



Health  
Choice



# AZ AHP



## WORKFORCE ALLIANCE



AzAHP Workforce Development Alliance - ACC, ACC-RBHA

JUNE 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.





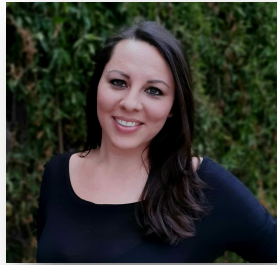


# AzAHP Workforce Development Alliance



**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



**MEETING  
AGENDA**

---

**Heritage, History & Health Observances – Yvette Tucker**

---

**Relias Update – Joe Chemali**

---

**CALOCUS - Amy Munoz**

---

**Standard Competency Guide: Time Management – Jennifer Elkins**

---

**Abuse & Neglect - Josette Sullins**

---

**Quarterly Reporting/Legacy Agency Spotlight – Sarah Hauck**

---

**DD Spotlight – Celenia Perez**

---

**WFD Best Practices - Yvette Tucker**

---

**Training Opportunities – Yvette Tucker**

---

**Reminders & Resources (RnR) – Jenny Elkins**



# Heritage, History & Health Observances

---

- + LGBTQ Pride Month
- + Caribbean-American Heritage Month
- + Immigrant Heritage Month
- + Men's Health Awareness Month
- + Alzheimer's Awareness Month
- + Juneteenth –June 19



# Heritage, History & Health Observances

- + **Minority Mental Health Awareness Month**
- + [U.S. Department of Health and Human Services - Office of Minority Health \(OMH\)](#) – This webpage includes information and resources from the Office of Minority Health at the U.S. Department of Health and Human Service.
- + [Behavioral Health Equity- Substance Abuse and Mental Health Services Administration \(SAMHSA\)](#) - This webpage includes information on behavioral health equity from the Office of Behavioral Health Equity (OBHE) at SAMHSA.
- + **Disability Pride Month**
- + **4th of July**





# Fun Celebrations



**National Fudge Day June 16**

**Father's Day June 18**

**National Sunglasses Day June 27**

**National Kitten Day July 10**

**World Emoji Day July 17**

**National Junk Food Day July 21**

# Relias Updates

## Competency Evaluations

- Legacy CFT Supervision Skills Checklists and Requirement Tracker Modules have been retired on June 5th
- Now using the new Competency Evaluation Tool for these trainings
- Glitch was found but corrected when a user was granted only the "Evaluation Interaction Permission" and when attempting to access the "My Assignments" tab under the Competency Evaluation Tab

## Upcoming Webinar – Save the Date

- Our very own Felicia Sadler will be hosting a webinar on August 24 @ 11AM AZ Time regarding the topic of "Leveraging Key Strategies to Prioritize Emotional Health and Well-Being of Your Workforce"
- Stay tuned for more information in our next Provider forum on July 13 (Learning Outcomes, Abstract, and Target Audience)
- Meeting will be hosted via Webex

## Supervisor User Management

- Work around solution until permanent bug fix is released. Release fix slated for June 29



# Relias Administration Mastery Program (RAMP)

---

- RAMP is a training plan program for Relias Administrators that covers site and overview, user management, hierarchy, courses, training plans, and reporting in the Relias Platform.
- Now available in your Relias Platform as of June 5th!
- The courses will take between 30-90 minutes and include knowledge checks throughout to aid with knowledge retention.
- Become certified as a Relias Administrator upon completion!



RELIAS  
relias.com

# Relias Office Hours

---

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

## **Enterprise Client Success Manager**

Joe Chemali

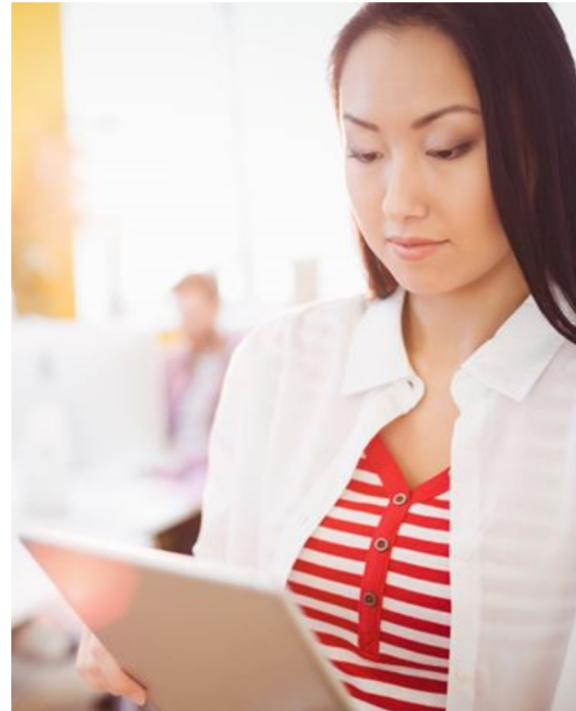
[jchemali@relias.com](mailto:jchemali@relias.com)

## **Relias Technical Support**

1-800-381-2321

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

[Relias Connect](#)





# CALOCUS Updates

Amy Munoz  
Special Projects Advisor  
Children's System of Care  
Division of Grants and Innovation

# CALOCUS

CALOCUS is required for all children-serving providers.

- Training,
- Ability to complete assessment, and
- Obtain the assessment from another provider or complete one.

Frequently asked questions ([FAQ](#)) for CALOCUS was updated.

When using the Deerfield portal to complete assessments, please ensure each provider has their own account.

- Training verification

# Deerfield Training

As of June 1, 2023, Deerfield will no longer auto-issue training certificates.

- Provider must attend the entire training to receive a certificate,
- Providers should plan on attending for 3.5 hours, and
- Certificates will take 3 days.

For any training prior to June 1, 2023:

- Reports from Deerfield, and
- Health plans verifying amount of time to determine if credit was earned.

[AHCCCS CALOCUS Announcement](#)





AZ+AHP  
WORKFORCE ALLIANCE

# Time Management

Jennifer Elkins – BCBSAZ Health Choice

# Time Management

What does time management mean to you and why it is important?





# Time Management

## Definition

Time management is the **process of planning and exercising conscious control of time spent on specific activities**, especially to increase effectiveness, efficiency, and productivity. It involves the balancing of various demands upon a person relating to work, social life, family, hobbies, personal interests, and commitments with the finite nature of time. Using time effectively gives the person "choice" on spending or managing activities at their own time and expediency

## Key Competency Skills

- Decision -making
- Goal setting
- Organization
- Planning
- Prioritizing
- Stress management

## Resources:

- [What is Time Management](#)
- [Toggletrack What is Time Management?](#)
- [7 Time Management Interview Questions \(with example answers\)](#)
- [Time Management Assessment](#)
- [12 Competencies for Effective Time Management](#)

## How to Measure Competency During an Interview

### [STAR method](#)

Time management is an important aspect of any professional role, regardless of the industry in which you work. The ability to manage your time impacts your productivity and reflects how well you can manage your resources. Many employers use competency-based interviews to determine whether a potential employee has specific skills related to a position. This is especially common in the early interviewing process and is usually done by asking several competency-based questions.

### Questions you might ask during an interview:

- How do you prioritize tasks?
- How do you limit distractions?
- How do you manage deadlines?
- Why do you think it is important to manage your time well?
- How do you balance work and personal life?
- Describe how you manage stress at work.
- Can you describe a situation in which you were late to complete a task, or you missed a deadline?

### Competency Observation opportunities during an interview:

Employers can ask themselves questions such as: Did the candidate arrive on time or early? Were they prepared? Ask the interview, why is time management so important. Ask, what their time management strategies are.

## How to Measure Ongoing Competency

Setting priorities and managing time effectively is basic to managing individual and organizational performance. The pressure to find innovative ways to achieve goals, pay attention to the competition, respond quickly to customer needs, and enjoy life outside of work is even more intense in today's less structured, information-driven workplace.



# How to Measure Time Management during an interview?

---

## **STAR Method**

- **Situation**
- **Task**
- **Action**
- **Result**





# Examples:

---

Tell me how you prioritize tasks.

---

How do you limit distractions?

---

How do you manage deadlines?

---

Tell me about a time you missed a deadline and how you handled it?

---

How has managing your time positively impacted your work? Home life?

---

How do you manage stress at work?

---

Tell me about a time when you had an unexpected high-priority task.

---

What does a typical workday look like?

---

What tools or techniques do you use to ensure you manage your time effectively?

# TRAUMA- INFORMED CARE

Be A Part of Our Workgroup  
with The Arizona Sexual Violence &  
Disability Network

## OUR MISSION

We work to bring a trauma-informed lens to the topic of people with IDD who experience sexual violence, including in the areas of prevention, treatment and healing.



## DIVERSITY AND INTERSECTIONALITY

Including people with rich, diverse backgrounds and cultures must be prioritized if we are able to reach and serve all victims with IDD in our state. We must acknowledge and celebrate all identities that people with IDD have, with special awareness to how those identities interact with one another in each person.

## GET INVOLVED WITH US!



We seek to be led by people with disabilities, some who have experienced sexual violence themselves, to address barriers to healing and needed systems change. We provide financial compensation to those providing consultation, guidance, and leadership for The Network.

Support and join-in on our mission to provide equity of care to those who come from all walks of life! The Arizona Sexual Violence & Disability Network offers various resources for those with IDD and those who work with people who have IDD. We also offer Continuing Education Classes on Trauma-Informed Care through Dēhp Integrative Care.








**Help Us Ensure Quality  
Care for ALL!**



# Trauma-Informed Care Workgroup



-  **Criminal Justice:** We seek to better understand the criminal justice and law enforcement systems and how victims with disabilities – from first contact to interviewing to trial – are supported in order to determine how these systems can be strengthened. This Workgroup is in transition as it looks to recruit new leadership and will be working on its goals and objectives in the following year.
-  **School Abuse Prevention Best Practices:** We research, develop, and publish guidelines regarding sexual abuse prevention and reporting that centers students with IDD. The group supports proactive measures that encourage healthy and safe relationships, self-advocacy, and awareness of sexual violence and other prevention-based topics for school-aged youth, school personnel, and families.
-  **Training and Prevention:** We collect, review, and maintain a list of current prevention and training curricula on the topic of sexual violence and IDD, while also collaborating to fill gaps in training and prevention resources throughout the state for families, Self-Advocates, medical professionals, providers, law enforcement, state agencies, and others.
-  **Trauma Informed Care Access for Individuals with IDD:** We work to bring a trauma informed lens to the topic of people with IDD who experience sexual violence, including in the areas of prevention, treatment and healing.
-  **Tribal Resources:** The Tribal Resources Workgroup seeks to create resources and increase accessibility to sexual assault violence resources for tribal communities and Native Americans with IDD. We will achieve this by connecting with key community partners , utilizing prevention programs, increase education and awareness , and offer health and wellness resources.

[www.Thearc.org](http://www.Thearc.org)

## Pledge to Talk About Sexual Violence

I pledge to talk about sexual violence! I will tell others about how high the rate of sexual violence is among people with intellectual and developmental disabilities, and how we can better support survivors. I will spread the word by sharing the videos, guides, and other resources with my community—including health care providers—so they can become change agents too. When I talk openly about sexual violence, I am breaking the silence and stopping the shame! I pledge to be the change.



### SAVE THE DATE

***Together We Are Stronger!*** Building An Inclusive Movement to Prevent Sexual Violence of People with Intellectual and Developmental Disabilities throughout Arizona Inaugural Conference

**Date & Time:** Thursday, September 14th 2023 9:00 am – 5:00 pm

**Location:** Ability 360 Center for Independent Living Phoenix, Arizona



# 2023 Q2 QUARTERLY REPORT

## Learner Status Report

- **Reporting Dates:** 4/01 - 6/30/2023
- **Training Plans:** AzAHP 90Day & Annual
- **Reporting Date:** July 31<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 August (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...**



# 2023 Q1-Q2 LEGACY AGENCY SPOTLIGHT

***Legacy Agency Spotlight*** – An opportunity to recognize agencies for outstanding achievements (related to workforce development) made within the last 6 months.

## Provider – Workforce Development Plans

- Will be announced July 13<sup>th</sup>, 2023
- Exemplary P-WFDPs will receive the Legacy Agency Spotlight award



A graphic of a spotlight with a yellow beam of light shining from the top left towards the center of the page.

# DD Spotlight

## Celenia Perez

*Program Project Specialist II*

Division of Developmental Disabilities

### Contact Information

#### Division of Developmental Disabilities

- General Mailbox [dddworkforcedevelopment@azdes.gov](mailto:dddworkforcedevelopment@azdes.gov)
- Debra White, Workforce Development Manager
  - [debrawhite@azdes.gov](mailto:debrawhite@azdes.gov)
  - (480) 243-0816
- Celenia Perez, Network Specialist
  - [celeniaperez@azdes.gov](mailto:celeniaperez@azdes.gov)
  - (480) 640-1759

#### Mercy Care

- Sarah Hauck, Workforce Development Manager
  - [haucks@mercycares.org](mailto:haucks@mercycares.org)

#### UnitedHealthcare

- Layla Bishop, Workforce Development Administrator
  - [Layla\\_bishop@uhc.com](mailto:Layla_bishop@uhc.com)

# Dually Diagnosed Training for DDD Health Plans' Behavioral Health Providers

The Division, in collaboration with Mercy Care and Unitedhealthcare, is implementing an ARPA - Dually Diagnosed Training project to provide training to Behavioral Health agency staff. This project will focus on providing best practices in working with people enrolled in the Division who are dually diagnosed.

## **Goals:**

- Increase behavioral health providers competence in evidence based practices.
- Improve access to Behavioral Health Services and quality of care received by people eligible for Division services.
- Improve outpatient Behavioral Health Services in an effort to reduce emergency department visits and hospital admissions.



# Current State

The current catalogue of courses that are available to AHCCCS registered behavioral health providers in Arizona has 869 courses, only 4 are I/DD related. The 4 classes are not required, but may be recommended or required by certain providers.

There are currently 30,657 learners enrolled in Relias who are part of AHCCCS registered behavioral health provider agencies, of those, there were a total of 543 learners who took at least one of the I/DD related courses, which is a rate of 1.8%.

<b>I/DD Course Name</b>	<b># Learners Completed Course</b>
Children with Disabilities: Development and Inclusion	65
Incident Investigations in IDD	31
Neurodevelopmental Disorders: The Basics for Paraprofessionals	432
Using Cognitive Behavioral Therapy with Persons with IDD	15
<b>Totals</b>	<b>543</b>

# Action Steps

The Project Group is taking the following actions to meet the goals of the this project:.

## **Action Steps:**

- The Division will purchase additional Relias training courses to be available to Behavioral Health Agencies\*.
- Develop additional courses specific to supporting persons with I/DD who are eligible for Division services.
- Identify and develop incentives programs for Behavioral Health providers contracted with Mercy Care and Unitedhealthcare

\*Note: The additional Relias courses that DD is purchasing will be available for all Behavioral Health agencies; however, the incentive program will only be available to those agencies contracted with Mercy and Unitedhealthcare.

# Additional Activities

In addition to the ARPA - Dually Diagnosed Training project, the Division working in collaboration with AHCCCS, Managed Care Organizations (MCO), subcontracted Health Plans, and Qualified Vendors on the following projects related to behavioral health supports:

- The Division is working collaboratively with Mercy Care and Unitedhealthcare to expand the number of BHRF's in Arizona that can serve people eligible for Division services.
- The Division is working in collaboration with AHCCCS, Managed Care Organizations (MCO), subcontracted Health Plans, and Qualified Vendors to develop additional training supports for both Behavioral Health agencies and Division contracted Qualified Vendors through the AHCCCS HCBS Workforce Development Career Education, and Training ARP project.

Further information will be shared as the projects move forward.

# WFD Best Practices



## Professional Development

- Inservice/Education
- Advancing capability in the workforce development arena: Assessment, Goal setting/planning, monitoring/tracking, deploying, evaluating, data collection/analysis, and projective forecasting
- For Leads actively involved in WFD activities

## Leadership Series

- Awareness/Developing Knowledge
- Building talent pools, recruiting/ selecting, onboarding/development, and retention/engagement. Looks at leader challenges, such as workplace culture, measuring impact and effectiveness, competency development, succession planning, and business and strategic alignment.
- For Leadership at Provider Organizations

## Trainer Certification

- Increasing knowledge and skillset needed to deliver impactful training that leads to measurable results.
- Applying learning science in training delivery; facilitation techniques; skills practice
- For SMEs actively involved in a Trainer Role

# Training Opportunities

AHCCCS Training

## Jacob's Law Training

TOPICS: Arizona House Bill 2442 (also referred to as Jacob's Law)

WHEN: Thursday, **June 15, 10:00 a.m.— Noon**

WHERE: Online on Zoom. [Register in advance.](#)

WHO SHOULD ATTEND: AHCCCS members and their families, community members, behavioral health professionals, providers, advocates, and/or anyone who wants to learn more about Arizona's Medicaid program.

WHAT YOU'LL LEARN: This training will cover Jacob's law, review and use of the DCS placement packet, legal rights and protections of children and resource parents, and covered services.

Share this [flier](#)





# Training Opportunities

## AHCCCS Training

### Office of Human Rights

TOPICS: The Grievance and Appeals Process

WHEN: Wednesday, **June 21, 10:00 a.m.—11:30 a.m.**

WHERE: Online on Zoom. [Register in advance.](#)

WHO SHOULD ATTEND: AHCCCS members living with a Serious Mental Illness (SMI) designation, family members, people who are natural supports, providers who serve these members, stakeholders, and community advocates.

WHAT YOU'LL LEARN: Learn about the grievance and appeals process and how to apply to SMI rights.



# Training Opportunities

AHCCCS Training

## **OIFA Health Care Navigation**

TOPICS: Funding Sources and Oversight

WHEN: Tuesday, **June 27, Noon—12:30 p.m.**

WHERE: Online on Zoom. [Register in advance.](#)

WHO SHOULD ATTEND: AHCCCS members and their families, community members, behavioral health professionals, providers, advocates, and/or anyone who wants to learn more about Arizona's Medicaid program.

WHAT YOU'LL LEARN: Join us to learn about the different funding sources that run the AHCCCS programs and the collaborative approach used in Oversight.

Share this [flier](#)



# Training Opportunities



## Arizona Center for Disability Law | African American Conference on Disabilities

Friday, **June 16, 2023** · 8AM – 5PM

Hyatt Regency Phoenix 122 North 2nd Street Phoenix, AZ

Featured Keynote Lunch Speaker\*\* Arizona Secretary of State Adrian Fontes

<https://www.azdisabilitylaw.org/african-american-conference-on-disabilities/>

## Arizona Autism Coalition | Day of Learning Series

Saturday, **July 22, 2023** · 8AM - 3PM

Desert Willow Conference Center 4340 E Cotton Center Blvd, Phoenix, AZ

Panel Discussion with representatives from Arizona Developmental Disabilities Planning Council, University of Arizona Sonoran Center for Excellence in Disabilities, Arizona Center for Disability Law, Raising Special Kids, AHCCCS, and DES

[Read more https://dayoflearning.azautism.org/](https://dayoflearning.azautism.org/)



3RD DAY OF LEARNING

July 22, 2023

AUTISM HOT TOPICS: WHERE ARE WE GOING?

# Training Opportunities



## **Culture, Care and You- Examining Accountability within Integrated Health Care**

- Specify the relevance and reasons for needing to be culturally competent
  - Identify and explore cultural concepts
- Construct examples of the impact the lack of cultural responsiveness has on healthcare, communities, families and individuals
  - Analyze local cultural data and trends
  - Identify occurrences of health and healthcare disparities
- Classify various levels of accountability in support of culturally responsive care
  - Complete a personal action plan
    - Access cultural resources

Look out for upcoming session on Relias

# R & R

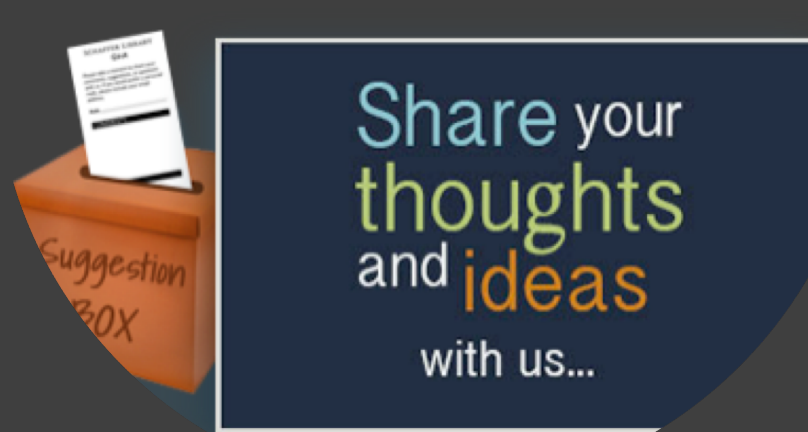
## Reminders and Resources

- Training of the Month:
  - \*AzAHP – Cultural Competency in Health Care (July)
- Healthcare Hub Career Profile Survey

[https://docs.google.com/forms/d/e/1FAIpQLSeuWTxSYSbUtp\\_70mNyQ9VfDhKmOmF94KjvdiljB8vGocwCLA/viewform](https://docs.google.com/forms/d/e/1FAIpQLSeuWTxSYSbUtp_70mNyQ9VfDhKmOmF94KjvdiljB8vGocwCLA/viewform)







Open Discussion:  
Questions, Suggestions,  
Ideas & Feedback

Closing/Next Meeting

Next meeting: July 13, 2023



SAME BAT-TIME  
SAME BAT-CHANNEL



# AZ AHP



## WORKFORCE ALLIANCE



Thank You!