AzAHP
Workforce Development Alliance

NOVEMBER PROVIDER FORUM

HONORING ALL WHO SERVED

VETERANS DAY

AzAHP Workforce Development Alliance

Stephanie Earl
Arizona Complete Health
Workforce Development
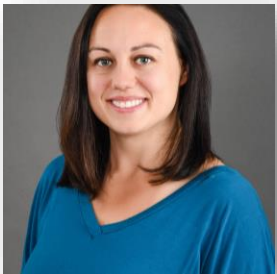Administrator/
Clinical Leader
ACC & RBHA

Selena McDonald
Banner - University Health Plans
Workforce Development
Administrator
ACC

Mark Faul
Care1st Health Plan Arizona
Workforce Development
Administrator
ACC

Jennifer Elkins
Health Choice Arizona
Workforce Development
Administrator
ACC & RBHA

Sarah Hauck
Mercy Care
Workforce Development
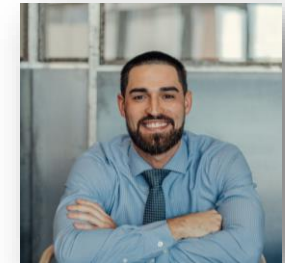Administrator
ACC, ALTCS, DD, DCS/CHP, RBHA

Britt Carlson
Molina Health Care
Workforce Development
Administrator
ACC

Layla Bishop
UnitedHealthcare Community Plan
Workforce Development
Administrator
ACC & DD

Christine Connell
Relias Learning
Client Success Manager

Ryan Ouimette
Arizona Association of Health Plans
Consultant / Workforce Alliance
Site Facilitator

Agenda

Introductions

Native American Awareness Month

Relias

Quarterly Reporting

POLL TIME!

Brain Bites Lorie Birk: Recruitment

Provider Workforce Development Plans (P-WFDP) 2022

Website Update

Justice Reach Program

ACOM 407 – Attachment A Survey
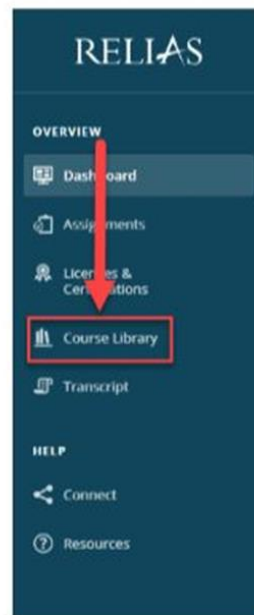
CFT

Upcoming Dates/Events!

November 2021 Updates
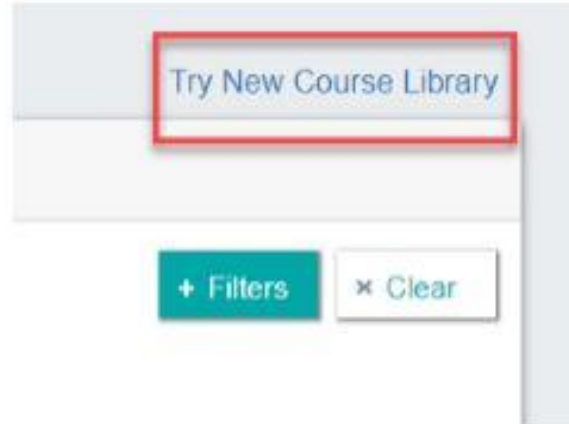
ACCESSING THE COURSE LIBRARY

Learners can select the Course Library option from their left-hand navigation menu.

Alternatively, Learners can select the Assignments tab and then select the Browse Course Library option under the Learning tab.

Both options will navigate the learner to the Legacy Course Library page. From the Legacy page, the learner can select the Try New Course Library option in the top right-hand corner.

From this new Course Library page, the Learner can access the updated Search function.
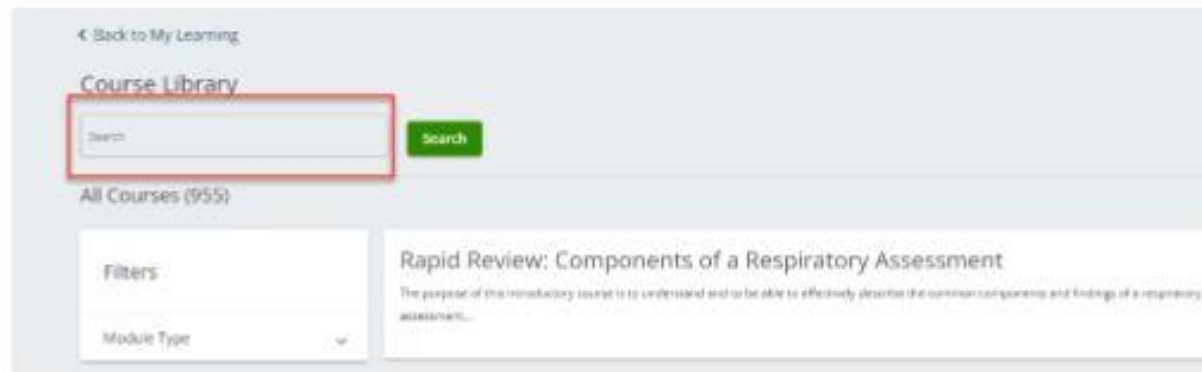
If the Learner does not wish to use the new Course Library screen, they can return to the Legacy page by selecting the Return to Legacy Search link in the top right-hand side of the page.

RELIAS

2022 Preparation Checklist:

Training Plans –

□ Retire old training plans that are no longer applicable.

□ Establish a consistent naming convention of training plans.

□ Review the modules within the training plan to ensure they are still relevant.

Autoenrollment Profiles –

□ Audit all autoenrollments to make sure they are capturing the intended users. This includes the review of any recently added or updated user profile fields.

□ Ensure the most simplified user attributes are reflected in the autoenrollments tied to training plans.

User Profile Fields –

☐ Review job titles, departments, and user locations for duplications and inconsistent naming conventions.

☐ Consider how these fields are used for reporting and autoenrollments.

Hierarchy –

☐ Design the hierarchy to utilize Notifications Recipients.

☐ Organize the hierarchy levels so Supervisors have accurate access.

☐ Confirm that hierarchy names are consistent, correct, and clear for reporting.

Reports –

☐ Update any shared or scheduled reports to reflect newly added or changed user profile fields.

☐ Review the recipients of automated reports to ensure the correct recipients are listed.

☐ Customize the subject and message of the automated reports to define a clear ask to recipients.

Site Branding/Customization –

☐ Use your logo to customize the email templates in Settings.

☐ Craft announcements to share organization-specific updates (using your logo).

☐ Input custom courses and policies & procedures using your organization's specific style guide.

RELIAS INSIGHTS

|	
FEB. 24 2021	Change Management
APRIL 21 2021	Clinical Solutions & RBT/ Supervisor Training Plans
JUNE 24 2021	Automation
JULY 21 2021	Site Organization and Hidden Features of the LMS
OCT. 20 2021	Reporting
DEC. 8 2021	Compliance Management

Click the 🔊 icon to access the event recording.

RELIAS QUESTIONS?

Set up an appointment with Christine Connell to review the Relias Platform, have her look over your site to make recommendations, or to simply strategize on ways you could use Relias to improve some training or tracking efficiencies at your organization.

If you're an admin looking to become LMS Level 1, 2 or3 certified I can help with this goal as well.

Contact Christine at: cconnell@relias.com
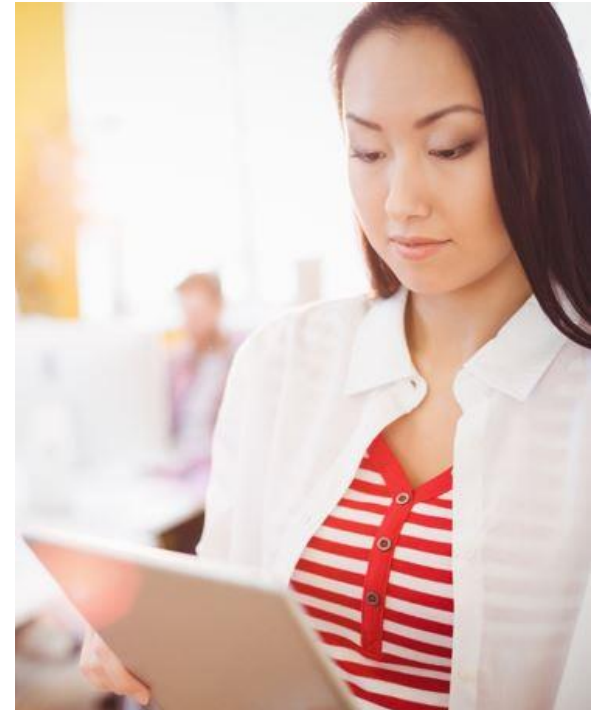
Q3 QUARTERLY REPORT

(LEARNER STATUS)

Reporting Dates: 7/01/2021 - 9/30/2021
Training Plans: AzAHP 90-Day & Annual
Reporting Date: November 1st at 9:00am

OH BOY! Status Report Time Again!

Results will be available at azahp.org on 11/12/21

Your agency name is listed next to your score

NOTE: Fewer agencies were included in the Q3 report because there were no trainings of the month during this reporting period. Only agencies with new hires would show up on this report.

Q3 2021 Results

88.84% across all agencies
☆ **100%**: 116 (56%)
🏅 **90-99%**: 19 (9%)
80-89%: 19 (9%)
70-79%: 12 (7%)
60-69%: 10 (5%)
50-59%: 9 (4%)
Below 50%: 22 (10%)

207 Provider Agencies

Q1 2021 Results

87% across all agencies
☆ **100%**: 87 (32%)
🏅 **90-99%**: 59 (22%)
80-89%: 39 (14%)
70-79%: 26 (9%)
60-69%: 13 (5%)
50-59%: 13 (5%)
Below 50%: 37 (13%)

274 Provider Agencies

Q2 2021 Results

86.91% across all agencies
☆ **100%**: 84 (30%)
🏅 **90-99%**: 67 (24%)
80-89%: 35 (12%)
70-79%: 22 (8%)
60-69%: 20 (7%)
50-59%: 13 (5%)
Below 50%: 42 (14%)

283 Provider Agencies

Course Requirement

Agencies scoring at or below 75% on the Quarterly Completion Report (Course/Learner Status Report) are required to designate at least one Relias "Supervisor" or "Administrator" to attend the course:

AzAHP – Navigating & Managing Your Relias Portal (Recorded Webinar)

Registration:
- Available in Relias
- Search "Navigating"

Our WFD Alliance is also available to provide 1:1 technical assistance as needed or answer any questions you may have about how to improve your training completion scores

POLL TIME!

Highly reported workforce issue:

RECRUITMENT

Help us help you! We want to:

- Provide Technical Assistance
- Brainstorm Solutions
- Offer opportunities to help you improve your recruitment efforts

Employment & Resource Fairs—What are your thoughts?

Brain Bites

WORKFORCE DEVELOPMENT RECRUITMENT AND RETENTION

LORIE BIRK, TERROS

Employee Recruiting and Retention Challenges

By Lorie A. Birk, Esq., SPHR, SHRM-SCP

Sr. Director of Human Resources

Terros Health

Increasing turnover

Increasing vacancies

Increasing starting wages

Lack of qualified candidate pool

No increase in reimbursement rates

In person services

Vaccine requirements

Time to Regroup

Seek to understand

Focus groups with licensed staff (AZBBHE)

Increased minimum hiring wage to $15/hour (in June) …. Doing again

Redid compensation structure for licensed BH staff, RNs, and MAs (in June)

Sign on bonuses

Stay bonuses

Professional development opportunities

Flexible schedules where possible

What does the data say

Build into strategic initiatives

- Employee recognition
- Performance management
- Best places to work

Questions

lorie.birk@terros.org

Provider Workforce Development Plan 2022 Template

Competency Continuum Release Date

- Available Today, November 11th
- Sent out in Provider Forum Summary email
- Also available on website!

Due Date

- Plan link was emailed, also available on website!
- February 1 – February 28

Workshops

- *Relias Course Name: *AzAHP - Provider Workforce Development Plan (P-WFDP) Workshop*
- **November 16, 2021** 1:00 – 2:30 PM
- **December 15, 2021** 1:30 – 3:00 PM
- **January 19, 2022** 11:00 – 12:30 PM
- **February 17, 2022** 9:00 – 10:30 AM

Website
Update

REBILD MODE!

Sorry, we're doing some work on the site

Thank you for being patient. We are doing some work on the site and will be back shortly.

Justice Reach-In Program

AHCCCS Requirements

Full program guidelines from AHCCCS

- AMPM 1022 - [AMPM Policy 1022 (azahcccs.gov)](azahcccs.gov)

- Adult and Juvenile members incarcerated/detained 20+ days

- Members with chronic and/or complex physical and/or behavioral health care needs

- Adult members with a substance use disorder and/or those that meet the medical necessity criteria to receive Medical Assisted Treatment (MAT).

- MCOs must establish a collaborative process with justice partners to identify members involved in the justice system

- Members should have an appointment with an appropriate provider (typically PCP, within 7 business days of release)

UHCCP Reach-In Overview

- Adult UHCCP members who meet criteria for the Justice Reach-In Program are assessed while in detention through the video visitation system available at each detention center.

- A plan is created for each member's release including a PCP appointment and other services such as behavioral health services, substance abuse treatment as well as housing and employment resources.

- The adult member is assigned to a Community Health Worker for 90days who assists the adult member in accessing their identified services.

- Juvenile members receive coordination of care while incarcerated through CFT meetings and working with Juvenile Detention and Juvenile Probation. The Juvenile's needs are identified while incarcerated and can include substance abuse treatment, behavioral health services and other supports. The member is then connected to services upon release.

UHCCP Contact Info

Mary Krawczyk – Justice Liaison

Mary_Krawczyk@uhc.com

602-255-8995

Matt Hall – Justice and Court Coordinator

Matthew.Hall@uhc.com

763-283-2493

Azjuvenilejustice@uhc.com

Azadultjustice@uhc.com

Desi Preciado – Justice Liaison

Deserie_Preciado@uhc.com

480-617-2675

Kim Amos – Juvenile Justice Coordinator

kimberly_amos@uhc.com

623-233-8588

AzCH-CCP
Reach-In Care Coordination Program

Program Mission Statement:

Engage detained members in re-entry care coordination with integrated healthcare services prior to their release from jail or prison to ease their transition back into the community.

Program Description:

Target Population: Members with complex care conditions who have been incarcerated 20 or more days and have an anticipated release date.

Pre-Release:

- Jail Liaisons works with participating members to support re-entry care coordination with clinical and system partners.
- Peer Support services are discussed, and referrals made per member approval.
- An appointment with the requested healthcare provider is scheduled within seven days post release.

Post-Release:

- AzCH-CCP Care Coordinator is available for all participating members, up to 6 months post release.
  - Care Coordinator can help with filling medications, engaging healthcare provider(s), and coordinating with justice agencies such as probation and parole.
- Program Forensic Peer Support Specialists can engage members pre-release and will continue to offer peer support navigation services 30-90 days, post-release. (available in Pima and Yuma Counties).

Program Goal Statement:

The Reach-In Care Program exists to streamline re-entry care coordination, improve access to healthcare with the goal of improving health outcomes, and reduce further involvement with the criminal justice system.

Banner University Health Plans

- Jail – Adult System- refer members to peer run organizations to complete interviews to determine members needs after release.
- Oversight – track members referred to Hope Inc (Pima County) TLCR (Pinal and Yuma Counties)
- Juvenile System- assist family in engaging with providers to assist members in enrolling or re-enrolling with Behavioral Health Services.
- Plan available in Cochise, Gila, Graham, Greenlee, La Paz, Maricopa, Pima, Pinal, Santa Cruz and Yuma counties.

Christy Weaver
Justice System Liaison

margaret.weaver2@bannerhealth.com

480-827-5878

Justice program- description

- Designate parameters for identifying individuals with chronic or complex care needs

- Coordinate care with jails, providers and transportation services

- Educate members on available services and how to access care through the plan

- Schedule appointments with contracted providers based on the members health care needs within 7 days of their scheduled release

Justice Liaisons:
Mario J Morales
Mmorales@care1staz.com
Phone 480-489-7229

Ann Norton
Ann.Norton@care1staz.com
Phone 602-778-4145

Justice General Email
SM_Justice@wellcare.com

DES DDD Justice System Reach-In Program

The DDD Justice Reach-In program facilitates the coordination of care for ALL DDD Members who have justice involvement through collaboration with: DDD, Health Plans, Detention Facility, Medical Staff, Responsible Party/Guardian, and appropriate Support/Service Providers. The Liaison ensures the detention staff receive the most current medication list and a signed HIPPA form. The Liaison acts as the single point of contact with the detention staff and communicates out to the DDD team.

Reach-In Coordination activities are conducted to ensure that the members' physical and/or behavioral health, chronic and/or complex care needs are assessed by the team prior to the member's release from incarceration. The release plan includes a physician appointment within 7 days from the date of release as well as any other services that will assist the member back into the community. Members remain on the Monitoring List until they are stable within the community.

Office of Individual and Family Affairs Justice Reach-In Contacts:

Shannon Kirwan	**Barb Picone**
Program Supervisor	Program Manager
skirwan@azdes.gov	bpicone@azdes.gov
480-640-6147	602-364-1045

Justice Reach In Program

Justice System reach-in care coordination facilitates the transition of members transitioning out of jails and prisons into communities.

HCA collaborates with justice partners (e.g. County jails, detention facilities, courts, and correctional health service contractors; the Arizona Administrative Office of the Courts; Arizona Department of Juvenile Corrections; and the Arizona Department of Corrections Rehabilitation and Reentry) and behavioral health treatment providers to identify justice-involved members and engage in pre/post release care coordination activities for members transitioning out of juvenile detention jails and prisons.

Justice Liaison
Criminal Justice and Court Administrator
Sharie A. Brock, MSPC
Sharie.Brock@healthchoiceaz.com
Phone: 928.214.2326 | Mobile: 928.660-3521

mercy care Contracts	ACC AHCCCS Complete Care	ALTCS Arizona Long Term Care System	MCA Mercy Care Advantage	DD Developmentally Disabled	RBHA Regional Behavioral Health Authority	CHP Comprehensive Health Program
	AHCCCS Arizona Health Care Cost Containment System	AHCCCS Arizona Health Care Cost Containment System	CMS CENTERS FOR MEDICARE & MEDICAID SERVICES	DEPARTMENT OF ECONOMIC SECURITY Your Partner For A Stronger Arizona	AHCCCS Arizona Health Care Cost Containment System	ARIZONA DEPARTMENT of CHILD SAFETY
Population Served	Integrated BH/PH for TANF, Expansion Population, SSI, CHIP, Children's Rehabilitative Services (CRS)	ABD/SSI/LTSS ~85% Dual Eligibles Integrated BH/PH	Medicare/Medicaid Dual Eligible	Autism, Cerebral Palsy, Epilepsy, Cognitive/Intellectual Disability Integrated BH/PH	Integrated PH/BH for Persons w/ serious mental illness, Crisis, Grants	Integrated PH/BH for children in child welfare system
Membership	375k	11k	16k	15k	27k	14K
Service Area	Maricopa, Gila, Pinal	Maricopa, Gila, Pima, Pinal	Statewide	Statewide	Maricopa, Pinal	Statewide

Justice Services

Two Court Coordinators facilitate Reach In for members incarcerated in jail or prison for >30 days to provide access to medical and/or behavioral health services within 7 days of release. Reaching In to over 1,100 members.

Six Court Liaisons supporting twelve specialty courts throughout Maricopa and Pinal counties – over 4,000 hearings a year.

Two Juvenile Justice Engagement Team Co-Located with Maricopa County Juvenile Probation. Identifying Mercy Care members brought into detention and connecting to care. Transitioning children from Az Dept of Juvenile Corrections coordinating statewide with CYPM programs.

Three-person Jail Diversion Team co-located at Maricopa County Intake/Transfer/Release facility Identify Mercy Care members booked into jail prior to Initial Appearance and coordinate release planning with outpatient teams.

The Mercy Care Justice Service Team can be reached at:
adultcourtliaisons@mercycareaz.org or JuvenileCourtLiaisons@MercyCareAZ.org

Mercy Care Justice Liaison
Paula Krasselt, DBH, LPC
480-215-8722
KrasseltP@mercycareaz.org

mercy care

Molina Reach-in Program Overview

- Members incarcerated for 20 days or longer with a complex condition and an anticipated release date are eligible for reach-in.

- Members are identified through referrals from jail staff and 834/incarceration file.

- Many members do not have anticipated release dates at the time of referral. In these situations, justice liaison coordinates with jail staff to determine nature of charges to ensure that reach-in is appropriate. If felony/high charge, member is usually removed (unless member plans to pay bond or take a plea that allows them to avoid prison time). If misdemeanor, member is flagged for coordination and updates are requested from jail staff until a release date is known.

- An initial video visit is typically held with member after the 20-day mark and again once an anticipated release date is known to review appropriate services/referrals for treatment facilities, TIP justice clinics and peer support. Justice liaison coordinates with OP provider to ensure member has appointment within 7 days of release.

- Welcome letters are sent with details for member's upcoming appointments and contact information for Molina staff (peer-support specialists, recovery health guides, veteran/housing specialist, workforce development specialist) following video visitation.

- Justice liaison continues coordination beyond release by following up with member directly or engaging probation/parole officer when a member cannot be located. Member is transitioned to a BH CM if they have more extensive clinical needs.

Molina Justice Liaison/Court Coordinator:
Alex Ruth, MS
480-550-2712 (direct line)
alexandrea.ruth@molinahealthcare.com

ACOM 407 Attachment A Survey

CHILD AND FAMILY TEAM (CFT) TRAINING

- CFT Training for Team Members <u>is still being facilitated</u> virtually by AzCH, Mercy Care, and Health Choice and you can **Register in Relias**

- The statewide CFT workgroup has continued to meet throughout the pandemic incorporating feedback, and the CFT curriculum has been finalized.

- Rollout of the in person CFT Train-the-Trainer was planned for January/February 2022.

- At the most recent statewide CFT workgroup meeting the team brainstormed the possibility of a virtual platform for the Train-the-Trainer model.

Layla Bishop
Layla_bishop@uhc.com

THE NEW R&R
REMINDERS AND RESOURCES

NO PROVIDER FORUM IN DECEMBER!

We wish you all the happiest of holidays and look forward to see you all in 2022!

Thank you for all your support and patience throughout 2021, we appreciate everything that you do!

OPEN DISCUSSION:
QUESTIONS, SUGGESTIONS, IDEAS & FEEDBACK

Thank You!