

FOR THE RECORD

Leading The Connection (LTC) in WFD

click
here!

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Sylvia Sanders, AzAHP WFD PM



Hello everyone! I am Sylvia Sanders. I am really excited to be part of the Arizona Association of Health Plans as the Workforce Development Project Manager.

I have a passion for data analytics, process improvement, and adult learning methodologies. I look forward to supporting AZAHP's workforce development initiatives going forward.

Fun Facts:

1. I was born and raised in Alaska.
2. I am an avid rock and fossil collector.
3. I have 4 dogs (Bob the Pitbull, Rogue the Corgi, Brian the Chihuahua, and Stella the Teacup Chihuahua) and an African Gray Parrot named Rico.



AZ Healthcare Workforce Goals and Metrics Assessment (AHWGMA)

The AHWGMA is a statewide data collection tool used to help the Arizona Network by gathering information, analyzing data, and assessing the current and future needs of the workforce. The results of this process gives insight for future funding opportunities, highlights where support is needed, and assists with the prioritization of initiatives/projects across the network.

The AHWGMA is a collaborative effort initiated by the Arizona Workforce Development (WFD) Coalition, which includes Workforce Development Administrators from all 9 Arizona Managed Care Organizations (MCO's). Together

the Coalition ensures initiatives across the state of Arizona align with all respective lines of business (ACC, ALTCS, DD, DCS CHP, DES/DDD, RBHA).



Release: April 16, 2024

Close: May 31, 2024

Contractually Required: YES

(See your contracted HP's Provider Manual)

Language around the AHWGMA can be found in your contracted Health Plans Provider Manual. For the list of required Provider types please visit the [AZAHP website](#).

DDD QV's, please refer to your associated Health Plan(s) to verify if this is mandatory for your line(s) of business.



AZ Healthcare Workforce Goals and Metrics Assessment (AHWGMA) Webinar

Forecasting the Future Needs of the Arizona Healthcare Workforce

Join the Arizona Workforce Development Coalition for an engaging and informative online webinar where we will delve into the 2024 AZ Healthcare Workforce Goals and Metrics Assessment (AHWGMA).

****Who should attend:** Any Organization with an AZ Medicaid (AHCCCS) Contract on this list of [AHCCCS Provider Types](#).

This webinar is designed to give a high-level overview of this statewide initiative, review the questions on this year's iteration of the assessment, and provide an opportunity to ask questions and gain a deeper understanding of the goals and metrics that are crucial for success of the Arizona Healthcare Workforce.

We look forward to seeing you at the AZ Healthcare Workforce Goals and Metrics Assessment (AHWGMA) Webinar!

REGISTER
NOW

[Click Here to Register for 3/5 Tuesday @ 2 PM - 3 PM](#)

[Click Here to Register for 3/21 Thursday @ 11am - 12pm](#)



[Click Here to Register for 4/2 Tuesday @ 10am - 11am](#)

ARP Update

Association for Talent Development (ATD)

Workforce Development Programs for AHCCCS Providers

AHCCCS has partnered with the **Association for Talent Development (ATD)** to provide expert-led professional development programs at no cost to eligible Arizona Medicaid providers who deliver Home and Community Based Services (HCBS) to enrolled AHCCCS (Medicaid) members.

For more information, visit the AHCCCS Website:

click
here!

Lunch and Learn Sessions:

To aid in answering questions that you or potential registrants may have related to attending these Professional Development Programs, ATD and AHCCCS have been hosting a series of 30-minute Lunch and Learn Sessions since December 2023.

These optional Lunch and Learn sessions are not required to register for the programs but may prove helpful to anyone who may have questions or is seeking clarification. Each **30-minute session** will discuss topics such as who should attend, why you should attend, and what you can expect to learn. Also, there will be time for Q&A.



ARP Update

Association for Talent Development (ATD) Workforce Development Programs for AHCCCS Providers

Lunch and Learn Session Links:

Each Professional Development Program has a Lunch and Learn session specific to it. The sessions are presented in Adobe Connect, the same virtual platform that will be used for the virtual instructor-led programs. Choose to attend one or both Lunch and Learn sessions. Much of the information is similar between the two sessions. Registration or advance sign up is not required to attend these sessions.

We are pleased to announce the recently added Lunch and Learn Sessions noted below:

- February 14, 2024 11AM – 11:30 AM AZ Time: Training & Facilitation Lunch and Learn: <http://atdeducation.adobeconnect.com/r8o5e2rk1pl6/>
- February 14, 2024 12PM – 12:30 PM AZ Time: Integrated Talent Management Lunch and Learn: <http://atdeducation.adobeconnect.com/itmlahcccs/>
- March 13, 2024 11AM – 11:30 AM AZ Time: Training & Facilitation Lunch and Learn: <http://atdeducation.adobeconnect.com/r8o5e2rk1pl6/>
- March 13, 2024 12PM – 12:30 PM AZ Time: Integrated Talent Management Lunch and Learn: <http://atdeducation.adobeconnect.com/itmlahcccs/>

ATD Training & Facilitation Certificate Program: [AHCCCS Training & Facilitation Home | ATD](#). This virtual, live instructor-led program is one of ATD's most popular train-the-trainer offerings, and helps new and seasoned trainers become learner-centric facilitators who apply the skills of an engaging and effective trainer.

ATD Integrated Talent Management Certificate Program: [AHCCCS Integrated Talent Management Home | ATD](#). In this virtual, live instructor-led talent management program, participants will uncover the practices essential to achieving a successful integrated talent management approach for their organization. This program is intended for workforce development professionals, HR professionals, or leaders actively involved in workforce development activities.

ARP Update

Division of Developmental Disabilities (DDD) Training Initiatives for Behavioral Health Providers

Relias Training Plan and Incentive Opportunity

Last fall, the Division, in collaboration with its sub-contracted health plans UnitedHealthcare Community Plan and Mercy Care, launched a training initiative and incentive program. 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 developmental disabilities and their families.

The **Intellectual and Developmental Disability (I/DD) Course Library** was added to the Relias training catalog on 8/1/2023 and is available to all AHCCCS-registered behavioral health providers who have access to Relias. The full course library includes more than 100 I/DD-related courses that learners have access to, including many that are CEU-eligible.

Incentive funding is available to eligible behavioral health provider agencies that have a minimum of 10% of their clinical staff (BHMP, BHP, BHT, BHPP) complete a Training Plan available on Relias titled “**DDD - Intellectual & Developmental Disabilities Essential Knowledge for BH Providers.**” The Training Plan includes 12 computer-based courses and one virtual instructor-led course with content focused on coordination between DDD and the behavioral health system.

For details on the training plan and incentive opportunity, see:

A circular button with a brown background and white text that says "click here!". The text is in a lowercase, sans-serif font and is centered within the circle.

ARP Update

Division of Developmental Disabilities Training Initiatives for Behavioral Health Providers

DEADLINE EXTENSION: To ensure that all interested behavioral health provider agencies are able to participate, the Division has extended the deadline for completion of training to June 30, 2024.

PROGRESS REPORT:

Between October 1, 2023 and December 31, 2023:

- 46 Behavioral Health Provider Agencies have enrolled one or more staff members in the training plan
- 1,239 Behavioral Health Provider Agency staff members have completed one or more of the courses in the training plan
- 6,053 total courses in the training plan have been completed.

As of January 24, 2024, 898 individuals have completed the virtual instructor-led course.

If you would like to receive a report detailing your organization's progress in completing the training plan, or if you have any questions about this initiative, contact us by email at: dddbhtraining@azdes.gov.

SAVE THE DATE**DDD Conference for Behavioral Health Providers****Bridging the Gap for Individuals with Developmental Disabilities
and Behavioral Health Needs**

May 9 – 10, 2024 – Casino Del Sol, Tucson, AZ

September 5 – 7, 2024 - Desert Willow Conference Center, Phoenix, AZ

Target Audience: Behavioral Health Provider Agency supervisors, counselors, case managers, peer and family support specialists, behavior coaches, and additional positions who may provide services for individuals enrolled with the Division of Developmental Disabilities. The Phoenix conference will also have a training track for Behavioral Health Medical Professionals, and on September 5, 2024, we will offer a track for Behavior Analysts.

There will be presentations and workshops by locally and nationally recognized experts covering best practices in serving individuals with a developmental disability and behavioral health needs. Continuing education credits will be available to attendees. There is no cost to attend, but registration is limited to the first 250 who enroll.

If you offer any specialized programs for individuals with developmental disabilities and would like to have a vendor table at the conference, contact our team at: dddbhtraining@azdes.gov.

Watch for future announcements and registration information.

Welcome to the Cultural Corner!

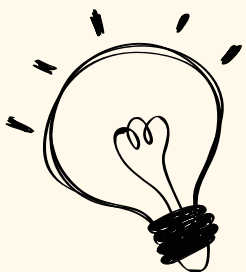


Each newsletter we will discuss a topic affecting those in the healthcare industry. This quarter we are discussing “Finding Joy at Work” and fostering joy in the health care workplace.

The article “What Matters Most? How to Find Joy at Work in Post-Acute and Long-Term Care” by Elizabeth Galik, PhD, CRNP, encourages health care workers to ask what matters most in their professional work life, then remove barriers that get in the way of those priorities and needs.

You can read the rest of the article and more on finding joy here:

click
here!



Please let us know what topics you would like to hear more of! You can reach out to workforce@azahp.org for future Cultural Corner topic suggestions.

Adult Aging Services

As Arizona's population ages, the coordination amongst partners is fundamental to ensuring all aging Arizonans are able to live with dignity and safety. The DES, Division of Aging and Adult Services recognizes the need to raise awareness of available and essential resources that can help make this a reality!

The Department of Economic Security, Division of Aging and Adult Services (DAAS) helps older Arizonans meet their basic needs to live safely while maintaining dignity and independence.

As the State Unit on Aging (SUA), DAAS oversees the development and implementation of a State Plan on Aging and effective administration of programs and services outlined in the Older Americans Act (OAA). The SUA partners with eight designated Area Agencies on Aging to deliver these essential services, which include home and community-based services such as housekeeping or personal care; family caregiver support, including respite, support groups, and training; legal assistance; congregate and home-delivered meals; long-term care ombudsmen to help resolve complaints related to individuals in assisted living facilities; free benefits counseling service for Medicare beneficiaries and those eligible for Medicare, and health promotion classes.

As our population continues to grow, we aim to strengthen our support network to ensure those needing services are connected to the right source right from the start!



Adult Aging Services

Contact the local AAA using the contact below,
or visit the DAAS website at

<https://des.az.gov/services/older-adults>

REGION I	REGION II
Area Agency on Aging, Region One Inc. Senior Helpline: (602) 264-4357 <i>Serving Maricopa County</i>	Pima Council on Aging, (PCOA) PCOA Helpline: (520) 790-7262 <i>Serving Pima County</i>
REGION III	REGION IV
Northern Arizona Council of Governments NACOG Area Agency on Aging Central Intake Unit: (877) 521-3500 <i>Serving Apache, Coconino, Navajo, and Yavapai Counties</i>	Western Arizona Council of Governments WACOG Area Agency on Aging WACOG Helpline: (800) 782-1886 <i>Serving Yuma, La Paz and Mohave Counties</i>
REGION V	REGION VI
Pinal/Gila Council for Senior Citizens PGCSC Area Agency on Aging PGCSC Helpline: (800) 293-9393 <i>Serving Pinal and Gila Counties</i>	SouthEastern Arizona Government Organization SEAGO Helpline: (520) 432-2528 <i>Serving Santa Cruz, Cochise, Greenlee, and Graham Counties</i>
REGION VII	REGION VIII
Navajo Nation (Area Agency on Aging) Division of Aging and Long-Term Care Services Contact Number: (928) 871-6869 <i>Serving the Navajo Nation within Arizona</i>	Inter Tribal Council of Arizona ITCA Area Agency on Aging ITCA Helpline: (602) 258-4822 <i>Serving 21 Member Tribes in Arizona</i>

You can read the rest of the article and more
about the Arizona State Plan on Aging:



THE DD SHOUT!

THE DIVISION OF DEVELOPMENTAL DISABILITIES PUBLISHES A MONTHLY NEWSLETTER, THE DDD SHOUT, THAT INCLUDES INFORMATION FOCUSED ON OUR PROVIDERS AND THEIR BUSINESS WITH THE DIVISION. THIS COMMUNICATION WITH OUR PROVIDERS IS A CORNERSTONE OF ENSURING WE CONTINUE TO EMPOWER ARIZONANS WITH DEVELOPMENTAL DISABILITIES TO LEAD SELF-DIRECTED, HEALTHY, MEANINGFUL LIVES. AS PARTNERS IN THIS MISSION, DDD WANTS TO ENSURE PROVIDERS HAVE UP-TO-DATE INFORMATION REGARDING KEY INITIATIVES AND INSIGHTS HAPPENING WITHIN THE DIVISION.

SIGN UP FOR THE DDD SHOUT NEWSLETTER [HERE!](#)



RESOURCES & REMINDERS

[AHCCCS ARP Program Awards for Providers Round 2 Application Process Closed Jan. 17](#)

CLICK HERE

[for more information](#)



CONTACT
US

If you have any inquiries or concerns, please be sure to email workforce@azahp.org