

5.6.5 Data Aggregation

The Contractor’s EVV System shall track and monitor DCW retention rates against AHCCCS/Med-QUEST established standards. Based on the established standards the Contractor shall establish metrics and will monitor retention rates at the provider, MCO and AHCCCS/Med-QUEST level. The Contractor’s workforce retention tracking shall include tracking DCW movement across provider agencies and should also include the following information about the DCW:

- DCW’s relationship with member e.g. is by blood or marriage to the member
- The DCW only works with one specific member and is not interested in providing services to other members
- Whether or not the DCWs is eligible for re-hire after an employment transition from the provider agency

Below is a draft of the workforce retention tracking standards and metrics that AHCCCS/Med-Quest will be requiring the Contractor (EVV Vendor) to track and report.

Metric	Definition	Methodology	Example
Retention – How stable is the workforce?	The number and percent of the personnel employed by a provider in full time, part time or contracted positions on January 1 who are still employed with the same provider on 12/31.	Providers report the head count of full time, part time and contracted personnel employed on January 1. Providers report the head count of full time, part time and contracted personnel employed on January 1 who remain employed on 12/31.	Employed on January 1, Employee – A - FT Employee – B - FT Employee – C - FT Employee – D- PT Employed on December 31 Employee – A - FT Employee – B - FT Employee – C – FT - Resigned Employee – D- PT # Employed 1/1 = 4 # Employed 12/31 = 3 Retention Rate = 75%
Turnover How volatile is the workforce?	The total number and percent of all personnel employed by a provider in full time, part time or contracted positions starting on January 1 and who separated from the provider before 12/31.	Providers report the head count of full time, part time and contracted personnel employed on January 1. Providers record all hires and separations to the head count of full time, part time and contracted personnel employed on	Employed on January 1, Employee – A - FT Employee – B - FT Employee – C - FT Employee – D- PT – Hired 3/1 Employed on December 31 Employee – A - FT Employee – B - FT

Metric	Definition	Methodology	Example
Turnover How volatile is the workforce? <i>Continued</i>		January 1 who leave the agency for any reason by 12/31.	Employee – C – FT - Resigned Employee – D- PT – Resigned 4/1 # Employed 1/1 – 12/31 = 4 # Employed 12/31 = 2 Turnover Rate = 50%
Time To Fill (Vacancies) How long does it take to fill a position?	The average number of days required to recruit, select, hire and have the employee report for work for all vacant full time, part time or contracted positions within the year.	Providers report the number of full time, part time and contracted vacancies on, and as they occur after January 1 and the date the position became vacant. Providers report the date each vacancy is filled between 1/1 and 12/31.	Vacant Positions on January 1, Vacancy – X – 11/1/17 Filled 3/1/18 (120 Days) Vacancy – Y – 12/1/17 Filled 3/15/18 (104 Days) Vacant Positions occurring after January 1 Vacancy – Z – 2/7/18 Filled 4/1/18 (53 Days) Reported 12/31 3 Vacancies requiring 92.3 days to fill