



Health  
Choice



# AZ AHP



## WORKFORCE ALLIANCE



AzAHP Workforce Development Alliance - ACC, ACC-RBHA

APRIL 2023 PROVIDER FORUM

# Our Mission

To evaluate, monitor, and support the development of the Capability, Capacity, Connectivity, Culture, and Commitment of our provider workforce leading to a competent workforce that is capable of producing optimal member outcomes.



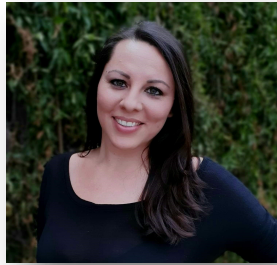


# AzAHP Workforce Development Alliance



**Yvette Tucker**

*Arizona Complete Health*  
Workforce Development  
Administrator  
ACC & RBHA



**Selena McDonald**

*Banner - University Health Plans*  
Workforce Development  
Administrator  
ACC



**Mark Faul**

*Care1st Health Plan Arizona*  
Workforce Development  
Administrator  
ACC & RBHA



**Jennifer Elkins**

*Health Choice Arizona*  
Workforce Development  
Administrator  
ACC



**Sarah Hauck**

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



**Britt Spano**

*Molina Health Care*  
Workforce Development  
Administrator  
ACC



**Layla Bishop**

*UnitedHealthcare Community Plan*  
Workforce Development  
Administrator  
ACC, ALTCS & DD



**Laura Raymond**

*Arizona Association of Health Plans*  
Consultant / Workforce  
Development Program Manager



Heritage, History & Health Observances – Yvette Tucker

Relias Update – Joe Chemali

Quarterly Reporting – Sarah Hauck

ARP Initiative – Bill Kennard

Mental Health First Aid – Bill Kennard

Abuse & Neglect – Layla Bishop

CFT Competency Evaluation – Layla Bishop & Joe Chemali

Training Opportunities – Yvette Tucker

Pipeline AZ Demo – Rabbanni FurQaan

Reminders & Resources (RnR) – Mark Faul

# Heritage, History & Health Observances



Better Health Through Better Understanding | April 2023

- Highlights the importance of improving the health of racial and ethnic minority and American Indian/Alaska Native (AI/AN) communities by reducing health disparities.

<https://www.minorityhealth.hhs.gov/nmhm/>

## Did You Know?

- It is estimated that over 60 percent of racial and ethnic minority patients over the age of 18 believe it is at least somewhat important to visit a health care provider who shares or understands their culture.

# Heritage, History & Health Observances

## + Black Maternal Health Week April 11–17

Raises awareness of severe maternal morbidity; enrich the dialogue surrounding Black maternal health; promote solutions, policies, and research; and increase community involvement.



# Heritage, History & Health Observances

## + National Autism Awareness/Acceptance Month

Spreads awareness, promotes inclusion, and focuses on practicing acceptance so individuals with autism can live fully.



# Heritage, History & Health Observances

## + National Stress Awareness Month

Brings attention to the negative impact of stress. Managing stress is an essential component of a healthy lifestyle. Knowing how to manage stress can improve mental and physical well-being as well as minimize exacerbation of health-related issues.





# Heritage, History & Health Observances

## + National Volunteer Month

### Quote of the Day

*“Everybody can be great because anybody can serve. You don’t have to have a college degree to serve. You don’t have to make your subject and your verb agree to serve ... you don’t have to know the second theory of thermodynamics in physics to serve. You only need a heart full of grace. A soul generated by love.”*

--Martin Luther King Jr.



# Relias Administration Mastery Program (RAMP)

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- Will become available in your Relias Platform soon if you have opted in via Relias PULSE Newsletter.
- RAMP is a training plan program that covers site and overview, user management, hierarchy, courses, training plans, and reporting in the Relias Platform.
- The courses will take between 30-60 minutes and include knowledge checks throughout to aid with knowledge retention.
- Become certified as a Relias Administrator upon completion!



RELIAS  
relias.com

CSM RELIAS OFFICE HOURS

# Relias Questions?

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Have questions or new to your role? Relias CSM, Relias Connect, & Relias Support by your side!

## **Enterprise Client Success Manager**

Joe Chemali

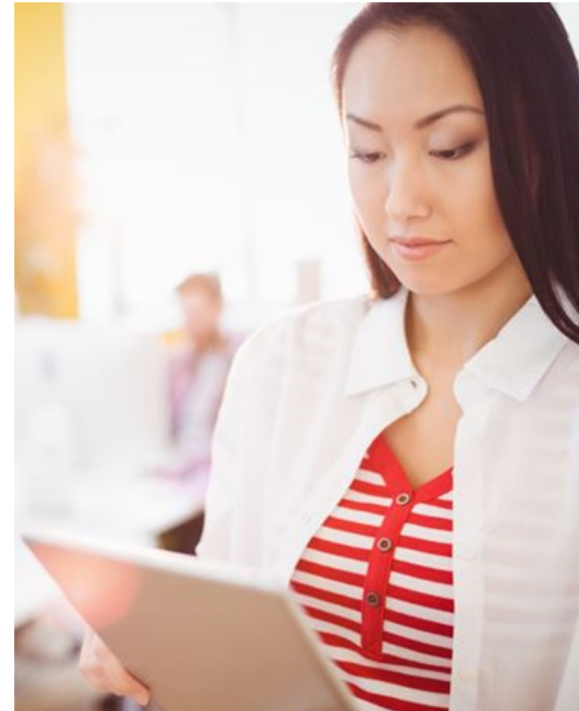
[jchemali@relias.com](mailto:jchemali@relias.com)

## **Relias Technical Support**

1-800-381-2321

Hours of Operation: Mon – Fri (8 AM - 8 PM EST)

[Relias Connect](#)



# 2023 Q1 QUARTERLY REPORT

## Q4 Learner Status Report

- **Reporting Dates:** 1/01/2023 - 3/31/2023
- **Training Plans:** AzAHP 90Day & Annual
- **Reporting Date:** May 1<sup>st</sup> at 8:00am
- **Goal:** 90% or higher (*Completion Percentage*)
- **Q3 Results:** Will Be posted at [AzAHP.org](https://www.azahp.org) in May (following the Provider forum)

[Click Here:](#) Reporting Job Aids

**Use the Course Status Report** (and manually add each module, included in the AZAHP Training plans) **for most accurate numbers...**





## *ACC/RBHA Workforce Provider Forum*

# AHCCCS ARP Funded Workforce Development Initiatives

*Bill Kennard*

*AHCCCS Healthcare Workforce Development Administrator*



# A Few AHCCCS ARP Initiatives

## THE AMERICAN RESCUE PLAN ACT OF 2021

Program Award for HCBS Services Opens April 17

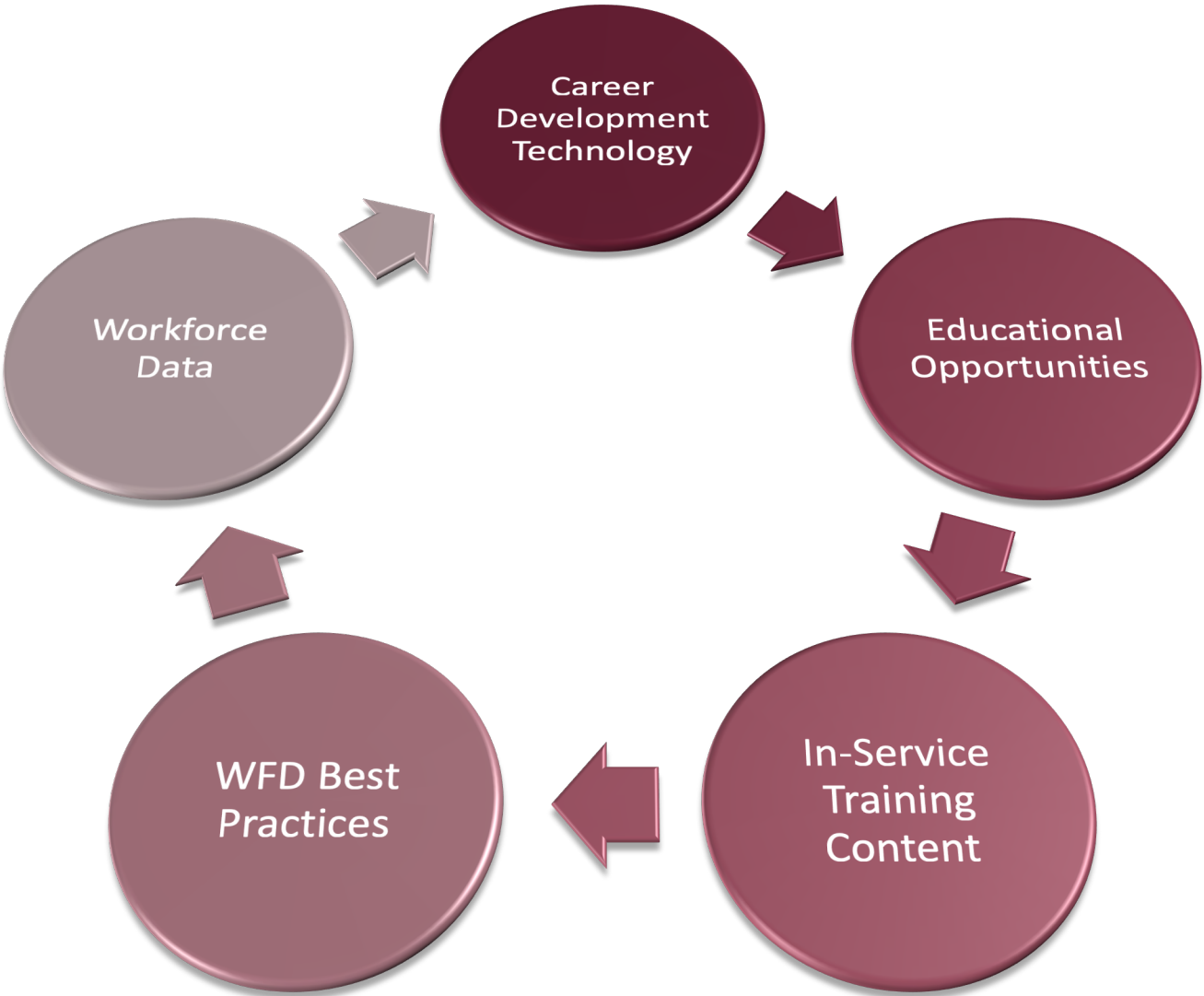
Parent University Training Programs

Attracting and Retaining the Workforce with Provider Incentive Payments

Health Information Exchange DAP for Assisted Living and BH Outpatient

Electronic Visit Verification

# Workforce Development Infrastructure Needs



# Healthcare “Career” Hub



AZ’s Students, Job Seekers and “In-Career” Healthcare Workers:

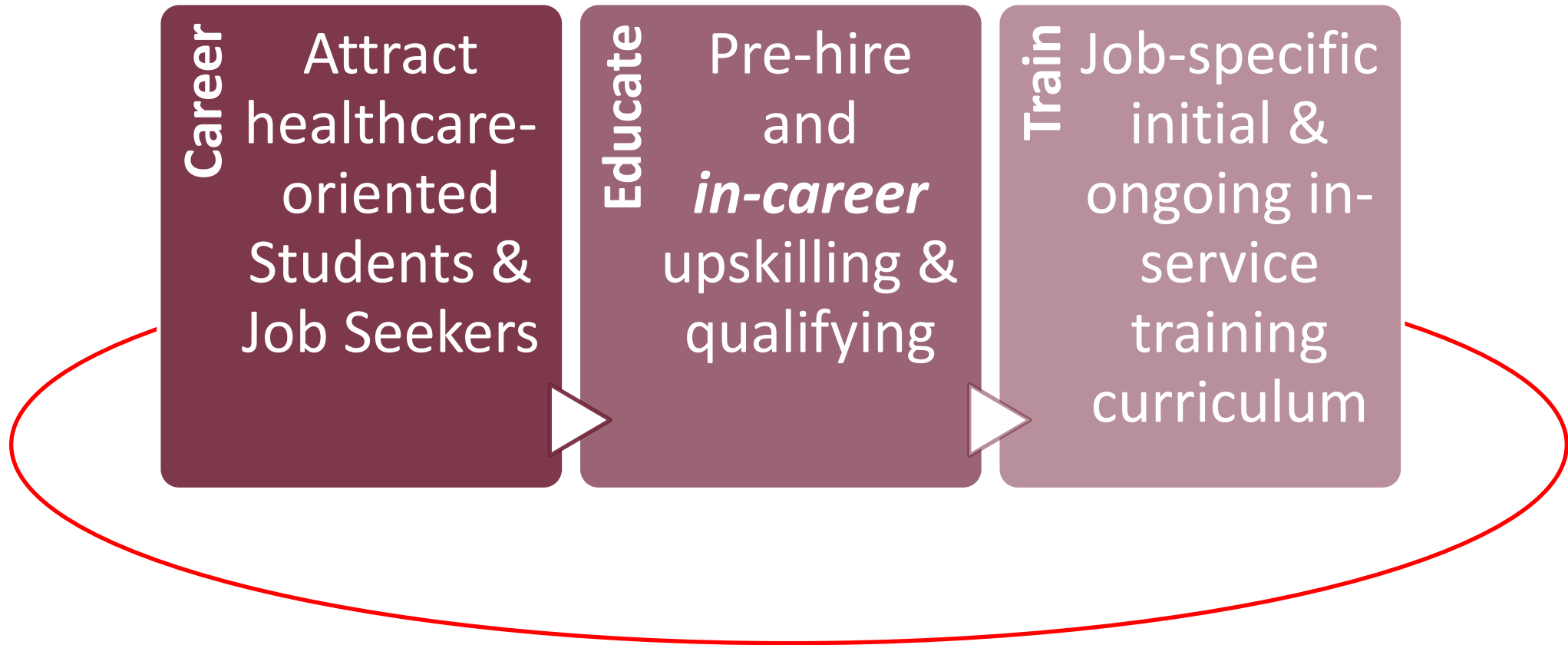
- Plan Healthcare Careers
- Map Critical Skills & Experiences
- Connect to employment, education and training opportunities.

Healthcare Workplace

- Develop a sustainable health care talent pipeline



# 2 Part Career, Education & Training Partnership with Arizona's Community Colleges



# Tuition Assistance for Healthcare Degrees and Certificates



## Educational Opportunities

- ***Career Education & Training (CET – Part 1)***
  - *All Community College Districts*
  - *HCBS related Healthcare Degrees and Certificates*
- ***HB 2691 (BH Program Expansion)***
  - *Expands BH Programs in Maricopa and Navajo Counties*
  - *Tuition Assistance available in BH Science areas*
  - *Two- and four-year degrees and non-degreed certificates*

# Initial In-Service and Ongoing In-Service Programs



## *(CET – Part 2)*

- *Opportunity to upgrade job/service-specific training curriculum*
- *Faculty and Staff work with stakeholder groups*
- *Curriculum - Open Educational Resource*

Initial In-service

Ongoing In-service

**Behavioral  
Health**

**Long Term  
Care**

X	X
X	X

# Professional Development for WFD Professionals



- *Specialized education & training in WFD Best Practices for WFD Teams*
- *Awareness for Leaders – WFD Solutions for new WFD challenges*
- *Facilitator & Trainer certifications*

# Workforce Database/Decision Support System and Evaluation Plan for WFD Initiatives



- ***Workforce Data / Decision Support System***
  - *Collect, model, report & recommend current and future workforce policy initiatives*
- ***Evaluation Plan for WFD Initiatives***
  - *Determining the ROI of implementing – or not implementing - WFD initiatives*

And!!!!!!

# *Spread the Word!* MH First Aid Opportunity

**Arizona Project AWARE** is reaching out to community organizations to offer training credits for **Mental Health First Aid** that can be used by a trained facilitator in one of the following programs:

- Youth Mental Health First Aid
- Mental Health First Aid
- Teen Mental Health First Aid
- The goal of Arizona Project AWARE is to activate local trainers statewide to collectively provide 60 trainings over the next 5 months.
- Interested trainers or community organizations should email:
  - [ProjectAWARE@azed.gov](mailto:ProjectAWARE@azed.gov);
  - Subject Line: *Mental Health First Aid Training Credits*

Questions?



# Examples of Community College Programs Eligible for Tuition Assistance

- Addictions and Substance Abuse Disorders
- Advanced Behavioral Health Science
- Allied Health certificate and Degree
- Assisted-Living Caregiver (certificate)
- Basic Behavioral Health Sciences (certificate)
- Behavioral Health Science 4 year
- Behavioral Health Science 2 year
- Behavioral Health Tech Certifications
- Community Health Worker Certificate and Degree
- Certified Nursing Assistant (certificate)
- CPR and First Aide Certification
- Direct Care Worker (certificate)
- Home Health Aid Cert.
- Licensed Practical Nurses (certificate)
- Long-term Care Manager
- Patient Care Technician Certificate
- Physical Therapist Assistant
- Psychology AA
- Registered Nurses (AA)
- Social Services: Basic Social Services Certificate
- Social Work AA
- Speech Language Pathologist Assistant

# Abuse and Neglect

## Arizona Sexual Violence & Disability Network



### MISSION

Their mission is to identify and respond to critical needs of individuals with IDD and other disabilities who face the greatest risk of sexual violence in Arizona. In their first two years, they focused their efforts on developing publications and easy-to-use resources, providing in-person and online webinars and training, and following key legislation to educate others on policy issues.

[Review their Strategic Plan for the Arizona Sexual Violence & Disability Network.](#)



<https://arcarizona.org/get-involved/arizona-sexual-violence-disability-network/>

# CFT Champion Opportunities



RELIAS

## \*AZAHP - CFT Champion **Facilitator** Train the Trainer (TtT)

- This module is to prepare the CFT Champion to Facilitate the AHCCCS approved 2- Day CFT Training within their agency to future CFT Facilitators.

### **Available Sessions:**

- August 1, 2023, 9am- 3pm
- December 5, 2023, 9am- 3pm

## \*AZAHP - CFT **Supervisor** Facilitator Train the Trainer (TtT)

- This module is to prepare the CFT Champion to Facilitate the AHCCCS approved CFT Supervisor Training within their agency to past and current Supervisors of CFT Facilitators.
- Only CFT Champions who have already completed the AZAHP CFT Overview and the CFT Facilitator TtT may enroll in the modules.
- within their agency to future CFT Facilitators.

### **Available Sessions:**

- August 3, 2023, 9am- 12pm
- December 6, 2023, 9am- 12pm

\*\* Successful completion of the CFT Overview and both TtT's are required to become a CFT Champion



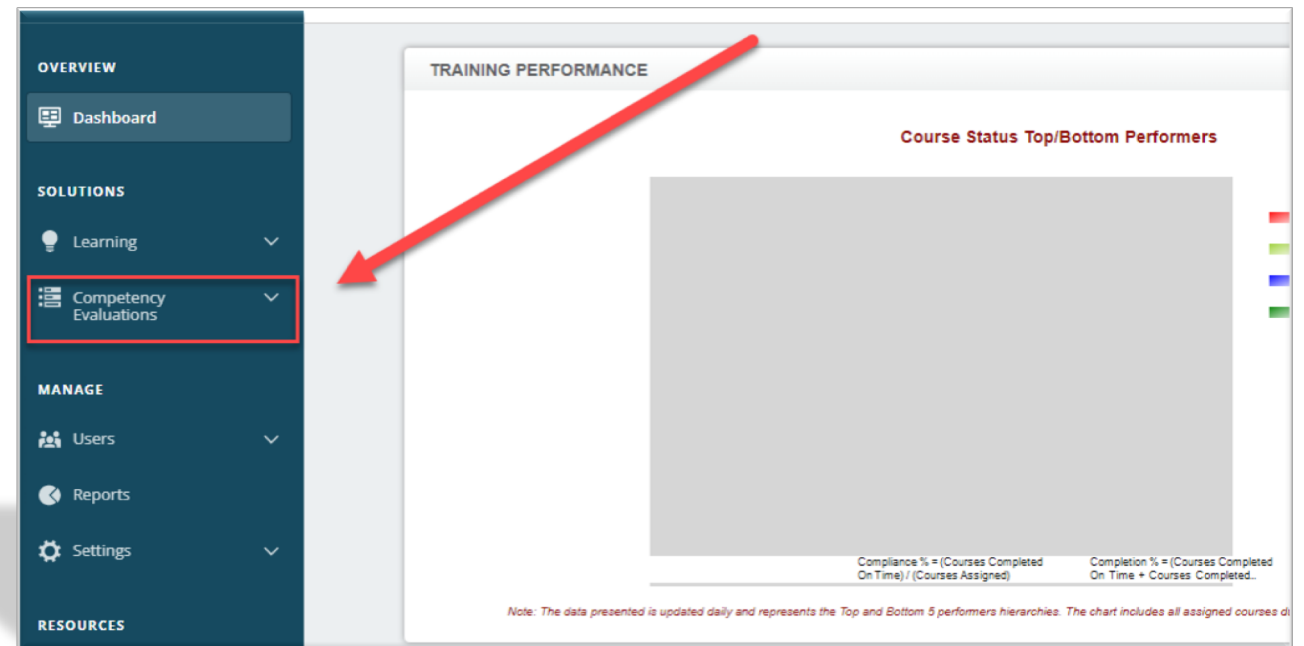
**TRAIN  
THE  
TRAINER**



**NOW  
AVAILABLE**

# New Competency Evaluation Tool

- **Now Available** in your Subportal
- **Replacing** *CFT Supervision Skills Checklists and Requirements Trackers*
  - Sunsetting both on **June 5<sup>th</sup>**
- Must have appropriate Competency Evaluation Permissions to access.
- Resources available in the **AzAHP** website “**CFT Resources**”
  - \* New AHCCCS CFT Supervision Tool and User Guide
  - Instructional Videos
  - Step by step instruction guides
    - Management and Enrollment
    - Conducting Evaluations
    - Learner Attestation



# CFT Supervision Tool- Competency Evaluation Tool Relias Admin Webinar

Evaluation Management, Evaluation Enrollment, and Evaluation Interaction Permissions needed in Sub-Portals

We will be covering:

- How to assign competency evaluations
- How to assign evaluators to competency evaluations
- How to assign appropriate user permissions
- How to complete an assigned evaluation both as Evaluator and Learner

**Who:** Individuals with Evaluation Management, Evaluation Enrollment, and Evaluation Interaction Permissions

**When:** Thursday, April 20 @ 10AM AZ Time

**Where:** Microsoft Teams

[Click here to join the meeting](#)



**Mark Your  
Calendar**

# Training Opportunities



## Leveraging Key Strategies to Prioritize Emotional Health and Well-Being of Your Nursing Workforce

Emotional health & well-being should be a priority for any healthcare organization, helping to improve nurses' well-being and the quality of care provided to patients.

- A recent survey conducted by Mental Health America found that 93% of healthcare workers were experiencing stress, 86% reported anxiety, and 75% reported feeling overwhelmed.
- In this workshop, we will explore the current state of nurses, discuss support structures, and provide meaningful strategies for healthcare leaders to consider.



## Early Childhood Service Intensity Instrument (ECSII) Training

<https://www.azahcccs.gov/Resources/OversightOfHealthPlans/ECSII.html>

# Creating Pathways To In-Demand Careers

The Future of Healthcare Recruitment



# In Partnership With...





# We're Building Arizona's Healthcare Workforce



The Arizona Health Care Cost Containment System (AHCCCS), Arizona's Medicaid agency, has taken a significant step towards building a stronger healthcare workforce in our state. AHCCCS has partnered with Pipeline AZ, a platform dedicated to career development and job exploration in Arizona, to provide comprehensive career planning resources for healthcare students and professionals.

**Convened Healthcare Partners:** The Arizona Long-Term Care Systems (ALTCS) brought together partners to determine common career pathways, titles, and long-term regional talent goals in the healthcare sector. This collaboration helped to establish a framework for career planning and development that will benefit students, job seekers, and healthcare employers alike.

**Determined Specific Career Pathways:** AHCCCS is using the work from ALTCS and others to identify specific, high-demand healthcare career pathways and fund talent pipelines into these pathways.

**Connected Pathways to Education and Workforce Partners:** Finally, utilizing Pipeline AZ's relationships with the Arizona Department of Education, community colleges, and non-profit workforce organizations throughout the state, we are connecting healthcare pathways to Arizona. The platform will enable users to explore career opportunities in the caregiving field and access educational resources that will prepare them for success.



# About Pipeline AZ



Pipeline AZ is where Arizona job seekers, students, employers, educational institutions, and non-profits come to build Arizona's workforce.

- Career pathway awareness
- Opportunities for exploration related to users' interests
- Job opening matches based on users' skills
- Information and planning tools for education and industry-recognized credentials
- Match and map career pathways to skilled candidates through a company page and free job posts
- Tracking for workforce organizations

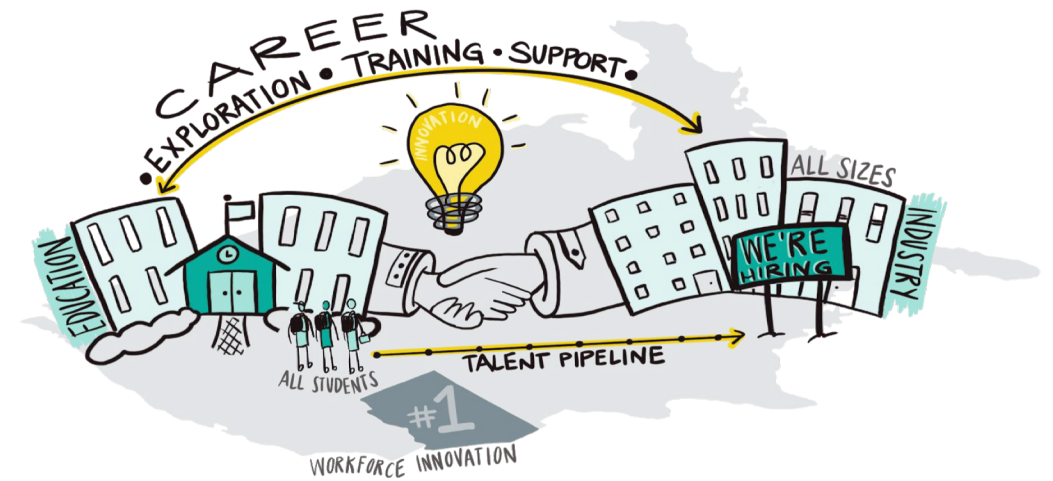


# Our Mission is Aligned with the **State Wide and Regional Need** for Collaborative Career Development

Pipeline AZ is the only locally built community-wide solution for workforce development and tracking in Arizona. Pipeline AZ uses skills mapping technology to connect job seekers with Arizona career information and opportunities that are personalized to experiences, skills and interests.

According to the Education Leadership Group (ELG), Arizona's largest challenges to effective workforce development are to solve these barriers:

- Equitable Access to Career Exploration
- Singular Technology Infrastructure
- Feedback Loop Between Industry and Education



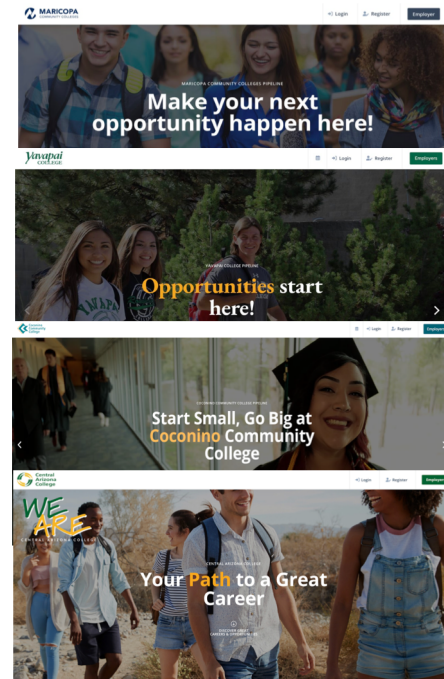
# Pipeline AZ is The Singular Source for AZ's Workforce

Pipeline AZ is the career readiness platform for the Arizona Department of Education, as well as multiple colleges and universities in Arizona. It is the single connection point between industry and Arizona's workforce, creating a continuous talent pipeline.

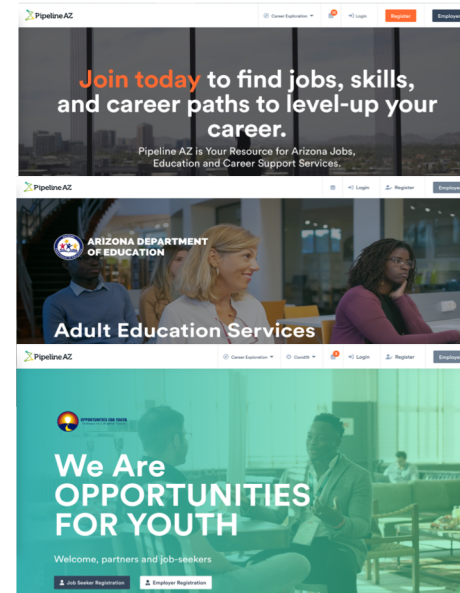
## K12 Students



## Post Secondary Students



## Unique Audiences



## Unique Initiatives



# Then vs. Now: The Single Source of Truth



The Healthcare Hub provides a central point of truth for healthcare careers, eliminating the need for multiple channels and sources of information. This allows for greater efficiency and accuracy in finding and pursuing career opportunities. This helps employers build their long-term talent pipeline, while offering greater mobility within the healthcare field.





**AZ Healthcare Careers  
Platform**

# AZ Healthcare Careers Platform Scope & Sequence



Building the platform will give individuals the ability to climb the career ladder by filtering jobs and career paths, enrolling in education and training opportunities, completing necessary credentials and requirements, and getting hired in their desired career path.

## Year 1: Launch and Grow

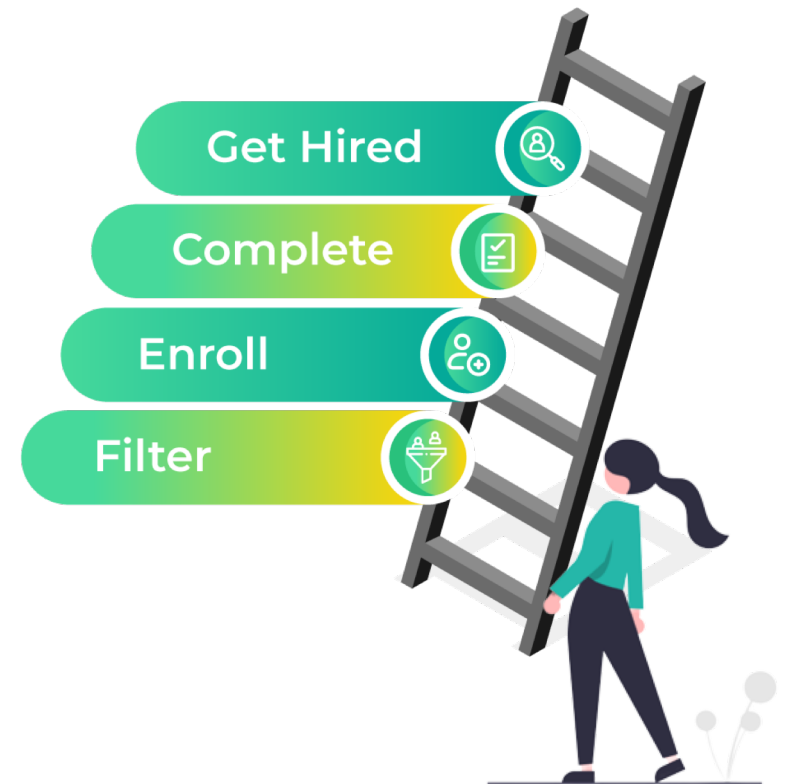
### Talent & Employer Activation

- HC Assessments
- Explainer and Training Videos
- Pathway Interactives
- Audience Customization
- K12 Specific Content

## Year 2: Enhanced Offering

### Measurement and Engagement

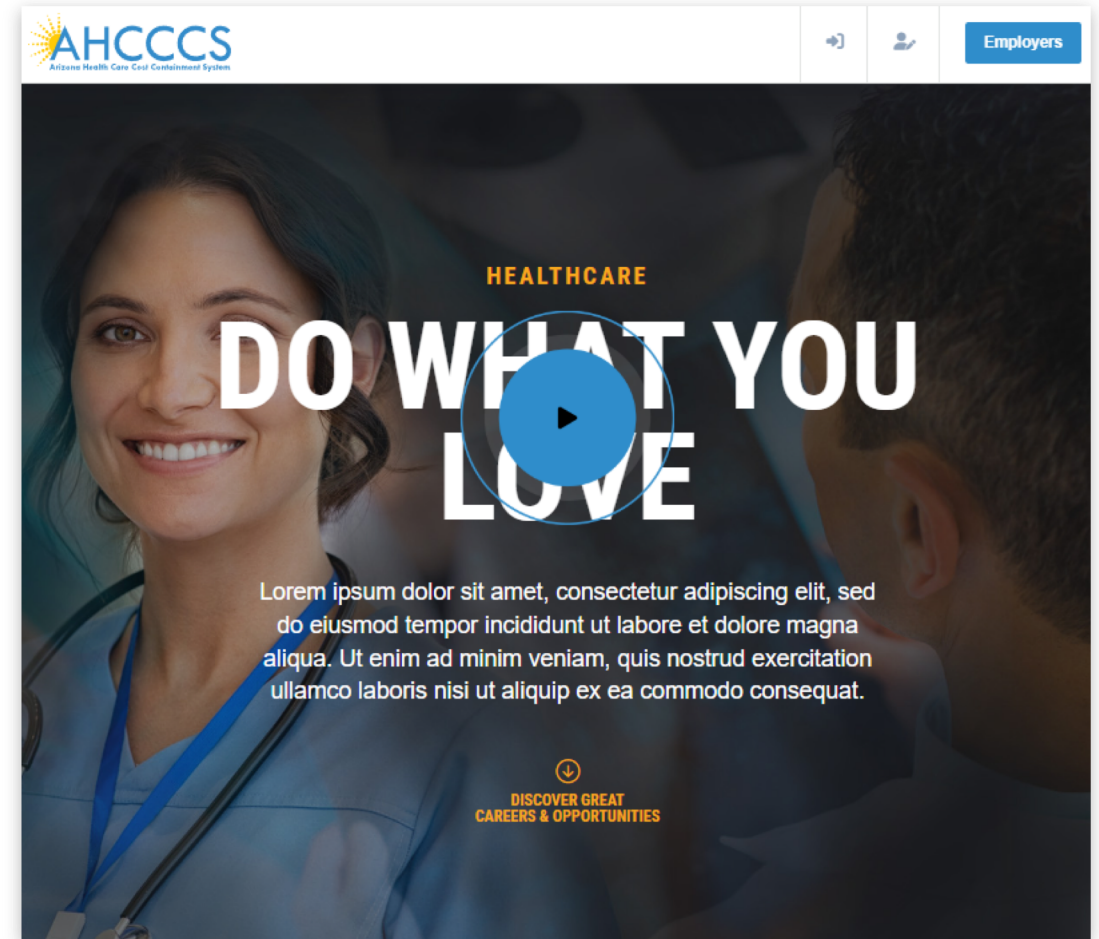
- Apply within PAZ
- Outcome Tracking
- Retention Stats
- Provider Versions
- Audience Customization by Demographic



# Industry Platforms Create Spaces for Talent Attraction

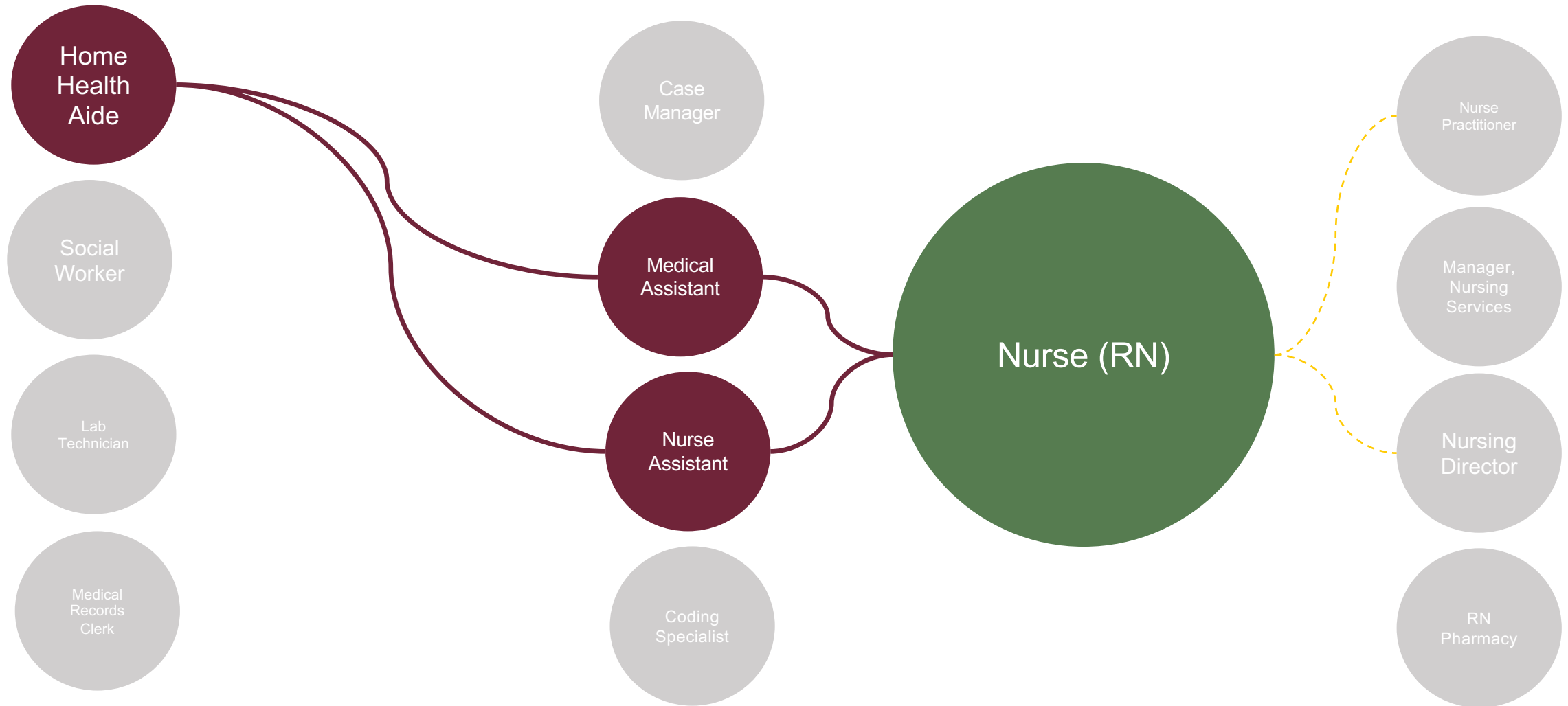


Pipeline AZ and the [Arizona Healthcare Industry](#) inspires and engages students and job seekers through stories, tools, and opportunities that [highlight career paths and specific organizations](#).





# Career Pathing for the **new era of work**



# Dive into Real Job, Education & Salary Data



Career pages showcase salary data, expected tasks, and the knowledge, skills and education necessary to succeed within a given career path.

Pipeline AZ career pages also highlight open and projected jobs within the career, as well as the current companies that are hiring.

The screenshot shows the AHCCCS website interface for the Pharmacist career page. The header includes the AHCCCS logo and navigation links for Career Exploration, About Us, Login, Register, and Employers. The main content area features a dark background with a photo of a pharmacist and the following text:

Health Sciences  
**Pharmacists**  
Dispense drugs prescribed by physicians and other health practitioners and provide information to patients about medications and their use.

Buttons for '+ Learn More' and 'Back to Industry' are visible.

Below the main content is a 'Salary Breakdown' section for Pharmacists, presented in a table format:

Category	Annual Salary	Hourly Salary
Average	\$119,450	\$57.43
Entry Level	\$110,020	\$52.89
Mid Level	\$122,460	\$58.88
Expert Level	\$137,780	\$66.24



# Match with AZ Jobs & Training



Registered job seekers also receive access to a personalized job match dashboard. The dashboard supplies a **customized** feed of jobs and opportunities specifically tailored for your interests.

From the dashboard, job seekers can apply for jobs or **communicate directly** with their career coach.

The job match profile is localized and **personalized** based on your own career goals, interests, and skills.

The screenshot shows the AHCCCS job match dashboard. At the top, there is a navigation bar with the AHCCCS logo, a search icon, a refresh icon, a notification icon with a red '2', a share icon, a user profile icon, and an 'Employers' button. Below the navigation bar, there are two radio buttons: 'Featured Jobs' (unselected) and 'All Jobs' (selected). The main content area displays a list of job opportunities, each in a white card with a light blue border. The first card is for a 'Provider (Nurse Practitioner or Physician Assistant)' at 'Arizona Pain Relief' in 'Scottsdale, AZ 85258', marked as 'NEW' and posted 'about 20 hours' ago. The second card is for a 'Registered Nurse (RN) Burn Center' at 'Valleywise Health' in 'Phoenix, AZ 85067', posted '1 day' ago. The third card is for a 'Certified Nursing Assistant' at 'Valleywise Health' in 'Phoenix, AZ 85067', posted '1 day' ago. The fourth card is for 'RN Labor and Delivery' at 'Valleywise Health' in 'Phoenix, AZ 85067', posted '1 day' ago. The fifth card is for a 'Registered Nurse (RN) PICU' at 'Valleywise Health' in 'Phoenix, AZ 85067', posted '1 day' ago. Each card includes a 'Read Full Career Description' link with a right-pointing arrow.

# Explore Education And Training Programs



The AZ Healthcare Careers Platform provides one singular location to [access certifications, degree programs, and fast-track training resources](#) from University, Community College, and Industry Partners.

The screenshot shows the AHCCCS website interface. At the top, there is a navigation bar with the AHCCCS logo and links for Dashboard, Employment Tools, Career Exploration, and a user profile for Holly. Below the navigation bar, there are three tabs: Search for a Career, Explore Industries, and Find the Right School (which is currently selected). Under the 'Find the Right School' tab, there is a search form with three dropdown menus: Industry (set to Health Sciences), Job Title (set to Nursing Assistant), and Education (set to Any). A green Search button is to the right of these dropdowns. Below the search form, there is a link that says 'Not sure where to start?' and a button that says 'Take an Assessment'. The main content area shows the results of the search: 'We've found 28 results!' followed by a 'Display' dropdown menu. Below this, there is a list of five education certification programs, each with a 'View Program' button:

- Activity Assistant Certified  
Education Certification
- Advanced Lactation Consultant  
Education Certification
- Assistive Technology Professional  
Education Certification
- Certified Alzheimer Caregiver  
Education Certification
- Certified Alzheimer Educator



Thank You.

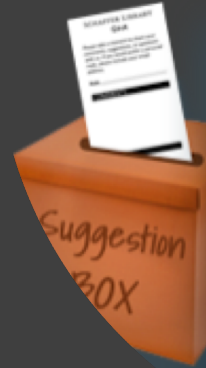


# R & R

## Reminders and Resources

- **Training of the Month:**
  - Preventing, Identifying and Responding to Abuse & Neglect
  - Basics of Corporate Compliance (MAY)
- **CALOCUS**
  - Please ensure you are enrolling your staff in the [\\*AZAHP - CALOCUS Training Requirement \(30 Days\) Training Plan](#)
  - Compliance reporting was conducted April 3, 2023
- **RAMP Program** for Relias Administrators





Share your  
thoughts  
and ideas  
with us...

Open Discussion:  
Questions, Suggestions,  
Ideas & Feedback

Closing/Next Meeting

Next meeting: May 11, 2023



SAME BAT-TIME  
SAME BAT-CHANNEL





# AZ AHP



## WORKFORCE ALLIANCE



Thank You!