- Objectives and Performance Targets center around:
  - Improving the hiring and retention of Direct Care Workers (DCWs) and behavioral health technician (BHT)/behavioral health paraprofessional (BHPP) staff.
  - Enhancing basic competencies of staff.
#6: High quality network

**Description**: Ensure services are provided by high quality network providers in a timely manner.

- Objectives and Performance Targets center around:
  - Utilizing Electronic Visit Verification (EVV) to monitor access to care for Home and Community-Based Services (HCBS).
  - Monitoring timeliness of appointments.
  - Increasing network adequacy for behavioral health services.
Olmstead Plan Strategy #7

#7: Person-centered planning enhancements

**Description:** Improve monitoring with service and treatment planning standards for Managed Care Organizations (MCOs).

- Objectives and Performance Targets center around:
  - Improving performance monitoring with case management chart audits.
# Next Steps

*Subject to Change*

<table>
<thead>
<tr>
<th>Timeline</th>
<th>Steps</th>
</tr>
</thead>
<tbody>
<tr>
<td>July 2022</td>
<td>Finalize draft and post to AHCCCS web page for public comment</td>
</tr>
<tr>
<td>August 2022</td>
<td>Host community forums and Tribal Consultation.</td>
</tr>
<tr>
<td>September - October 2022</td>
<td>Close out public comment period. Finalize Arizona Olmstead Plan, which will include convening the member &amp; family member advisory group.</td>
</tr>
</tbody>
</table>
Public Comment Period

• Posted on 7/27/2022; Deadline is 9/22/2022
• https://www.azahcccs.gov/AHCCCS/PublicNotices/
• Please provide your comments, questions, or concerns to: Olmstead@azahcccs.gov
  o Responses can be inserted into the body of the email (no special form required).
• You can also mail your comments to:
  AHCCCS
  c/o Program Initiatives Team
  801 E. Jefferson Street, Mail Drop 6500
  Phoenix, AZ 85034
• Responses will be compiled and reviewed internally, while bringing relevant and feasible recommendations to the Olmstead workgroup for discussion.
More Information

➢ AHCCCS Olmstead web page:
  • https://www.azahcccs.gov/olmstead

➢ Sign up for updates on the web page
  • “Subscribe to Olmstead Updates”

➢ Questions/comments:
  • Olmstead@azahcccs.gov
Questions
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Handle: @AHCCCSgov
Handle: @AHCCCSSgov
Handle: @AHCCCS
Channel: AHCCCSSgov
Learn about AHCCCS’ Medicaid Program on YouTube!

Watch our Playlist:
Meet Arizona’s Innovative Medicaid Program
Other Resources - Quick Links

- AHCCCS Waiver
- AHCCCS State Plan
- AHCCCS Grants
- AHCCCS Whole Person Care Initiative (WPCI)
- AHCCCS Office of Human Rights
- AHCCCS Office of Individual and Family Affairs
- Future RBHA Competitive Contract Expansion
Please take the survey. Surveys help us better tailor meetings to your needs.