Abuse & Neglect Prevention Task Force Update

Virginia Rountree & Jami Snyder
December 13, 2021

Agenda

Topic:	Speaker:
Welcome & Introductions	**Jami Snyder, AHCCCS Director**
Opening Remarks	**Christina Corieri, Senior Policy Advisor** **Virginia Rountree, DES Deputy Director** **Jami Snyder, AHCCCS Director**
Final Recommendation Status Report	**Jami Snyder, AHCCCS Director**

Measuring Outcomes and Success
    ●   **Results of Provider/Staff Survey**
    ●   **Upcoming Member/Family Survey**
    ●   **UCEDD Evaluation Report**
	Jennifer De La Rosa, Sonoran UCEDD

American Rescue Plan Act (ARPA) Update	**Jami Snyder, AHCCCS Director**
Next Steps - 2022	**Jami Snyder, AHCCCS Director**

Final Recommendation Status Report

Final Recommendation Status Report

- Provides completion status of each of the report recommendations
- Significant work has been accomplished on all recommendations
- Vast majority of recommendations are complete; some having additional action items and/or ongoing actions

Measuring Outcomes and Success

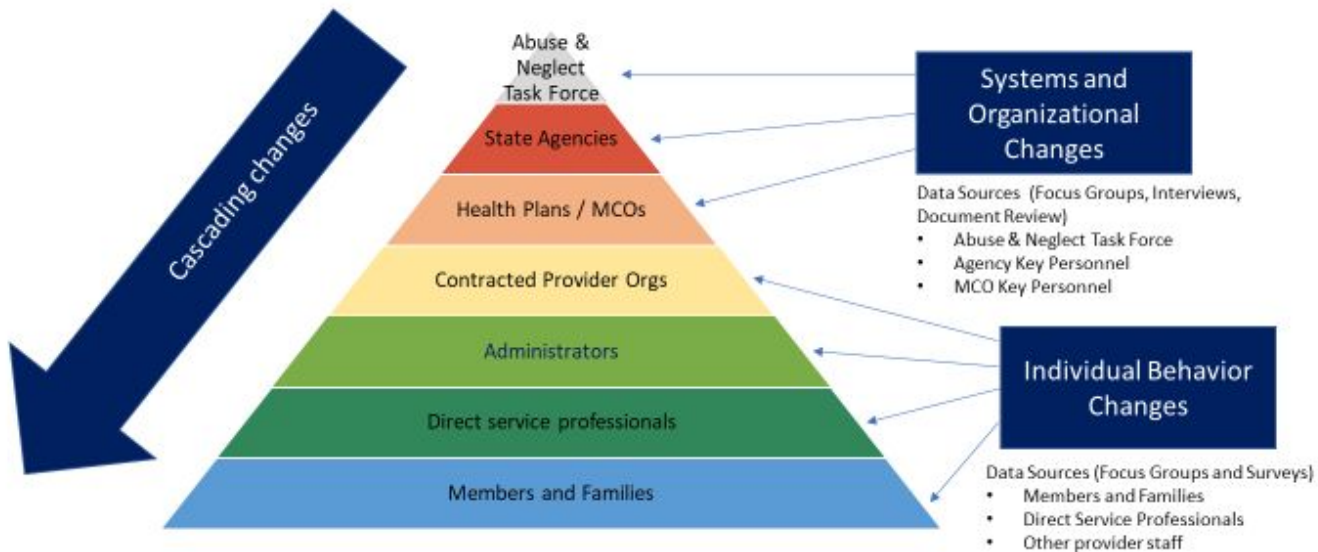# Sonoran UCEDD Evaluation Status Update
Provider and Staff Survey

Roadmap

- Review evaluation framework
- Present Provider and Staff Survey outcomes
- Baseline workforce competencies for protection of vulnerable individuals: Prevention, Identification of Signs, Knowing what to Do, Certainty of Taking Action (Mandate to Report)
- How self-reported competencies differ by role
- Outcomes
- Higher-Risk subgroup analysis

Conceptualizing Outcomes
Enhanced Protection of Vulnerable Individuals

Cascading changes

Abuse & Neglect Task Force
State Agencies
Health Plans / MCOs
Contracted Provider Orgs
Administrators
Direct service professionals
Members and Families

Systems and Organizational Changes

Data Sources (Focus Groups, Interviews, Document Review)
- Abuse & Neglect Task Force
- Agency Key Personnel
- MCO Key Personnel

Individual Behavior Changes

Data Sources (Focus Groups and Surveys)
- Members and Families
- Direct Service Professionals
- Other provider staff

3

Provider and Staff survey: Outcomes Measurement

- Rec #1

- Rec #2/#18

- Rec #14

- Rec #15

- Rec #16

- Rec #20

- Rec #22/#23

- Rec #24

- Rec #25

Provider and Staff Survey: Overview

Survey Objective: assess impact at the provider or service-level
- Administrators
- Supervisors of direct care workers
- Direct care workers

Development of Outcomes
- Directly tied to anticipated service-level impact of recommendations

Response count
- N=1461 eligible reponses, with over 1000 completed

Recruitment
- Survey ran in Spanish and English, accessible through web browser or phone. Invitations were emailed as well as posted in staff areas with links and QR code.

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Provider and Staff Survey: Outcomes Overview

Respondents':

- …**assessment of availability and quality of resources to support** prevention and reporting.
- …**assessment of quality of resources to support** prevention and reporting.
- …**utilization of resources to support** prevention and reporting.
- …**assessment of barriers and facilitators** to prevention and reporting.
- …**assessment of their employer's commitment** to prevention and reporting.
- …**assessment of their employer's growth in commitment** over the past 12 months.
- …**assessment of Arizona's commitment** to prevention and reporting.
- …**assessment of Arizona's growth in commitment** over the past 12 months.
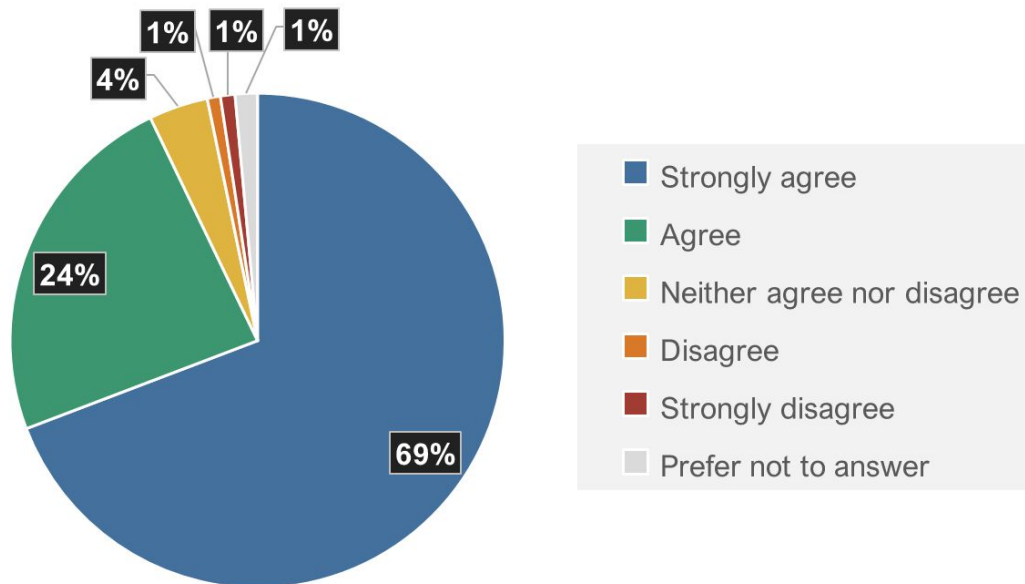
"I feel confident to…"
- Use strategies, methods, or techniques that prevent abuse and/or neglect.
- Identify the signs of abuse and/or neglect.
- Know what to do if I noticed signs of abuse and/or neglect.
- Take action to effectively address signs of abuse and/or neglect.

Response options
- ❑ Strongly agree
- ❑ Agree
- ❑ Neither agree nor disagree
- ❑ Disagree
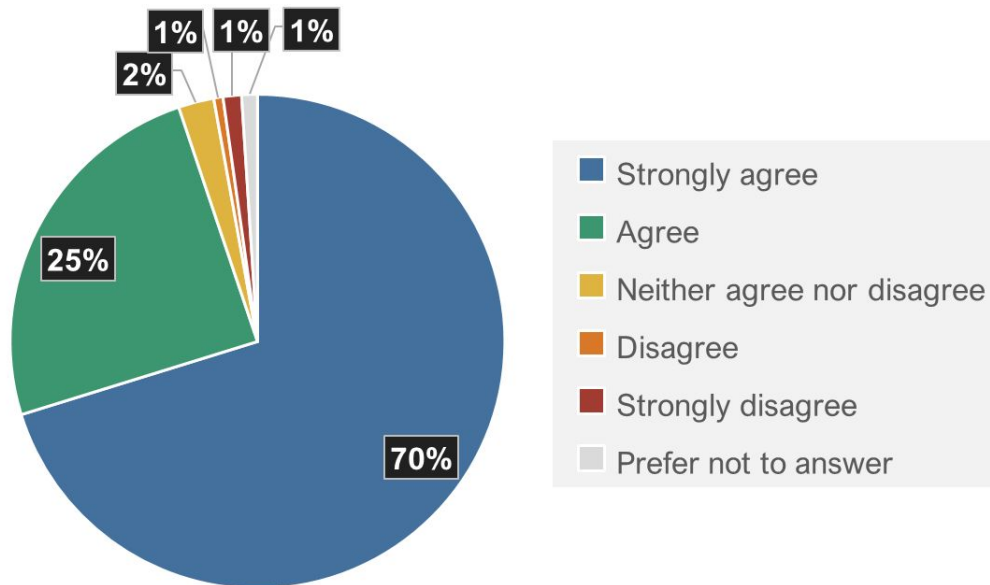- ❑ Strongly disagree
- ❑ Prefer not to answer

Prevention and Accountability

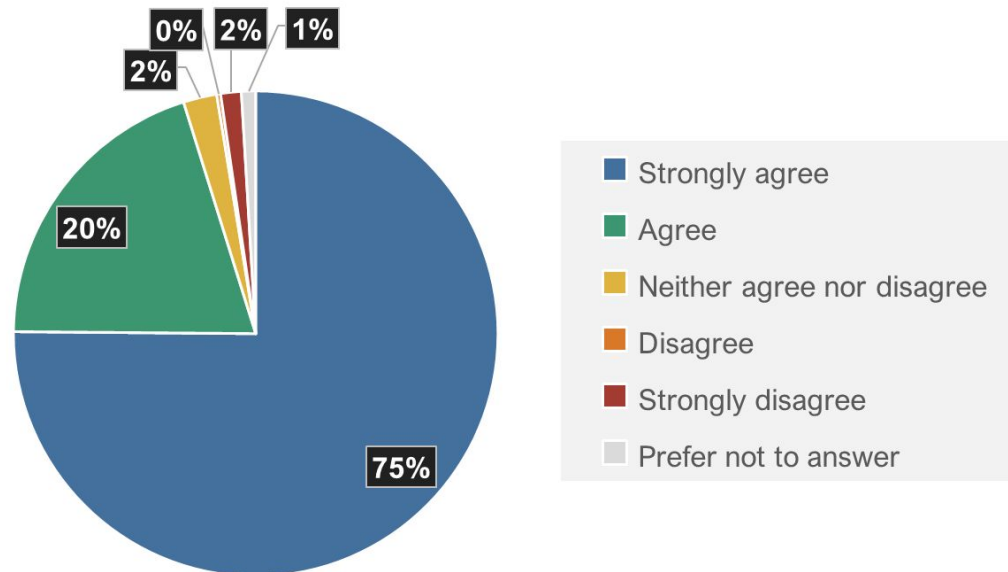"I feel confident to use strategies, methods, or techniques that prevent abuse and/or neglect"

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Prefer not to answer

69%
24%
4%
1%
1%
1%

Prevention and Accountability

"I feel confident to identify the signs of abuse and/or neglect."

- Strongly agree — 70%
- Agree — 25%
- Neither agree nor disagree — 2%
- Disagree — 1%
- Strongly disagree — 1%
- Prefer not to answer — 1%

Prevention and Accountability

"I feel confident to know what to do if I noticed signs of abuse and/or neglect"

- Strongly agree — 75%
- Agree — 20%
- Neither agree nor disagree — 2%
- Disagree — 0%
- Strongly disagree — 2%
- Prefer not to answer — 1%

Prevention and Accountability

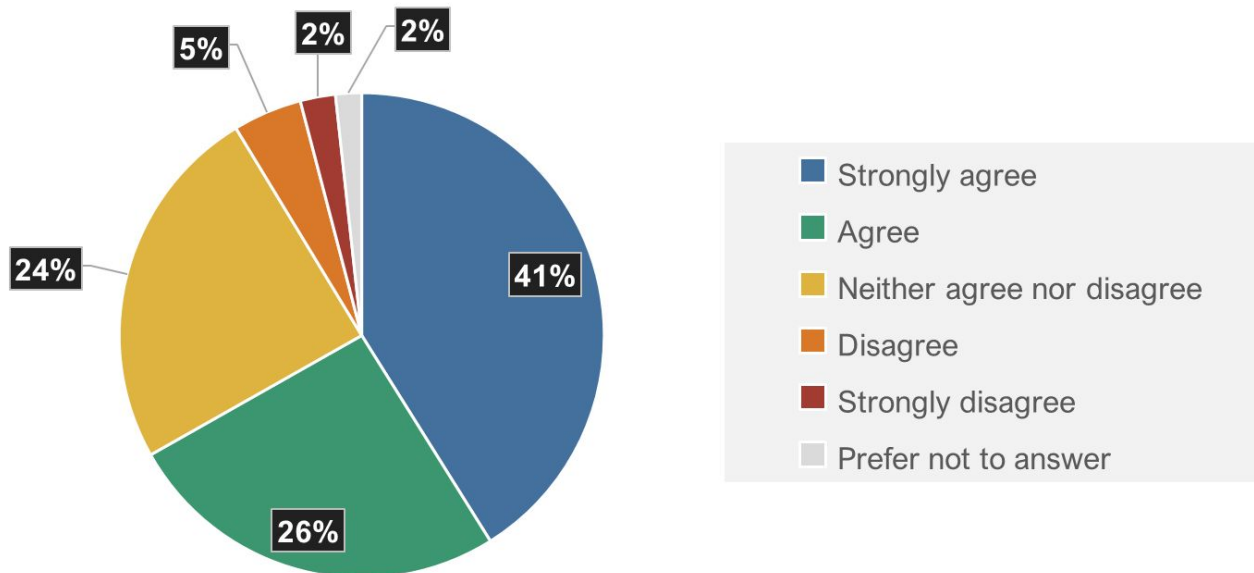"I feel confident to take action to effectively address signs of abuse and/or neglect."

- 74% Strongly agree
- 20% Agree
- 3% Neither agree nor disagree
- 1% Disagree
- 1% Strongly disagree
- 1% Prefer not to answer

Prevention and Accountability: by Role

"I feel confident to take action to effectively address signs of abuse and/or neglect"
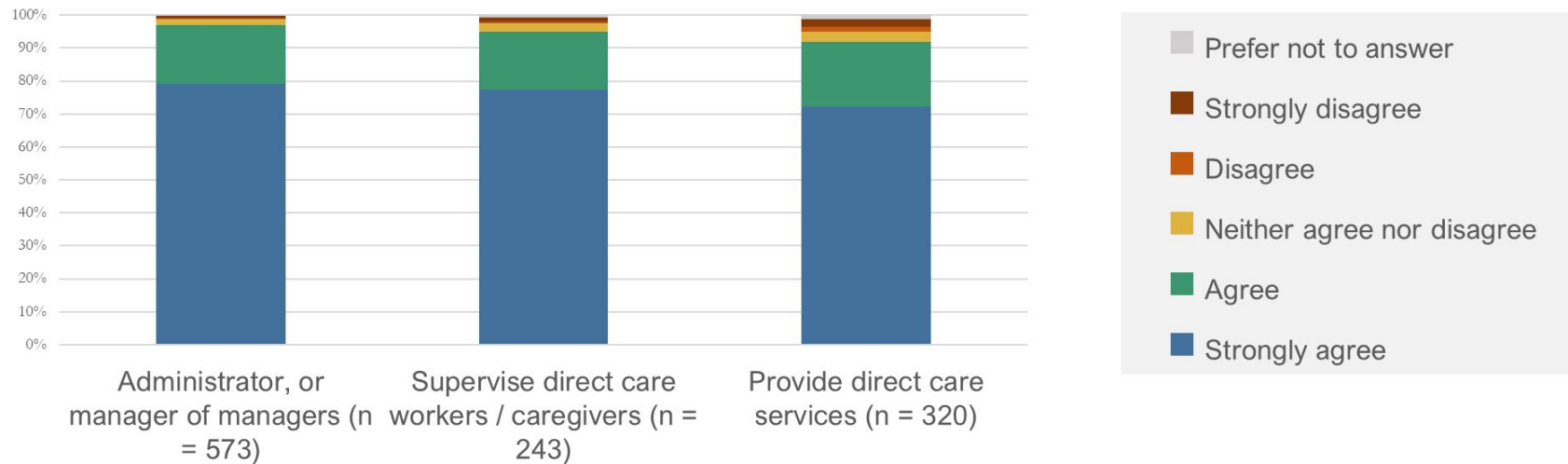
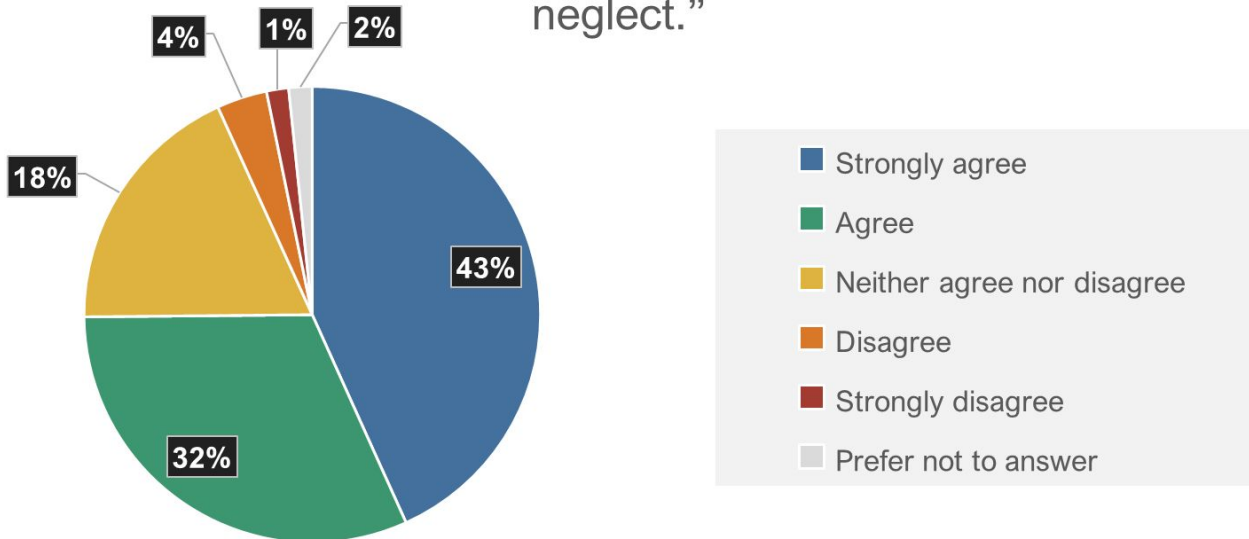# Prevention and Accountability: Trends

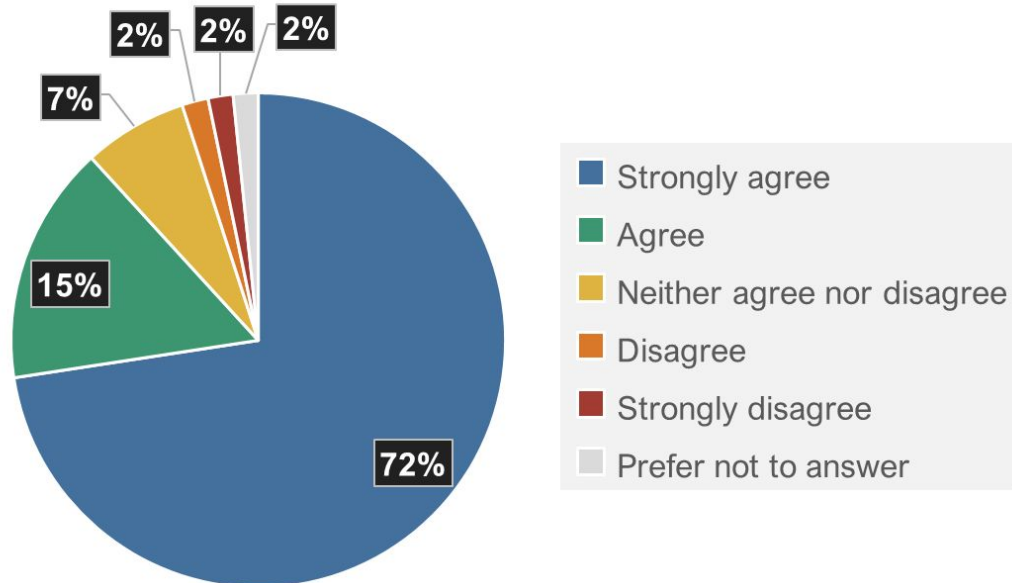"Over the past 12 months my ability to prevent abuse and neglect has increased."

- Strongly agree — 41%
- Agree — 26%
- Neither agree nor disagree — 24%
- Disagree — 5%
- Strongly disagree — 2%
- Prefer not to answer — 2%

Prevention and Accountability: Trends

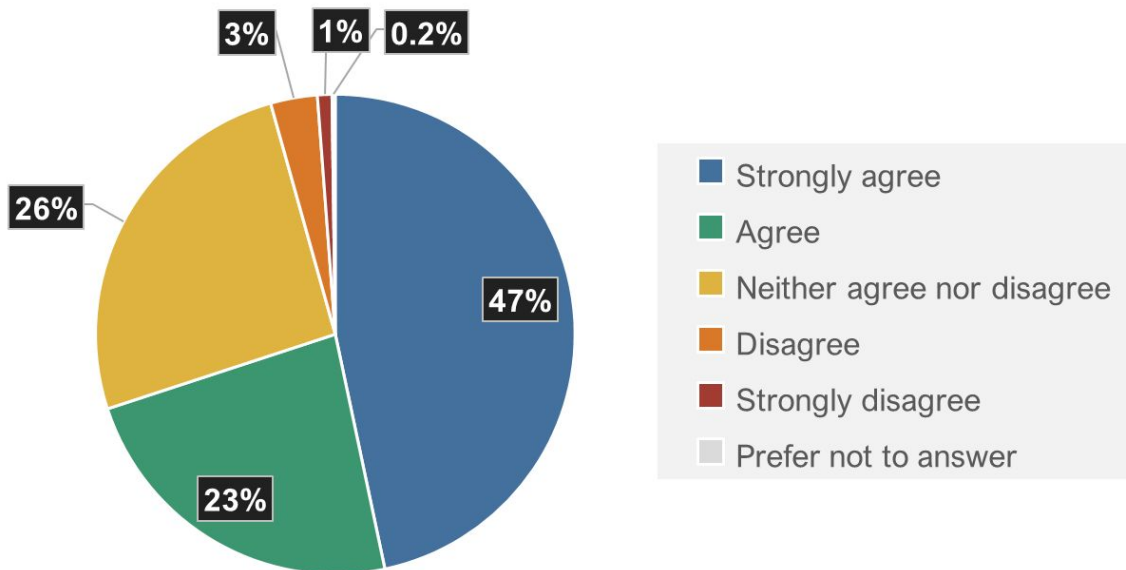"Over the past 12 months I have implemented strategies, methods, or techniques to prevent abuse and neglect."

- Strongly agree — 43%
- Agree — 32%
- Neither agree nor disagree — 18%
- Disagree — 4%
- Strongly disagree — 1%
- Prefer not to answer — 2%
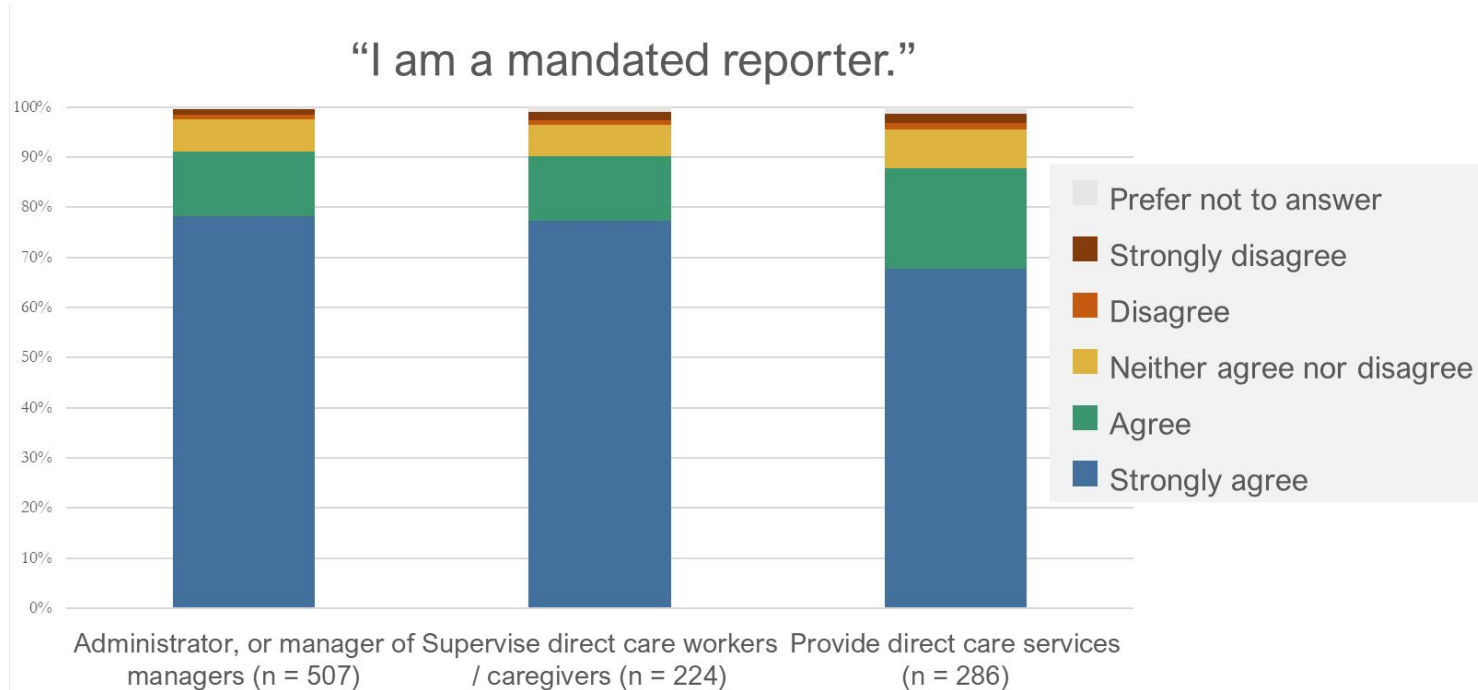
Prevention and Accountability

"I am a mandated reporter."

Prevention and Accountability: Trends

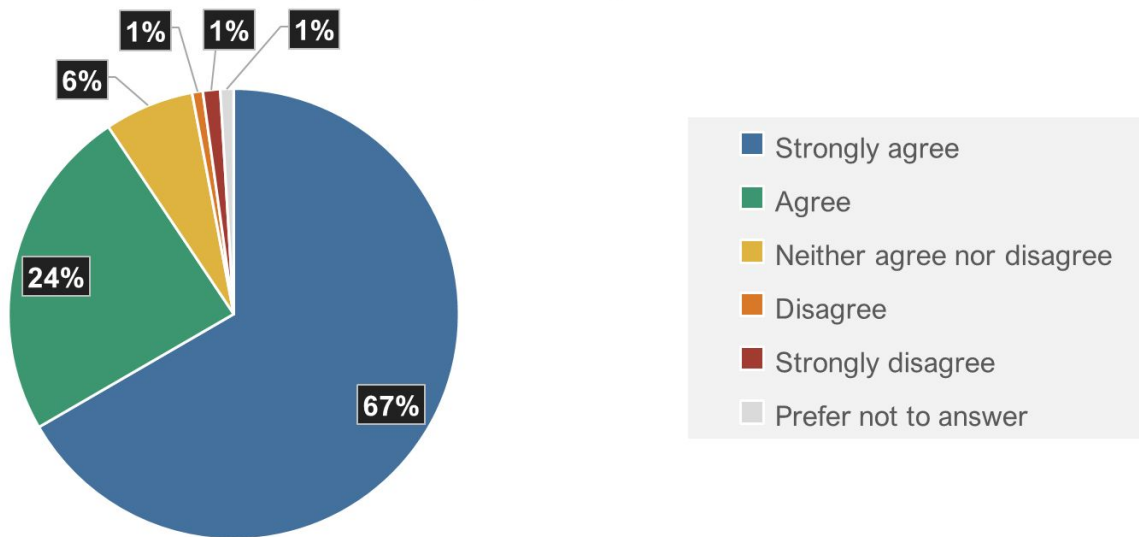Over the past 12 months my understanding of my role as a mandated reporter has increased

Legend:
- Strongly agree — 47%
- Agree — 23%
- Neither agree nor disagree — 26%
- Disagree — 3%
- Strongly disagree — 1%
- Prefer not to answer — 0.2%

AHCCCS
Arizona Health Care Cost Containment System

DEPARTMENT OF ECONOMIC SECURITY
Your Partner For A Stronger Arizona

ARIZONA DEPARTMENT
OF HEALTH SERVICES

Prevention and Accountability: by role

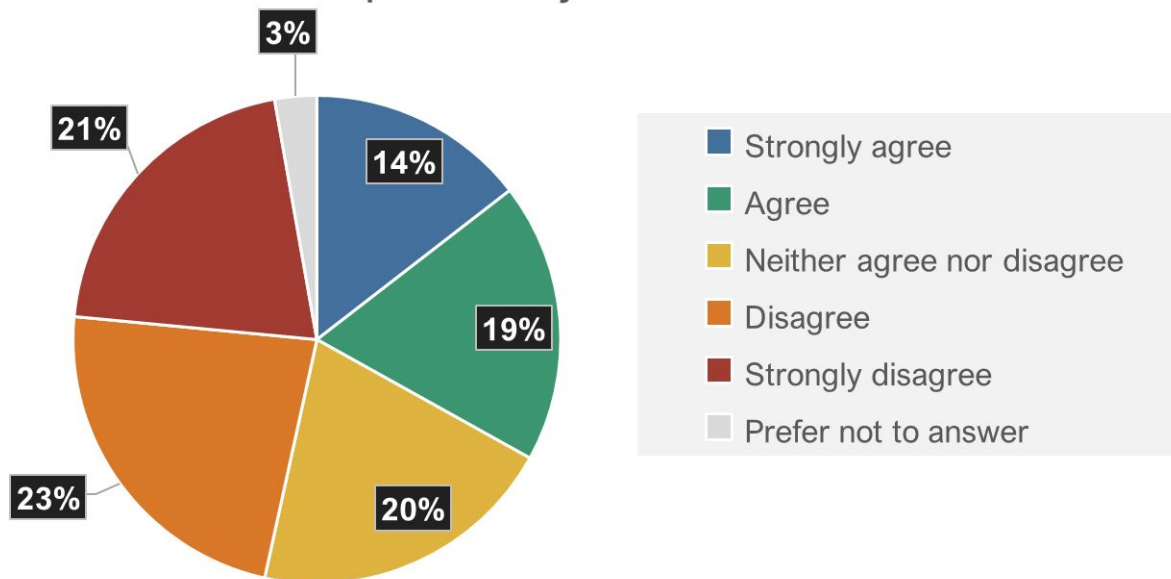"I am a mandated reporter."

Prevention and Accountability:

I am confident I would make a report of potential abuse, neglect, or exploitation--even if I only suspected the possibility and I did not know for sure.
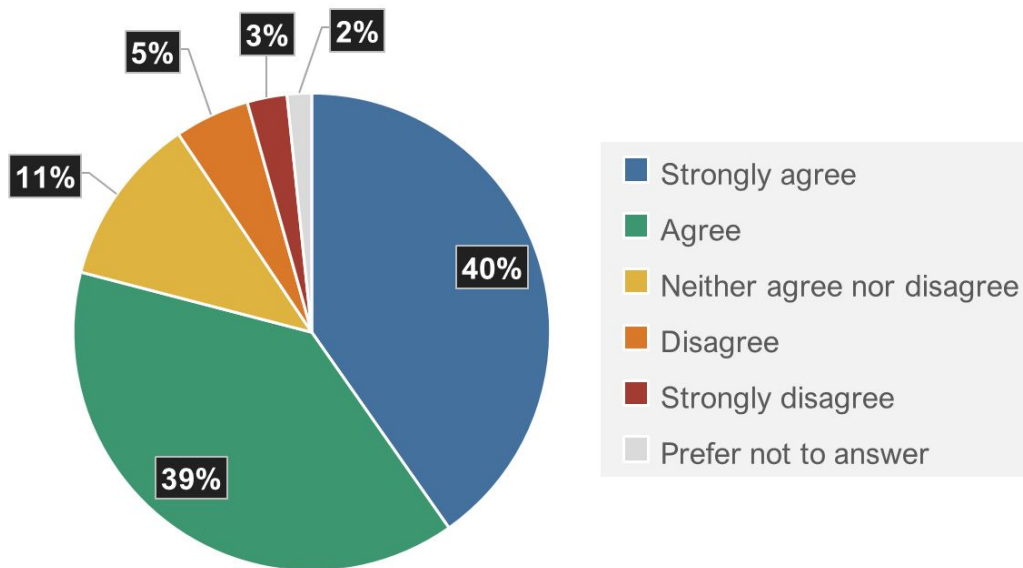
- Strongly agree — 67%
- Agree — 24%
- Neither agree nor disagree — 6%
- Disagree — 1%
- Strongly disagree — 1%
- Prefer not to answer — 1%

Prevention and Accountability: Trends

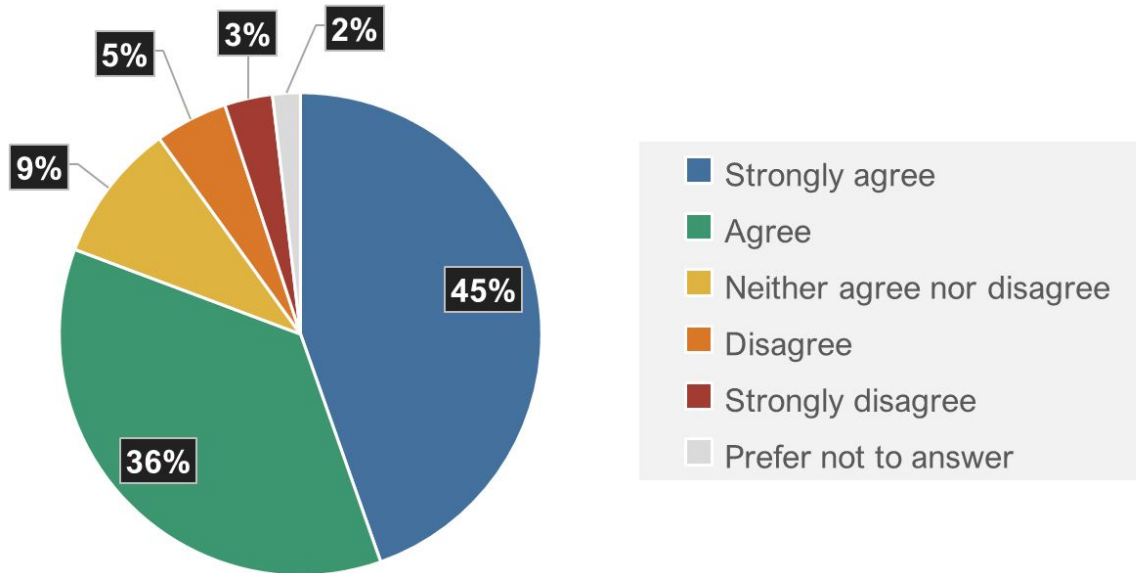"Over the past 12 months I have been concerned about one or more potentially abusive situations."

Strongly agree — 14%
Agree — 19%
Neither agree nor disagree — 20%
Disagree — 23%
Strongly disagree — 21%
Prefer not to answer — 3%

Prevention and Accountability: Staff Stress and Burnout

I would know what to do if I were experiencing stress and burnout

- Strongly agree — 40%
- Agree — 39%
- Neither agree nor disagree — 11%
- Disagree — 5%
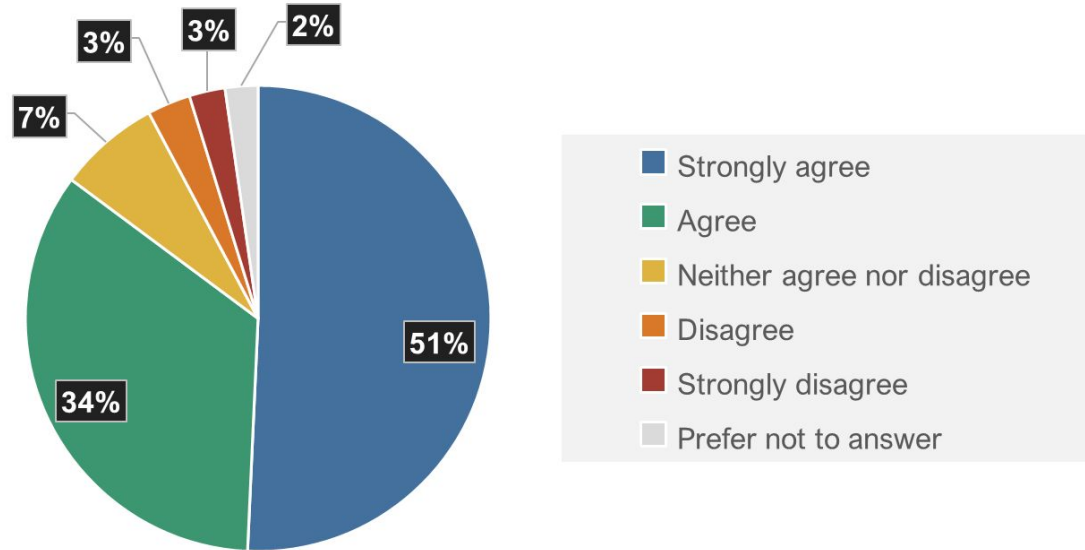- Strongly disagree — 3%
- Prefer not to answer — 2%

Prevention and Accountability: Staff Stress and Burnout

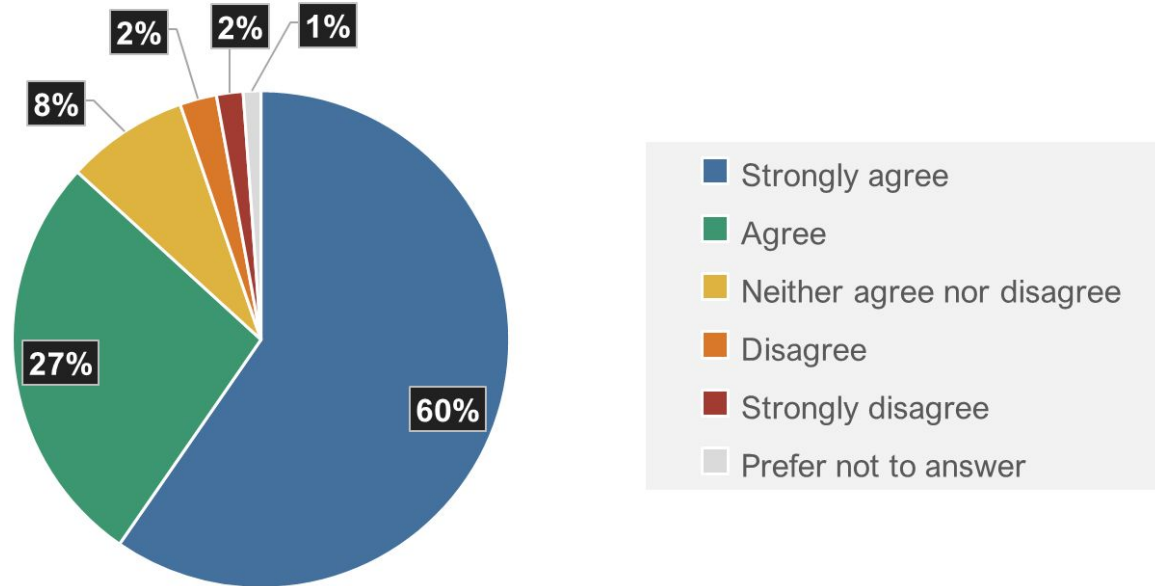I have a trusted coworker I could talk to if I were experiencing stress and burnout

- Strongly agree — 45%
- Agree — 36%
- Neither agree nor disagree — 9%
- Disagree — 5%
- Strongly disagree — 3%
- Prefer not to answer — 2%

I have a support network outside of work I could talk to if I were experiencing stress and burnout

- Strongly agree — 51%
- Agree — 34%
- Neither agree nor disagree — 7%
- Disagree — 3%
- Strongly disagree — 3%
- Prefer not to answer — 2%

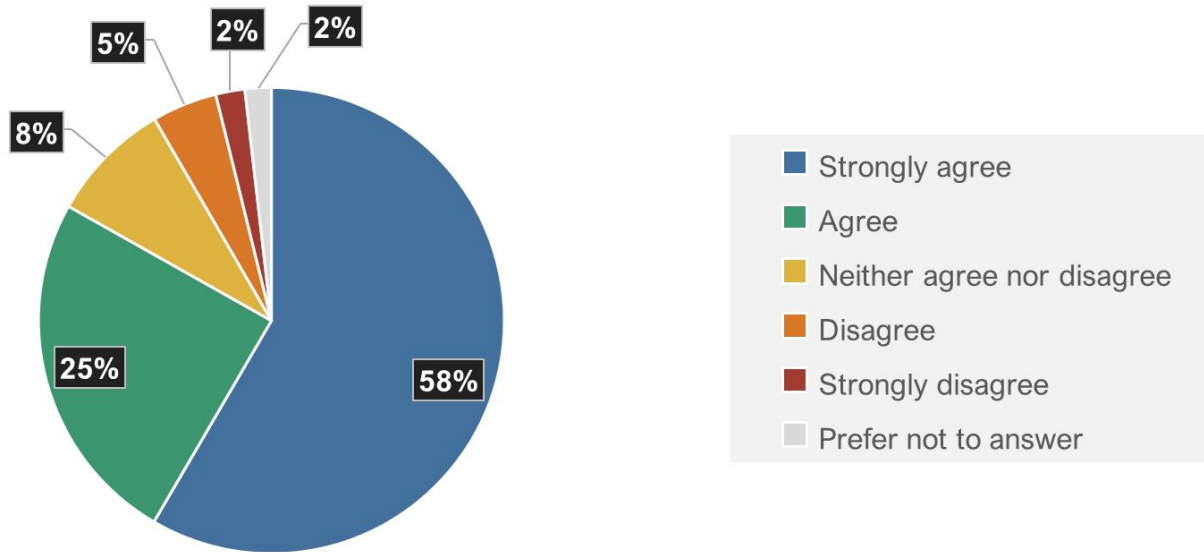What factor(s) have been most important in helping you develop your ability to prevent abuse?
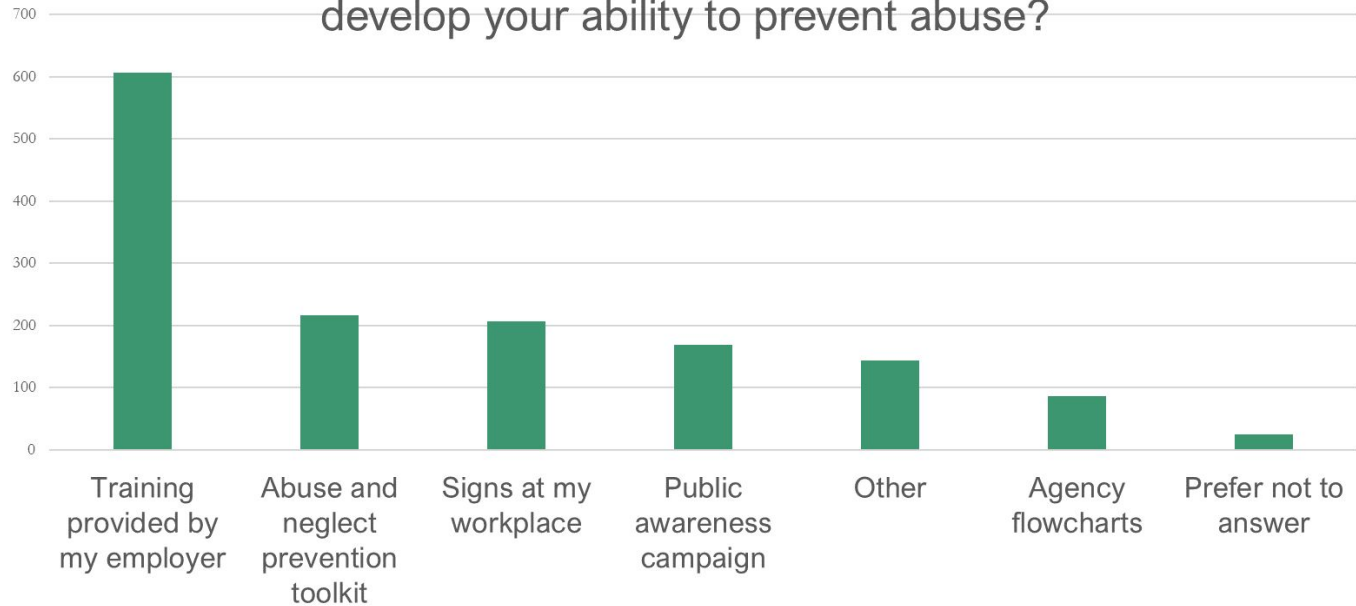
Access to and Utilization of Resources

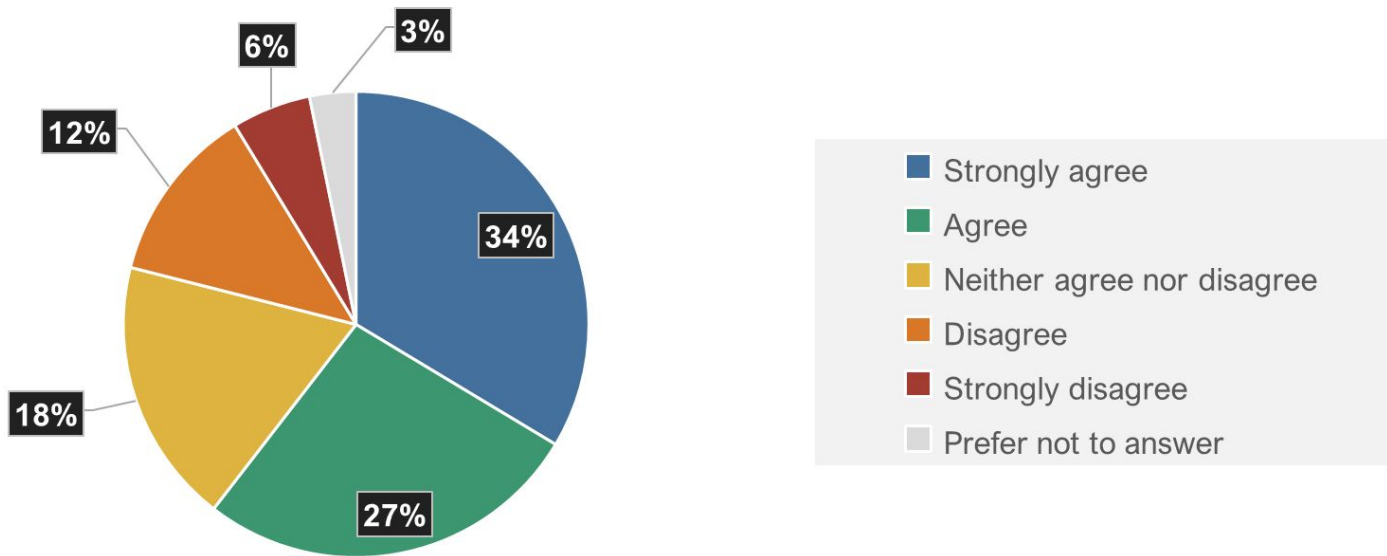My workplace offers staff trainings on prevention of abuse, neglect, and exploitation

- Strongly agree — 60%
- Agree — 27%
- Neither agree nor disagree — 8%
- Disagree — 2%
- Strongly disagree — 2%
- Prefer not to answer — 1%

Access to and Utilization of Resources

Over the past 12 months I have completed a training on prevention of abuse, neglect, and exploitation

- Strongly agree — 58%
- Agree — 25%
- Neither agree nor disagree — 8%
- Disagree — 5%
- Strongly disagree — 2%
- Prefer not to answer — 2%

Access to and Utilization of Resources
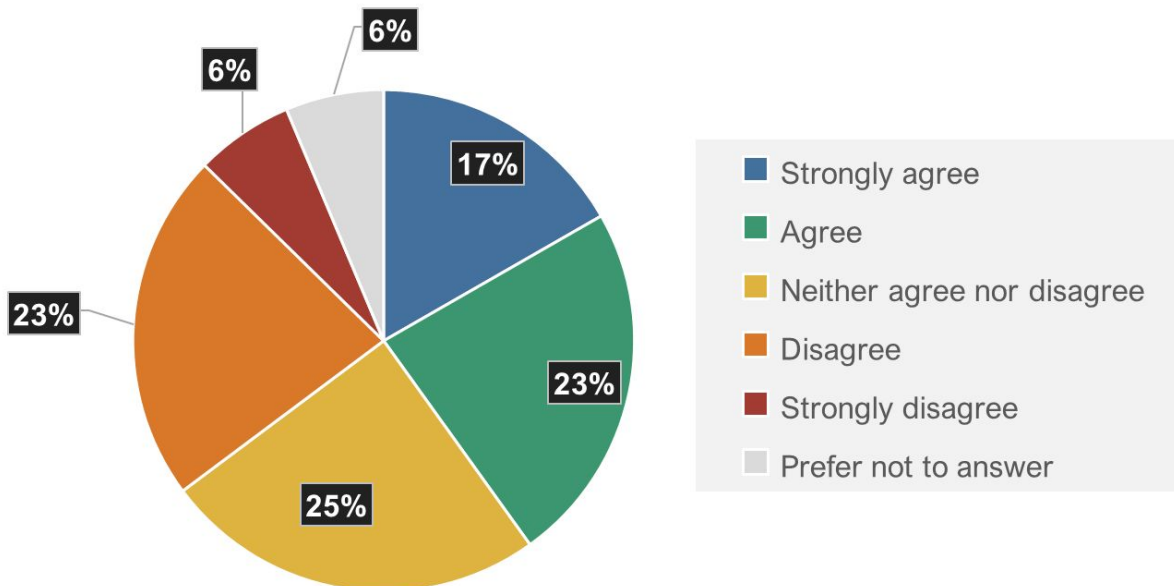
My workplace offers trainings for professional caregivers / direct service workers regarding stress and burnout
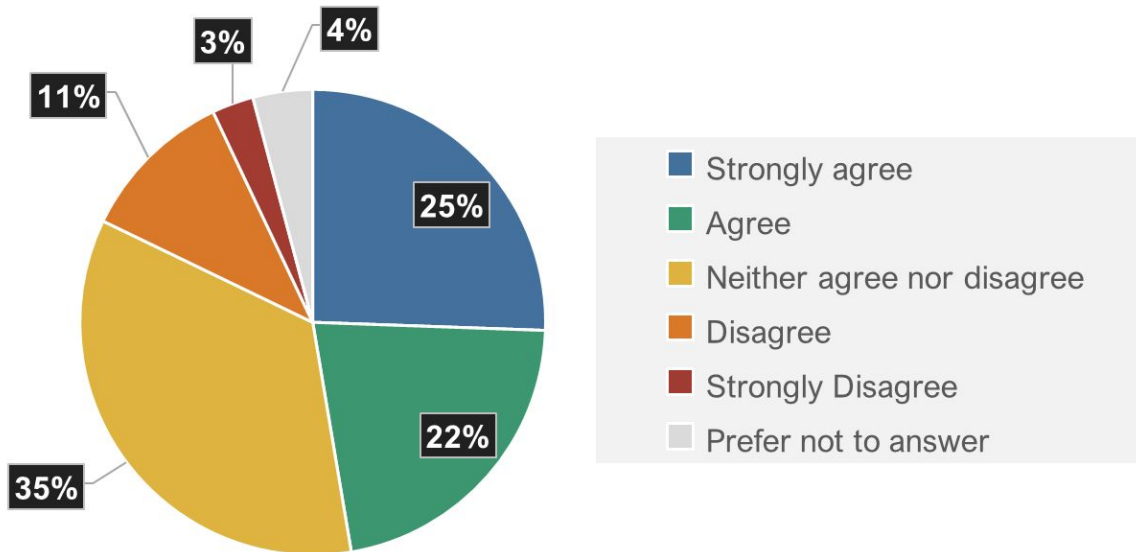
- Strongly agree — 34%
- Agree — 27%
- Neither agree nor disagree — 18%
- Disagree — 12%
- Strongly disagree — 6%
- Prefer not to answer — 3%

Access to and Utilization of Resources

Over the past 12 months, I have been trained regarding trauma-informed practices

- 17% Strongly agree
- 23% Agree
- 25% Neither agree nor disagree
- 23% Disagree
- 6% Strongly disagree
- 6% Prefer not to answer
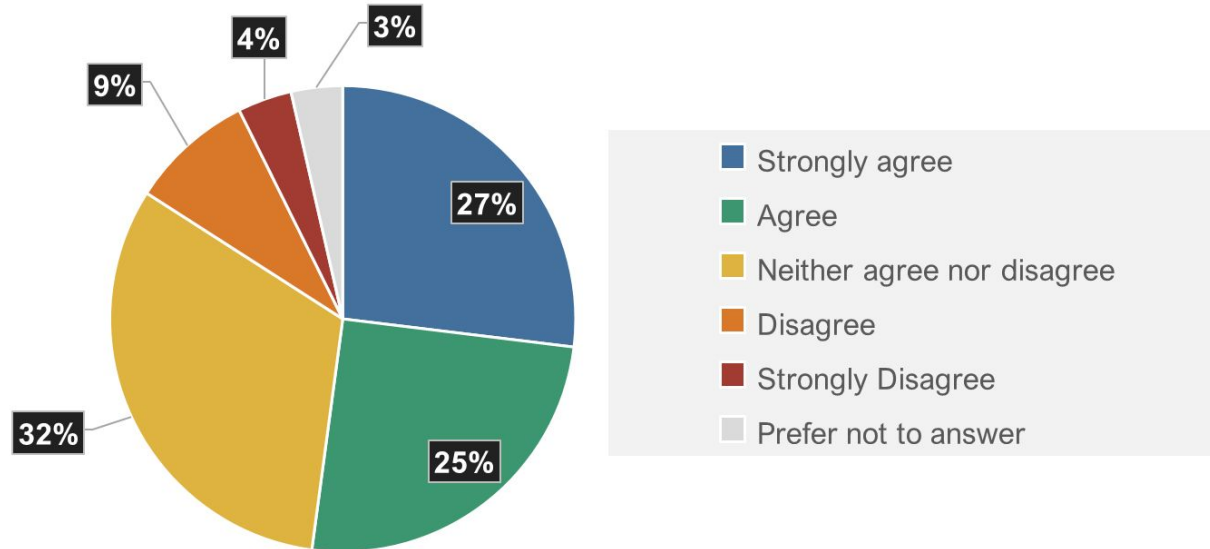
Access to and Utilization of Resources

Over the past 12 months there are more posted signs at my workplace about abuse and neglect

- 25% Strongly agree
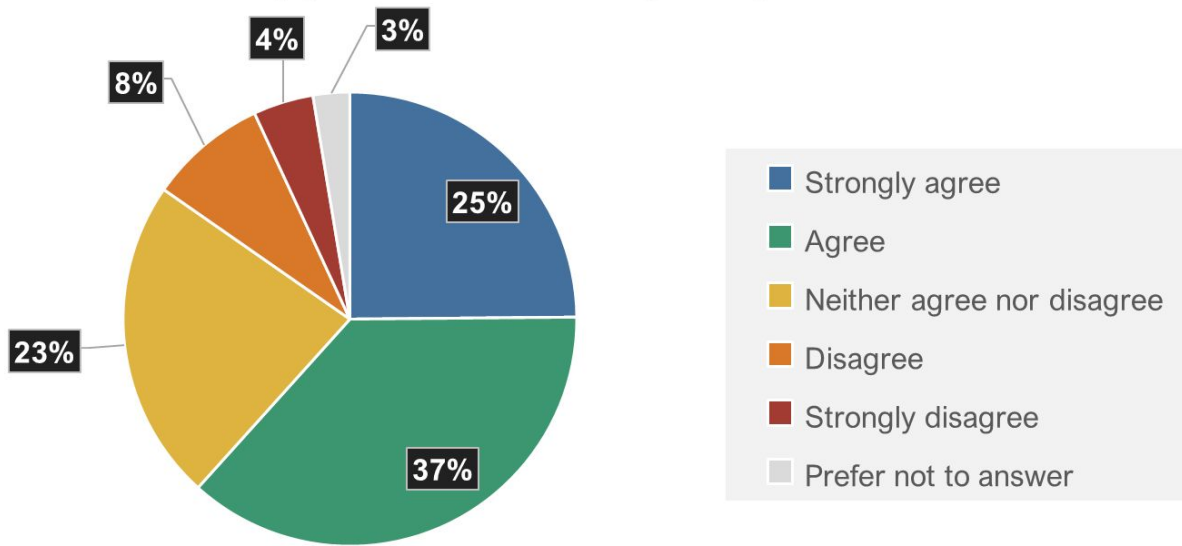- 22% Agree
- 35% Neither agree nor disagree
- 11% Disagree
- 3% Strongly Disagree
- 4% Prefer not to answer

Reception of Resources

The posted signs at my workplace would be effective to support me in making a report

- Strongly agree — 27%
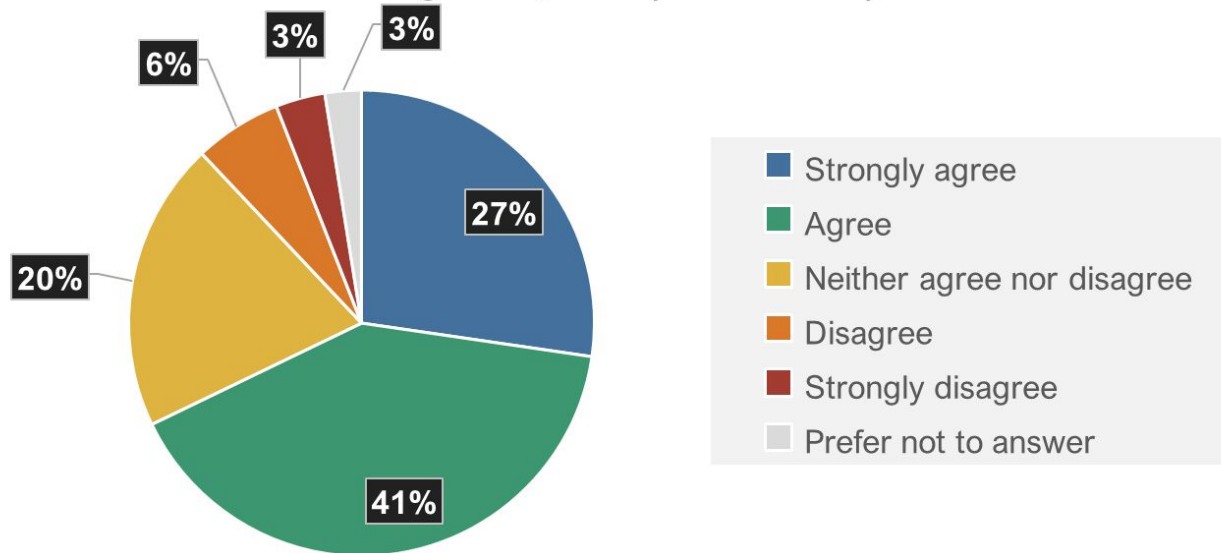- Agree — 25%
- Neither agree nor disagree — 32%
- Disagree — 9%
- Strongly Disagree — 4%
- Prefer not to answer — 3%

This DDD ALTCS flow chart is useful and would support me in making a report

- Strongly agree — 25%
- Agree — 37%
- Neither agree nor disagree — 23%
- Disagree — 8%
- Strongly disagree — 4%
- Prefer not to answer — 3%

Note: Chart restricted to respondents working at DDD ALTCS contracted employers

Reception of Resources

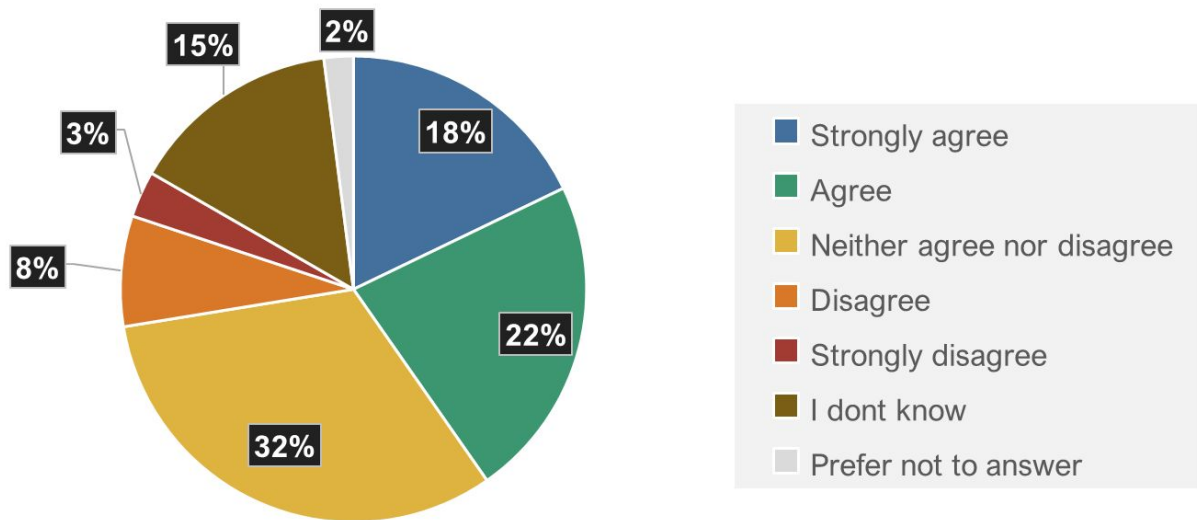This flow chart is useful and would support me in making a report (AHCCCS)

Legend:
- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Prefer not to answer

Values: 27%, 41%, 20%, 6%, 3%, 3%

Reception of Resources

Over the past 12 months members and families seem to know more about preventing and reporting abuse and neglect

Legend:
- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- I dont know
- Prefer not to answer

Pie chart values: 18%, 22%, 32%, 8%, 3%, 15%, 2%

Reception of Resources

Over the past 12 months members and families seem to know more about preventing and reporting abuse and neglect


- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- I dont know
- Prefer not to answer

18% 22% 32% 8% 3% 15% 2%
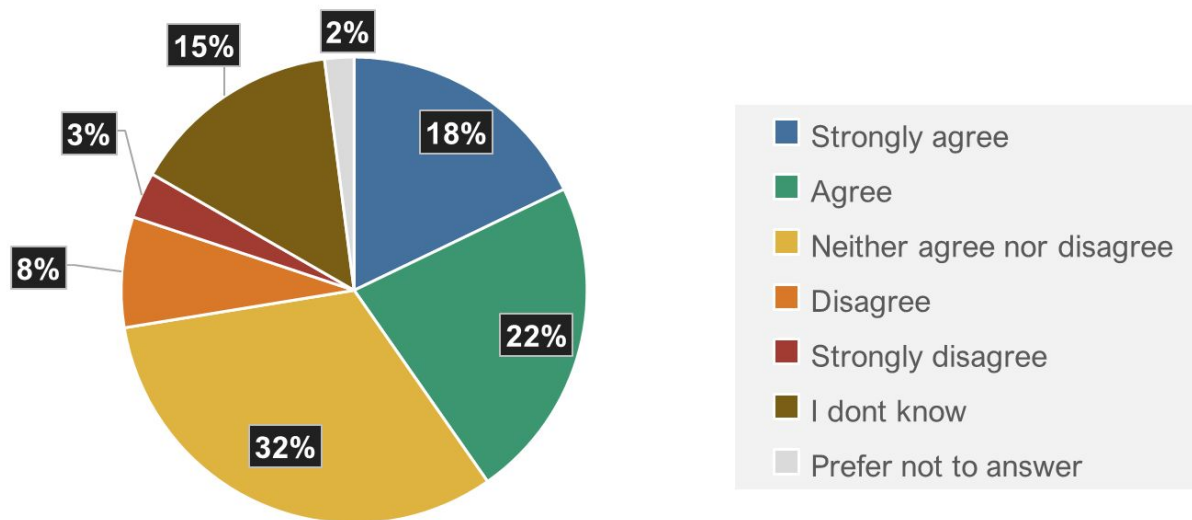
Higher-Risk Staff Subgroup

A higher-risk subgroup was defined as all respondents who answered "Neither Agree nor Disagree", "Disagree, or "Strongly Disagree" on one or more of the accountability and prevention "confidence" variables. The characteristics of this group (n=97) were explored in a separate analysis.

Respondent determined to be high risk?
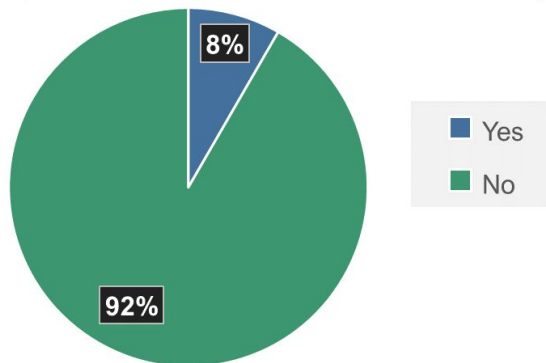
Higher-Risk Staff Subgroup

High-Risk respondents were disproportionately:

- Working in a direct care role.
- Working for employers who are DDD contracted provider.
- Less likely to have been trained on prevention of abuse and neglect, stress and burnout, trauma-informed care.
- Unclear what to do about experiencing stress and burnout.
- Lacking trusted support networks, at work and/or outside of work.
- Less likely to have seen flowcharts; and less likely to think they are effective.
- Less likely to trust their employer to support them to do the right thing.
- High risk status was <u>not</u> associated with gender, racial and ethnic status, time-in-role, education or job function (aside from direct care worker).
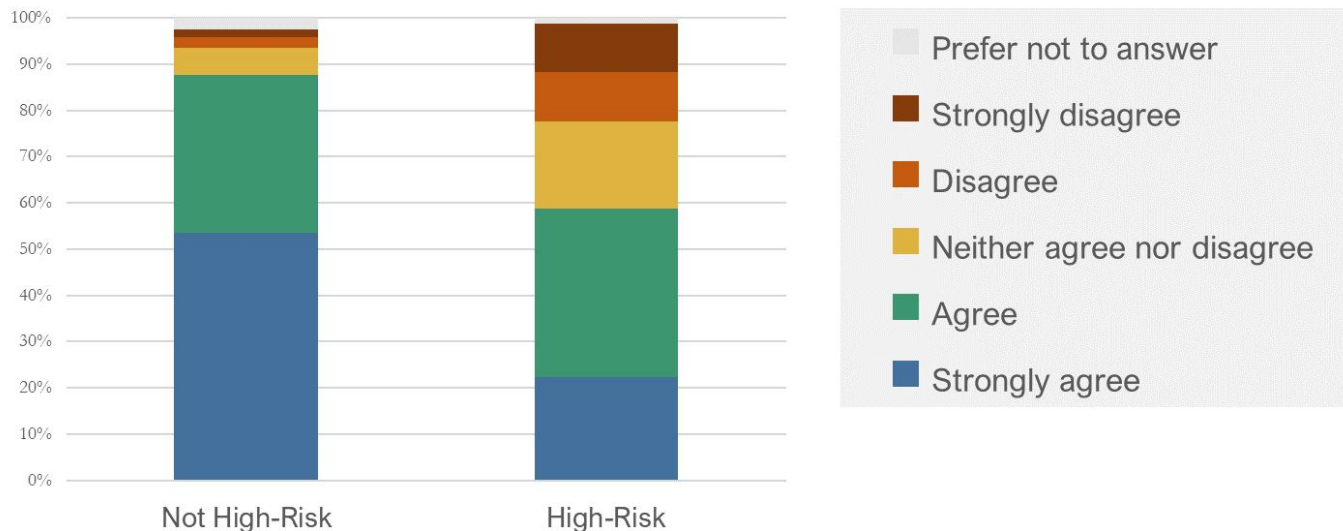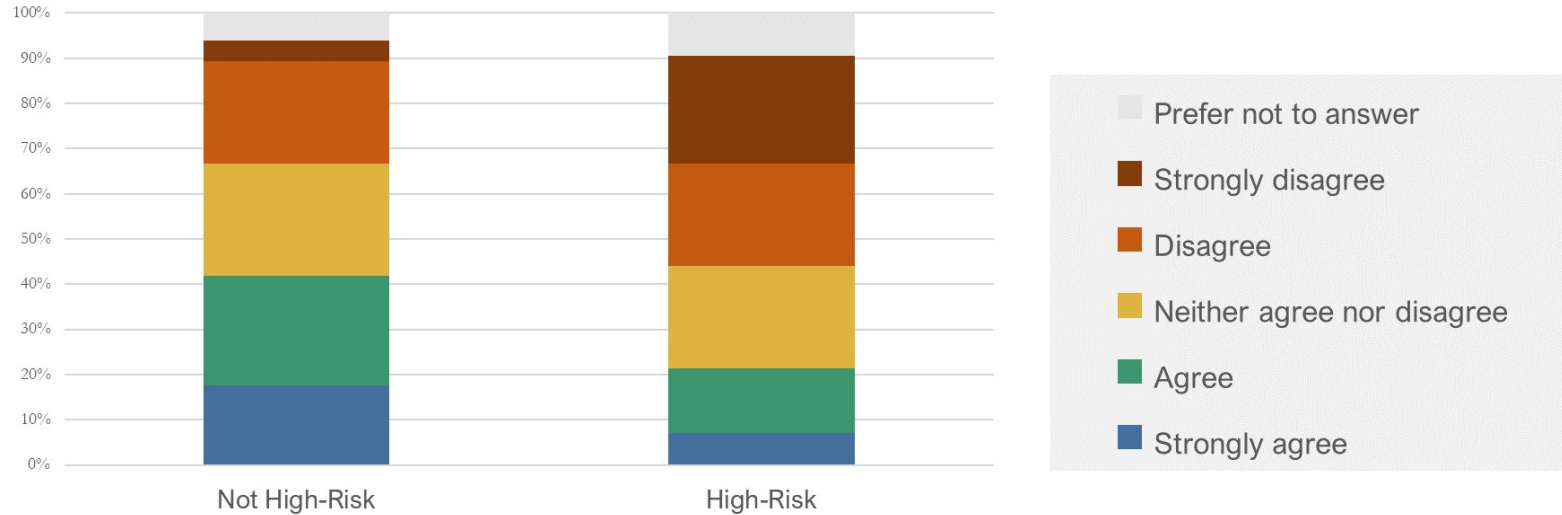
Higher-Risk Staff Subgroup

I have a support network outside of work I could talk to if I were experiencing stress and burnout
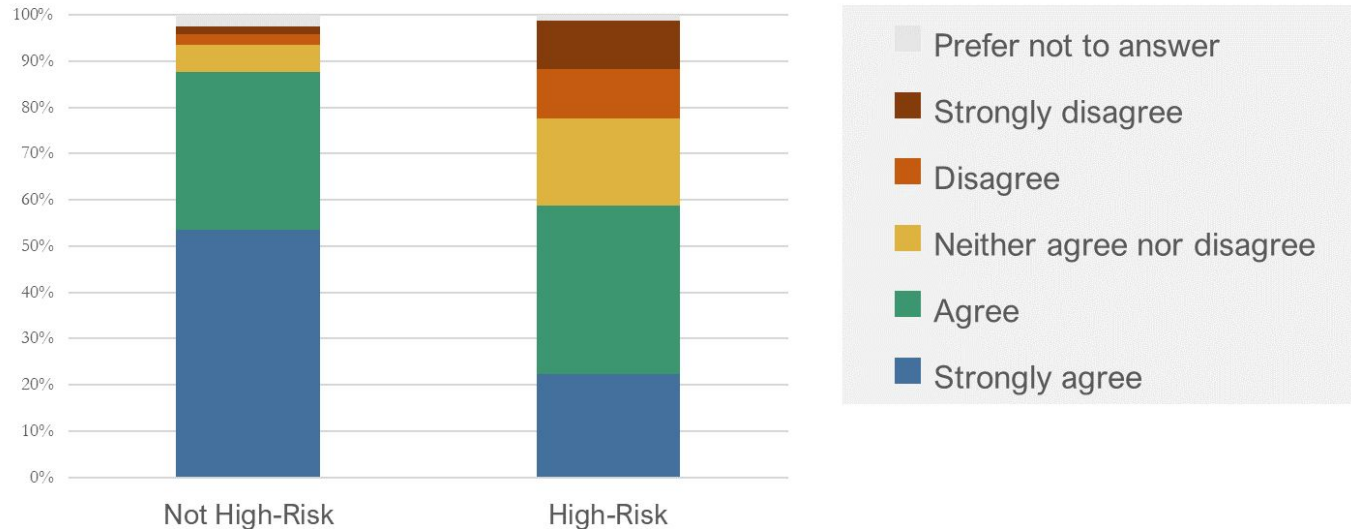
Higher-Risk Staff Subgroup

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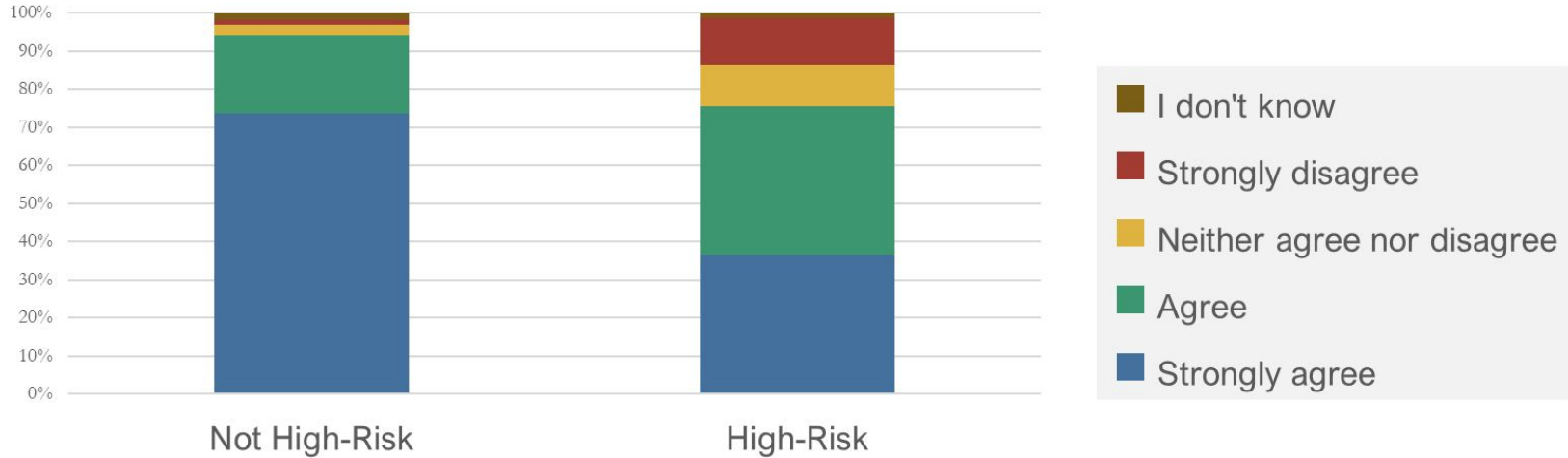
Higher-Risk Staff Subgroup

Over the past 12 months, I have been trained regarding trauma-informed practices
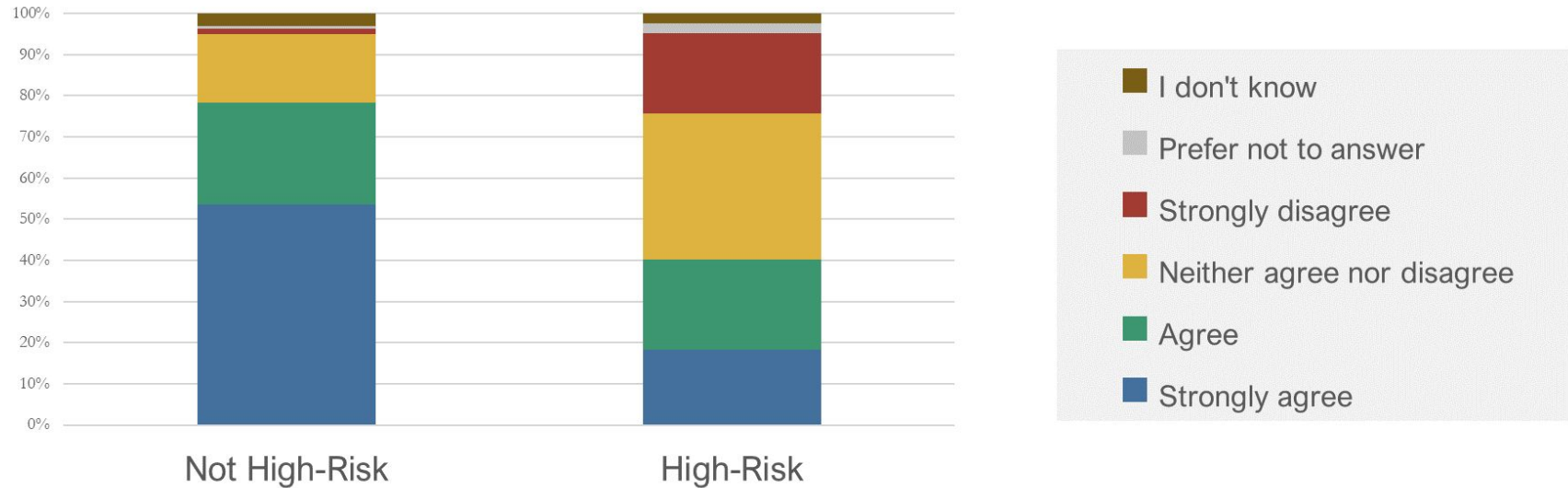
Higher-Risk Staff Subgroup

My employer values and protects vulnerable individuals

Legend:
- I don't know
- Strongly disagree
- Neither agree nor disagree
- Agree
- Strongly agree

Categories: Not High-Risk, High-Risk

Higher-Risk Staff Subgroup

Over the past 12 months, my employer is demonstrating increasing commitment to preventing abuse, neglect, and exploitation

Next steps

- **Member & Family Survey going live** January 2022
  - ✔ English Language
  - ✔ Spanish Language
  - ✔ American Sign Language

- **Report** Feb 2022
  - ✔ Draft to be presented to Task Force ahead of finalization.

American Rescue Plan Act of 2021

American Rescue Plan Act of 2021

- **Overview**
  - Emergency federal legislative package to address impacts of the COVID-19 public health emergency
  - HCBS Services Enhanced Federal Match Provision

- **AHCCCS' HCBS Spending Plan** **(click to view)**
  - Subject to CMS approval
  - Developed in Partnership with DES and DDD
  - Submitted to CMS - July 12, 2021
  - Approval - pending

American Rescue Plan Act of 2021
AHCCCS' HCBS Spending Plan Elements

Strengthening and Enhancing Arizona's Home and Community Based System of Care

Recommendation #22 - Statewide Abuse and Neglect Prevention Marketing Campaign

Advancing Technology to Support Greater Independence and Community Connections

Recommendation #26 - Development of an Online Dashboard that Details HCBS Quality

- Development of a public-facing dashboard to assist members and families as they make decisions/choose providers for their HCBS care.
- Enhance efforts to identify, track and analyze incidents.
- Improve data transparency for members, families and the general public.
- Provide for more comprehensive oversight and monitoring of providers.

DES-APS Action Plan #9 - Creation of a Central Employment Repository

- Central Employment repository for employers, hosted by Dept of Public Safety.
- One stop screening with automated notifications of new disqualifying information.
- Reduce risk and any existing gaps in information.

Total Funding Request for these Elements - approximately $5 million

Next Steps and Questions