



Abuse & Neglect Prevention Task Force Update

Jami Snyder & Virginia Rountree
April 12, 2022

Agenda

Topic:	Speaker:
Welcome & Introductions	Jami Snyder, AHCCCS Director
Opening Remarks	Virginia Rountree, DES Deputy Director Jami Snyder, AHCCCS Director
Measuring Outcomes and Success <ul style="list-style-type: none">● Results of Member/Family Survey● UCEDD Evaluation Report	Jennifer De La Rosa, Sonoran UCEDD
American Rescue Plan Act (ARPA) Update	Jami Snyder, AHCCCS Director
Next Meeting - September 13, 2022	



Measuring Outcomes and Success

Sonoran UCEDD Evaluation Status Update

Member and Family/Representative Survey Results

Roadmap

Timeline Updates

- DRAFT Evaluation Report distributed to Task Force - April 18, 2022
- Task Force Feedback due - April 25, 2022 jschult1 @ email.arizona.edu
- FINAL Evaluation Report submitted to Agencies - May 1, 2022

Presentation of survey results

- Member and Family Survey

Member and Family Overall Survey Results

Eligibility

Respondents required to be one or more of the following:

- a person receiving long term care services
- a family member of a person receiving long term care
- someone assisting a person receiving long-term care to take the survey (aka a member representative)

Responses

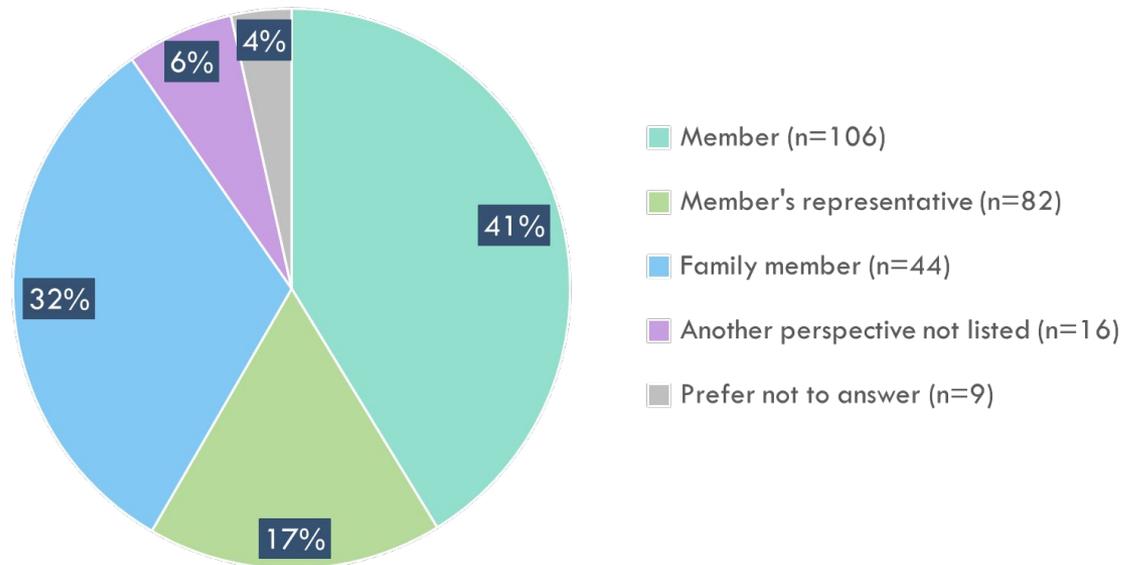
257 valid responses.

219 English surveys.

38 Spanish surveys.

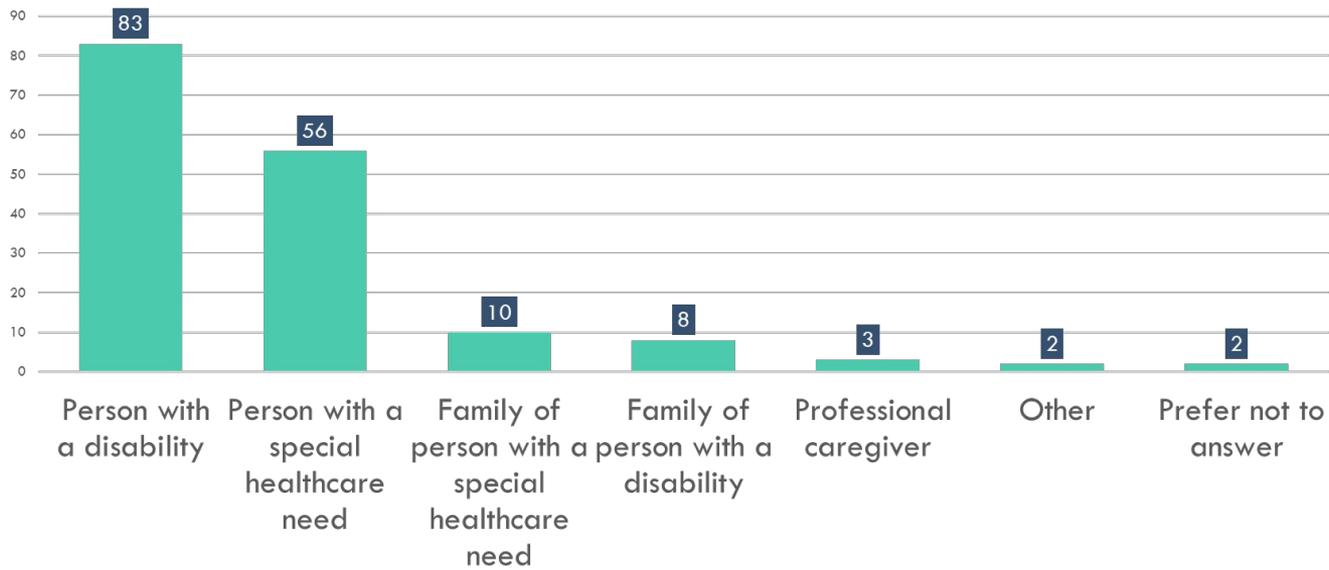
Member and Family Survey: Perspectives Represented

“Please select the answer that best describes the perspective you will be taking in this survey. Note: If you are assisting a member to complete this survey about their experience, please select member's representative.”



Member Survey Results:

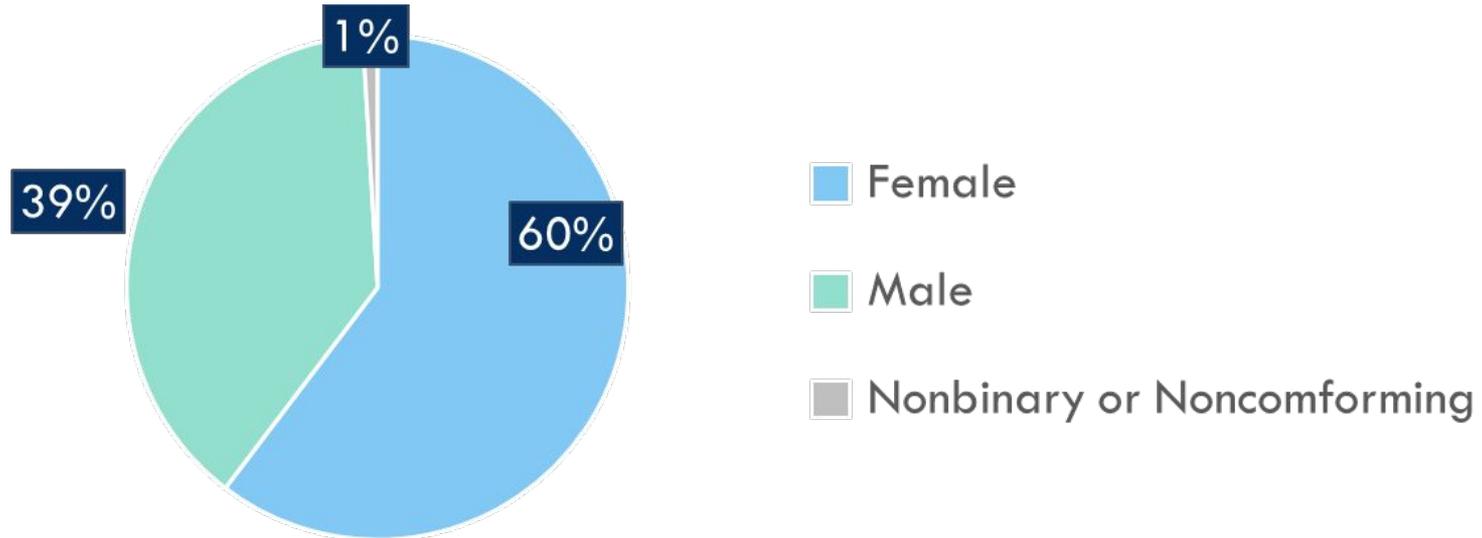
“Please select all the answer choices that apply to you. I identify as a: ...”



Note: total of these responses will add up to more than the total, resulting from multi-select question.

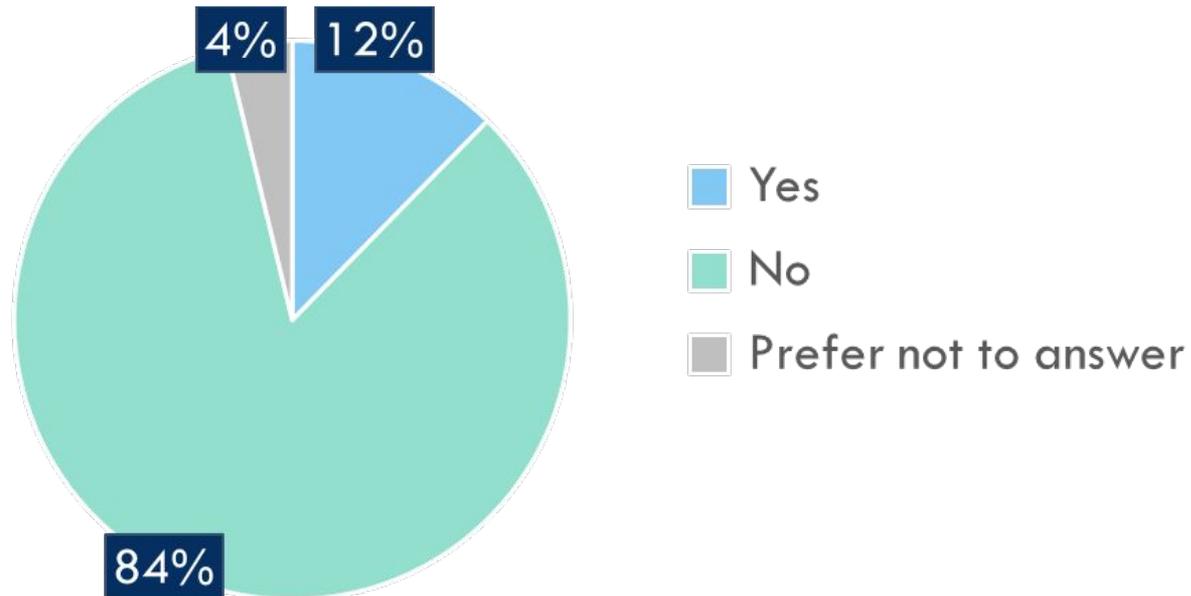
Member Survey Results:

“What is your gender?”



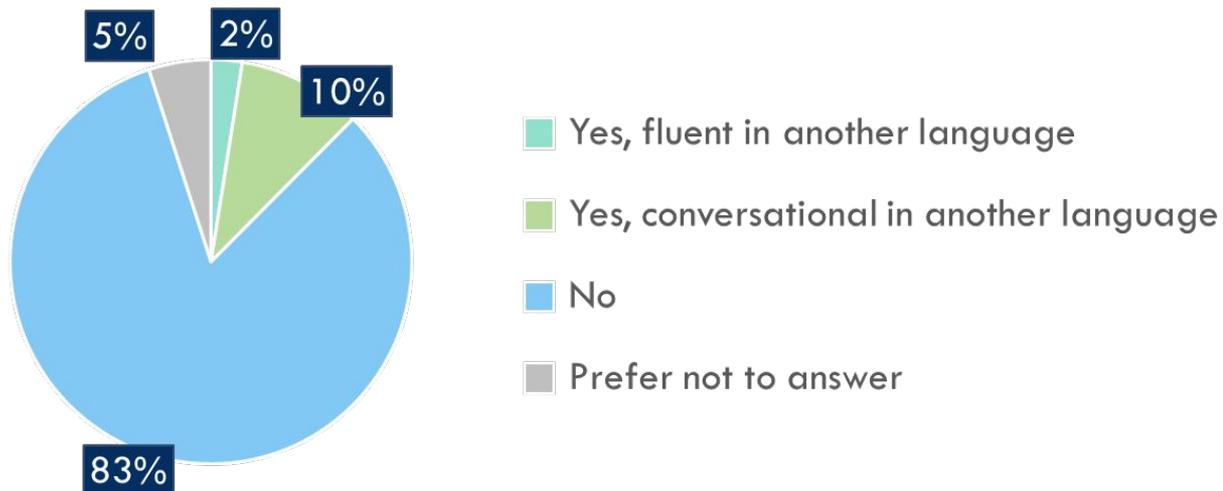
Member Survey Results:

“Are you Hispanic?”



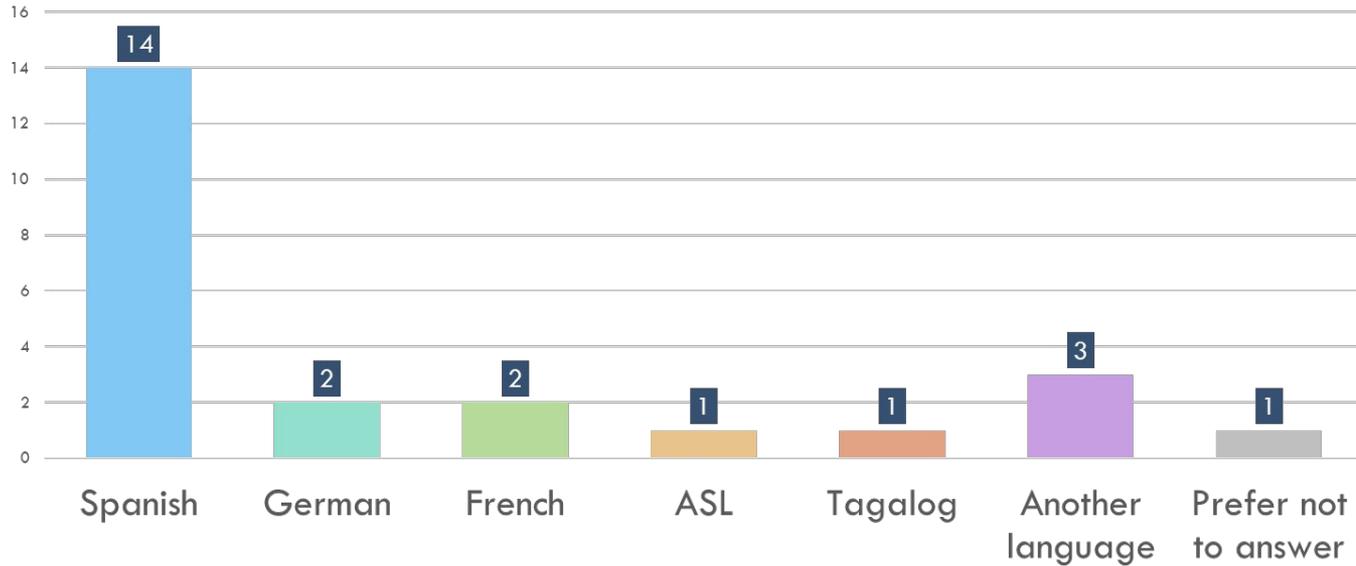
Member Survey Results:

“Are you bilingual or multilingual?”



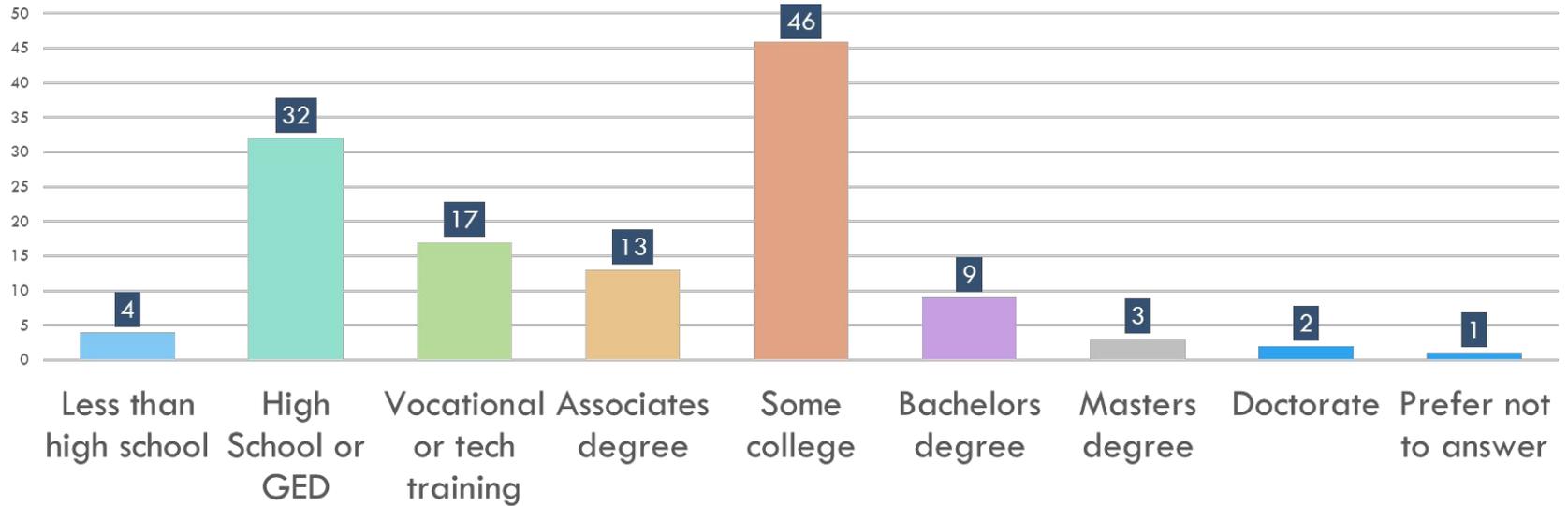
Member Survey Results:

“Please specify which language(s).”



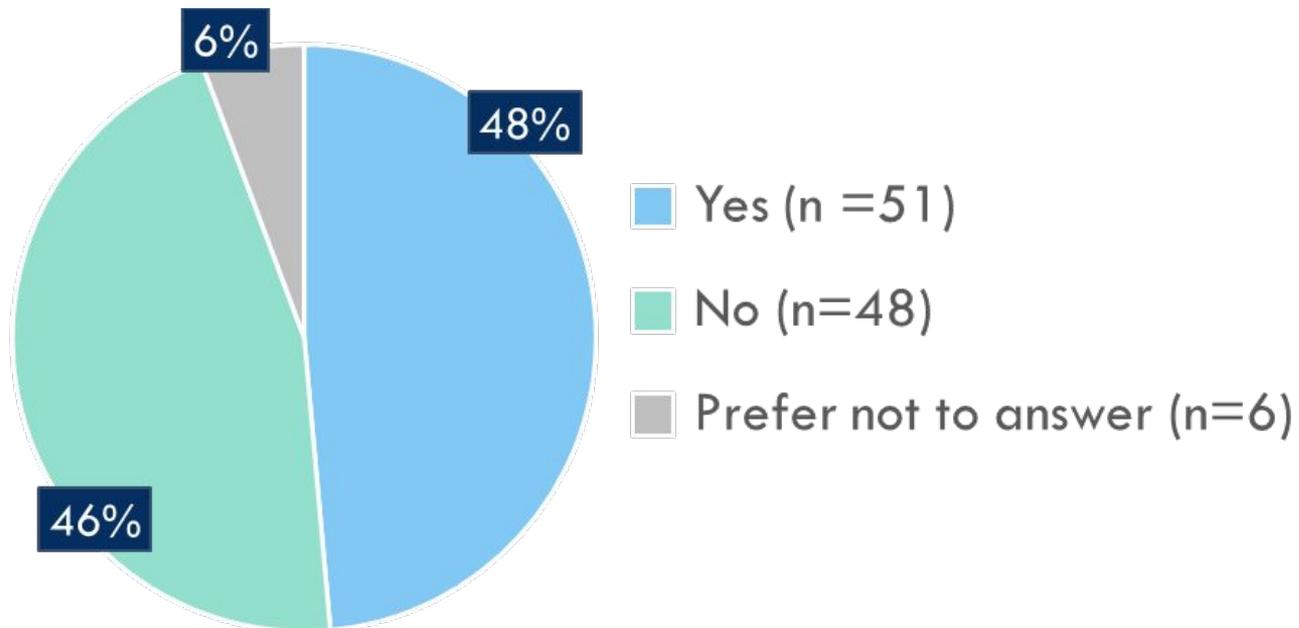
Member Survey Results

What is your level of education?



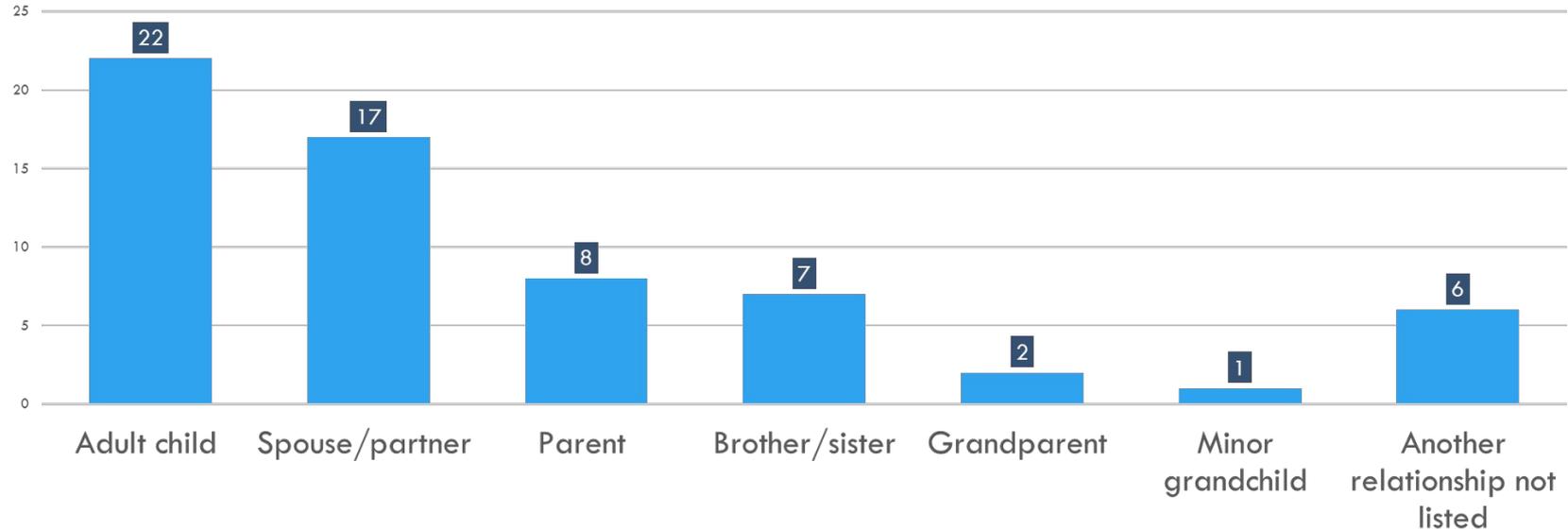
Member Survey Results

Do you have a family member who helps you?



Member Survey Results

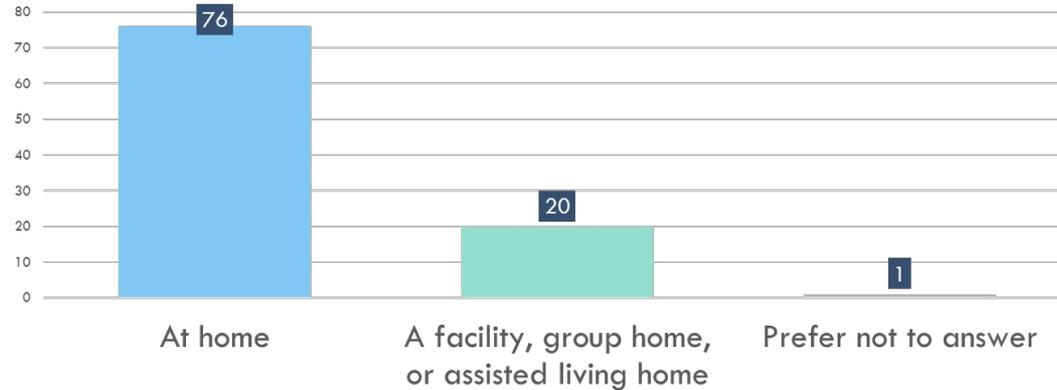
“Which of these people help you? Please select all that apply.”



Note: total of these responses will add up to more than the total, resulting from multi-select question.

Member Survey Results

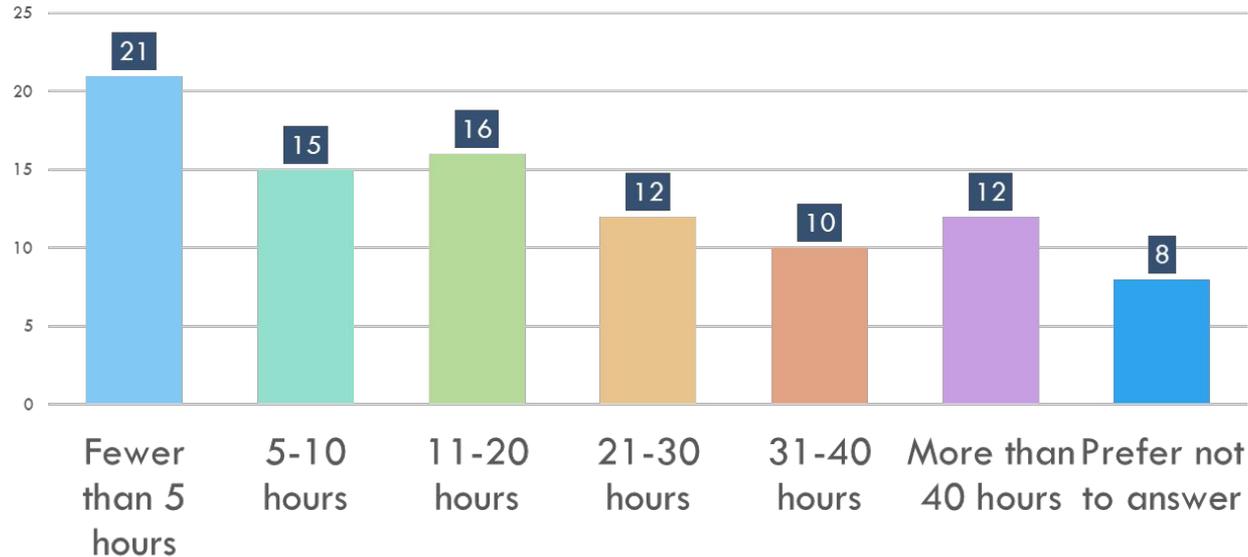
“Do you live in: ...”



Note: total of these responses will add up to more than the total, resulting from multi-select question.

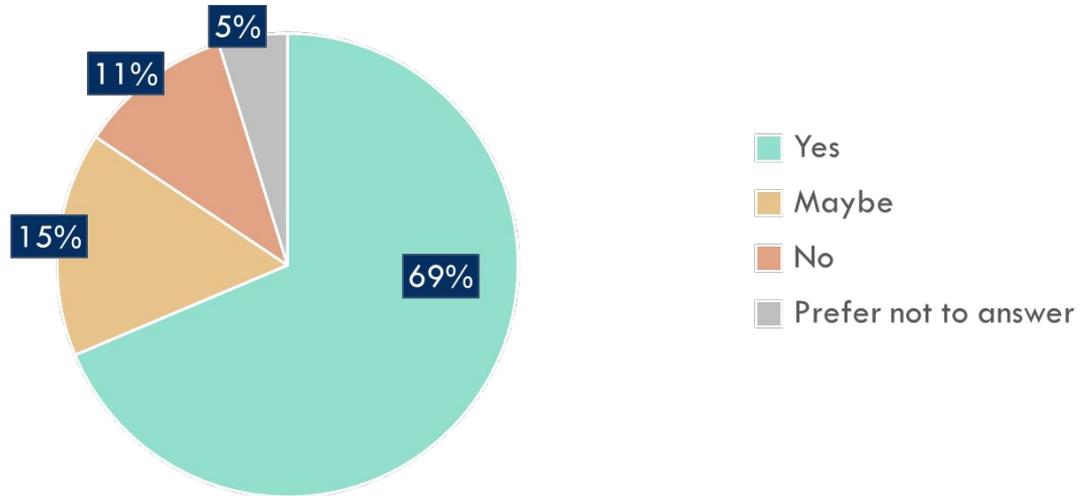
Member Survey Results

How many hours of direct care do you need per week ..."



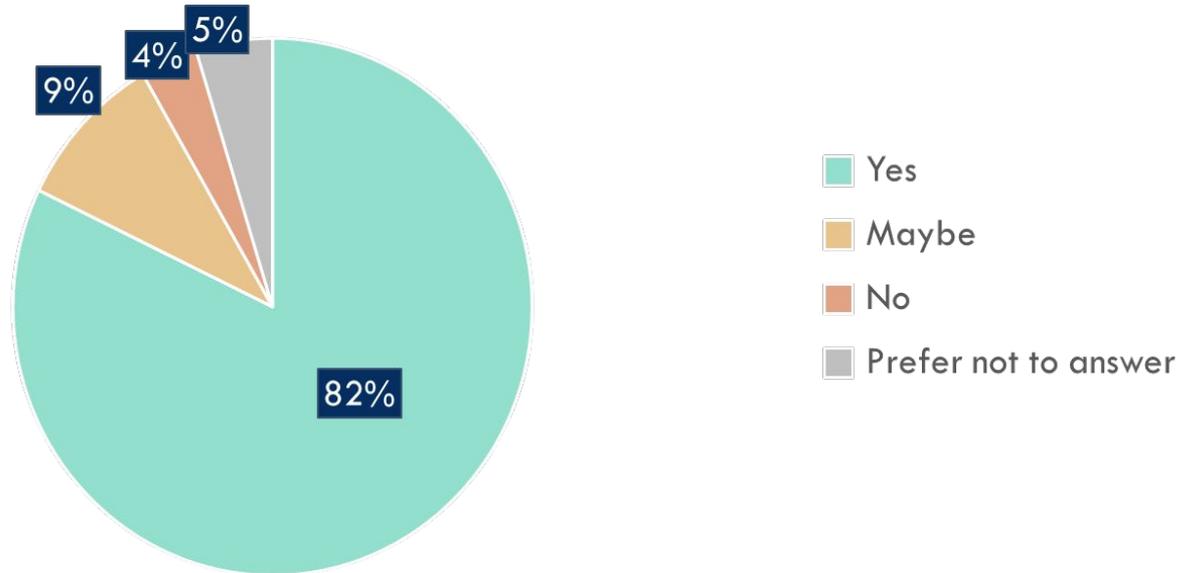
Member Survey Results

"I trust my service provider to keep me safe ..."



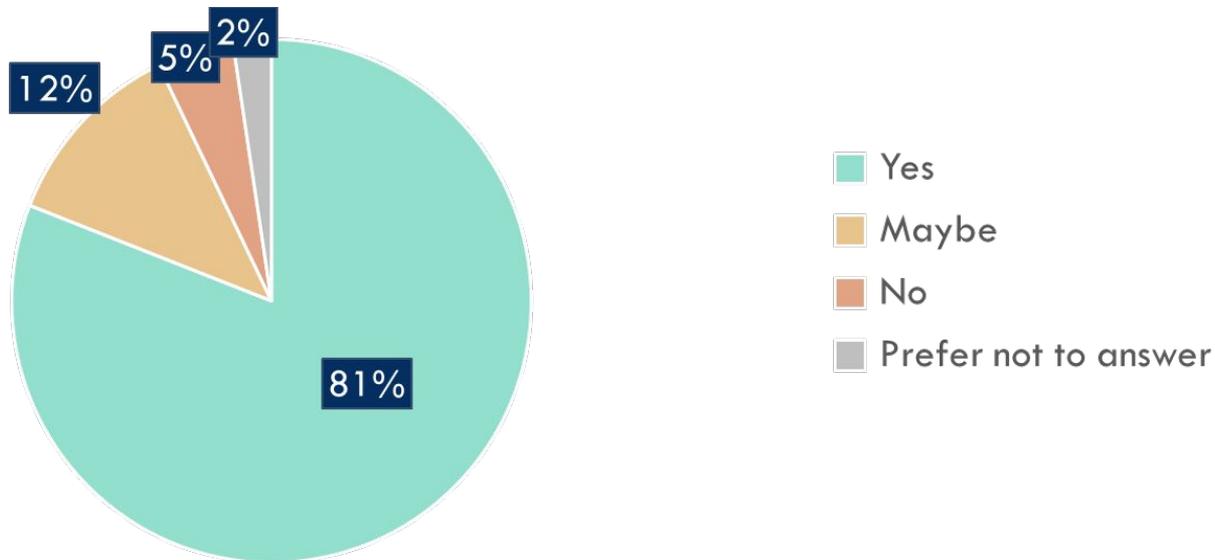
Member Survey Results

"I could tell my service provider if I were being hurt ..."



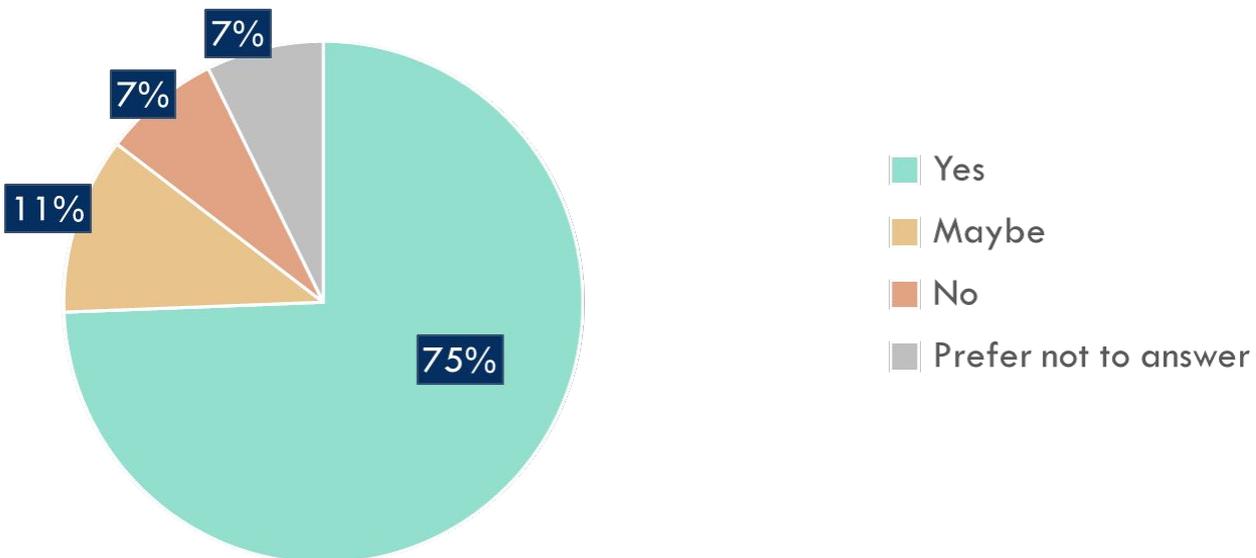
Member Survey Results

“My provider would believe me if I told them I wasn’t safe...”



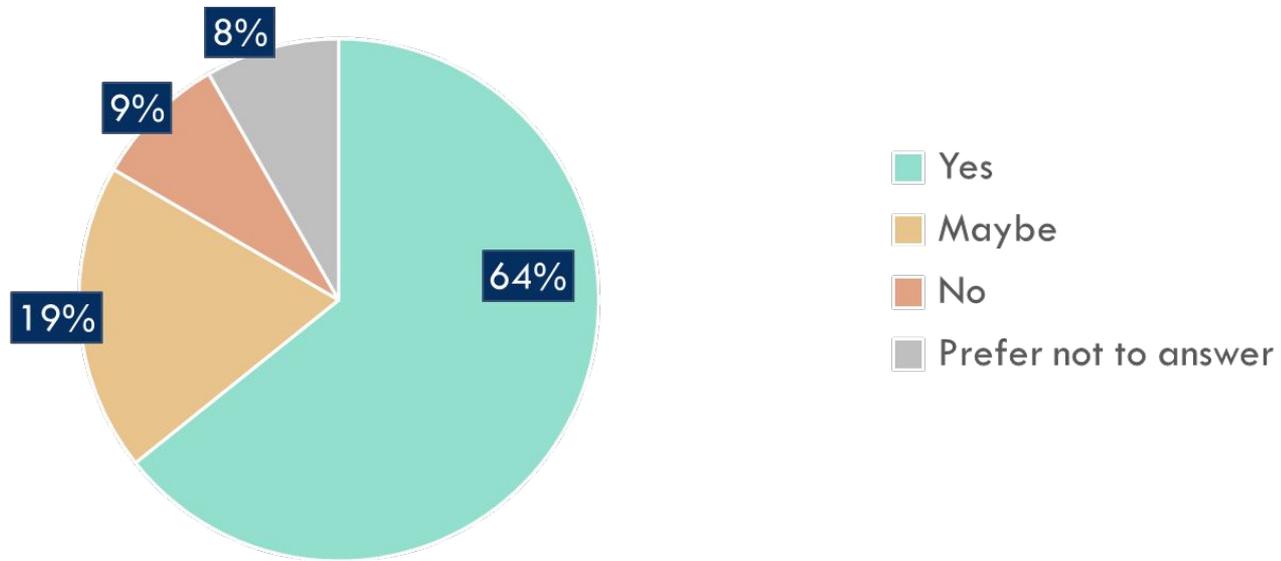
Member Survey Results

“My service provider explains things to me clearly..”



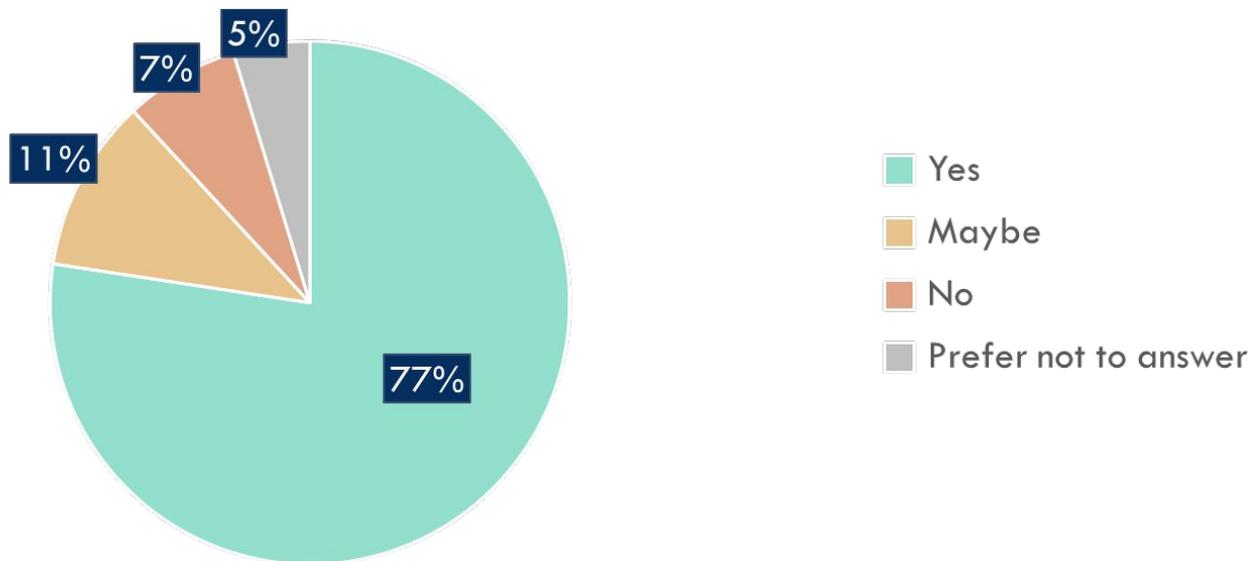
Member Survey Results

“The information and materials I am given are clear to me.”



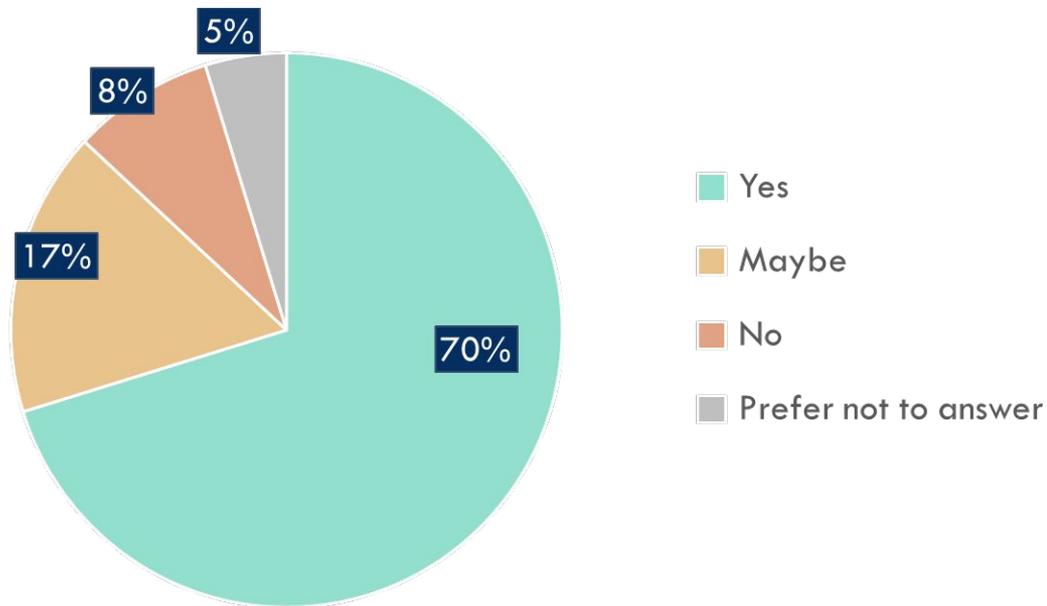
Member Survey Results

“My service provider always treats me with respect.”



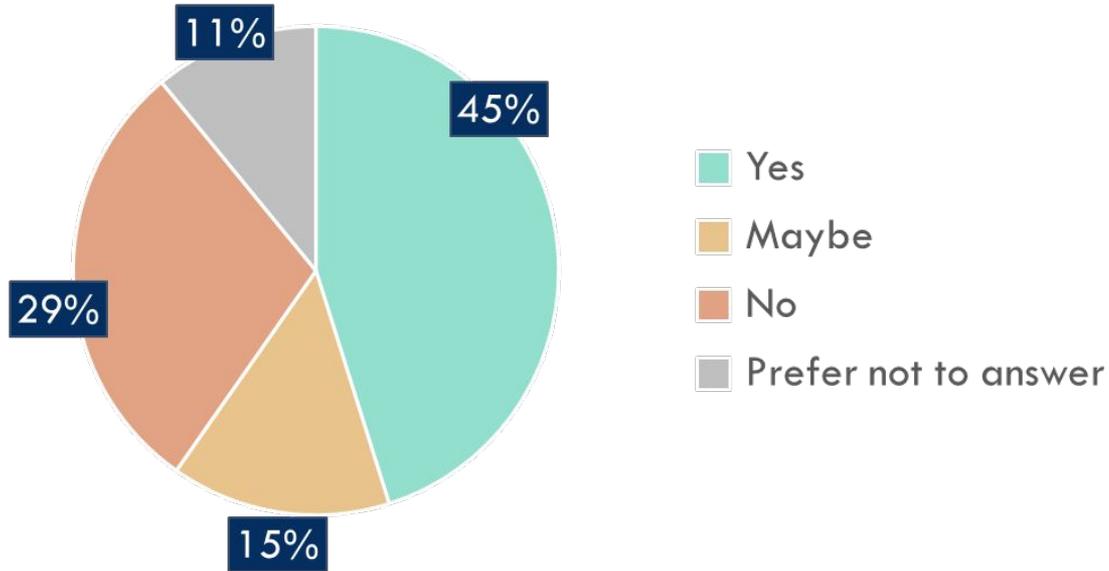
Member Survey Results

“My service provider seems happy with their job.”



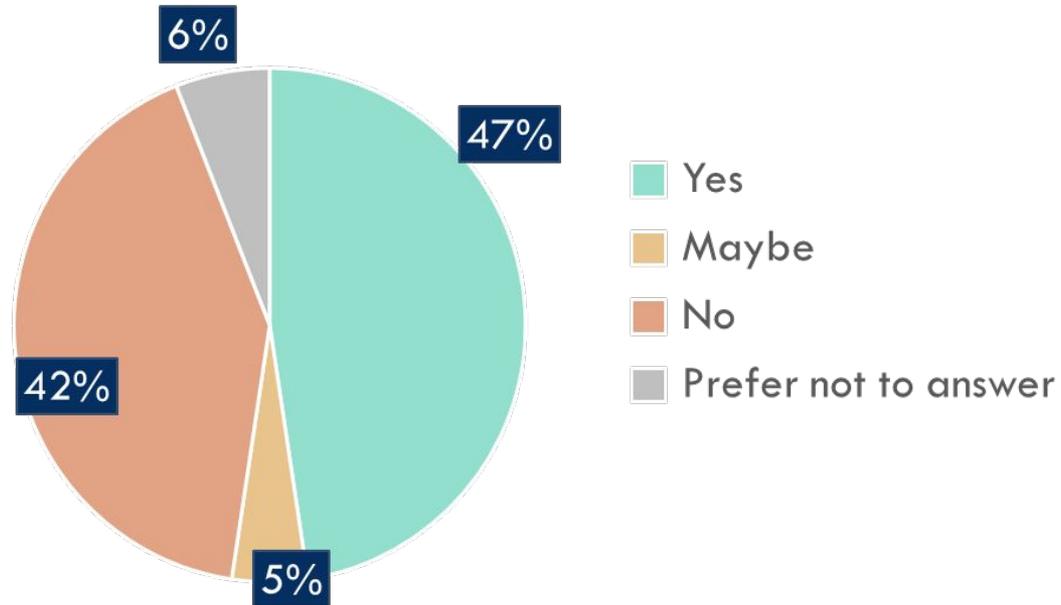
Member Survey Results

"I have been trained by my service provider on how I can keep myself safe from abuse."



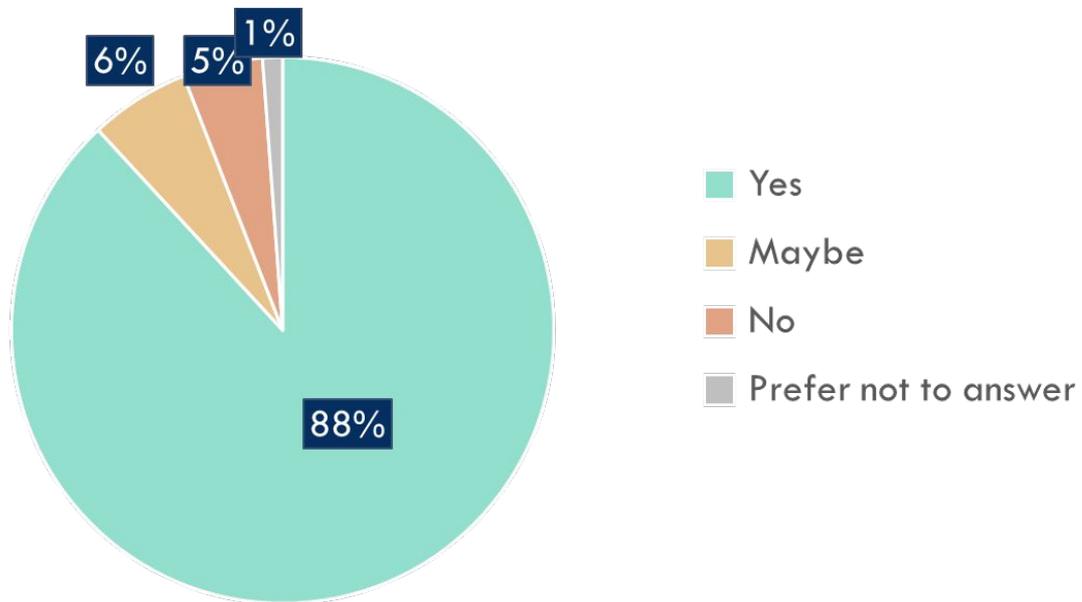
Member Survey Results

“There is a sign with a phone number I could use to contact someone if I felt unsafe.”



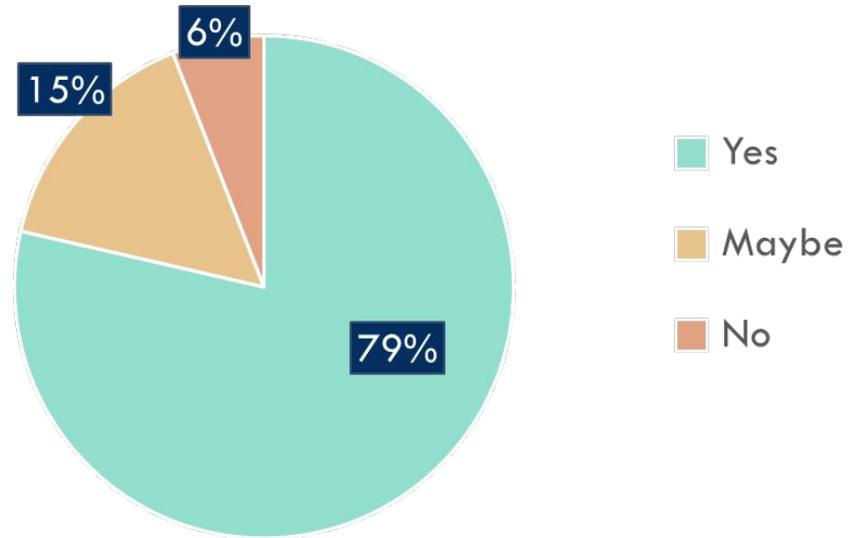
Member Survey Results

"I could tell someone who cares for me if I felt unsafe."



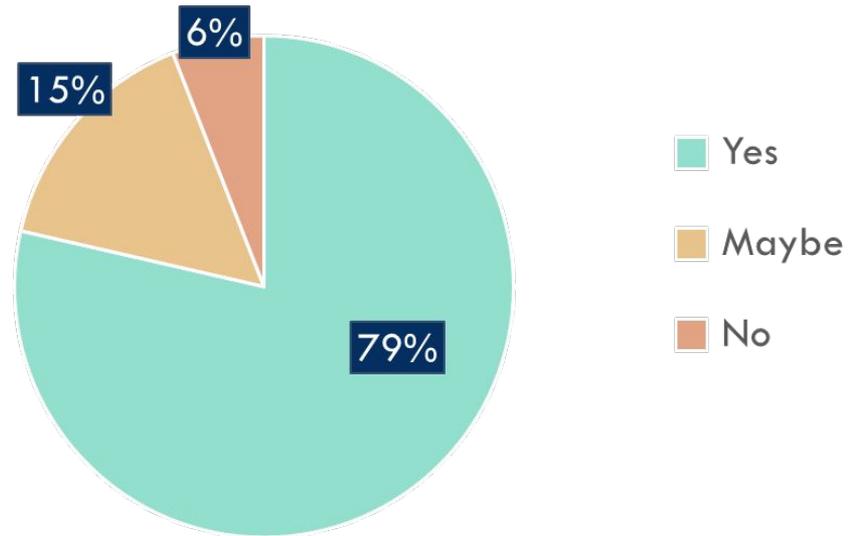
Member Survey Results

"I would be believed if I reported I was being abused."



Member Survey Results

“My service provider values and protects people.”



Next steps

- **Invitation to edit/comment forthcoming April 18, 2022.**
- **Please communicate feedback by April 25, 2022.**
- **Final report submitted May 1, 2022.**



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**
 - CMS approval obtained on January 19, 2022
 - Expenditure authority legislation signed into law in March 1, 2022
 - Developed in Partnership with DES, DDD, and community stakeholders
- **Key initiatives:** provider payments (1 of 3 to be disseminated in May 2022), case management system enhancement, parents as paid caregivers, workforce development
- **Task Force specific initiatives:** statewide abuse and neglect prevention campaign, HCBS quality online dashboard, central employment repository



Next Steps and Questions