



Health Choice



AZ AHP



WORKFORCE ALLIANCE



Arizona Workforce Development Alliance (ACC, ACC-RBHA)

NOVEMBER 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



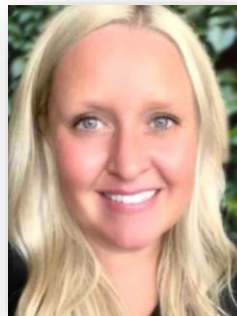
Jennifer Elkins

Health Choice Arizona
Workforce Development
Administrator
ACC



Sarah Hauck

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



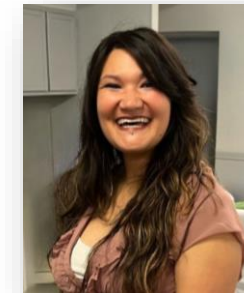
Britt Spano

Molina Health Care
Workforce Development
Administrator
ACC



Layla Bishop

UnitedHealthcare Community Plan
Workforce Development
Administrator
ACC, ALTCS & DD



Sylvia Sanders

Arizona Association of Health Plans
Consultant / Workforce
Development Program Manager

AGENDA



Heritage, History & Health Observances - Jennifer Billman

Native American Heritage Month Spotlight- Shawn Sellers- UHCCP

Veteran Advocacy Liaisons - Ian Wilson - UHCCP

Relias Update – Joe Chemali

CALOCUS – Layla Bishop, Children System of Care (CSOC)

ADHS - Arizona HIV Prevention and Care Resources – Isabel Evans

Quarterly Reporting – Sarah Hauck

Best Practices in Workforce Development - Yvette Tucker and the Association for Talent Development (ATD)

Brain Bites – Buena Vista Recovery – Bradley Casselman

P-WFDP Reminder & Workshops – Selena McDonald

Legacy Spotlight – Jenny Elkins

Reminders & Resources (RnR) – Yvette Tucker

Heritage, History & Health Observances

- National Diabetes Awareness
- Veteran's Day (November 11)
- 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.



Heritage, History & Health Observances



<https://www.cdc.gov/worldaidsday/index.html>

In the Chat: Share what your organization is doing in honor of this observance



Native American Heritage Month Spotlight



Shawn Sellers (*Navajo/Diné*), Tribal Relations Liaison

UnitedHealthcare Community Plan Arizona

602.255.8955 | shawn_sellers@uhc.com



Land Acknowledgement

We respectfully acknowledge the ancestral homelands and territories of the Indigenous peoples throughout Arizona including the O’odham, Hohokam, Piipaash, Pueblos, and Yaqui. Arizona is home to 22 federally recognized American Indian Tribal Nations.

Why It Matters

- ❖ **Historical Context** → Past versus Present | Colonization versus Decolonization
- ❖ **Unified Resiliency** → Shared Experiences of Hardships & Endurance
- ❖ **Visibility & Representation** → “Nothing About Us, Without Us”
- ❖ **Everyone Can Be an Ally** → Help Change the Narrative | Education & Truth

2023 Native American Recognition Days



For more information and full calendar of upcoming events including pow wows, conferences, presentations, trainings, award banquets, & artisan markets, please visit the Native Health Facebook Page at <https://www.facebook.com/nativehealthphoenix>

Tribal Nations & Indigenous Awareness: A Cultural Competency Training for Arizona Health Care Professionals

- Per AHCCCS & DES contract deliverables, MCOs are required to provide a tribal-specific training related to tribal cultural competency, Arizona Tribal Nations, tribal sovereignty, the tribal health care delivery system, and other tribal-related topics
- To help both internal and external audiences learn more about American Indians & Alaska Natives, the UHCCP AZ Tribal Relations Program created an indigenous – specific cultural competency awareness training
- Training presentation topics covered include: UHCCP AZ Tribal Relations Program, AZ Tribal Nations, Tribal Sovereignty & Governance, Tribal Health & Healthcare, and Continued Learning Opportunities
- Our **UHCCP AZ Indigenous & Tribal Nations Cultural Competency Awareness training** is available:
 - Relias Learning Management System <https://azahp.training.reliaslearning.com/Learning/Course.aspx?CourseID=1305480>
 - UHCCP AZ Provider website <https://chameleoncloud.io/review/7427-64480e6a0341d/prod>

For more information and/or questions, please contact your contracted health plans AZ Tribal Relations Program

<i>MCO / Agency</i>	<i>Name</i>	<i>Title</i>	<i>Phone</i>	<i>Email</i>
Arizona Complete Health	Sheina Yellowhair – Flores	Tribal Programs Supervisor	Mobile: 480-370-7053	syellowhair@azcompletehealth.com
Arizona Complete Health	Julia Chavez	Tribal Program Specialist	Mobile: 520-237-6127	julchavez@azcompletehealth.com
Arizona Complete Health	Monica Rivera	Tribal Clinical Services Coordinator	Mobile: 585-353-5720	monica.rivera@azcompletehealth.com
Banner University Health Plans	Dr. Kimberly Yellow Robe	Associate Director, Tribal Coordination	Mobile: 480-340-7724	kimberly.yellowrobe@bannerhealth.com
Blue Cross Blue Shield Arizona – Health Choice	Holly Figueroa	Tribal Liaison	Direct: 928-214-2169 Mobile: 928-814-2363	holly.figueroa@azblue.com
Care 1 st Health Plan Arizona	Alberto Peshlakai	Tribal Liaison	Mobile: 602-684-8371	alberto.peshlakai@care1staz.com
Molina Healthcare	Cassandra Peña	Tribal Liaison	Mobile: 480-589-0680	cassandra.pena@molinahealthcare.com
Mercy Care	Faron Jack	Tribal Relations Administrator	Mobile: 480-825-3284	jackf@mercyareaz.org
Mercy Care	Betty John	Tribal Liaison	Mobile: 602-315-0437	johnb2@mercyareaz.org
UnitedHealthcare Community Plan	Shawn Sellers	Tribal Relations Liaison	Direct: 602-255-8955	shawn_sellers@uhc.com
Arizona Health Care Cost Containment System (AHCCCS)	Christine Holden	Tribal Liaison	Direct: 602-730-0832 Mobile: 602-775-1017	christine.holden@azahcccs.gov
Arizona Department of Health Services (ADHS)	Gerilene Haskon	Tribal Liaison	Direct: 480-284-0052	gerilene.haskon@azdhs.gov



Veteran Advocacy Liaisons

Ian Wilson

Member Advocate and Veteran Liaison

November 2023

United
Healthcare

Veteran Advocacy Overview

The purpose of the Veteran Advocates/ Liaisons is to connect and provide Veterans and their families support so they can live healthier lives. We will accomplish this through:

1. **Community Outreach** – Creating connections with and for veterans and their families to veteran focused organizations, events and resources in the community.
2. **External and Internal Collaboration** – Arizona has a myriad of veteran organizations that are equipped to support all social determinants of health, we maintain a strong network to quickly refer our members to these organizations.
3. **Training** – Present and receive training to better understand and apply Military culture and their challenges, highlight the benefits and resources available for Veterans to better support them and their families within the community.
4. **Track, Trend, Report, and Record** – Discover trending items through 1) the multiple interactions with the Veterans and families and 2) relevant internal data sources (i.e. DUGless Report); recalibrate outreach and collaboration efforts as necessary.



Health Plan Veteran Advocates

United Healthcare Community Plan

Ian Wilson

ian.w.wilson@uhc.com

Blue Cross Blue Shield- Dwayne Gwinner

Dwayne.Gwinner@azblue.com

Mercy Care Arizona- Ashley Mason,

masona4@mercycaresaz.org

Molina- Patrick Ziegert

patrick.ziegert@molinahealthcare.com

Banner Health- John Spiekermeier

john.spiekermeier@bannerhealth.com

Arizona Complete Health – Jose Castillo

jose.castillo@azcompletehealth.com

Care 1st Arizona- Christopher Gonzalez

christopher.gonzalez2@care1staz.com



Arizona Hiring Resources

BeConnected- 866-429-8387

Connectedveterans.org

Beconnectedaz.org

Become a listed resource on BeConnected.

AZ Department of Veteran Services- 602-627-3261

[Https://dvs.az.gov/](https://dvs.az.gov/)



Upcoming SOTF Veteran Hiring Webinar



The **Special Operators Transition Foundation (SOTF)** is a 501(c)(3) non-profit organization committed to helping Special Operation Forces (SOF) veterans transition from the military into their next successful career. They will be participating in a webinar in January to discuss the best practices of recruiting, training and retaining veteran talent.



Relias Updates

Required AzAHP Core Training Plans

*****As a reminder, it is required that Behavioral Health contracted ACC/RBHA Providers must ensure that all staff who work in programs that support, oversee, or are paid by the Health Plan contract have access to Relias and are enrolled in the AzAHP AzAHP – Core Training Plan (90 Days) and the AzAHP – Core Training Plan (Annual) training plans. This includes, but is not limited to, full time/part time/on-call, direct care, clinical, medical, administrative, leadership, executive and support staff. Quarterly reporting is completed by the WFD Alliance to check on completion metrics for these two training plans.*****

AzAHP – Core Training Plan (90 Days) 1. *AHCCCS – Health Plan Fraud (0.75hrs) 2. *AHCCCS – NEO – Rehabilitation Employment (0.5hrs) 3. *AzAHP – AHCCCS 101 (2.0hrs) 4. *AzAHP – Client Rights, Grievances and Appeals (1.25hrs) 5. *AzAHP – Cultural Competency in Health Care (1.0hrs) 6. *AzAHP – Quality of Care Concern (1.0hr) 7. Basics of Corporate Compliance (0.5hrs) 8. HIPAA: Basics (0.5) 9. Integration of Primary and Behavioral Healthcare (1.25hrs)

AzAHP – Core Training Plan (Annual) 1. HIPAA: Basics (0.5hrs) 2. Preventing, Identifying and Responding to Abuse and Neglect (1.0hrs) 3. Basics of Corporate Compliance (0.5hrs) 4. *AzAHP – Cultural Competency in Health Care (1.0hrs) 5. *AHCCCS – Health Plan Fraud (0.75hrs) 6. *AzAHP – Quality of Care Concern (1.0hr)

Please reference the "AzAHP Core Training Plans" document for exceptions and further information which is available under the "Provider Resources" tab in AzAHP's website located [here](#).

Relias Updates

AzAHP Standardized Autoenrollment Profiles Rollout

- Relias is working in tandem with AzAHP so that we have the appropriate autoenrollment profiles setup throughout the AzAHP Enterprise that are REQUIRED.
- Will be rolled out on November 13, 2023.

Training Plans – New Terminology and Setting Descriptions

- Building from the visual upgrade to the builder last year, training plans are getting another upgrade on 11/03 to terminology and setting descriptions. The new terminology will flow more naturally, provide more details about what each setting does, and is easier to understand.
 - Highlights:
 - Combines several questions to reduce redundancy
 - Updated terms read more naturally
 - Improves accessibility with font sizing, spacing, and updated user interface elements

Upcoming CFT Competency Evaluation Training Workshop

We are looking to host another Competency Evaluation Training Workshop next month focusing on the CFT Competency Evaluations. Polling Time!

- December 5 Available anytime from 1 – 2PM
- December 11 Available anytime from 11AM – 12PM
- December 12 Available from 1 – 2PM
- December 13 Available anytime from 12 - 1PM

Relias Updates

Relias Recorded CSM Led Training Webinars

- Relias Reporting workshop Recording Link: <https://relias.webex.com/relias/ldr.php?RCID=d5cdaf0016b05072f042fd8eda85217e>
- Relias Custom Modules Workshop Recording Link: <https://relias.webex.com/relias/ldr.php?RCID=0510dd33fd325e652e902fd79c0a40bc>
- Relias Competency Evaluation Workshop Recording Link: <https://relias.webex.com/relias/ldr.php?RCID=92de11d8a01df0652f8338465bd87ee2>
- Relias Recorded Webinars Archived in AzAHP's Website: <https://azahp.org/azahp/azahp-accrhba-awfda/relias/>

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.
 - **NOTE:** Please note that Relias Administrators will not be able to opt a learn into this feature, even if you attempt to proxy login into their learner profile. The learner must complete this on their own. You may notice that the "Mobile Phone" field is grayed out when you attempt to opt a learner in from their user profile. This is intended functionality.

Upcoming Admin Course Library

- This tool will be releasing sometime in Q1 of 2024 to all users with Administrator or Supervisor roles within your organization. Our goal is to enhance your training management process, making it easier than ever to discover relevant Relias courses and preview essential course details. More information coming soon!

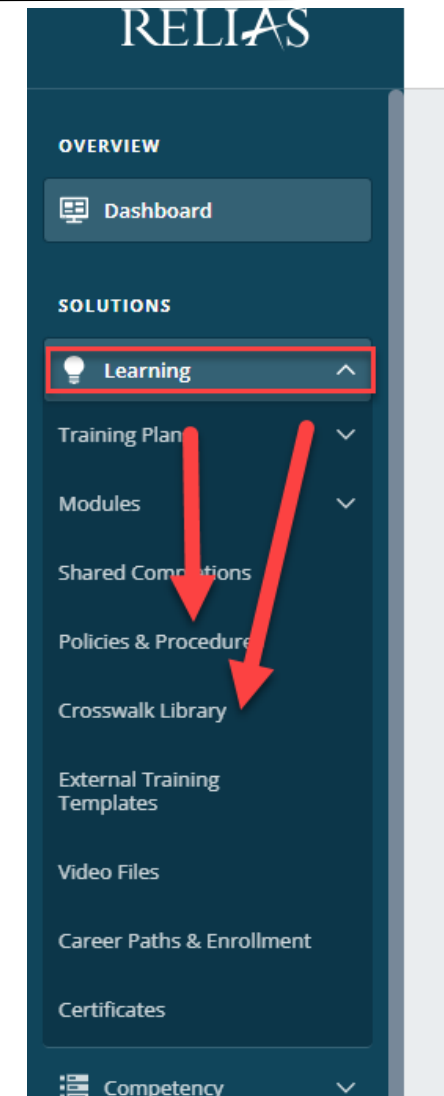
Relias Updates

Policies and Procedures Tool Now Available

- With the Policies and Procedures tool, you can see, create, and manage policy/handbook documents your Learners need to read and attest to.
- Located under the "Learning" tab in the left-hand navigation pane.
- Resources are available in Relias Connect.

Crosswalk Library Tab Now Available

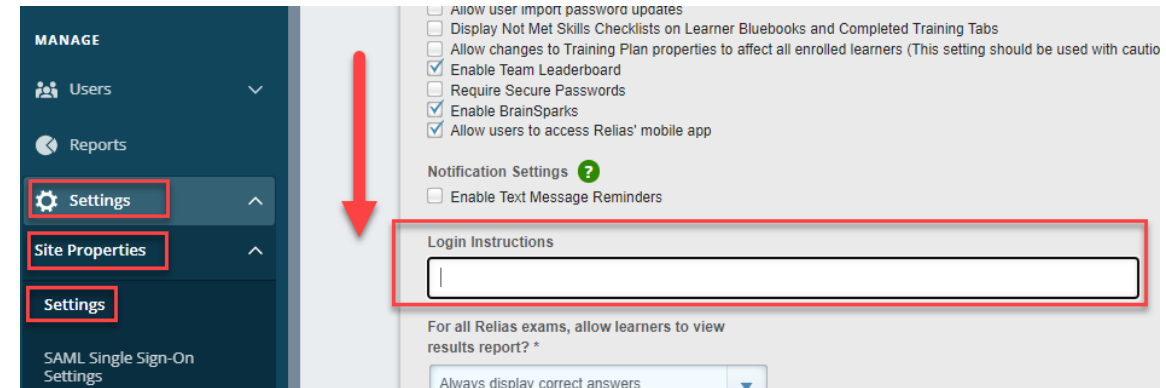
- You may or may not utilize our Crosswalks arecrosswalks are used for.....
- In our continuous effort to improve user experience and efficiency, we are excited to announce the Crosswalk Library. This new feature aims to streamline the process of meeting regulatory and compliance requirements, particularly for our Administrator and Supervisor users. Previously, users had to navigate to Relias Connect to access the Crosswalk documents. With this update, we have relocated the link to the Crosswalks directly within the Relias platform.
- Located under the "Learning" tab in the left-hand navigation pane.



Relias Tips/Tricks

Updating Login Instructions

- 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!! Feel free to utilize the login instructions below for your own Relias Portal!



Before clicking on "Help" ... navigate to the link below to watch a video to learn how you can reset your password yourself if you need to: <https://youtu.be/OqIKGODJaR4>.

 You also have access to Relias Learner Support which is available to you from Monday-Friday from 8AM-8PM EST! Visit the below link for contact options/information

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

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

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>



CALOCUS Technical Assistance

Which AHCCCS providers are required to conduct the CALOCUS?

Any [AHCCCS provider type](#) (77, C2, IC, and 29) serving children is required to have at least one employee trained in CALOCUS training by Deerfield and the ability to submit the CALOCUS through the Deerfield portal or through a Deerfield **approved** Integrated Electronic Health Record (EHR).

Provider Agency Requirement Steps

As of June 1, 2022, it was required that all child and adolescent provider agencies enroll employees required to take the Deerfield CALOCUS training in the ***AZAHP – CALOCUS Training Requirement (30 Days) training plan** in Relias.

Once an employee completes the CALOCUS training through Deerfield, the provider agency's supervisor/administrator will need to mark them complete in the Relias **CALOCUS Training Requirement module**

Monitoring Process

Employees are required to complete the CALOCUS training through Deerfield within the 30-day time frame. Health Plans monitor the CALOCUS implementation and training certification process on a monthly and quarterly basis. If your organization is out of compliance, Health Plans will reach out and provide technical assistance.

Registration for the Deerfield CALOCUS Training

Each organization has their own code and it's to be used by employees only. Training can be booked online at <http://locusonline.com/training.asp>. For your organizations unique code please reach out to Matthew Monago at Deerfield, mmonago@journeyhealth.org.

**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.

Health Plan Contacts

- **Care1st:** Kathleen McLaughlin - Kathleen.McLaughlin@azcompletehealth.com
- **AzCH:** Cara Lewandowski - CLEWANDOWSKI@azcompletehealth.com
- **Banner:** Hilary Mahoney - Hilary.Mahoney@bannerhealth.com
- **Mercy Care:** Michelle Bedinghaus - Bedinghausm@mercycareaz.org
- **Blue Cross Blue Shield:** Kimberly Sevier - Kimberly.Sevier@azblue.com
- **Molina:** Jill Ference - Jill.Ference@MolinaHealthCare.Com
- **UnitedHealthcare:** Pilar Vargas – pilar_vargas1@uhc.com



HAVE A COMMENT OR QUESTION?
**WE'RE HERE
TO HELP**



ARIZONA DEPARTMENT OF HEALTH SERVICES

Health and Wellness for All Arizonans



Isabel Evans, MSc

Pronouns: [she, her, hers](#)

Ending the Epidemics (ETE) Program Manager

Office of HIV & Hepatitis C Services (OHHS)

Arizona Department of Health Services

New Relias Course

Title: ADHS - Arizona HIV Prevention and Care Resources

Credit hours: .25 hrs

Code: 1413520

Requirements:

- No prerequisites
- Course evaluation (not graded)



Purpose & Background

- HIV prevention & care awareness identified as a need in a 3-year project to improve the intersections of HIV & substance use disorder (SUD) services
- Developed by ADHS staff within the Office of HIV & Hepatitis C Services
- Provides a high-level overview of HIV prevention & care options
 - Explanation of prevention & care
 - Listing & description of available services
 - Intro to Ryan White HIV/AIDS Program & AIDS Drug Assistance Program (ADAP)
- Includes a downloadable Resource Guide PDF



Description

The ADHS Arizona HIV Prevention and Care Resources module provides an overview of available HIV prevention and HIV care services, and how to access them statewide. It shares basic information on the Ryan White HIV/AIDS Program (RWHAP) and the Arizona AIDS Drug Assistance Program (ADAP).

The module includes a downloadable PDF Resource Guide for connecting clients to HIV prevention and HIV care services across Arizona. It takes approximately 20 minutes to complete this module.



Now Available on Relias!

Check out the ***ADHS - Arizona HIV Prevention and Care Resources*** module.

This 20-minute module provides an overview of available HIV prevention and HIV care services, and how to access them statewide. It shares basic information on HIV prevention services, the Ryan White HIV/AIDS Program (RWHAP), and the AIDS Drug Assistance Program (ADAP). It includes a downloadable PDF Resource Guide to help connect clients to HIV prevention and care services.

Questions? Please email OHHSTA@azdhs.gov



2023 Q3 Course Completion Report

Q3 2023 Results

90.86% across all agencies

★ **100%:** 136 (35%)

🏆 **90-99%:** 100 (26%)

61% Meeting/Exceeding Expectations

80-89%: 37 (9%)

70-79%: 15 (4%)

60-69%: 19 (5%)

50-59%: 22 (5%)

Below 50%: 68 (16%)

**39% Below
Expectations**

384 Provider Agencies



Results are available at www.azahp.org

< AZ Workforce Development Alliance – ACC, ACC-RBHA
< Provider Resources
< Quarterly Completion Reports (bottom of page)
< Access Quarterly Completion Archives
< Quarter 3, 2023

Best Practices in Workforce Development



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 Workforce Development



FOR IMMEDIATE RELEASE
Oct. 30, 2023

AHCCCS and ATD to Offer New Learning Courses to Strengthen the Health Care Workforce in 2024

PHOENIX - The Arizona Health Care Cost Containment System (AHCCCS), Arizona's Medicaid agency, and the Association for Talent Development (ATD) announce a new partnership to provide expert-led professional development courses to AHCCCS health care providers so they can more effectively recruit and develop staff and retain their workforces.

"AHCCCS is focused on addressing the growing need for health care workers in the next decade. Ensuring providers are able to train and develop staff will increase retention and employee satisfaction," said Bill Kennard, AHCCCS Workforce Development Administrator. "Partnering with ATD brings national training expertise directly to AHCCCS providers to help them develop and manage talent."

Through this partnership with ATD, health care managers, executives, workforce development professionals, trainers, and others will be able to increase training and facilitation skills and learn strategies to develop current workforce talent and increase employee retention.

With an 80-year history of providing content, membership, and professional development across all areas of adult learning, ATD provides educational opportunities for anyone who would like to learn more about developing talent. ATD's globally-recognized [Training and Facilitation Certificate Program](#), one of its most popular train-the-trainer offerings, draws on ATD's extensive research and experience. The program helps all professionals become learner-centric facilitators who apply the skills of an engaging and effective trainer.

Managing talent with a cohesive strategy is an important responsibility for all managers and leaders. The [ATD Integrated Talent Management Certificate Program](#) helps participants learn practical methods to manage the workforce challenges of today and tomorrow—regardless of the organization's size.

"We are fully committed to supporting the learning needs of the health care workforce in Arizona," said Tony Bingham, President and CEO, ATD. "ATD looks forward to bringing some of our top professional development programs to assist providers in training and cultivating their talent."

<https://www.azahcccs.gov/shared/news.html>

*ATD Presentation
for
The AzAHP Provider Forum*

November 9, 2023

Presented by:
Amanda Miller, Sr. Director ATD Enterprise Solutions
Shawn Keeley, Sr. Account Executive



ATD's Vision

Create a World That Works Better

The Association for Talent Development (ATD)

- ATD is a 501(c)3 non-profit membership organization and has been the global leader in talent development for over **80 years**.
- Professional Development- over **180,000** people trained via **35** professional development certificates; over **30,000** members
- Global Connector- our annual conference attracts **13,000+** in talent development from 120+ countries.
- Standards- ATD Certification Institute offers two professional certifications
- Research- ATD publishes **12** research reports each year, including topics for the healthcare profession





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- The purpose of the AHCCCS and ATD partnership is to:
 - Increase the effectiveness of provider trainers through ATD's globally recognized train-the-trainer certificate program.
 - Help HR and Workforce Development Professionals create and support workforce development strategies using an integrated talent management approach to achieve measurable results for their organization.

ATD Best-in-Class Virtual Learning Experience

- Attain skills and knowledge that can immediately be used on the job
- 95% satisfactory rating from participants
- ATD Expert facilitators have real-world experience
- Highly engaging best-in-class learner experience via virtual delivery

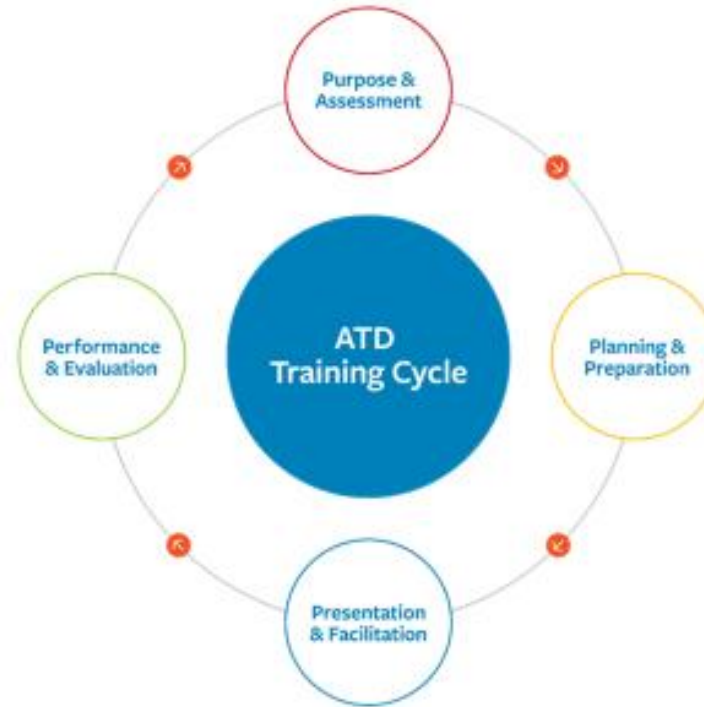


Program #1
ATD Training & Facilitation Certificate

ATD's Train-the-Trainer Model

Your trainers need a process and framework to achieve bottom-line results.

ATD's training cycle is proven to lead to desired business objectives.



ATD Training & Facilitation Certificate

Learner Outcomes

- Apply effective training techniques to deliver high-energy training
- Demonstrate adult learning principles and effective facilitation techniques to assess and ensure a safe, comfortable, and supportive learning environment.
- Facilitate confidently and learn how to create a positive learning environment
- Manage classroom challenges and use effective questioning techniques.



Program #2
ATD Integrated Talent Management Certificate

ATD Integrated Talent Management Certificate



- **ATD's exclusive Integrated Talent Management Process** will help your HR and workforce development stakeholders reach their desired business objectives.



ATD Talent Management Certificate

Learner Outcomes



- Describe key practices of ITM and how they support each other when integrated
- Build a roadmap for an integrated talent strategy
- Align talent management to organizational objectives
- Coordinate workforce and succession planning
- Support engagement and retention efforts
- Select analytics to show results and impact

Program Registration and Resources

- Click here to access registration and program details:
 - [ATD Training & Facilitation Certificate](#)
 - [ATD Talent Management Certificate](#)
- **Recommend early registration- seats will fill up quickly!**
- Emails going out the week of November 6th announcing these training opportunities
- Multiple offerings and times to suit all schedules + easy to register



 Training & Facilitation Certificate

AHCCCS and ATD have teamed up to offer you the premier train-the-trainer course.

This training will facilitate your career growth and development goals, including developing and presenting content, managing the learning environment and engaging participants. Using research and technology to design content to support learning, then cover the content incorporating an activity and two learner goals and participate in role playing techniques, facilitator assessment, and an evaluation rubric of effort learning outcomes. At the end of the course you will have the opportunity to demonstrate your techniques in a skills demonstration where you will receive feedback and guidance from peers and an ATD expert facilitator.

ATD's Training Institute, the premier talent management center, is the latest development from the award-winning ATD Learning & Facilitation Certificate. Drawing upon ATD's extensive research and experience, this program will help you become a premier trainer, facilitator and manager and set you up for the next phase of your career.

What Participants Are Saying

"This course was designed to provide us with the tools and knowledge we need to be successful in our role as facilitators."



 Integrated Talent Management Certificate

Address your HR challenges by offering a course that's designed to help you maximize your talent strategy, attract and retain your organization's top talent.

Manage your talent effectively by using research-based strategies to attract, develop, and retain your organization's top talent. This course will help you understand the importance of talent management and how to design and deliver a high-impact talent management program. You will learn how to design and deliver a high-impact talent management program that is tailored to your organization's needs.

Learn how to design and deliver a high-impact talent management program that is tailored to your organization's needs. This course will help you understand the importance of talent management and how to design and deliver a high-impact talent management program.

Key Takeaways:

- Understanding the importance of talent management
- Designing and delivering a high-impact talent management program
- Understanding the importance of talent management

Need help registering?

Contact ATD Customer Care- **1.800.628.2783**

General Questions?

Contact Shawn Keeley- skeeley@td.org





BRAIN BITES

Coaching / Mentoring

Bradley Casselman - Buena Vista Recovery



BUENA VISTA

HEALTH AND RECOVERY CENTERS

Coaching & Mentoring

11/9/2023

Building The Leadership Team



BUENA VISTA

HEALTH AND RECOVERY CENTERS

Leadership Promotions

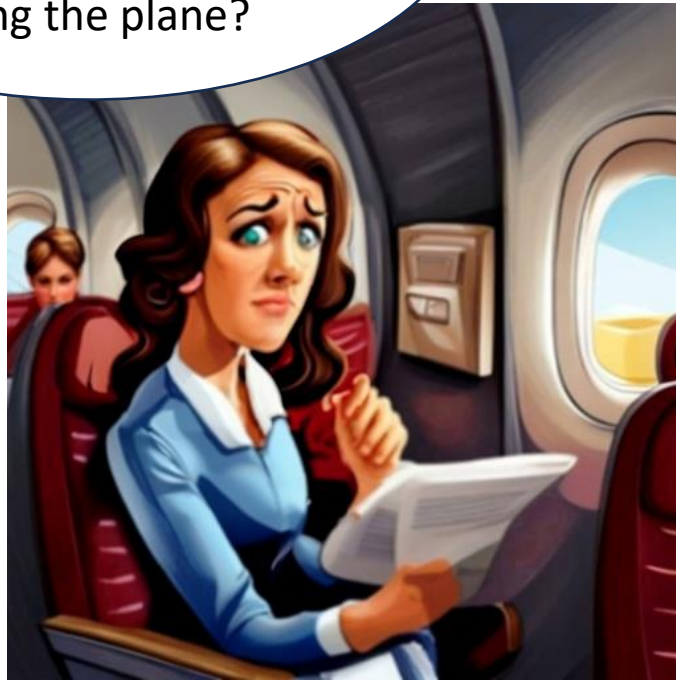
The problem is that very few organizations approach people management intentionally. Leadership often assumes that if an employee excels at their job, they'll also excel at nurturing talent—but those are two entirely different skill sets.

Sandhu, Puneet. "Why Are There so Many Bad Managers? - Fast Company." FastCompany, 27 Jan. 2023, www.fastcompany.com/90839182/why-the-wrong-people-are-promoted-to-management-and-how-to-change-it.



Leadership Promotions

Ma'am, you've been such a great passenger. There's a problem in the cockpit. Would you mind flying the plane?



Building Your Policies to Support Mentorship



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Leadership Policies

Does your organization have policies regarding:

- **Employee Development and Coaching:** A policy that outlines performance coaching as a mandatory and regular part of the employee's experience to include quarterly performance coaching and annual reviews.
- **Leadership Development and Coaching:** A policy that highlights coaching and mentoring as essential components of leadership development programs, including how and when these skills are integrated into succession planning.
- **Mentorship Program Policy:** The company establishes a formal mentorship program that outlines the objectives, roles, and responsibilities of mentors and mentees.
- **Cross-Functional Teams and Knowledge Sharing:** The company has a policy encouraging cross-functional teams and knowledge sharing, emphasizing the importance of employees learning from each other and collaborating.
- **Knowledge Transfer Upon Departure:** A policy specifying the procedures and responsibilities for ensuring knowledge transfer when an employee departs the company.
- **Team Building Time:** A policy that mandates a scheduled time each week, month, or quarter when team leaders focus on essential tasks needed for success. This time is used by leaders to focus on identified weaknesses and improve upon them to become a more cohesive team.



Job Descriptions

- Proven expertise in leadership and employee development in relevant topics such as people management, communication, change management, strategic thinking etc.
- 5+ years of experience with minimum of 3 years consisting of supervisory level management.
- Hires and manages staff.
- Provides and/or coordinates training for staff on mental health, substance abuse, and other clinical topics relevant to client services provided by Buena Vista Recovery.
- Provides performance evaluations for all clinical staff.



Information System Support



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HEALTH AND RECOVERY CENTERS

Information System Support

Buena Vista Recovery Evolution in Talent Management:

- Paper
- Zenefits
- ADP
- Paycom



Annual Reviews

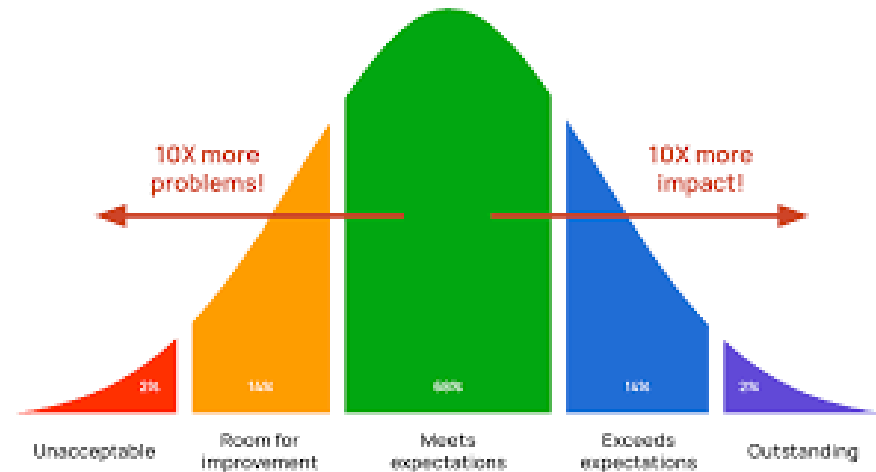
The Performance Review process includes the following steps:

1. Team member completes self-evaluation.
2. Leader completes evaluation.
3. Leader and team member sit down to review the evaluation together.
4. HR processes merit if appropriate.

The review is done to review your performance over the prior year. There is a standard review rating scale of 1 through 5.

1. Not meeting expectations (PIP)
2. Meets some expectations (PIP)
3. **Meets all expectations – This rating is where a majority of team members fall. Meets expectations means that you are performing great at the duties required of your job description.**
4. Exceed expectations – This rating is for team members that do great at their meeting the job description and go above and beyond in ways not on the job description. (Examples: Participating in committees, Precepting students or new employees, Informal leaders, etc.)
5. Significantly exceeds expectations

Also, please note that you will not be eligible for merit increases if you have not stayed up to date on **Policy Completion, Relias Completion, and have a current HR file, with current CPR, First Aid, CPI, etc.**



Measuring Success



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All Employee Anonymous Surveys

Rate each statement from 1-5.

1 = Strongly Disagree.

2 = Mostly Disagree.

3 = Neither Agree or Disagree.

4 = Agree.

5 = Strongly Agree.

- My opinions matter to my manager.
- My manager assigns tasks that help me to grow professionally.
- I am excited about the direction of the company.
- I understand what is needed to be promoted or advanced.



Measuring Success

- Employee surveys.
- Reduction in incident reports.
- Reduction in patient grievances.
- Improved employee retention.
- Employee performance improvement.
- Employee goal achievement.
- Manager and peer feedback.
- Patient satisfaction rates.



Mentorship Should Reflect and Support Company Values & Goals



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Company Values & Goals

Examples:

Company Goal: Reduce AMA rates.

Company Value: Compassion.



SMART

Examples:

SMART Goal: Reduce company-wide AMA rates by 10% by 11/1/2024.



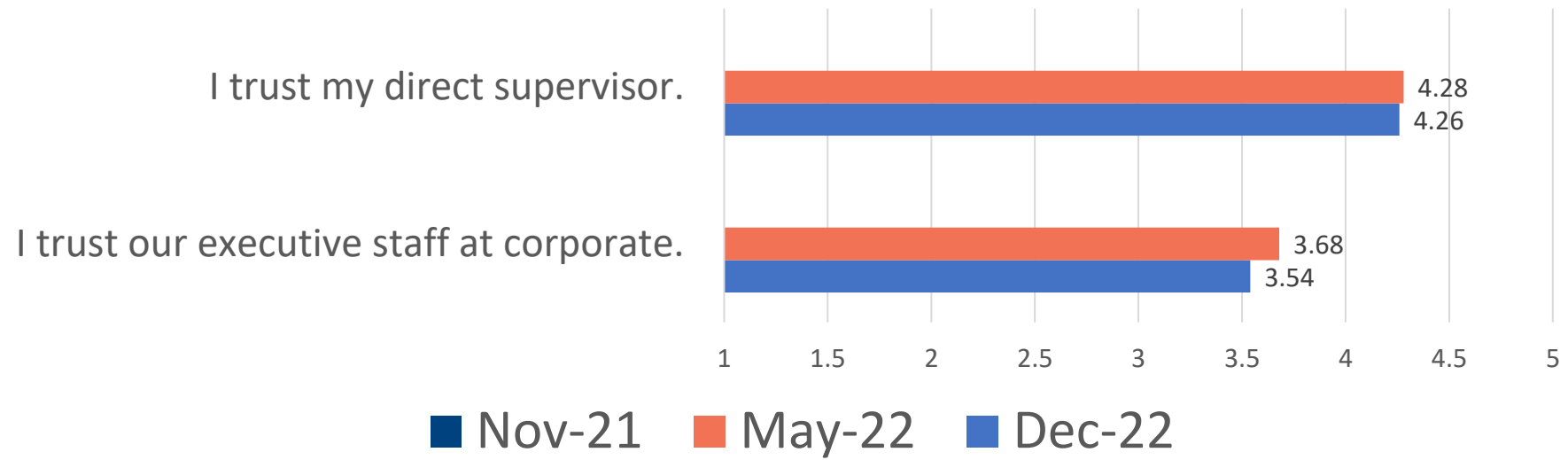
Top-Down Leadership



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Leadership Disconnect



Thank You



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HEALTH AND RECOVERY CENTERS



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 12th, 2023
- **Competency Continuum Release** (scoring rubric): December 2023
- **Extension/Exemption Request Deadline:** January 15th, 2024
- **Due Date:** February 1st – February 29th, 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 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 options is a link for "Log in" and a link for "Skip Create an Account". At the bottom of the modal, there is a "Save" button and a "Next" button. A yellow arrow points to the "Save" button. Another yellow arrow points to the "Log in" link. A third yellow arrow points to the "Sign up with Google" button. A fourth yellow arrow points to the "Sign up with Facebook" button.

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:

- **1st 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](#)

Legacy Agency Spotlight



What: Legacy Agency Spotlight – This is your opportunity to recognize your agency or others for outstanding achievements related to workforce development made within the last 6 months.

What to Submit: Please submit a narrative of why you are nominating your/this agency and the ways you/they have gone above and beyond to develop, enhance and/or recognize the workforce.

When: before December 15th, 2023

Where to Submit: workforce@azahp.org

Review/Process: The ACC/RBHA AzAHP WFD Alliance will review all submissions.

Winners: The Winner(s) and Honorable Mention(s) will be announced at a Provider Form and recognized with a "Certificate of Achievement" on the AzAHP website.

R & R

Reminders and Resources

Training of the Month

- *AzAHP – Quality of Care Concern (Due Dec 31st)

AHCCCS is Building the Health Care Workforce

- ARP WFD Initiatives

<https://www.azahcccs.gov/AHCCCS/Initiatives/ARPA/ARPScholarships.htm>

<https://www.azahcccs.gov/AHCCCS/Initiatives/ARPA/HCBSCourses.html>

No December Provider Forum

Enjoy the Holidays! See you in January.





Share your thoughts and ideas with us...

Open Discussion:
Questions, Suggestions,
Ideas & Feedback

Closing/Next Meeting

Next meeting: January 2024



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



AZ + AHP

WORKFORCE ALLIANCE



Thank You!