



Health Choice



AZ AHP



WORKFORCE ALLIANCE



AzAHP ACC/RBHA Workforce Development Alliance

AUGUST 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.



McDowell Mountain Preserve



AzAHP Workforce Development Alliance



Yvette Tucker

Arizona Complete Health
Workforce Development
Administrator
ACC & RBHA



Selena McDonald

Banner - University Health Plans
Workforce Development
Administrator
ACC



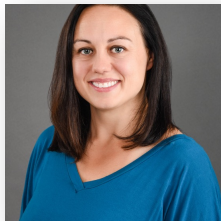
Mark Faul

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 – Mike Tripp

Video Presentation – Mike Tripp

Relias Update – Joe Chemali

DD Spotlight & IDD – Dr. Susanne Arnold

Quarterly Reporting – Mark Faul

Standard Competency Guide: Working Collaboratively & Closing – Sarah Hauck

Training Opportunities - Yvette Tucker

Reminders & Resources (RnR) – Britt Spano

Heritage, History & Health Observances: September 2023

Today Recognizes



- + 9/11 Remembrance Day (Monday)
 - + <https://www.911memorial.org/>
- + HIV/AIDS and Aging Awareness Day (9/18)
- + Hispanic Heritage Month (9/15 – 10/15)
- + Self-Care Awareness Month
- + Sickle Cell Awareness Month
- + Suicide Prevention Awareness Month
 - + National 988 Lifeline
 - + [NCMW 8/21 Course: The Future of 988: Increasing Accessibility](#)
 - + Crisis Line Information Throughout Arizona
 - <https://www.azahcccs.gov/BehavioralHealth/crisis.html>
- + World Alzheimer's Month

Video Presentation: Sickle Cell Disease



Source: US Centers for Disease Control and Prevention

Relias Updates

Sandbox Demo

- What is Sandbox mode and how do I access it? Replace "training" with "Sandbox":

Instead of <https://mydomain.training.reliaslearning.com/>, try <https://mydomain.sandbox.reliaslearning.com/>

SMS Text Messaging for Relias Training Alerts

- Learners can choose to opt in! If your organization has opted out, learners who have opted in will no longer receive text messages.

Upcoming Webinar Opportunities

- Stay tuned for details coming up in our "Training Opportunities" that Yvette will cover!
- 

Relias Updates

Upcoming Relias Training Workshop Opportunities

- Relias Reporting Training Workshop on August 29 @ 11-12PM AZ Time.
 - Created as a Live Event Module in Relias. Navigate to your course library and search for the title "Relias Reporting Training Workshop" or course code 1500169.
- Relias Custom Modules Training Workshop on Wednesday, September 27 from 11-12PM AZ.
 - Created as a Live Event Module in Relias. Navigate to your course library and search for the title "Relias Custom Modules Training Workshop" or course code 1500178.
- Relias Competency Evaluations Training Workshop on Wednesday, October 25 from 11:30A-12:30PM AZ.
 - Created as a Live Event Module in Relias. Navigate to your course library and search for the title "Relias Competency Evaluation Training Workshop" or course code 1500179.

Relias Updates

Relias Impact Nation

- Impact Nation 2023 is a free, virtual, all-day customer conference focused on empowering you, your organization, and the communities you serve. Please Visit <https://na.eventscloud.com/website/56703/> for more information and registration.

Competency Evaluation Resources

- Competency Evaluation Tool FAQ document recently updated.
- Access/Bookmark your CFT resources at <https://azahp.org/azahp/azahp-accrhba-awfda/resources-2/cft-resources/>.

Virtual Classroom Live Events

- Live Event Virtual Classroom sessions are now available!
- 

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

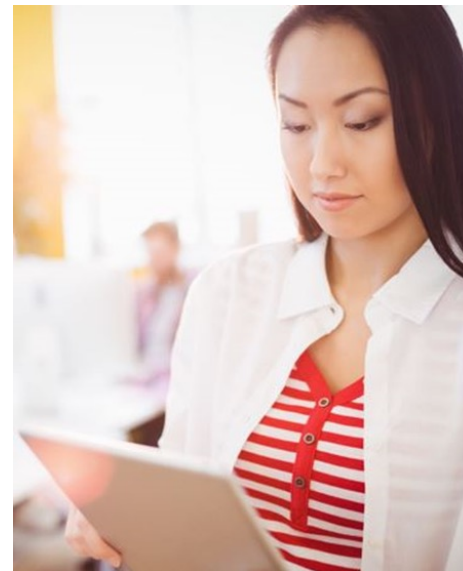
jchemali@relias.com

Relias Technical Support

1-800-381-2321

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

[Relias Connect](#)



DD Spotlight



DEPARTMENT OF ECONOMIC SECURITY
Your Partner For A Stronger Arizona

Susanne Arnold, Ph.D.
Behavioral Health Administrator
Division of Developmental Disabilities

ARPA Dual Diagnosis Training Plan



- In July 2022, the Arizona Health Care Cost Containment System (AHCCCS) submitted and received federal approval on its spending plan related to the American Rescue Plan Act (ARPA). Part of that spending plan included using one-time funding to expand access to care from a well-trained, highly-skilled workforce.
 - The Division of Developmental Disabilities (DDD/the Division) has collaborated with its subcontracted health plans, UnitedHealthcare Community Plan and Mercy Care, to utilize ARPA funding to enhance training available to behavioral health agency clinical staff. The training focuses on best practices for working with individuals who have a dual diagnosis, both a developmental disability and a behavioral health diagnosis.
-

ARPA Dual Diagnosis Training Plan

- As of August 1, 2023, the **Intellectual and Developmental Disability (I/DD) Course Library** is available through the Relias training platform to all AHCCCS registered behavioral health providers who have access to Relias. The full course library includes 100+ I/DD related courses that learners have access to, including many that are CEU eligible.
- In addition, the Division will offer an incentive to behavioral health agencies for the completion by eligible staff of specified training courses. The goal of this initiative is to enhance provider competency, offer opportunities for professional development, improve member outcomes, and bridge gaps in knowledge for the professionals who serve individuals with developmental disabilities and their families.



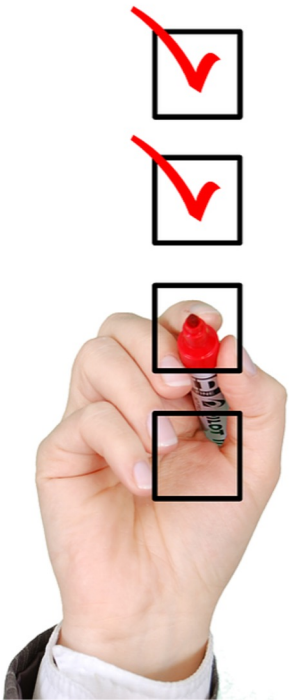
DDD Training Plan on Relias Platform

- Incentive funding will be available to agencies that have at least 10% of their clinical staff (BHMP, BHP, BHT, BHPP) complete a Training Plan that will soon be available on Relias titled **“DDD - Intellectual & Developmental Disabilities Essential Knowledge for BH Providers”**.
 - The Training Plan includes 12 Computer Based Training courses (12 credits) from the I/DD library and a Virtual Instructor Led Course with information specific to Arizona that will be taught by DDD staff. The title of the Virtual Instructor Led course is **“Introduction to the Arizona Division of Developmental Disabilities for Behavioral Health Providers.”**
-

Training Plan Courses: DDD- Intellectual & Developmental Disabilities Essential Knowledge for BH Providers

Live Event – Virtual Instructor Led Course: Introduction to the Arizona Division of Developmental Disabilities for Behavioral Health Providers
A Day in the Life: An IDD Perspective
Assessments in IDD
Common Health Problems and Interventions for Persons with IDD
Informed Decision Making
Integrated Care in IDD
Intellectual Disabilities: Interventions, Supports and Outcomes
Introduction to Autism Spectrum Disorders
Providing Cognitive Behavioral Therapy to Persons with IDD
Reducing Readmissions and Unnecessary Hospitalization
Rights of Individuals with IDD
Trauma-Informed Service Programs
Understanding Intellectual Disability

Virtual Instructor Led Course Topics: Introduction to the Arizona Division of Developmental Disabilities for BH Providers



1. Intro: DES and DDD
2. Dual Diagnosis
3. Eligibility Requirements
4. Health Plans
5. Role of Support Coordinators
6. DDD Functional Areas
7. Home and Community Based Services
8. DDD Residential Services
9. Vendor Call
10. Article 9, Behavior Plans, & the Program Review Committee
11. BH Provider and DDD Support Coordinator Collaboration
12. Escalation Path
13. Training Opportunities
14. Closing: Questions

Incentive Plan

To be eligible to receive and use the ARPA-directed payments, Behavioral Health Agencies must:

- Be part of the Mercy Care and/or UnitedHealthcare network
- Attest that 10% of the agency clinical staff (BHMP, BHP, BHT, BHPP) have completed the DDD - Intellectual & Developmental Disabilities Essential Knowledge for BH Providers Training Plan
- Provide services to DDD/ALTCS members during the incentive period

Eligible Behavioral Health Agencies will receive 20% applied to all eligible claims and encounters. Payments will be disbursed in lump sum payments. The applicable dates of service and deadline for completion of training will be announced soon.

Providers Types Eligible for Incentive

- 39 Habilitation Provider
 - 77 Behavioral Health Outpatient Clinic
 - IC Integrated Clinic
 - A3 Community Service Agency
 - A5 Behavioral Health Therapeutic Home
 - A6 Rural Substance Abuse Transitional Agency
 - B7 Crisis Services Provider
 - B8 Behavioral Health Residential Facility
 - B1 Level I Residential Treatment Center-Secure (IMD)
 - 78 Level I Residential Treatment Center Secure (non IMD)
 - B2 Level I Residential Treatment Center-Non-Secure (non-IMD)
 - B3 Level I Residential Treatment Center-Non-Secure (IMD)
 - C2 Federally Qualified Health Center (FQHC)
 - 29 Community/Rural Health Center (RHC)
-

Services Available for Incentives

Eligible services include the HCPC codes listed on the AHCCCS Behavioral Health Outpatient MCO Fee Schedule (effective May 1, 2023).

See

<https://www.azahcccs.gov/PlansProviders/RatesAndBilling/FFS/BehavioralHealthrates.html?id=Outpatient>



DDD Sponsored Conferences Planned for 2024

In addition to the Relias Computer Based Training and Virtual Instructor led course, in 2024 DDD will be hosting a conference in Phoenix and in Tucson. There will be presentations by locally and nationally recognized experts covering best practices in serving members with a dual diagnosis. Continuing education credits will be available to attendees.

Additional conference details will be announced soon.



Questions/Contact Information

The details of the ARPA Dual Diagnosis Training Plan and Incentive will be announced through emails from Mercy Care and UnitedHealthcare and on the DDD website soon, we anticipate within the next two weeks.

Submit any questions about the DDD training plan, incentive, or upcoming conference by email to: dddbhtraining@azdes.gov



2023 Q2 QUARTERLY REPORT

QUARTER	MONTHS
1	JANUARY - MARCH
2	APRIL - JUNE
3	JULY - SEPTEMBER
4	OCTOBER - DECEMBER



Q2 2023 Results

89.54% across all agencies

★ **100%: 117 (31%)**

🏆 **90-99%: 77 (20%)**

80-89%: 54 (14%)

70-79%: 17 (5%)

60-69%: 25 (6%)

50-59%: 17 (5%)

Below 50%: 73 (19%)

380 Provider Agencies



Q1 2023 Results

90% across all agencies

★ **100%: 159 (43%)**

🏆 **90-99%: 76 (21%)**

80-89%: 29 (8%)

70-79%: 22 (6%)

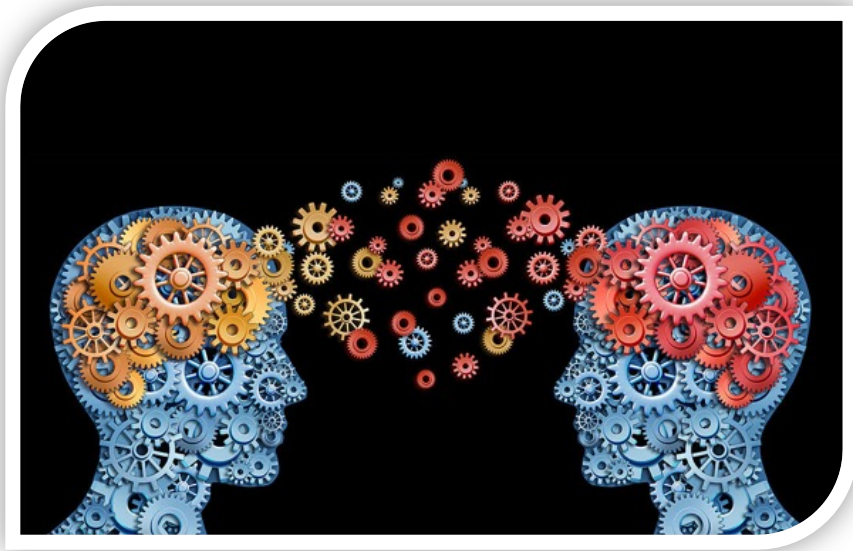
60-69%: 12 (3%)

50-59%: 19 (5%)

Below 50%: 52 (14%)

369 Provider Agencies

[Click Here:](#) Reporting Job Aids



AZ+AHP
WORKFORCE ALLIANCE

Sarah Hauck
Mercy Care

Working Collaboratively & Closing

Standard Competency Guide



Working Collaboratively

Definition

Collaboration means **working together with one or more people** to complete a project or task or develop ideas or processes. In the workplace, collaboration occurs when two or more people work together towards a common goal that benefits the team or company

Key Competency Skills

- Acceptance
- Active Listening
- Awareness
- Collaboration
- Communication
- Empathy
- Honest
- Responsibility
- Self-Awareness
- Team Focus
- Tolerance
- Trust

Resources:

- [7 Examples of Important Teamwork Skills](#)
- [8 Collaboration Interview Questions \(and How to Answer Them\)](#)
- [The 6 Keys to Effective Collaboration in the Workplace](#)

How to Measure Competency During an Interview [STAR Method](#)

Questions you might ask during an interview:

- Give examples of a positive team experience.
- Describe a time you encouraged someone (co-worker, boss, customer) to see things your way. Was the outcome successful?
- Discuss how you overcome challenges.
- Tell me about a time you were part of a team that you had challenges with. Describe the challenge? How did you cope?

Competency Observation opportunities during an interview:

- You might show the short 50 second vignette to candidates and ask them how they would respond.
 - [Working Collaboratively Scenario "what would you do"?](#)

How to Measure Ongoing Competency

- 360 Assessments
- Self-Evaluations
- Tracking outcomes of team collaborations

Standard Competency Guide

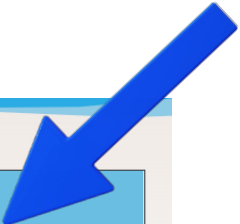
AZAHP Website: <https://azahp.org/>

> AZ Workforce Development Alliance – ACC, ACC-RBHA

> Provider Resources: [Direct Link](#)

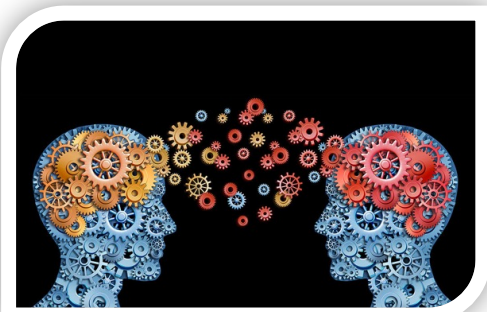
(scroll down the page to “Resource Station”)

Resource Station		
CALOCUS RESOURCES	CHILD & FAMILY TEAM (CFT) RESOURCES	COMPETENCY RESOURCES
EMPLOYMENT COMPETENCY SKILLS CHECKLIST RESOURCES	P-WFDP RESOURCES	RELIAS RESOURCES / USER GUIDES
ECSII	AZAHP CORE TRAINING PLANS (90 Day & Annual Requirements)	DELIVERABLES BY PROVIDER TYPE



> Competency Resources: [Direct Link](#)

> Standard Competency Guide



AZ+AHP
WORKFORCE ALLIANCE

Presentation Date (11am-12:30pm)	Standard Competency Topic	Presenter Name
April 14th, 2022	Introduction & Change Management	Stephanie Earl - Arizona Complete Health
May 12th, 2022	Communication/Interpersonal Relationships	Selena McDonald - Banner
June 9th, 2022	Critical Thinking	Vicki Staples - Valleywise
July 14th, 2022	Cultural Competency	Tracy Wilke - Arizona's Children Association
August 11th, 2022	Customer Service	James Donley - Choice Recovery
September 8th, 2022	Emotional Intelligence	Brandon Curtis - Mercy Care
October 13th, 2022	Flexibility/Adaptability	Josette Sullins - DEHP
November 10th, 2022	Medical/Behavioral Health Terminology	Mark Faul - Care 1st
January 12th, 2023	Mindfulness	Ashley Sanchez - Arion Care
February 9th, 2023	Problem Solving	Jennifer Billman - Terros
March 9th, 2023	Receiving and Implementing Feedback	Alejandra Parra - The Guidance Center
April 13th, 2023	Skipped This Month	
May 11th, 2023	Self-Motivation	Josette Sullins - DEHP
June 8th, 2023	Time Management	Jenny Elkins - Health Choice
July 13th, 2023	Work Ethic	Tina Martin - Southwest Human Development
August 10th, 2023	Working Collaboratively & Closing	Sarah Hauck - Mercy Care

THANK YOU!!!!



Training Opportunities




Impact Retention
LIVE AUGUST 17, 2023 1-4 PM ET

Retain your workforce. Gain actionable insights. Meet Relias experts.

Impact: Retention is part of a virtual thought leadership event mini-series.
This event focuses on retaining our healthcare workforce with impactful and thought-provoking content from Relias healthcare subject matter experts.

**Relias Event
August 17 2023**



[REGISTER](#)



Join us for information you can use immediately to impact your recruitment and retention strategies.

- Discover key traits that candidates are seeking from prospective employers to build a better recruitment pipeline and increase engagement.
- Explore strategies for better onboarding outcomes, including KPIs and visible metrics, to help establish and nurture a culture of retention.
- Learn best practices for building a multigenerational workforce you can begin implementing with your teams today.

Training Opportunities

Relias Workshop

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

In this workshop, we will explore the current state of the healthcare workforce, discuss support structures and provide meaningful strategies for healthcare leaders to consider.

[Enroll on Relias](#)



Select a session to attend.

Date & Time (MST)



Thursday, August 24, 2023
11:00 AM - 12:30 PM

RELIAS

Training Opportunities

SAVE
the
DATE



Arizona Sexual Violence &
Disability Network
Annual Conference
September 14, 2023

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

Mark your calendars today to be part of a growing and vibrant movement throughout Arizona that is addressing critical needs of individuals with intellectual and developmental disabilities (IDD) who face the greatest risk of sexual violence.

[Click Here to Register](#)

[Self-Advocates Scholarship Application](#)



Arizona Sexual Violence &
Disability Network
Annual Conference
September 14, 2023

Registration Now Open

9:00 am - 4:30 pm

Located at Ability 360 Conference Center in Phoenix

Keynote Speakers

James Meadours & Shirley Pacey

Early Bird Rates End August 15th!

Full Day, In-person Event

*includes lunch and a copy of [Shirley Pacey's book](#)

arcarizona.org

Training Opportunities

Therapeutic Options Instructor Certification Training:

- **Date:** September 11-15
- **Location:** 4451 E. Oak St., Phoenix AZ 85008
- **Registration Links:**
 - **Certification:** <https://www.tickettailor.com/events/therapeuticoptions/923830>
 - **Recertification:** <https://www.tickettailor.com/events/therapeuticoptions/923829>



If you have questions about this opportunity, please reach out to

Barbara Drake, BA
Lead Trainer
p: 602-599-5536
e: barbara.drake@lifewell.us



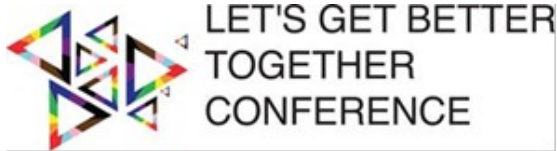
Instructor Candidate Selection

Agencies are strongly encouraged to give careful consideration to the individuals they send for instructor certification. Teaching this course is demanding, requiring the instructor to lead a group for two full days through a comprehensive crisis intervention and emergency behavior support curriculum.

Instructors do not need professional licensure or credentials, nor a particular level of formal education. What is necessary is the ability to teach well.

Instructors also should be physically coordinated enough to clearly demonstrate and teach the physical interventions.

Training Opportunities



The LGBTQ Integrated Health Coalition of Southern Arizona and the Queer Resource Collective (formerly the LGBTQ Consortium) invite you to

12th Annual Statewide 2SLGBTQIA+ Integrated Health Conference
Let's Get Better Together: A Quality Look at Healthcare
October 18 and 19

Harrah's Ak-Chin Casino and Resort, Maricopa, AZ
2023 Theme: Achieving Health Equity and Health Justice

[Letsgetbettertogetheraz.org](https://letsgetbettertogetheraz.org)

R & R

Reminders and Resources

Relias Training of the Month

- None

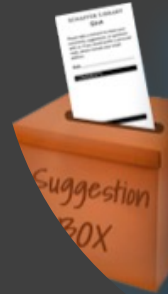
CALOCUS Training

- Enroll staff in the CALOCUS Training plan and ensure you are marking them complete within 30 days
- Deerfield and Training Plan Reports run October 1st

Stay Cool

- It's hot





Share your
thoughts
and ideas
with us...

Open Discussion:
Questions, Suggestions,
Ideas & Feedback

Closing/Next Meeting
Next meeting: September 14, 2023



SAME BAT-TIME
SAME BAT-CHANNEL



AZ AHP



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Thank You!