



Health  
Choice



# AZ AHP

## WORKFORCE ALLIANCE



While we are waiting to begin the forum - type in the chat.....

The most unique item you –or your children-found in their trick or treat bag on Halloween.

# 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-RBHA, ALTCS, DD, DCS/CHP



**Britt Spano**

*Molina Health Care*  
Workforce Development  
Administrator  
ACC



**Layla Bishop**

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



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

# AGENDA



Heritage, History & Health Observances - Jennifer Billman

Relias Update – Joe Chemali

DDD Dual Diagnosis Initiative – Dr. Arnold DDD

CALOCUS – Amy Munoz AHCCCS , Layla Bishop UHCCP

CALOCUS/ECSII Fidelity - Mary Beardsley – AHCCCS

P-WFDP Template – Sarah Hauck

Brain Bites – SMART Goals - Jessalyn Ireland – Focus Employment Services

Training and WFD Opportunities – Yvette Tucker

Best Practices in Workforce Development - Yvette Tucker

Reminders & Resources (RnR) – Britt Spano



# Heritage, History & Health Observances - October



+ Health Literacy Month

<https://www.samhsa.gov/blog/health-literacy-key-good-health>

+ Disability Employment Awareness

+ Breast Cancer Awareness

+ Domestic Violence Awareness

+ National Hispanic Heritage Month (Sept 15-Oct 15)

+ Italian American Heritage Month

+ Filipino American History Month

+ German American Heritage Month

+ Polish American Heritage Month

In the Chat Share what your organization is doing in honor of these observances.

# Heritage, History & Health Observances

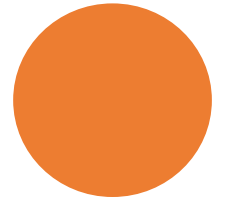
- National Diabetes Awareness
- Veteran's Day (November 10)
- National Rural Health Day (November 16)
- Native American Heritage Month

\*Not an all-inclusive list

**NATIVE AMERICAN  
HERITAGE MONTH**



**By nurturing a culture that prioritizes Diversity, Equity, & Inclusion- your organization can unlock many advantages ranging from enhanced productivity, to bolstered retention rates, to improved member outcomes.**



# Relias Updates

---

## • Register for our Upcoming Relias Training Webinars

- Relias Competency Evaluation Workshop hosted by Joe on October 25 @ 11:30PM-12:30PM AZ Time
- <https://relias.webex.com/relias/j.php?MTID=m9c9daa3afe6dd9a6398063213e881e94>

## • Trauma Informed Care Resources

- <https://www.relias.com/topic/trauma-informed-care-training#importance-of-trauma-informed-care>
- Referenced a Relias Course titled “An Introduction to Trauma-Informed Care” with course code (REL-BHC-0-AITIC) which is available in your Course Library!

## • Relias to Host Competency Evaluation Feedback Sessions – Save Meeting Link Placeholder in Calendar!!

- Relias has heard your voices and we want to setup two feedback/interview type sessions for AzAHP Providers that work the Competency Evaluation tool so we can gather valuable feedback. We want to understand what your workflows and pain points are when working with the new tool so that we can discuss together with our Relias User Experience and Product Management Team members so that we can work towards making more improvements with the new tool!
- Relias Competency Evaluation Feedback/Interview Session 2 on 10/23 from 11AM – 12PM AZ time.
- <https://relias.webex.com/relias/j.php?MTID=m4950fd32822c0fe0f2a354510ebb5d3a>

# Relias Updates

---

## • Relias Recorded CSM Led Training Webinars

- If you missed our Relias Reporting Workshop that I hosted on 8/24, fear not as that meeting was recorded! Please visit the AzAHP Relias page at <https://azahp.org/azahp/azahp-accrhba-awfda/relias/> to access the Webinar Archives including the Relias Reporting Workshop webinar!

## • Relias Impact Nation

- Our 10th annual Impact Nation Conference is a free, virtual, all-day customer conference focused on empowering you, your organization, and the communities you serve. Across three tracks and 18 sessions, you'll receive unparalleled access to client stories, product releases, and feature updates. From sharing customer stories to Relias Platform tips and tricks, this conference is designed to bring you the resources you need to stay informed and make the most impact at your organization.
- Link for more information/agenda/registration: <https://na.eventscloud.com/website/56703/>

## • SMS Training Alert Text Message Reminders Setting Enabled

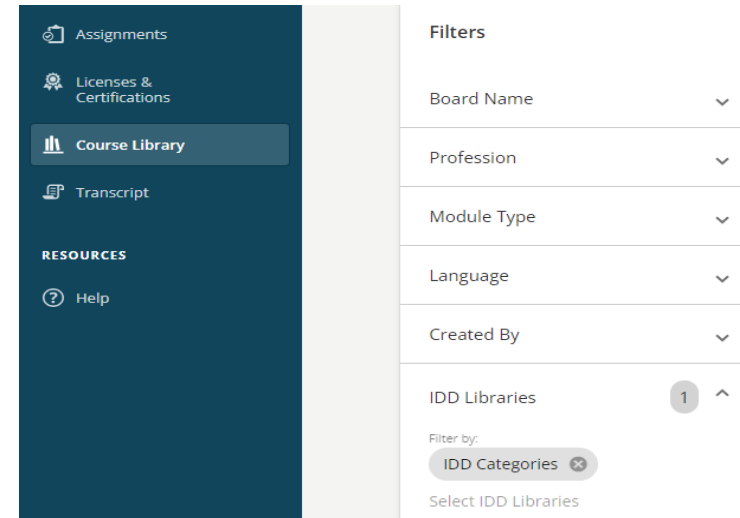
- Site Setting can be disabled from your site "Settings" tab under the "Miscellaneous Site Settings". If this setting is disabled, learners will not be able to opt-in for these alerts. Learners MUST opt-in to start receiving text message alerts. Learners can choose to opt-in by visiting their "Account Profile" page and by following the instructions under the "Notification Information" section in the learner profile.



# Relias Tips/Tricks

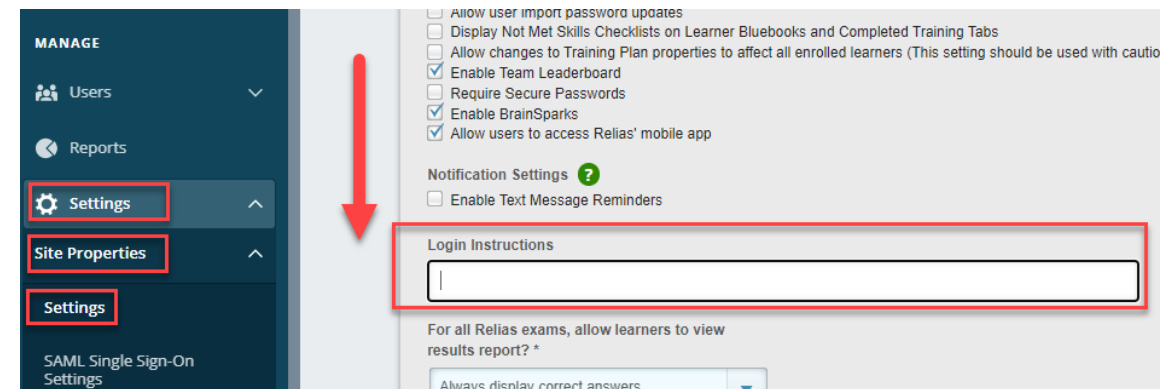
## Custom Filter for IDD Libraries Available

- With the new IDD libraries available, we wanted to provide an easy way to find those courses quickly that are associated with all the IDD categories that were added. You can now utilize the "IDD Categories" option which is located under the "IDD Libraries" filter option when searching for courses in your Module List or Course Library!



## Did you know?

- You can alter your login landing page by adding login instruction language above your Username and Password for learners to see! This is a great location to place Learner Support information in case if they need login help. Relias Administrators can navigate to their Site Settings page and can update the login instructions from there. You can use page breaks using HTML code!!



# Relias Administrative 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 that is available in your training plan list for Relias Administrators to self-enroll into!
- Navigate to your Training Plan List from your Relias Administrator profile and search for "RAMP" if you would like to self-enroll.
- 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)

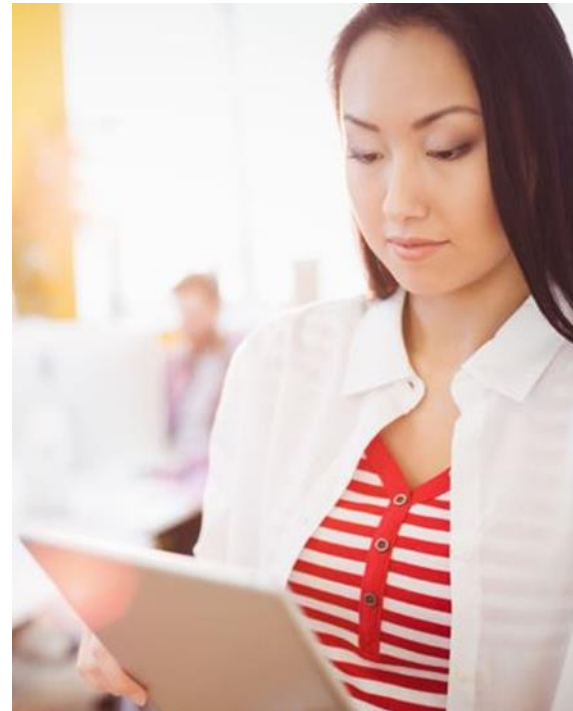
## **Relias Connect**

## **AzAHP Learner Support**

1-833-224-4008

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

Link to Resource: <https://connect.relias.com/s/learner-page/aA13w000000k9xdCAA/paid-learner-support-page-for-arizona-association-of-health-plans-inc>





DEPARTMENT OF ECONOMIC SECURITY

*Your Partner For A Stronger Arizona*

**AZAHP WFD  
Provider Forum  
10/12/2023**



**DDD Behavioral Health  
Training Incentive Plan**

**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, Mercy Care and UnitedHealthcare Community Plan, 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** has been 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 is offering 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

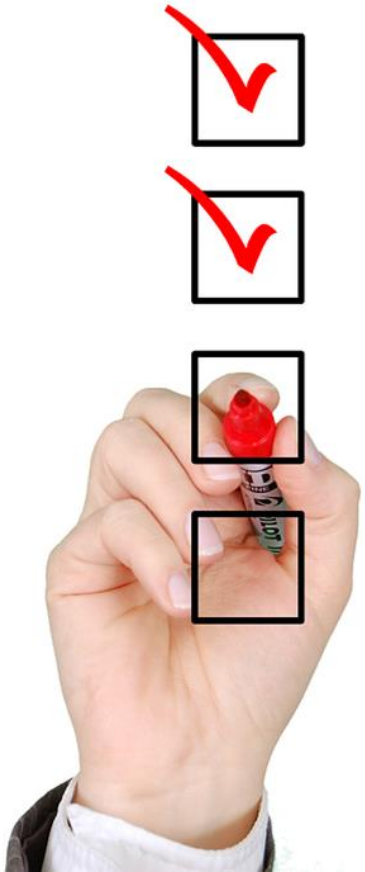
- Incentive funding is available to agencies that have at least 10% of their clinical staff (BHMP, BHP, BHT, BHPP) complete a Training Plan that is available on Relias titled “**DDD - Intellectual & Developmental Disabilities Essential Knowledge for BH Providers**”.
  - The Training Plan includes 12 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

The DDD team may be able to accommodate requests to provide this course on-site at Behavioral Health Agency staff meetings.

# 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
  - Submit an Attestation affirming 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 (13 courses)
  - Provide services to DDD/ALTCS members during the incentive period
-

# Payment Information

The lump-sum incentive payments will be calculated using a flat percentage of eligible providers' Title XIX Medicaid payments from a specified time period for the select eligible services.

- The flat percentage is 15%.
  - The specified time period is dates of service from January 1, 2024 to June 30, 2024. Claims must be fully adjudicated and approved for payment by December 31, 2024 to be eligible. The six months of data will be **doubled** to approximate a full year of payments.
  - Payments will be disbursed in lump sum payments as claims are received. The first payment will be made by September 30, 2024 and final payment will be made by February 28, 2025.
-

# Providers Types Eligible for Incentive

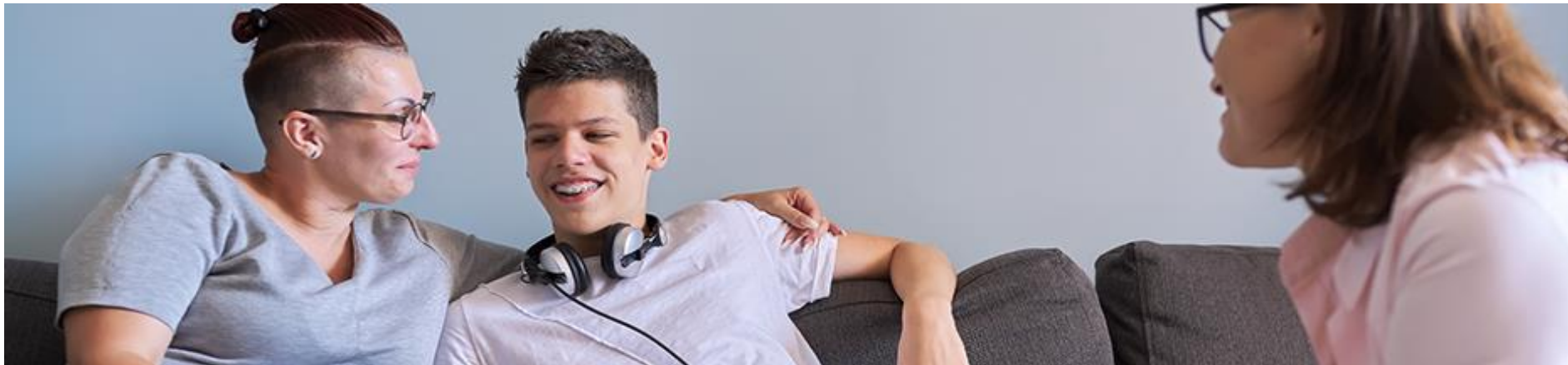
- 39 Habilitation Provider
  - 77 Behavioral Health Outpatient Clinic
  - IC Integrated Clinic
  - A3 Community Service Agency
  - A5 Behavioral Health Therapeutic Home
  - A6 Rural Substance Abuse Transitional Agency
  - B7 Crisis Services Provider
  - B8 Behavioral Health Residential Facility
  - B1 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's Announcement

## Released on 9/21/2023

### **DDD Behavioral Health Training Incentive Plan CYE2024 Final Plan (Revised 9/13/23)**

Serving individuals with intellectual and developmental disabilities (I/DD) is an important part of Arizona's integrated care model. Individuals supported by the Division of Developmental Disabilities and their families have expressed concerns related to barriers they encounter when trying to access appropriate behavioral and physical healthcare. As a result, the Arizona Health Care Cost Containment System (AHCCCS) included one-time funding to expand access to care from a well-trained, highly skilled workforce as part of its American Rescue Plan Act (ARPA) spending plan.

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 both a developmental disability and a behavioral health diagnosis. 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 a developmental disability and behavioral health diagnosis and their families.

#### **Curriculum**

The Division provided funding to add the Intellectual and Developmental Disability (I/DD) Course Library to the Relias course catalog and make it available to all AHCCCS registered

**If you did not receive the announcement by email, see the meeting handouts or visit the DDD webpage:**  
<https://des.az.gov/services/disabilities/developmental-disabilities/providers-vendors/dual-diagnosis-training>

# Attestation

## Must Be Downloaded & Emailed



### Division of Developmental Disabilities

#### DUAL DIAGNOSIS TRAINING

#### BEHAVIORAL HEALTH PROVIDER ATTESTATION 2023/2024

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, United Healthcare 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

2. The number of clinical staff (BHMP, BHP, BHT, and BHPP) at the provider agency I represent that completed the **Intellectual & Developmental Disabilities Essential Knowledge for BH Providers Training Plan** is:

Please note, a minimum of 10% of the provider agency clinical staff must have completed the specified training to be eligible for the incentive.

3. I understand that Directed Payments are subject to recoupment if an audit determines that services reimbursed from January 1, 2024 to June 30, 2024, which formed the basis for the directed payment calculation, were not provided in the specified utilization periods, if billing or payment was improper, or duplicate payments for services occurred. Initial acknowledgement:

Name:

Title:

Organization:

Organization Legal Name (If Different):

Organization SSN:

The announcement and downloadable attestation form are on the **DDD website** at:

<https://des.az.gov/services/disabilities/developmental-disabilities/providers-vendors/dual-diagnosis-training>.

**Specialized  
Certificates  
will be issues  
to individuals  
who complete  
the full 13  
course  
Training Plan**





# 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

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



# CALOCUS

## Background

In July of 2021, AHCCCS communicated their expectations and requirements for CALOCUS implementation. To ensure the proper identification of children and adolescents with complex needs and appropriate levels of care, AHCCCS contracted with **Deerfield Behavioral Health (Deerfield)** to license the CALOCUS and Level of Care Utilization System (LOCUS) software, as well as access to online training for those who have familiarity with instruments that measure level of service acuity instruments. The agreement includes the licensing of both CALOCUS/LOCUS online, though AHCCCS is currently only requiring the use of the CALOCUS.

## Steps for Training Completion

1. Enroll employees in the Deerfield CALOCUS training in the **\*AZAHP – CALOCUS Training Requirement (30 Days) training plan in Relias.**
2. Attend CALOCUS training through Deerfield
3. Mark staff complete in the Relias **CALOCUS Training Requirement module** ([job aid](#)).

\*\*If you have any questions regarding CALOCUS please see the [AHCCCS CALOCUS FAQ](#) and/or reach out to your contracted Health Pan for further assistance.

# CALOCUS Reminders

Completion of the CALOCUS assessment and training are copyrighted by Deerfield

- Therefore, providers **cannot** complete their own training and staff must attend Deerfield training. Supervisors can conduct activities for fidelity monitoring, reviewing either the scoring of assessments for actual members or through vignettes.
- Additionally, the assessment **cannot** be completed on paper and can only be integrated into a provider's EHR through the Deerfield certification process.
- The Deerfield/AHCCCS portal should be utilized for CALOCUS completion unless EHR has certified integration through Deerfield.
- Employees **must** stay the entire allotted time in the Deerfield CALOCUS training to receive credit and their certificate for the course.
- Staff **must** be marked complete in Relias after the CALOCUS Training in Deerfield to be considered compliant



# Fidelity to ECSII & CALOCUS

- AHCCCS working with owners of ECSII & CALOCUS to develop mechanisms to maintain fidelity to use of these tools
- Sub-workgroup utilizing AACAP consultants (American Academy of Child and Adolescent Psychiatry) to develop models & criteria for ECSII fidelity.
- CFT Champion model for ongoing coaching, training updates
- **Parallel model to be developed for CALOCUS**

# Use of Super-Users & Fidelity Champions

- **Super-Users**

- Health plan level
- Collaborate w/ Fidelity Champions to maintain overall fidelity
- General ongoing support and TA from H/P perspective
- Requires CFT, ECSII and/or CALOCUS training; lived experience a plus

- **Fidelity Champions**

- Provider level
- Collaborate w/ Super-users maintain provider fidelity
- Develop fidelity testing tools
- Oversee training & supervision & TA
- Requires CFT, ECSII and/or CALOCUS training; lived experience a plus

Questions?



Fidelity Activities: ECSII & CALOCUS

Mary Beardsley: Clinical Quality Project Manager





# Provider- Workforce Development Plan (P-WFDP) Template



# 2024 P-WFDP Template

We are excited to announce the 2024 **Provider-Workforce Development Plan (P-WFDP)** template! Based upon Provider feedback and analysis conducted by the AZ WFD Alliance (ACC, ACC-RBHA), this year's iteration uses targeted questions that are more responsive to the needs of the Arizona Network. This year's process will continue to use JotForm, an online platform, which allows the user to save progress and generate a shareable link to collaborate with internal team members.

- **Template Release Date:** October 12<sup>th</sup>, 2023
- **Competency Continuum Release** (scoring rubric): December 2023
- **Extension/Exemption Request Deadline:** January 15<sup>th</sup>, 2024
- **Due Date:** February 1<sup>st</sup> – February 29<sup>th</sup>, 2024

**Version 1 (V1)**

**vs.**

**Version 2 (V2)**

**New This Year:** Agencies that participated in the 2022 AHCCCS DAP and/or received “**EXEMPLARY**” status on their 2023 P-WFDP submission may elect to submit a shortened form (V2) of the 2024 Provider-Workforce Development Plan (P-WFDP) that focuses on WFD goals. As an option Providers may choose to submit the full form (V1), instead, if they would like to update their WFD initiatives in all areas (including WFD goals, succession planning, culture and employee competency).



*“The future of organizations is the growth of the people in them.” - Unknown*

# 2024 P-WFDP (Jotform) Template



## Instructions:

1. P-WFDP Resources
2. Click “Version 1” or Version 2”
3. Enter your agency name at the top of the form
4. Scroll to the bottom of the template and select “Save”
5. Create an account or Login to your existing account
6. Save the “Sharable” Link that is generated
  - If you do not save this link the WFD Alliance cannot recover information you have entered on the form.
7. You can share this link with trusted team members that will be helping you develop your P-WFDP

A screenshot of a Jotform sign-up modal. The modal is white with a grey border and a close button in the top right corner. It features the Jotform logo at the top. Below the logo, the text "Sign up to save submission as a draft" is displayed. There are three main sign-up options: "Sign up with Google" (blue button), "Sign up with Facebook" (dark blue button), and "Sign up with Email" (orange button). Below these is a "Log in" link for existing users and a "Skip Create an Account" link. In the background, a "Save" button is highlighted with a yellow box and an arrow pointing to it from the bottom right.

# 2024 P-WFDP Workshops

**Course Name:** *\*AzAHP - Provider Workforce Development Plan (P-WFDP) Workshop*

**Register:** Relias ([search “workshop”](#)) in your Module List

- **NOTE:** You can only register for 1 session at a time
  - **11/13/23** 2:00 – 3:30pm (Monday)
  - **12/5/23** 10:00 – 11:30am (Tuesday)
  - **01/25/24** 1:00 – 2:30pm (Thursday)
  - **02/14/24** 3:00 – 4:30pm (Wednesday) ❤️

## Agenda:

- **1<sup>st</sup> Hour:** Review the entire P-WFDP Template in a large group
- **Break-Out Sessions:** To review individual agency questions with a member of the WFD Alliance



*“The future of organizations is the growth of the people in them.” - Unknown*

## Additional Supports:

- **1:1 Consultation by request:** The WFD Administrators are available for consultation via email, phone, or webinar. Please contact us as needed to schedule a meeting.
- **Competency Continuum:** This is the tool that the WFD Alliance utilizes to provide each agency with feedback for their P-WFDP submission. A blank copy of this form will be posted to the AZAHP website by December to help guide and prepare your agency for submission of the plan. **P-WFDP Templates Resources:** [Click Here](#)



# **BRAIN BITES**

## SMART Goals


Jessalyn Ireland – Focus Employment Services



# FOCUS EMPLOYMENT SERVICES

---

*Striving to provide the highest quality employment  
services to persons with disabilities in Arizona*



# Our Outlook on Workforce Development

- Wholistic Approach
- Leadership Buy-In
  - Investment in the WFD process
  - Collaborative team effort
  - Professional Development vs. Training
- Don't Reinvent the Wheel
  - Create goals that improve current practices & protocols



# SMART Goals



- **S** – Specific
- **M** – Measurable
- **A** – Attainable
- **R** – Realistic
- **T** – Timely



# How do we know what our agency should work on?



## DON'T

- Be afraid to work “unconventionally”
  - Write your goals last
  - Identify weak points in your WFD plan and find ways to improve them
- Set goals you think others want to see
  - In other words, purposeful and meaningful goals

## DO



- Identify business practices that are already successful, then focus on ways to build on and refine those
- Ask your teams, managers or departments about areas they would like to see refinement

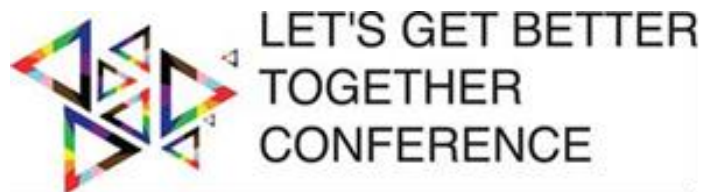
Questions?

# Training & WFD Opportunities

October 18 & 19, 2023

In Person Event

CEUs Offered <https://letsgetbettertogetheraz.org/>



save the date  
letsgetbettertogetheraz.org

LET'S GET BETTER TOGETHER 2023: ACHIEVING HEALTH EQUITY AND HEALTH JUSTICE

The LGBTQ Integrated Health Coalition of Southern Arizona and the Queer Resource Collective invite you to the 12th Annual Statewide 2SLGBTQIA+ Integrated Health Conference, Let's Get Better Together: A Quality Look at Healthcare

OCTOBER 18 & 19 2023 HARRAH'S AK-CHIN CASINO & RESORT  
15406 Maricopa Rd  
Maricopa, AZ 85139

Submit a Proposal!  
www.surveymonkey.com/r/QBFFZ6G

# Training & WFD Opportunities

October 19, 2023 10:30AM- 1:30PM

Link: [bit.ly/3qHkP9Y](https://bit.ly/3qHkP9Y)

Contact: [lbarras@cbridges.com](mailto:lbarras@cbridges.com)



## *Cultural, Racial, and Gender Identity within Behavioral Health*



**3 NBCC CLOCK HOURS OFFERED!**

### **Course Information**

This educational program has been developed to aid licensed counselors, and other behavioral health professionals in expanding their understanding of the impact of culture, race, and gender identity within behavioral health services.

### **Learning Objectives:**

- Learners will understand and discuss cultural traditions and how they impact a person's overall behavioral health. Learners will develop an understanding of how cultural trauma and stigmas around behavioral health in varying cultures impact individuals seeking services and within services. Learners will get input from members of different cultural backgrounds and how they perceive the role of culture in their healthcare. Learners will identify how culture can evolve as people learn to adapt to changes in their environment and society.
- Learners will explore racial disparities and how it may impact behavioral health services. Learners will learn ways to explore skills for ethnic sensitivity and how to effectively respond to a client's unique needs. Learners will develop an understanding of health-racial disparities, at risk populations, and cultural disparities.
- Learners will understand the unique needs of individuals who identify as LGBTQIA+. Learners will understand the how gender is a social construct, develop knowledge around general sensitivity when dealing with a member of the LGBTQIA+ community, and the impact of gender roles in culture and how this impacts a person's overall functioning, especially within behavioral health. Learners will understand how to approach individuals with the gender/ pronouns/name questions and how to help every level of staff engage in these questions.
- Learners will understand personal and professional biases in behavioral health. Learners will learn ways that persons may have biases in the workplace including but not limited to: age, physical appearance, birthplace, height, and weight. Learners will engage in a self-assessment activity to help analyze their own perceptions towards different groups.

### **Presenter**

Lisa Barras, LPC LISAC

# Training & WFD Opportunities

October 24, 2023 9AM- 12:30PM  
Enroll on Relias



## Culture, Care and You

- Examining Accountability within Integrated Health Care

Culture, Care and You is an elective, live/virtual, instructor-led training event that is the result of a collaborative effort of all 7 Health Plans. The session contains updated data and statistics and is directly focused on healthcare and culture. Information on relevant policies is presented including the National Culturally and Linguistically Appropriate Services (CLAS) Standards.

October 24, 2023 | 9AM-12:30PM

RELIAS Enroll on Relias

For inquires: Email  
[AzCHTrainingDepartment@azcompletehealth.com](mailto:AzCHTrainingDepartment@azcompletehealth.com)



### Learning Objectives

Based upon course content and class discussion, you will be able to:

- 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 individuals, families, communities, and health care delivery
- 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

# Training & WFD Opportunities

## INTERNSHIP FAIR 2023

1-3PM  
OCTOBER  
25TH  
BEAR DOWN BUILDING,  
BASKETBALL COURT



Welcome to our second annual Internship Fair! This event is created exclusively for employers that have paid experiential learning opportunities for undergraduate students. If you're looking to add top talent to your team, the University of Arizona is the best in place the west to recruit.

- \$350 registration fee
- Includes parking spaces, tabling materials, and refreshments



**REGISTER TODAY!**  
[bit.ly/internfair23-employers](https://bit.ly/internfair23-employers)

 Student Engagement  
& Career Development



THURSDAY  
10/26/23  
1-3PM

BEAR DOWN BUILDING, BASKETBALL COURT

Connect with students interested in immediate employment opportunities in Tucson. Part-time jobs, full-time jobs, or internships: whether you have one role or many to fill, join us and recruit top talent with University of Arizona Wildcats!

### REGISTRATION TYPES:

Top Employer	Regular Registration	UA Department
\$700	\$350	\$100

REGISTER IN HANDSHAKE!

[bit.ly/tjn23-employers](https://bit.ly/tjn23-employers)



Student Engagement  
& Career Development



MARANA  
UNIVERSITY OF ARIZONA



ARIZONA  
TECHNOLOGY  
COUNCIL



LOCAL FIRST  
ARIZONA



TUCSON  
METRO  
CHAMBER

Contact: [pcorriga@arizona.edu](mailto:pcorriga@arizona.edu)

# Training & WFD Opportunities



## Empowering the Next Generation of Healthcare Professionals

Introducing the Arizona Health Care Cost Containment System (AHCCCS) Scholarships—a transformative, new award program at Maricopa Community Colleges for students pursuing careers in direct care and behavioral health.

Due to strong demand for talented healthcare professionals, Maricopa Community Colleges is committed to providing exceptional opportunities that will empower individuals like you to make a real impact in people's lives.

With funds provided by the American Rescue Plan Act, the AHCCCS Scholarships offer a competitive student award covering the cost of:

- Tuition
- Books
- Course fees
- Other needed resources



Don't miss out on this incredible opportunity—apply today!

**See Eligibility Requirements and Apply**

[maricopa.edu/ahcccs-scholarships](https://maricopa.edu/ahcccs-scholarships)



Questions about the scholarships may be directed to:  
[AHCCCS-Scholarships@domail.maricopa.edu](mailto:AHCCCS-Scholarships@domail.maricopa.edu)

# Training & WFD Opportunities



## Empowering the Next Generation of Healthcare Professionals

Introducing the Arizona Health Care Cost Containment System (AHCCCS) Scholarships—a transformative, new award program at Maricopa Community Colleges for students pursuing careers in direct care and behavioral health.

Due to strong demand for talented healthcare professionals, Maricopa Community Colleges is committed to providing exceptional opportunities that will empower individuals like you to make a real impact in people's lives.

With funds provided by the American Rescue Plan Act, the AHCCCS Scholarships offer a competitive student award covering the cost of:

- Tuition
- Books
- Course fees
- Other needed resources



Don't miss out on this incredible opportunity—apply today!

**See Eligibility Requirements and Apply**

[maricopa.edu/ahcccs-scholarships](https://maricopa.edu/ahcccs-scholarships)



Questions about the scholarships may be directed to:  
[AHCCCS-Scholarships@domail.maricopa.edu](mailto:AHCCCS-Scholarships@domail.maricopa.edu)




# Training & WFD Opportunities

October 18, 2023 6PM- 7PM

Register: <https://gccaz-edu.zoom.us/j/94205722492>


Learn about the criteria to apply for the AHCCCS Scholarship with the chance to speak Enrollment, Financial Aid, and Advising Staff. Faculty in Developmental Disabilities and Behavioral Health will be available to answer questions.



Transformative Healthcare  
**SCHOLARSHIPS**

MARICOPA COMMUNITY COLLEGES AHCCCS  
Arizona Health Care Cost Containment System




**SCHOLARSHIP VIRTUAL INFO SESSION**

 **GLENDALE COMMUNITY COLLEGE**

WEDNESDAY, OCTOBER 18TH  
6 - 7PM ZOOM  
[CLICK TO REGISTER HERE!](#)

DEVELOPMENTAL DISABILITIES      BEHAVIORAL HEALTH

FAMILY LIFE EDUCATION      SOCIAL WORK

ENROLLMENT      FINANCIAL AID      ADVISING

Get help enrolling in Glendale Community College      Learn about resources to help fill out the FAFSA      Learn about academic planning tools, program requirements, and requesting advising appointments.

THE MARICOPA COUNTY COMMUNITY COLLEGE DISTRICT (MCCCD) IS AN EEO/AA INSTITUTION AND AN EQUAL OPPORTUNITY EMPLOYER OF PROTECTED VETERANS AND INDIVIDUALS WITH DISABILITIES. ALL QUALIFIED APPLICANTS WILL RECEIVE CONSIDERATION FOR EMPLOYMENT WITHOUT REGARD TO RACE, COLOR, RELIGION, SEX, SEXUAL ORIENTATION, GENDER IDENTITY, AGE, OR NATIONAL ORIGIN. A LACK OF ENGLISH LANGUAGE SKILLS WILL NOT BE A BARRIER TO ADMISSION AND PARTICIPATION IN THE CAREER AND TECHNICAL EDUCATION PROGRAMS OF THE DISTRICT.

THE MARICOPA COUNTY COMMUNITY COLLEGE DISTRICT DOES NOT DISCRIMINATE ON THE BASIS OF RACE, COLOR, NATIONAL ORIGIN, SEX, DISABILITY OR AGE IN ITS PROGRAMS OR ACTIVITIES. FOR TITLE IX/504 CONCERNS, CALL THE FOLLOWING NUMBER TO REACH THE APPOINTED COORDINATOR: (480) 751-8499. FOR ADDITIONAL INFORMATION, AS WELL AS A LISTING OF ALL COORDINATORS WITHIN THE MARICOPA COLLEGE SYSTEM, VISIT [HTTP://WWW.MARICOPA.EDU/NON-DISCRIMINATION](http://www.maricopa.edu/non-discrimination).

# Best Practices in Workforce Development



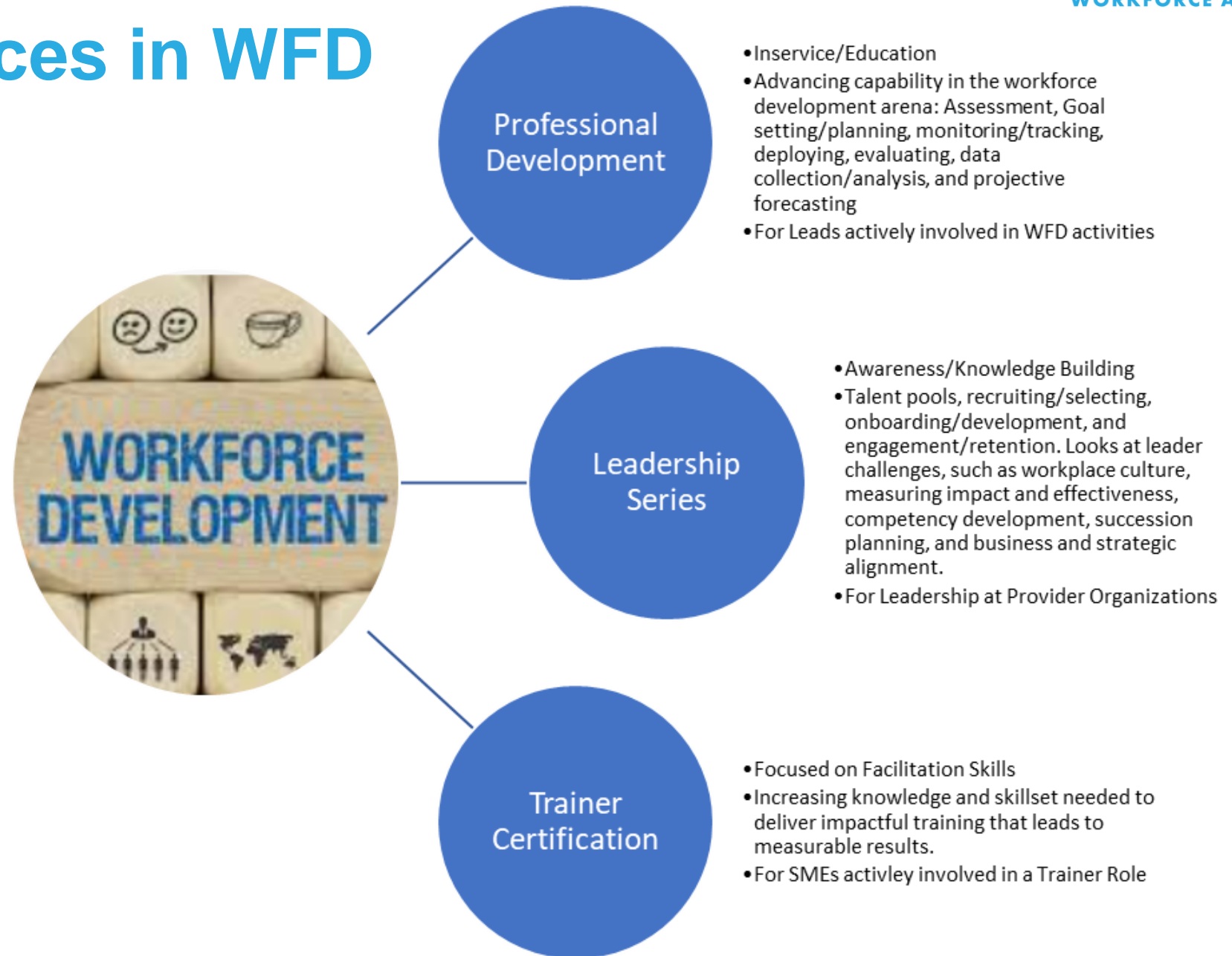
## The Arizona Health Care Cost Containment System (AHCCCS)— Best Practices in Workforce Development

**Professional Development** initiative is a unique opportunity that will focus on professional development and competency-building for behavioral health workforce development and training staff.

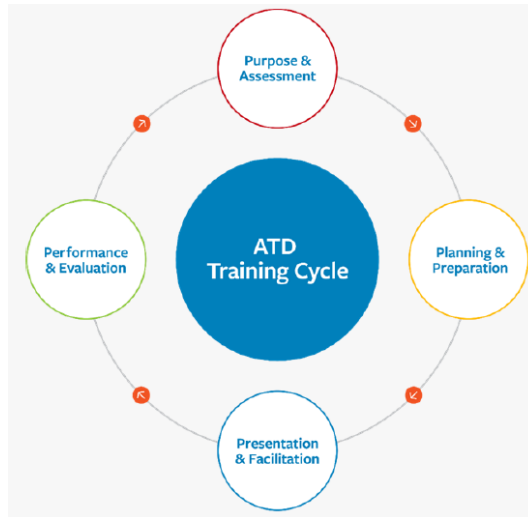
As the nature of work continues to change at an unprecedented pace, professionals in workforce/talent development and training roles, must too, adapt and continuously improve themselves to unlock their full potential to drive impact.



# Best Practices in WFD



# Best Practices in WFD- Professional Development



## THE ATD TRAINING & FACILITATION JOURNEY

### Module 1

#### Facilitating Formal Learning

- Types of Learning—Learning Frameworks
- Types of Formal Learning

#### Planning and Coordinating Training Events

- Helping Learners Make the Most of the Experience

### Module 2

#### Planning and Coordinating Training Events, Continued

- Managing Logistics for a Smooth Event
- Creating the Ideal Learning Environment

#### ➤ Skills Practice: Planning and Coordinating Learning Events

#### Preparing to Facilitate

- Understanding the Audience and Their Needs
- Creating a Facilitation Plan
- Preparing to Deliver Your Training

#### ➤ Skills Practice: Preparing to Facilitate

### Module 3

#### Applying Learning Science in Training Delivery

- Identifying the Basics of Cognitive Science
- Addressing Variations in Learner Preferences and Cognition
- Understanding How Adults Learn

#### ➤ Skills Practice: Applying Learning Science to Training Delivery

#### Selecting Delivery Options and Methods for Training Events

- Selecting Effective Delivery Options
- Delivering to Meet Learners' Preferences

### Module 4

#### Selecting Delivery Options and Media for Training Events, Continued

- Matching Learning Methods to Desired Outcomes
- Selecting Engaging Delivery Methods
- Skills Practice: Selecting Delivery Options and Methods

#### Facilitation Styles and Techniques

- Presenting as a Professional
- Facilitation Techniques Roles & Styles

#### Creating a Positive Learning Environment

- Creating a Positive Learning Environment
- Engaging Participants
- Engaging Facilitator Communication

### Module 5

#### Engaging and Managing Participants

- Creating a Safe and Comfortable Learning Environment
- Managing Conflict and Group Dynamics
- Skills Practice: Engaging and Managing Participants

#### Designing and Developing Learning Materials

- Designing Materials With the Learner in Mind
- A Closer Look at Design
- Designing Materials to Assess Learning
- Skills Practice: Designing and Developing Learning Materials

### Module 6

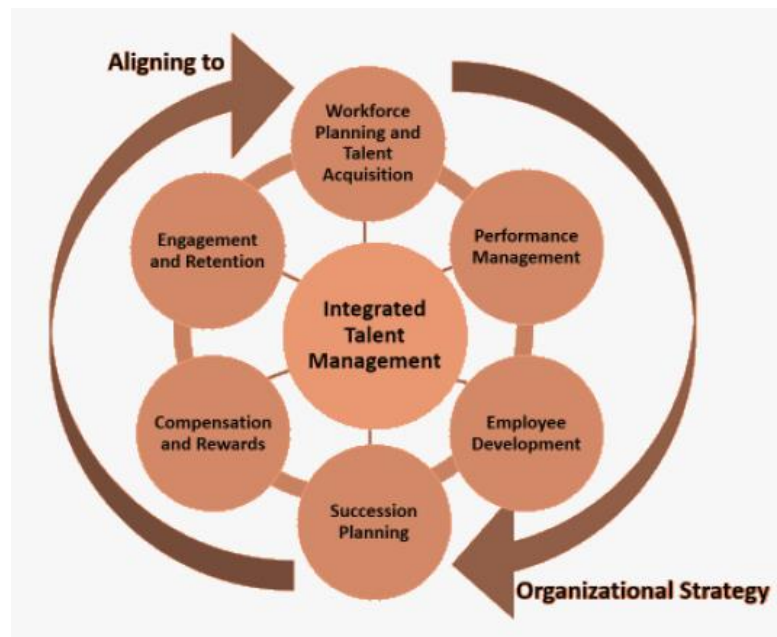
#### ➤ Final Skills Practice Delivery and Debrief

#### Supporting Informal and Self-Directed Learning

- What Is Informal Learning?
- Informal Learning Concept Centers

# Best Practices in WFD- Professional Development

## THE ATD INTEGRATED TALENT MANAGEMENT JOURNEY



### DAY 1

#### Laying the Foundation

- Exploring the Area of Expertise
- Defining Integrated Talent Management
- Case Study: Success Factors
- Integrated Talent Management Blueprint
- Aligning to Organizational Objectives
- Talent Measures

#### Focusing on the Process

- Strategic Workforce Planning Process
- ITM Practice: Workforce Planning and Talent Acquisition
- Assessing Current Capability; Estimating Future Demand, Job Analysis
- Using Competency Modeling
- Developing a Talent Acquisition Strategy
- ITM Blueprint Application

#### Developing the People

- ITM Practice: Performance Management
- Performance Management Activities
- Developing Managers' Performance Management Skills

### DAY 2

#### Developing the People (cont.)

- ITM Practice: Employee Development
- Enabling Employees to Own their Development
- Commitment to Key Performance Indicators
- Case Study: Linking Development Roles and Organizational Strategies
- ITM Blueprint Application

#### Facilitating Career Development

- ITM Practice: Succession Planning
- Pipeline Planning, Succession Planning
- Facilitating Career Development
- ITM Blueprint Application
- ITM Practice: Compensation and Rewards
- Case Study: Hertz
- ITM Blueprint Application

#### Achieving Results

- ITM Practice: Engagement and Retention
- Case Study: Engagement Strategy Success Story
- Using Talent Mgmt Analytics to Show Results and Impact
- Change Management and ITM

# R & R

## Reminders and Resources

### October Training of the Month

- \*AHCCCS – Health Plan Fraud (0.75hrs) Due: October 31st

### Quarterly Reporting

- Q3 report will be run at 8AM on October 31st





Share your thoughts and ideas with us...

Open Discussion:  
Questions, Suggestions,  
Ideas & Feedback

**Closing/Next Meeting**

**Next meeting: November 9, 2023**



**SAME BAT-TIME  
SAME BAT-CHANNEL**





# AZ AHP

## WORKFORCE ALLIANCE



Thank You!