



Health Choice



RELIAS



Arizona Healthcare Network Workforce Data Assessments Summary

2022 AND 2023

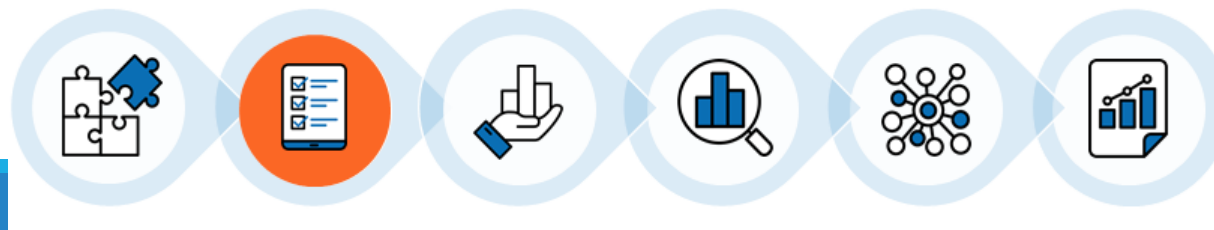


WFD Coalition Data Collection

The Arizona Workforce Development (WFD) Coalition is organized by the Office of Healthcare Workforce Development at AHCCCS and includes the WFD Administrators from the nine MCOs, representing all lines of business (LOB) (ACC, ACC-RBHA, ALTCS, DCS CHP, and DDD). **Together we ensure** that initiatives across the state of Arizona align with all lines of business.

Through the process of collaboration, the Coalition has sponsored multiple means of data collection processes, including;

- ❑ **Arizona Healthcare Workforce Goals and Metrics Assessment (AHWGMA)**, which captures feedback and data from a **provider** perspective
- ❑ **Healthcare Network Employee Questionnaire (HNEQ)**, which captures feedback and data from an **individual employee** perspective.
- ❑ **Provider Workforce Development Plans (P-WFDP)**, which measured goals and process improvements around WFD Initiatives at the **individual provider** level





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Additional WFD Coalition Support



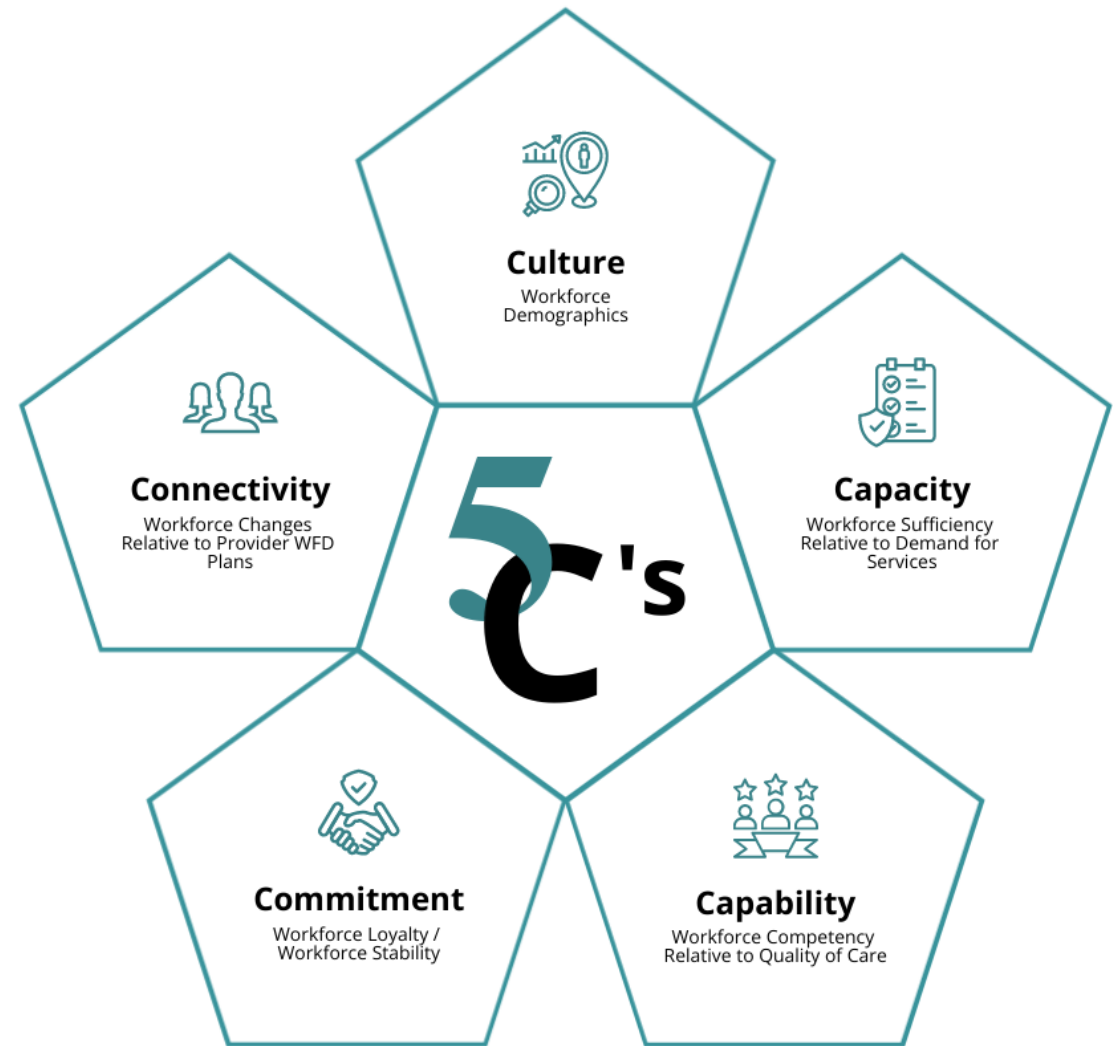
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5 C's of Workforce Development



Arizona Healthcare Workforce 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 forecasting of the workforce needs future funding opportunities, highlights where support is needed, and assists with the prioritization of initiatives/projects across the network based on solid statewide data.

Total Responses: 246 providers (estimated at less than 10% of the overall size of the network)

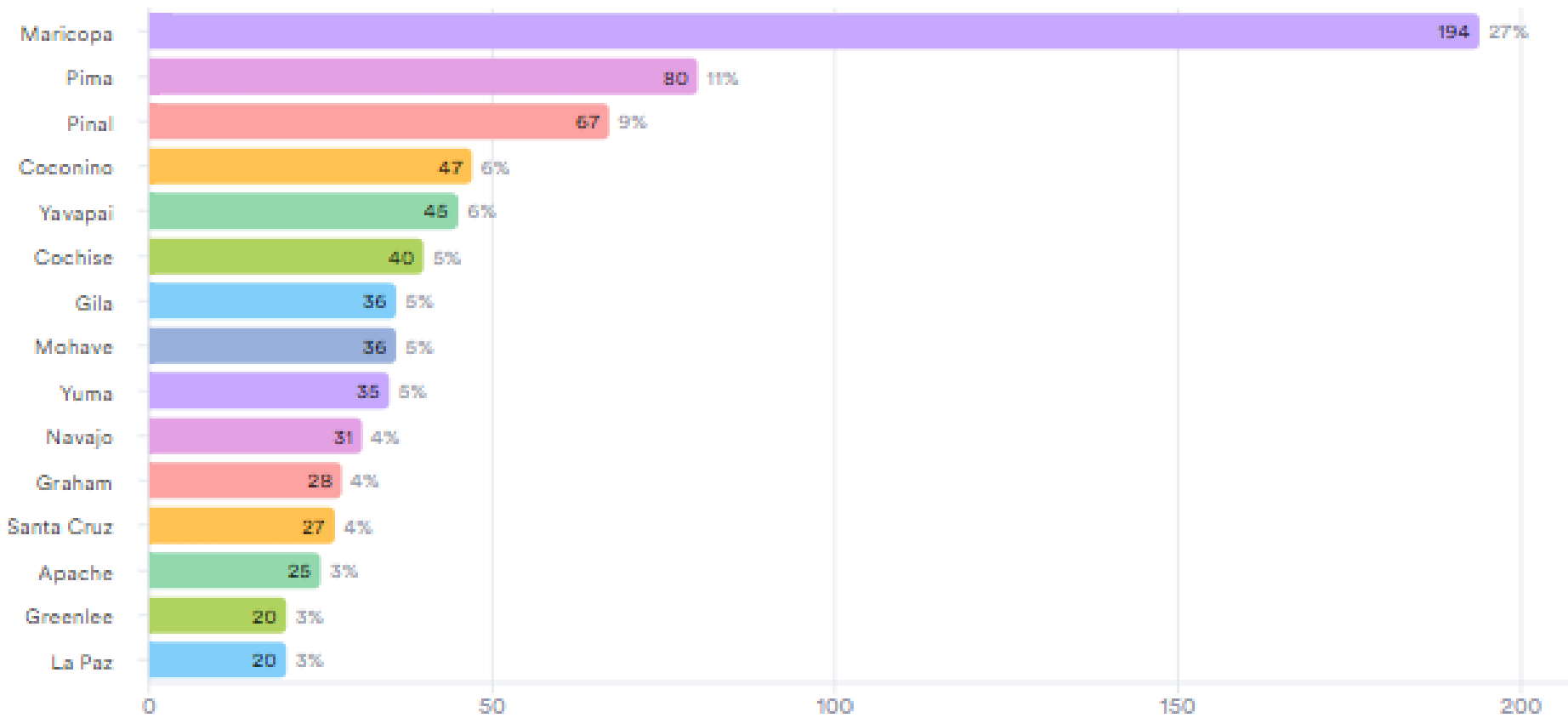
Top 3 Counties:

- Maricopa: 194 responses (27%)
- Pima: 80 responses (11%)
- Pinal: 67 responses (9%)

2022 Provider types [AZAHP website](#)

Release: October 10, 2022
Close: November 18, 2022
Contractually Required: **YES
(See contracted HP's Provider Manual)

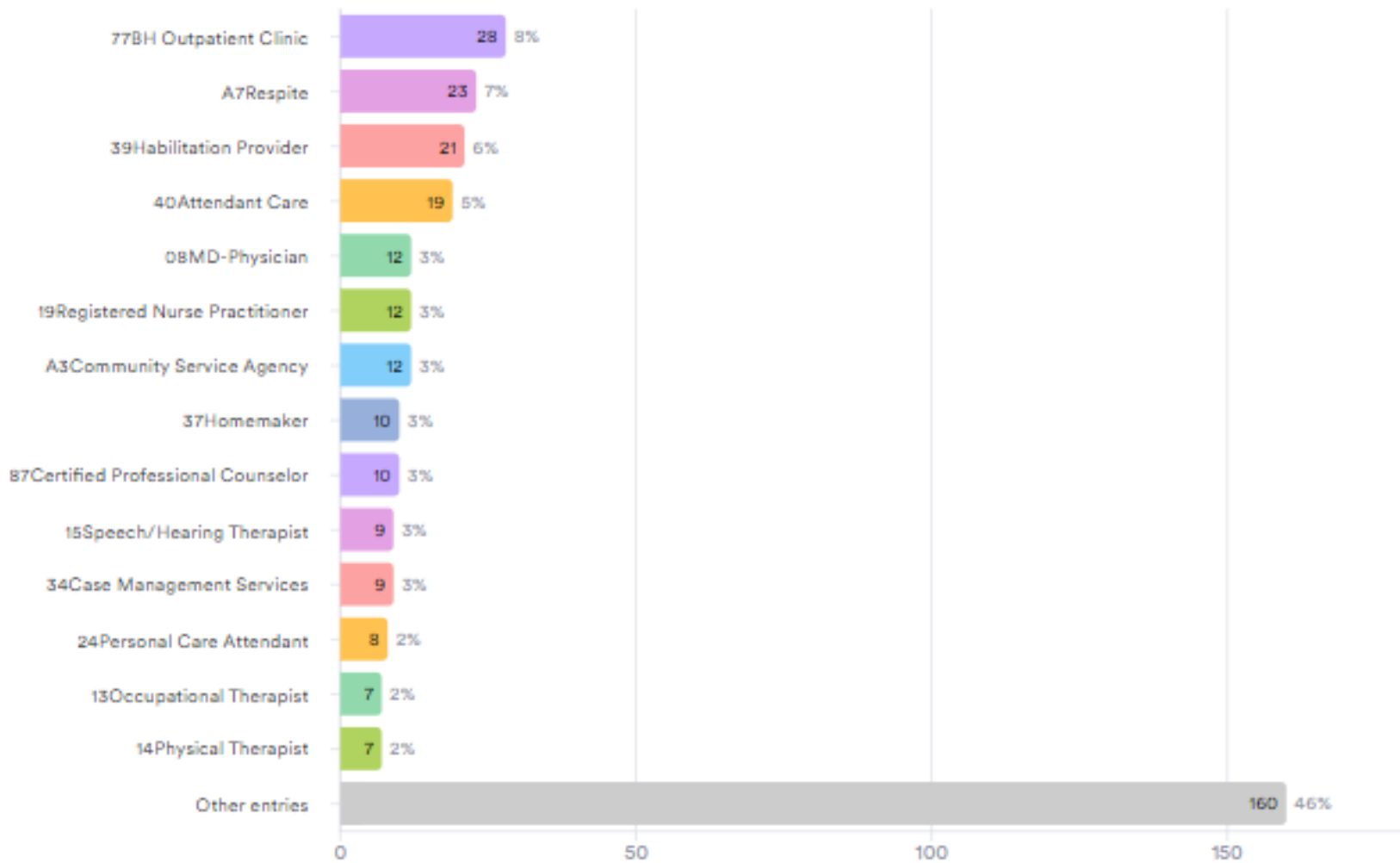
** For questions regarding the Workforce Development requirements under DDD, please contact the Workforce Development Manager at dddworkforcedevelopment@azdes.gov



Results:

- Based upon 246 agency responses, majority of the workforce provides services in **Maricopa County**.

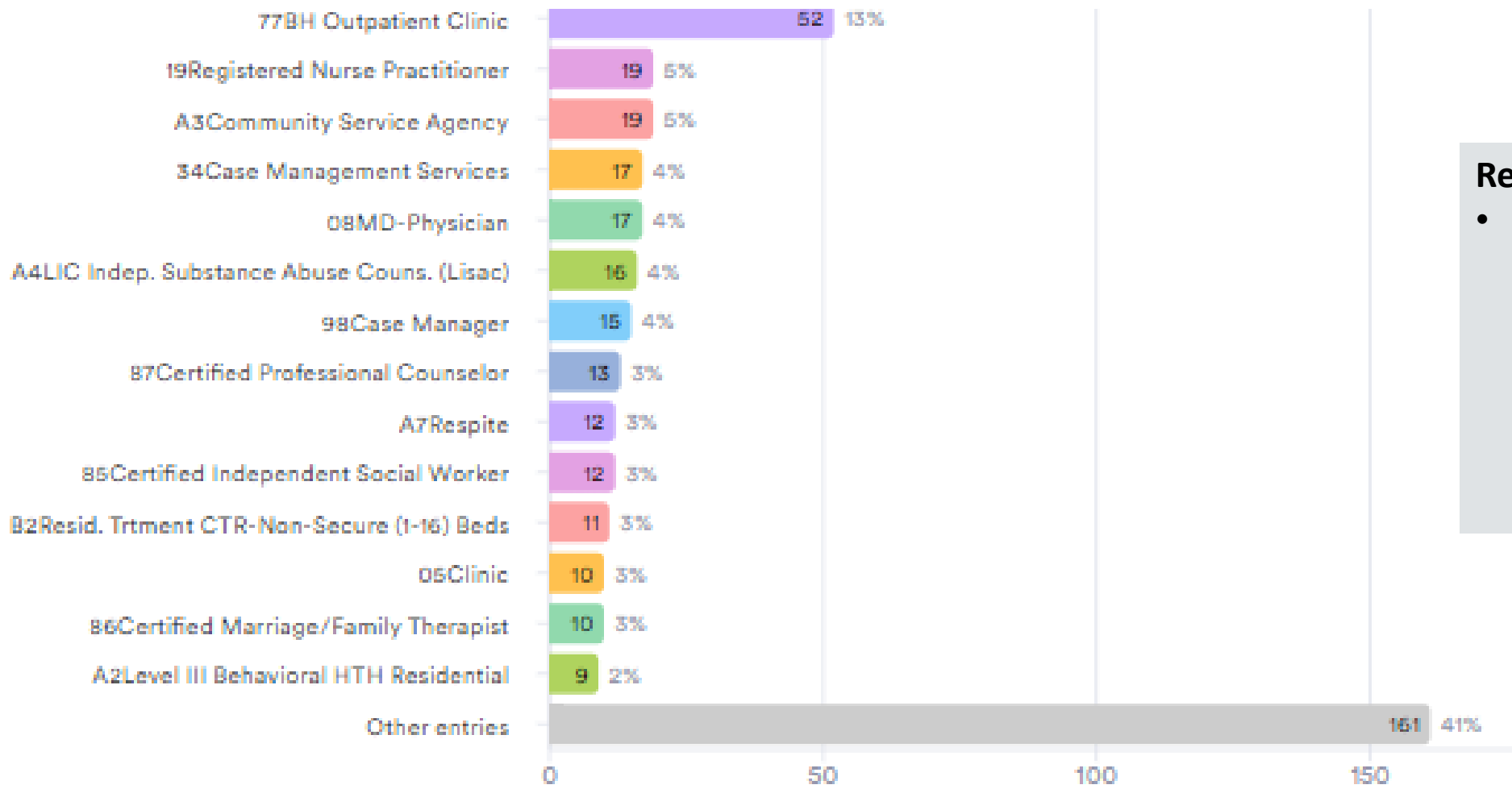
What Counties does your agency provide services in?



Results:

- Based upon 246 agency responses, majority of the **EPD LTC** contracted providers provide **BH Outpatient Clinic and Respite Services.**

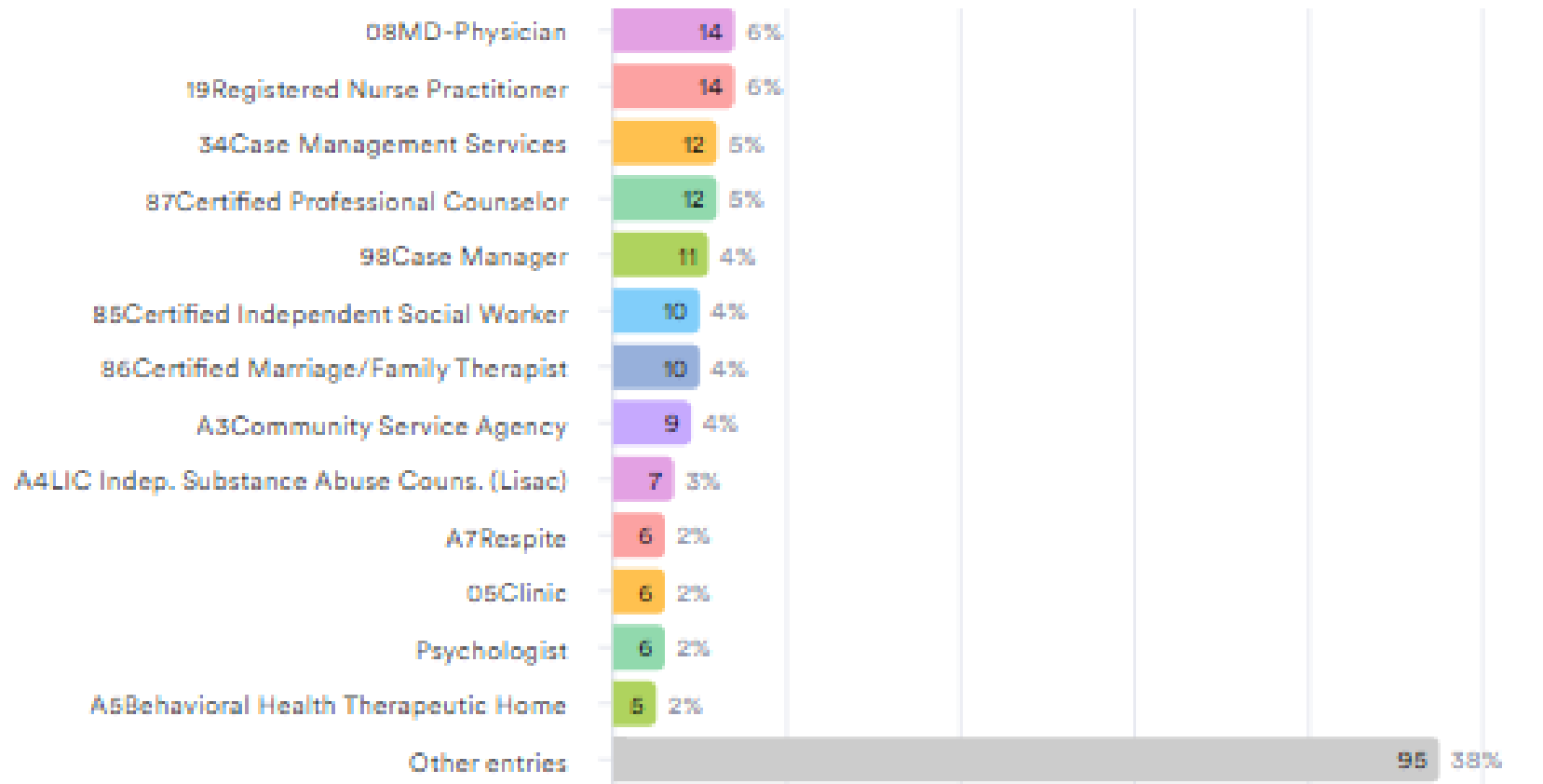
Under EPD LTC contract, what service(s) does your agency provide?



Results:

- Based upon 246 agency responses, majority of the **ACC** contracted providers provide **BH Outpatient Clinic Services.**

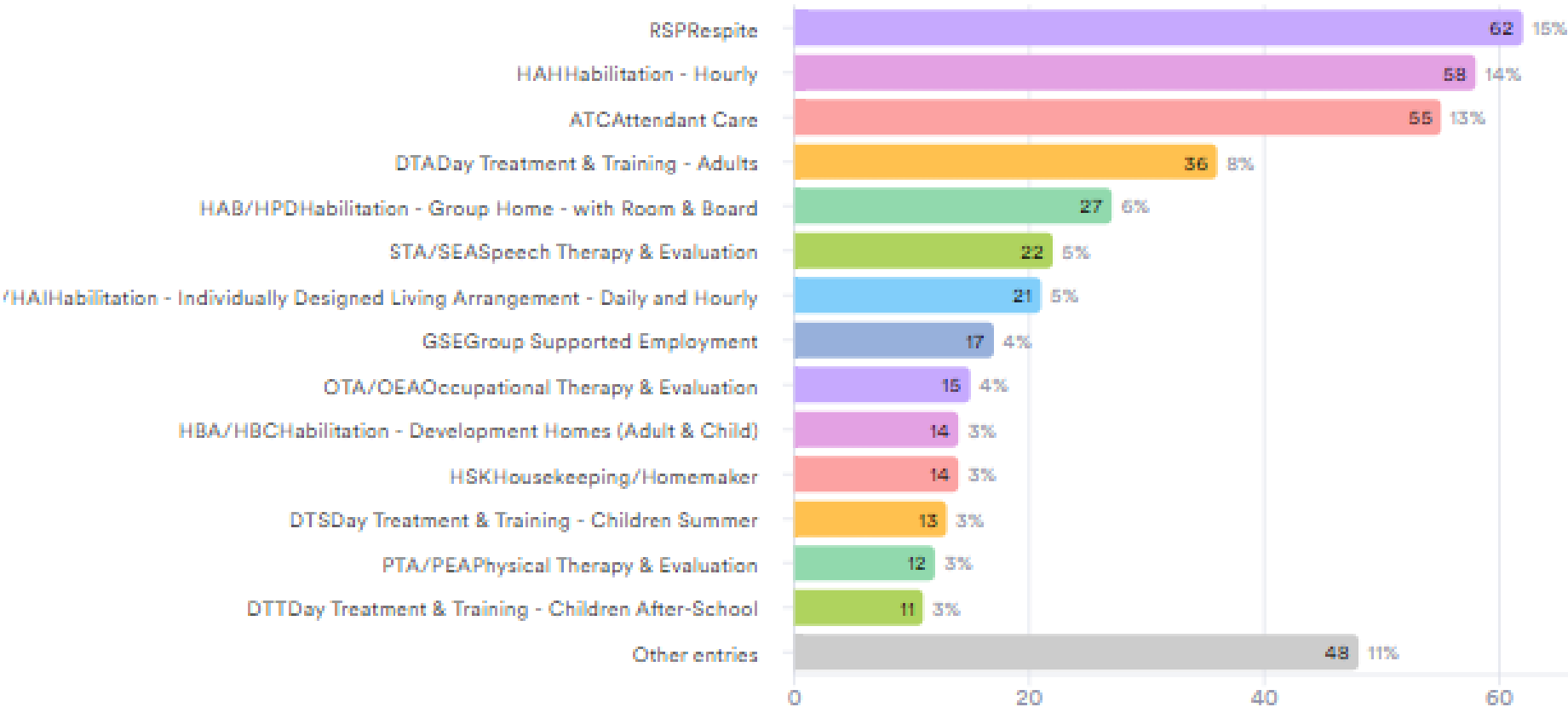
Under ACC contract, what service(s) does your agency provide?



Results:

- Based upon 246 agency responses, majority of the **DCS CHP** contracted providers provide **Physician and RN Practitioner Services.**

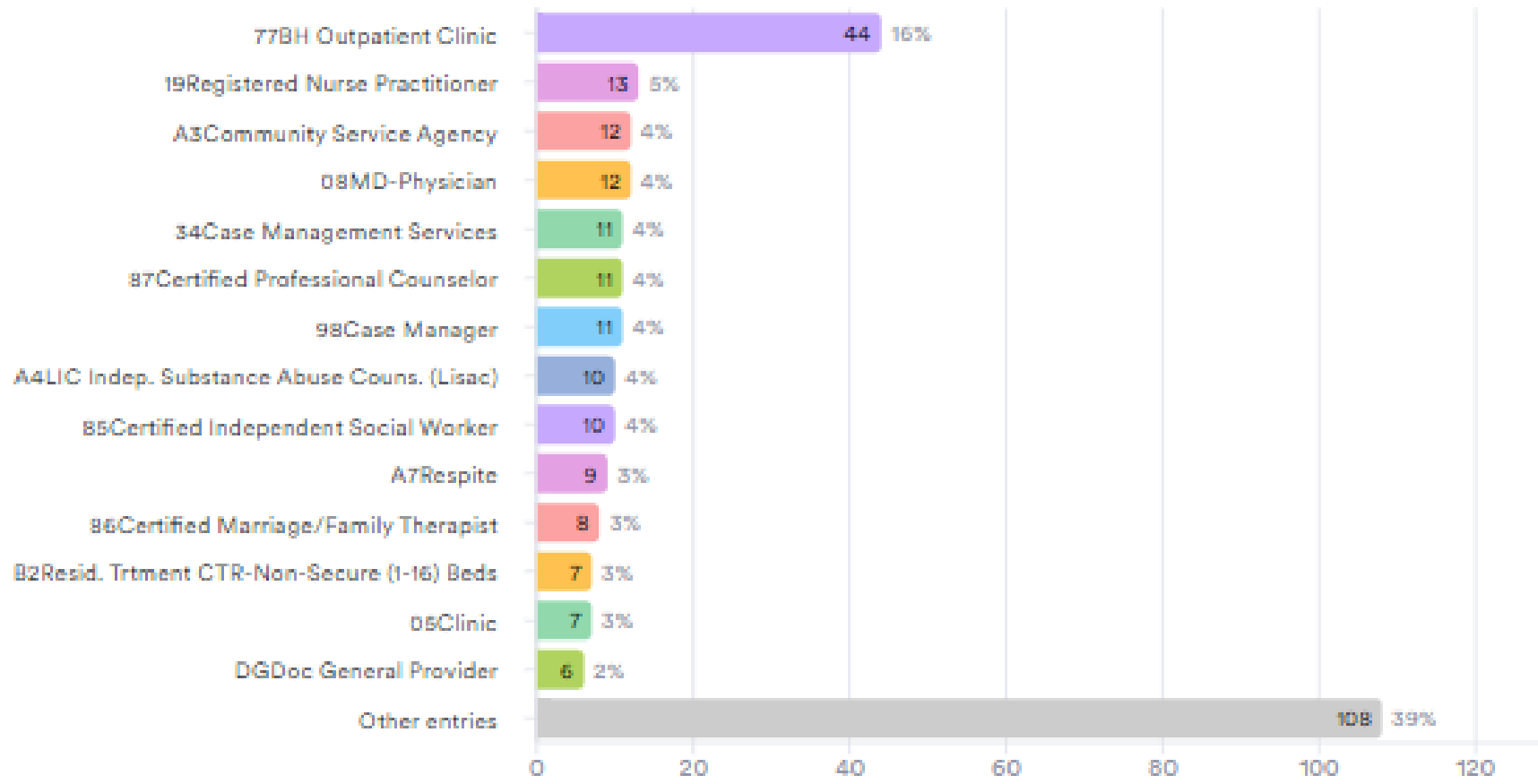
Under DCS CHP contract, what service(s) does your agency provide?



Results:

- Based upon 246 agency responses, majority of the DES/DDD contracted providers provide **Respite Services.**

Under DES/DDD contract, what service(s) does your agency provide?

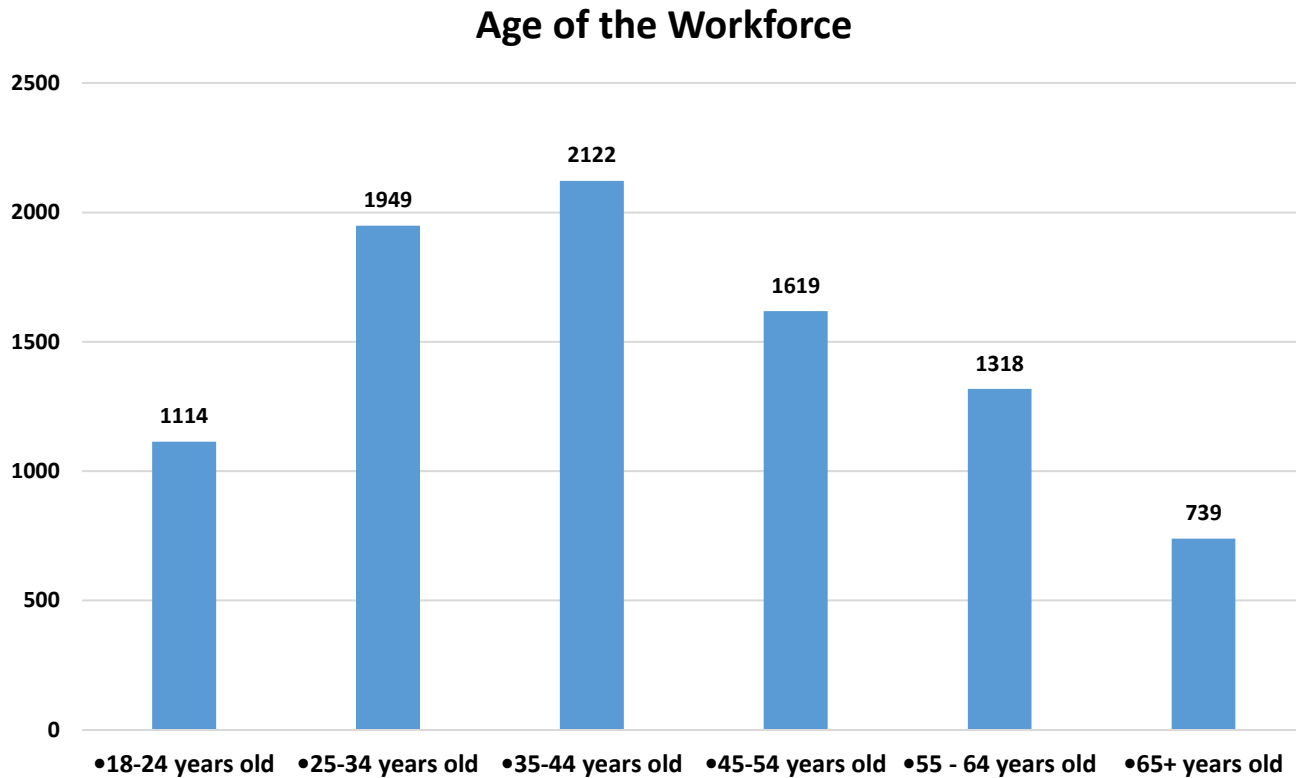


Results:

- Based upon 246 agency responses, majority of the RBHA contracted providers provide **BH Outpatient Clinic Services.**

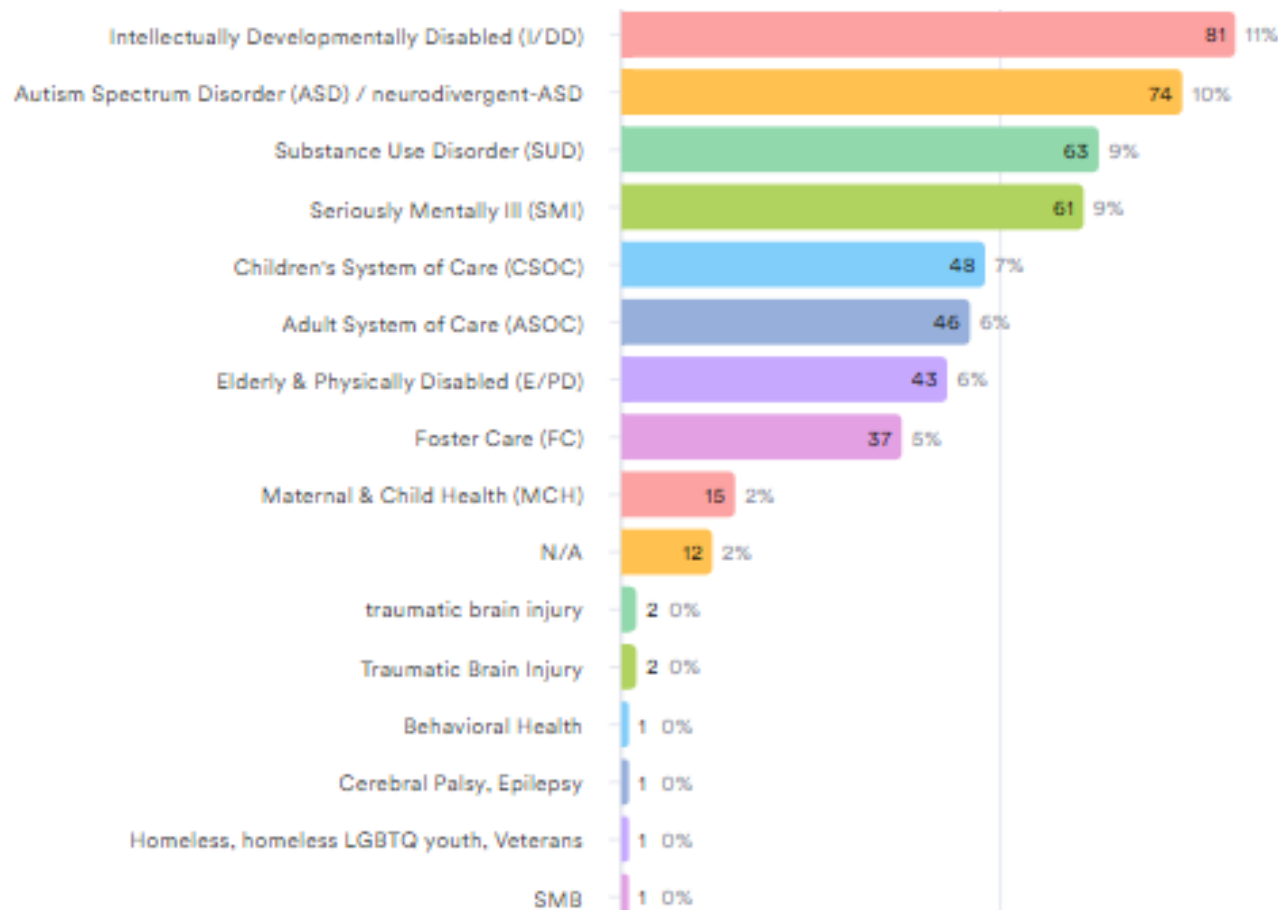
Under the RBHA contract, what service(s) does your agency provide?

Age of The Workforce



Results:

- Based upon 246 agency responses, most of the workforce is between the **ages of 25 and 44**
- In 2021 we asked providers to input the median age of their workforce. The results for 2021 and 2022 were essentially the same age range reported.

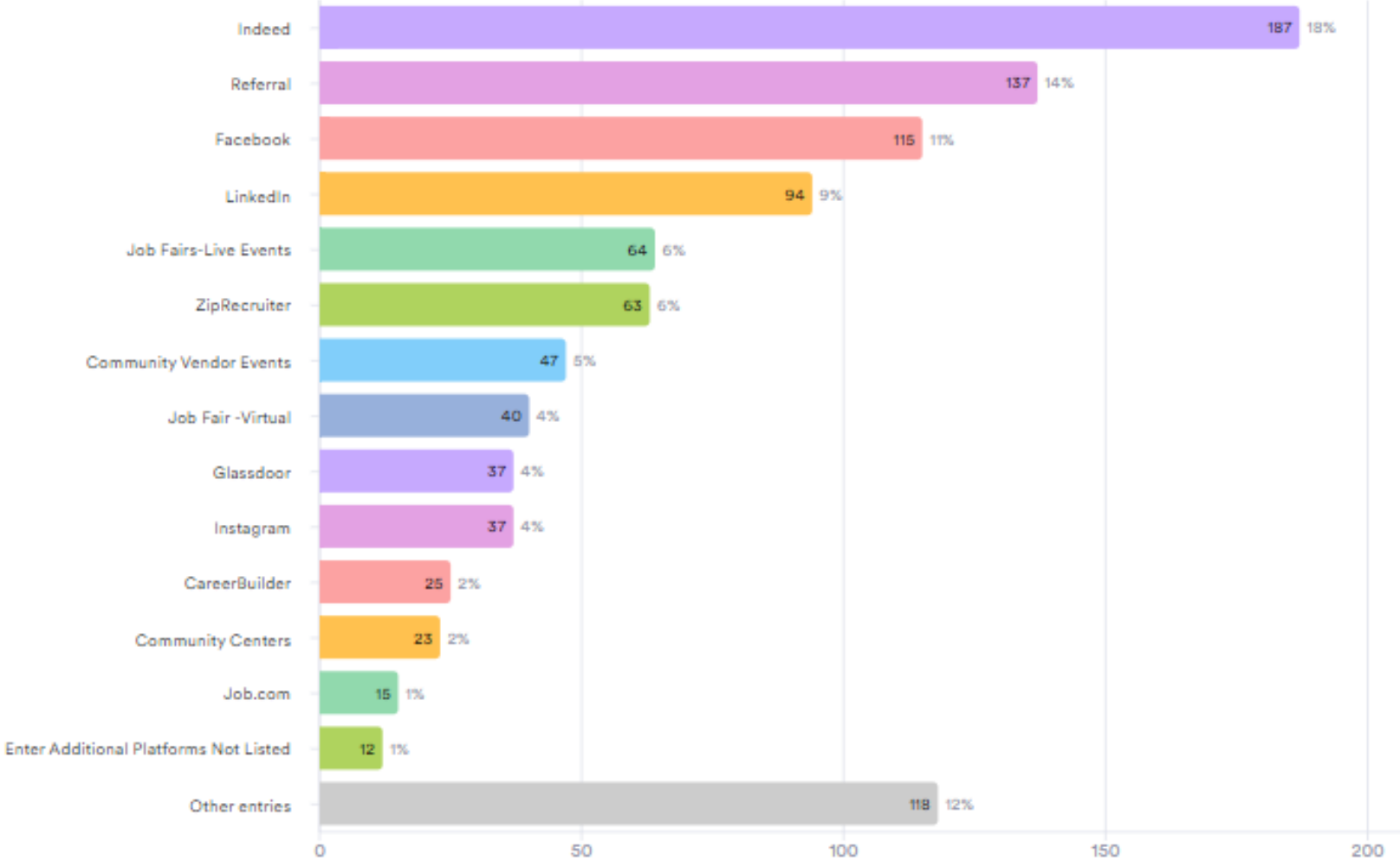


Results:

- Based upon 246 agency responses, majority of respondents serve the I/DD population.

If applicable, what population does your agency serve?

Which recruitment platforms/strategies are your agency currently using for recruitment and talent acquisition?



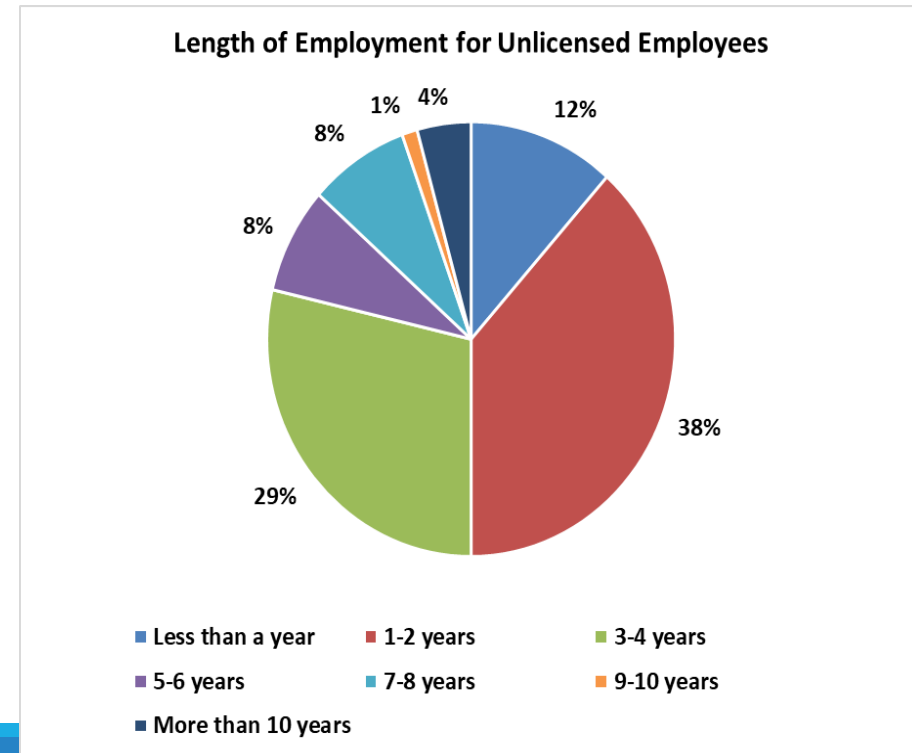
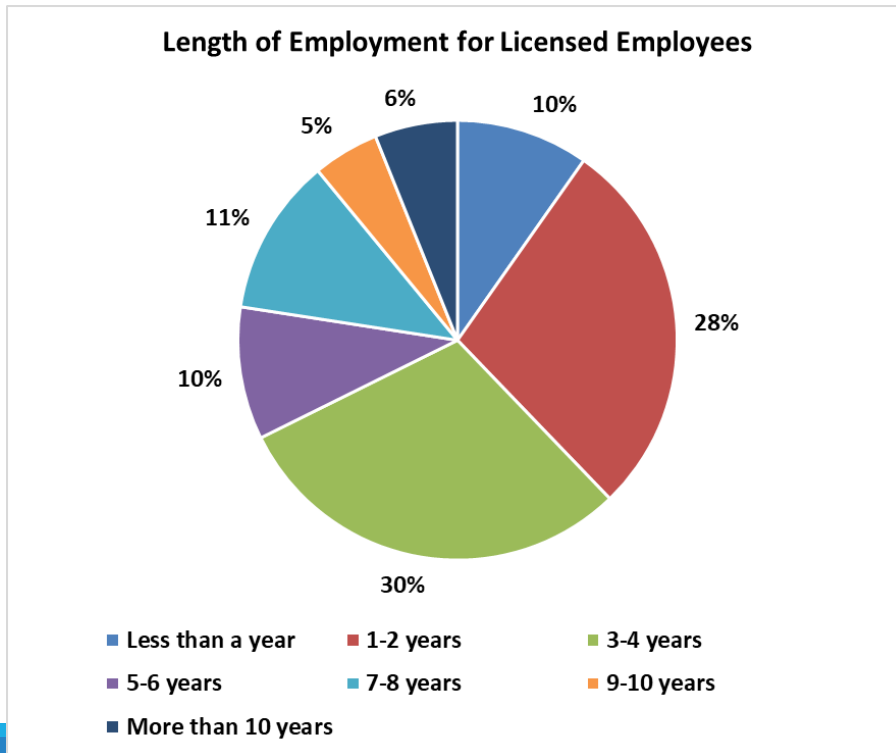
Results:

- Based upon 246 agency responses, majority of agencies recruit on Indeed

Average Length of Employment

Results:

- Nearly **40% of the workforce** leaves are positioned within the **first 2 years of employment**.
- This represents a significant change from the previous year's average of 3 to 4 years.
- In the next iteration of this assessment, the Coalition will highlight relationships between the average length of employment and other factors (onboarding, training opportunities etc.)



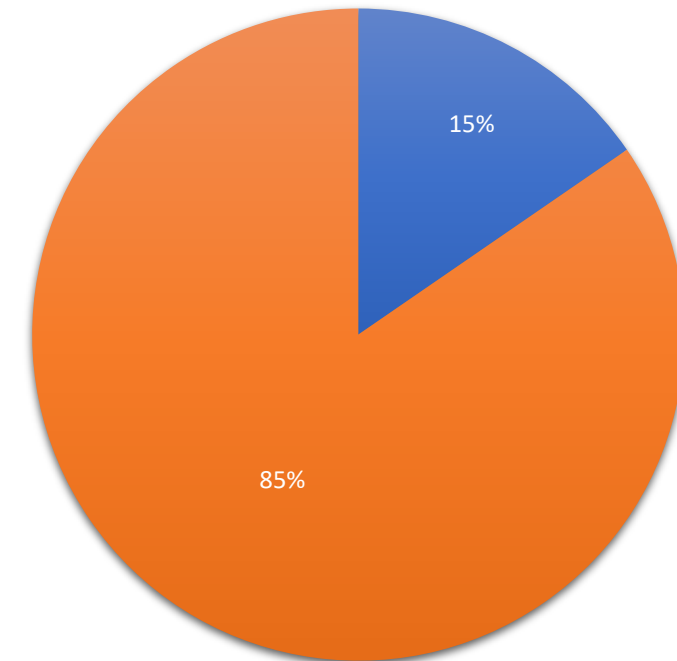
How many total paid employees does your agency employ?

Results:

Across 246 agency responses

- There were 1529 who were identified as 1099 Employees
- There were 8394 who were identified as W-2 Employees

1099 vs W2 Employee

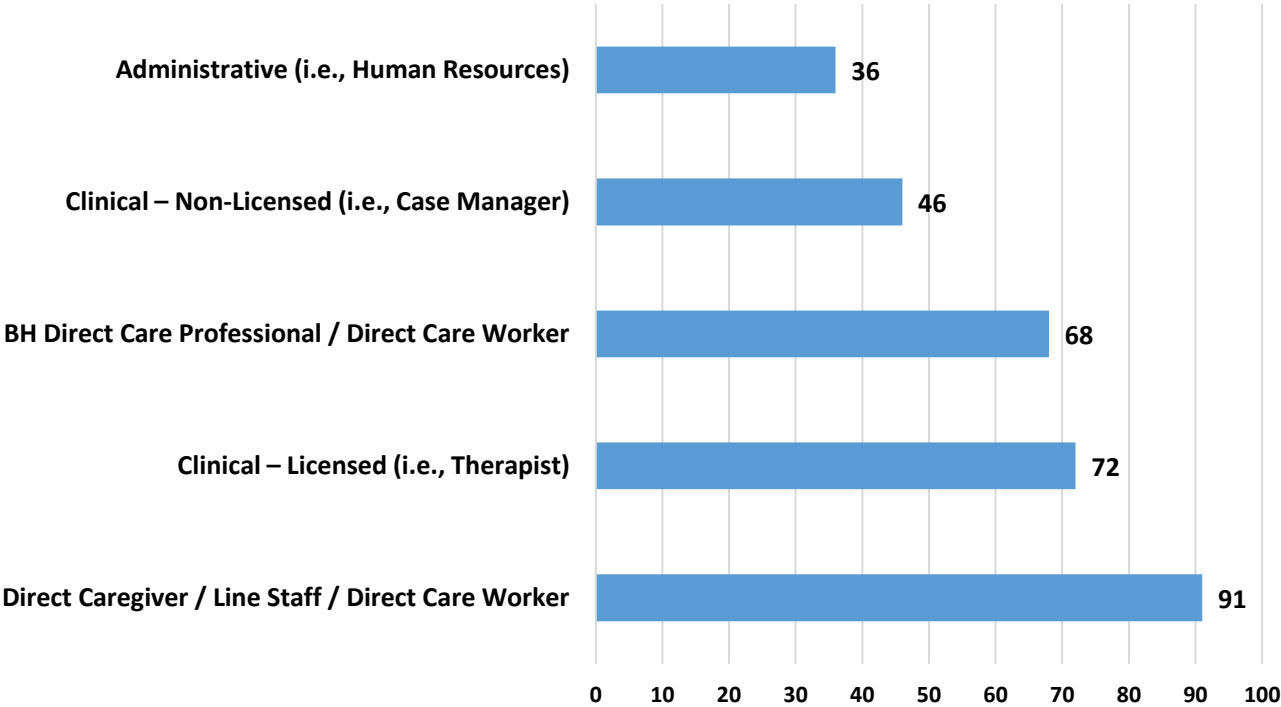


■ How many total paid employees does your agency employ? >> Total amount >> 1099 Employee

■ How many total paid employees does your agency employ? >> Total amount >> W-2 Employee

Difficult to Fill Position

Top 5 Difficult to Fill Positions



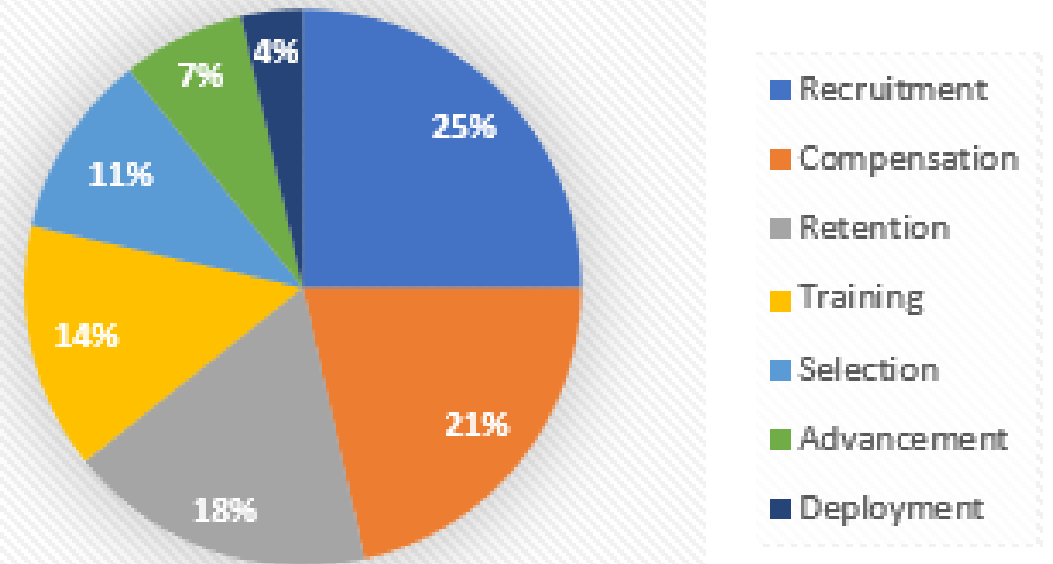
Results:

- With 91 responses (21%), **Direct caregiver/line staff/ direct care worker was the most challenging position to fill.**
- Clinical - licensed positions (e.g., therapist) followed closely with 72 responses (16%).
- Behavioral health (BH) direct care professional/direct care worker was also a significant challenge, with 68 responses (16%)

Workforce Gaps

- **Recruitment** identified as the most critical workforce gap by providers, 25% of responses.
- **Compensation** ranked second among workforce gaps, with 21% of providers highlighting this issue.
- **Retention** was also considered a significant challenge with 18% of providers indicating it as a workforce gap.
- According to the previous year's data, **recruitment remains atop workforce gap**, but the second-place issue has shifted from retention to compensation

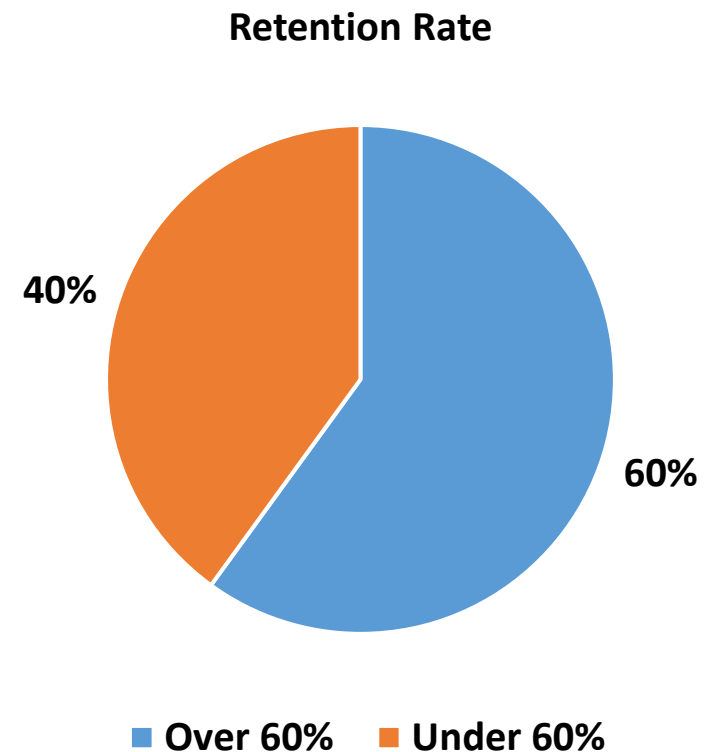
Most Critical Challenges



Retention

Retention Rates

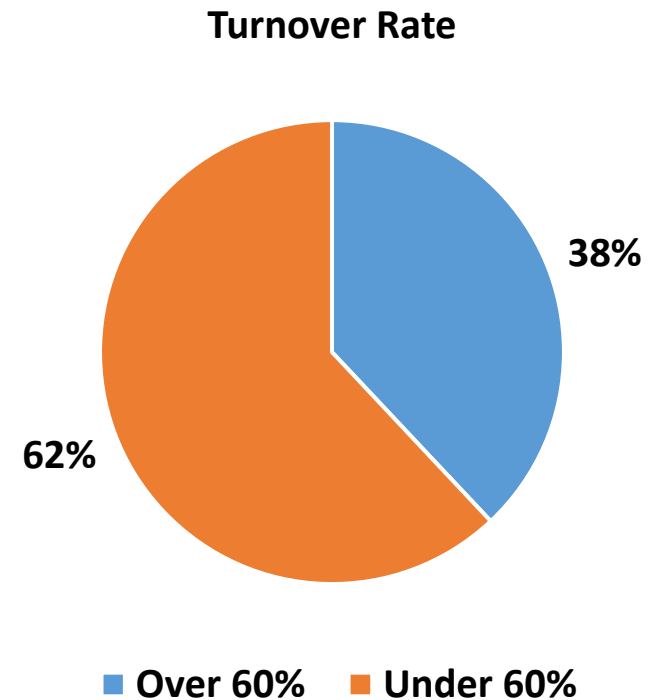
- 60% of agencies report retention rates at **60% or higher**
- **Factors** contributing to high retention include:
 - Positive environment
 - Culture of respect
 - Supervisor support
 - Upper management support
 - Communication and feedback



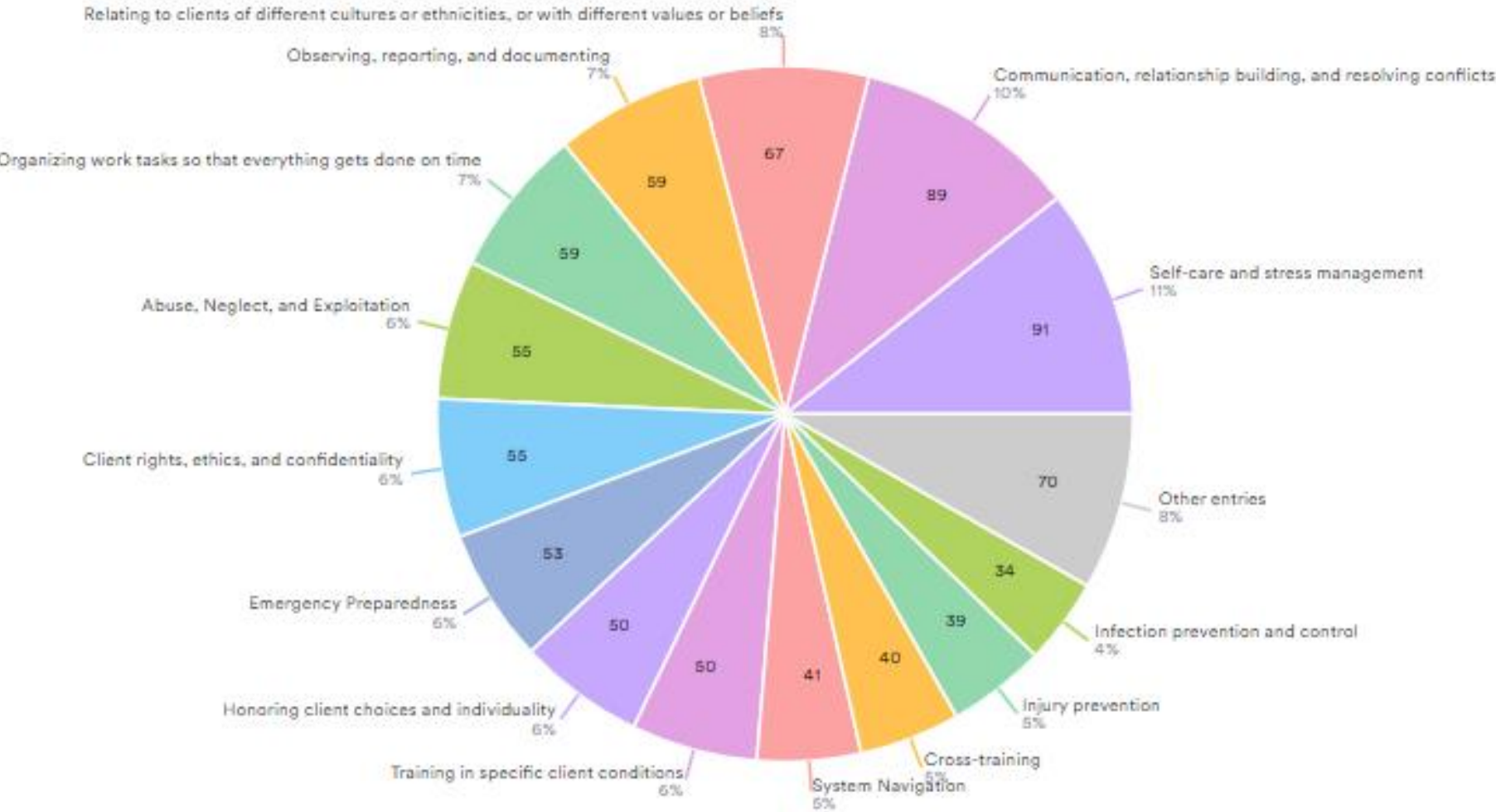
Turnover

Turnover rates

- 62% of agencies report turnover rates lower than 60%
- **Key factors** leading to lower turnover include:
 - Competitive employee compensation
 - Work life balance
 - Robust benefit programs
 - Strong supervisor and upper management support



Would your agency like additional training on any of the following topics?

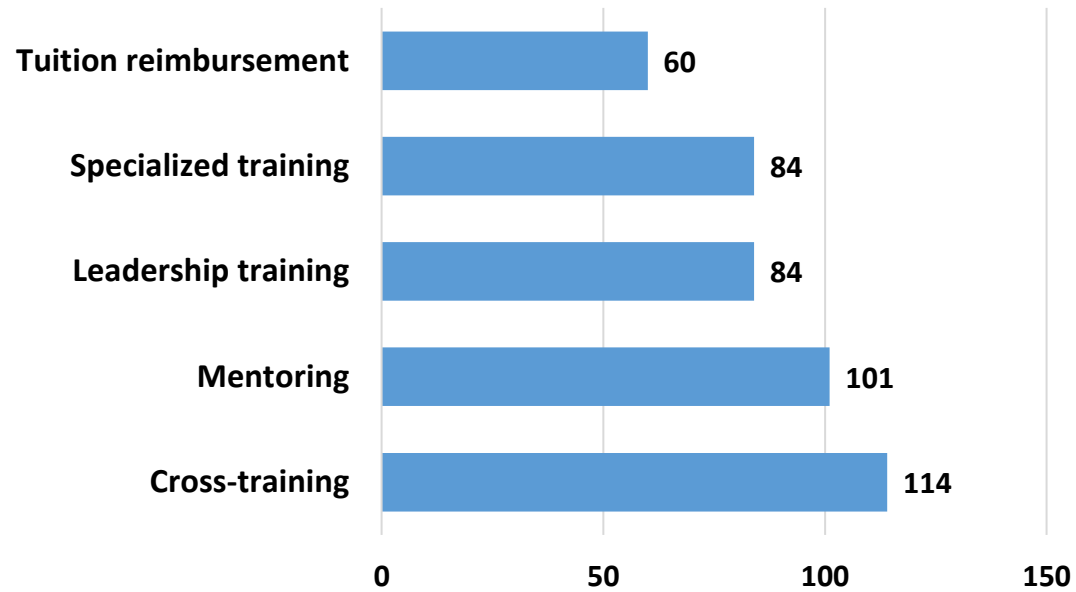


Results:

- Based upon 246 agency responses, majority of agencies would like additional training on **Self-care and stress management** as well as **Communication, relationship building and resolving conflicts**

Career Pathways Advancement Opportunities

Top Five Career Pathways Advancement Opportunities

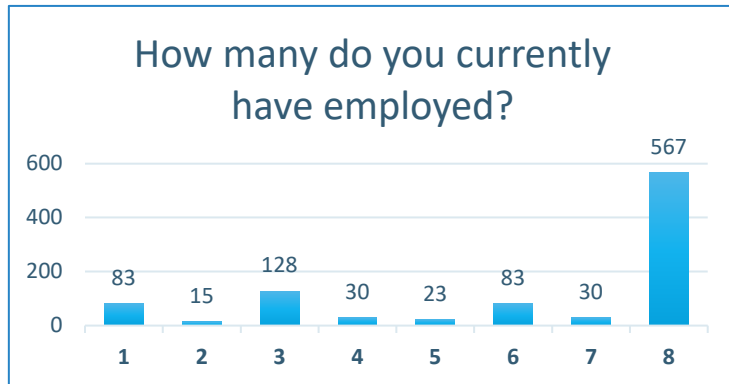


Results:

- Common Opportunities Offered:
 - Cross training
 - Mentoring
 - Leadership Training

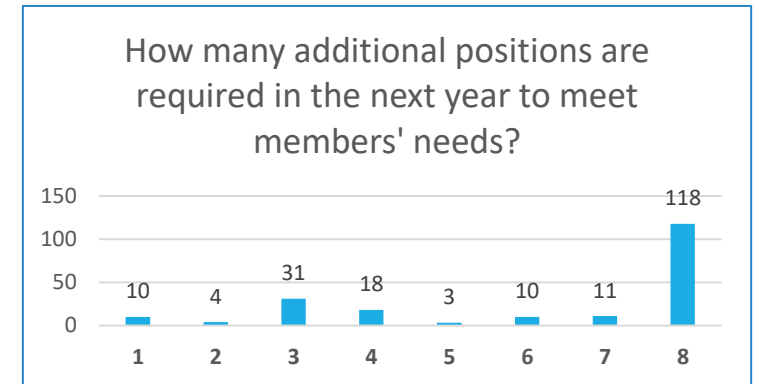
Licensed Type by Discipline

Physical Health



Legend:

1. Certified Nurse Assistant (CNA)
2. DO Physician Osteopath - Cardiologist
3. MD Physician
4. Dentist
5. OBGYN
6. Physician Assistant
7. Pediatrician
8. Registered Nurse (RN)

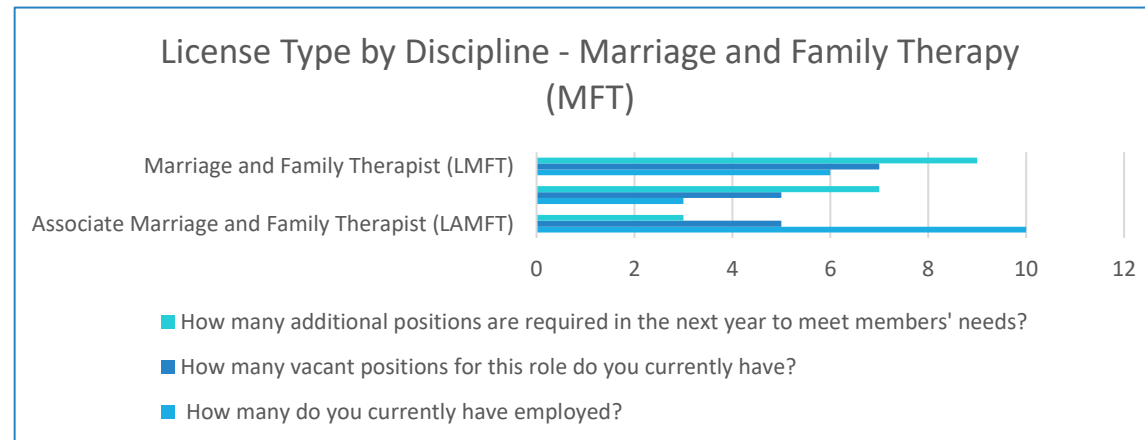
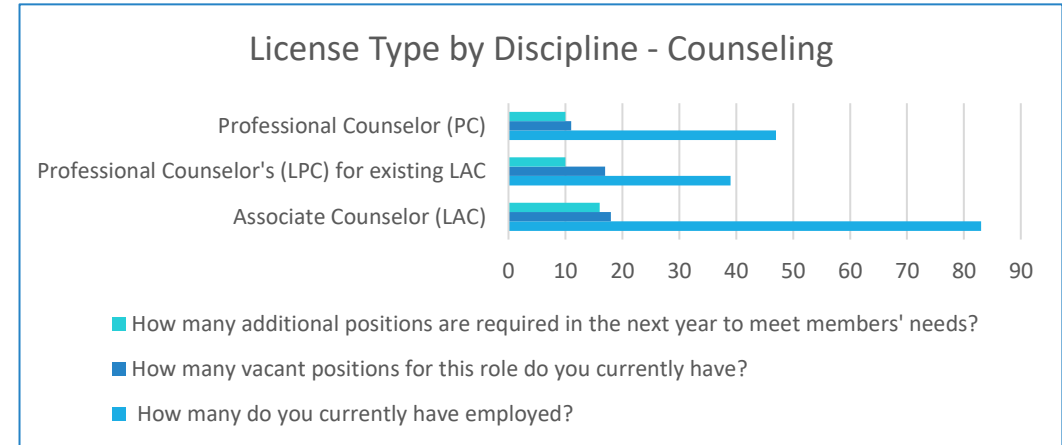
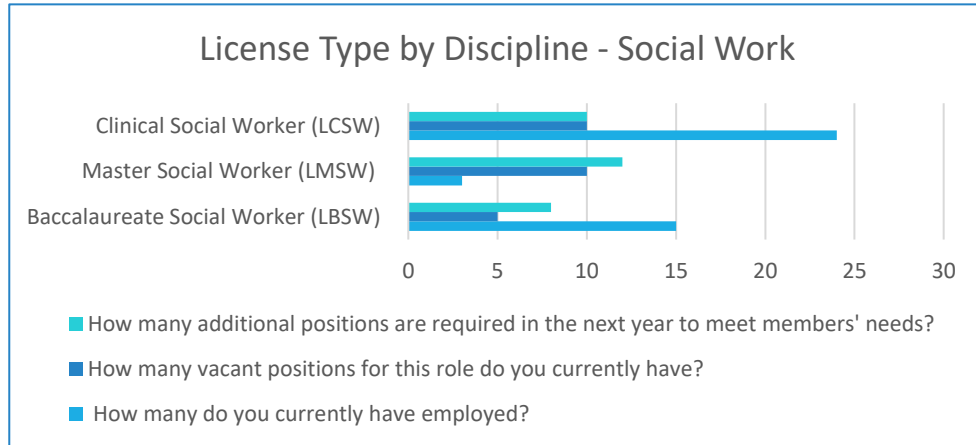


Results:

- Based upon 246 agency responses, of the eight Licensed roles reviewed for Physical Health, we can conclude that the highest demand exists with **Registered Nurses (RNs)** and **Medical Doctors (MDs)**, with additional need for other roles.

Licensed by Discipline

Behavioral Health

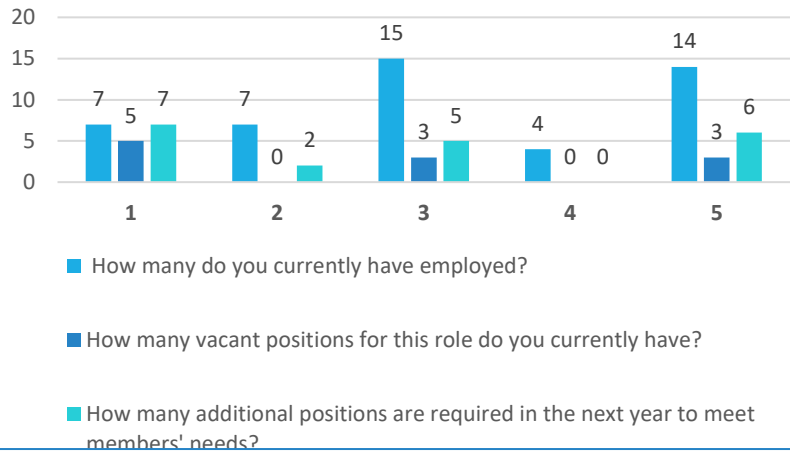


Licensed by Discipline Behavioral Health (continued)

Results:

- Based upon 246 agency responses, of the multiple roles reviewed for Behavioral Health, we can conclude that the highest demand exists within the Additional Licensing category, particularly for **LPN, MA, SPT, and OT**, with additional need for other roles.

License Type by Discipline - Substance Use Counseling



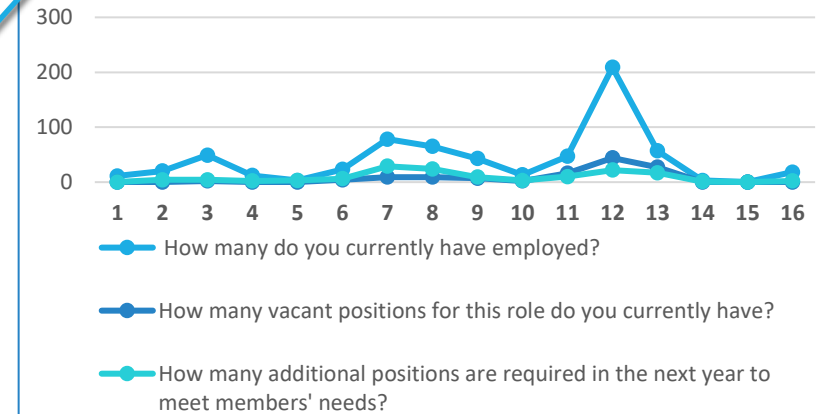
Legend:

- Substance Abuse Technician (LSAT)
- Associate Substance Abuse Counselor (LASAC) for existing LSAT
- Associate Substance Abuse Counselor (LASAC)
- Independent Substance Abuse Counselor (LISAC) for existing LASAC
- Independent Substance Abuse Counselor (LISAC)

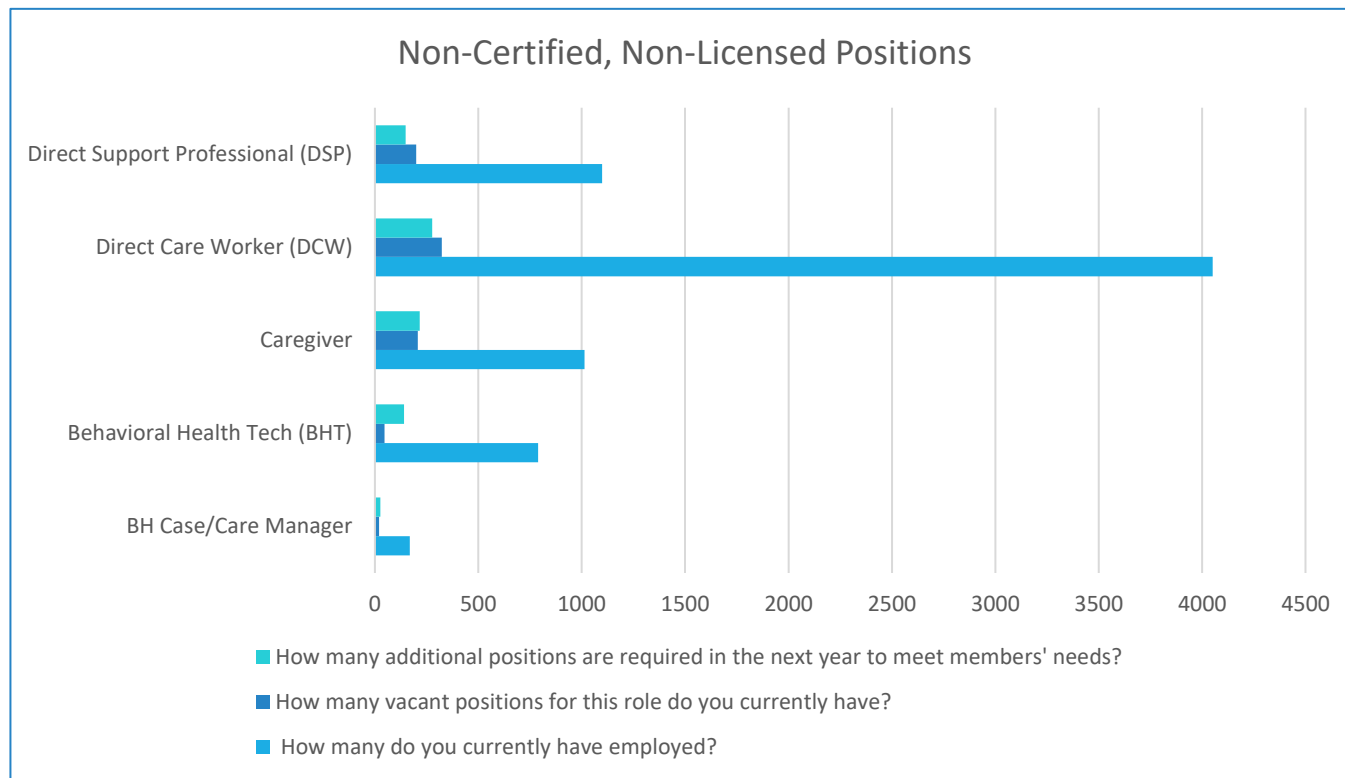
Legend:

- Assisted Living Manager
- Board Certified Behavior Analyst (BCBA)
- Psychiatric Registered Nurse (BH RN)
- Behavioral Health Nurse Practitioner (BH NP)
- Doctor of Nursing Practice (DNP)
- Nurse Practitioner (NP)
- Licensed Practical Nurse (LPN)
- Medical Assistant (MA)
- Psychiatric Nurse Practitioner (PNP)
- Family Practice Nurse Practitioner (FNP)
- Physical Therapist (PT)
- Speech Therapist
- Occupational Therapist
- Licensed Dietitian
- Skilled Nursing Home Administrator
- Psychiatrist

License Type by Discipline - Additional Licensing



*Non-Certified, Non-Licensed Positions



Results:

- Based upon 246 agency responses, of the five roles reviewed for Non-Certified, Non-Licensed positions, we can conclude that the highest demand exists with **DCW, DSPs** and **Caregivers**, with additional need for the BHT and BH Case/Care Manager roles.

* Some of the positions may require a certification, the new iteration of AHWGMA will have updated roles.

Employer vs Employee Perspective

Differences

*HNEQ	AHWGMA
Most critical challenge = Compensation	Most critical challenge = Recruitment
Employees want career pathways and advancement opportunities (educational benefits, additional training, etc.)	Provide cross-training, mentoring and leadership training as most common advancement opportunities
Need for student loan debt repayment assistance	Provide school tuition assistance as a benefit

Employer vs Employee Perspective

Similarities

HNEQ & AHWGMA
Need for leadership improvement opportunities
Workplace Culture
Incentives and compensation
Recruitment

Thank You!





AZ AHP



WORKFORCE ALLIANCE



Thank You!