Abuse & Neglect Prevention Task Force

Virginia Rountree & Jami Snyder
September 27, 2021

Agenda

Topic:	Speaker:
Welcome & Introductions	Jami Snyder, AHCCCS Director
Opening Remarks	Virginia Rountree, DES Deputy Director Jami Snyder, AHCCCS Director
Presentation/Recommendation Updates & Stakeholder Engagement Highlights	Virginia Rountree, DES Deputy Director Jami Snyder, AHCCCS Director CJ Loiselle, Quality Management Manager
American Rescue Plan Act (ARPA) Update	Jami Snyder, AHCCCS Director Virginia Rountree, DES Deputy Director
Measuring Outcomes and Success - UCEDD	Jennifer De La Rosa, Austin Duncan, Sonoran Center for Excellence in Developmental Disabilities
Next meeting: December 13, 2021	

Activities and Updates
3rd Quarter 2021

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Training for Vulnerable Individuals and Families

- Recommendation Lead Agency: DES **Rec #11**
  - Provide evidence-based training for vulnerable individuals and their families on abuse, neglect, and exploitation prevention, reporting, and trauma recovery.

- **3rd Quarter Update**

  - **The Rec #11 Project Team completed two sets of member training materials and these are now posted and available for download to both the public and providers.**

    - **Family Member Training Set includes a small 9 page User/Facilitator's Guide to using the downloadable "Awareness & Action" flashcard training set. These are materials a parent or guardian would use with a member in the home.**

    - **The Extended Training Set is a robust set of training materials that supplement the downloadable "Awareness & Action" flashcard training set. It includes a 156 page Trainers Guide, a 180 slide PowerPoint file with video links embedded, and a 170 page Participant Workbook. These are materials a PROVIDER would use in a group home setting to provide an extended 3-4 hr training session on abuse, neglect and exploitation**

  - **DDD is currently working on the Spanish translation of all the member training materials.**

Identification, Tracking and Analysis of Incidents

- Recommendation Lead Agency: AHCCCS **Rec #12**
  - Explore ways to code, track and analyze all incidents of alleged abuse and neglect, including the exploration of available information technology upgrades that would facilitate the accessibility of online information to the public, to the extent allowed by privacy restrictions.

- **3rd Quarter Update**

  ■ **Host bridge created to allow data from the Quality Management (QM) Portal regarding reported incidents of abuse and neglect to interface with the main AHCCCS data warehouse.**

  ■ **Creating reports to allow tracking and trending of incidents across the system of care.**

  ■ **Updates are going live on November 18th to the QM Portal to capture additional data and enhance the ability to drill down on specific data points.**

Other Recommendations

- Recommendations Lead Agency: **AHCCCS Rec #24 & Rec #25**
  - Build on previous efforts and implement a system-wide trauma-informed approach, with attention to the special needs of vulnerable individuals and their families, including support when families interact with clinicians, law enforcement, and other professionals
  - AHCCCS should require its contracted MCOs to offer training and resources for providers to assist professionals and family caregivers with managing stress and burnout.

- **3rd Quarter Update**

  - The next workgroup meeting is scheduled for September 30, 2021

  - The focus of this session should be sharing/capturing the SUCCESSFUL implementations of Trauma Informed Approach in either state agencies or community partners.

  - The final draft of the Caregiver Resources Guide is completed and has been reviewed by the team. Graphics and Design is editing it to match agency standards and then be sent off for Spanish translation followed by printing and posting.

  - Healthcare plans have shown interest in funding the printing physical resource guides to distribute statewide. (The final costs may influence the level of funding provided)

  - AAPPD Annual Conference: A proposal has been submitted to have the Rec #25 Caregiver Stress leadership team present and update in a breakout session on Friday October 8, 2021 . This conference has been moved virtual, but will still be conducted.

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

Assessing Progress and Effectiveness

Sonoran UCEDD Evaluation Status Update
Provider and Staff Survey

Provider and Staff Survey: Status 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

Current response count
- N=1105, with over 700 completed

Spanish Language
- Received request from advocacy org to also run provider and staff survey in Spanish. This will go live next week.
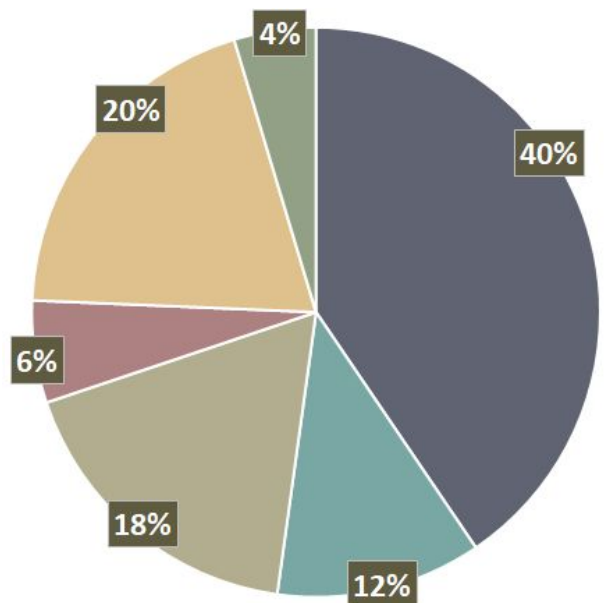
Preliminary analysis
- Today: breakdown of survey sample and available subgroup analyses.
- Explain approach for outcomes analysis and assessment
- Motivate Member and Family Survey (coming soon).

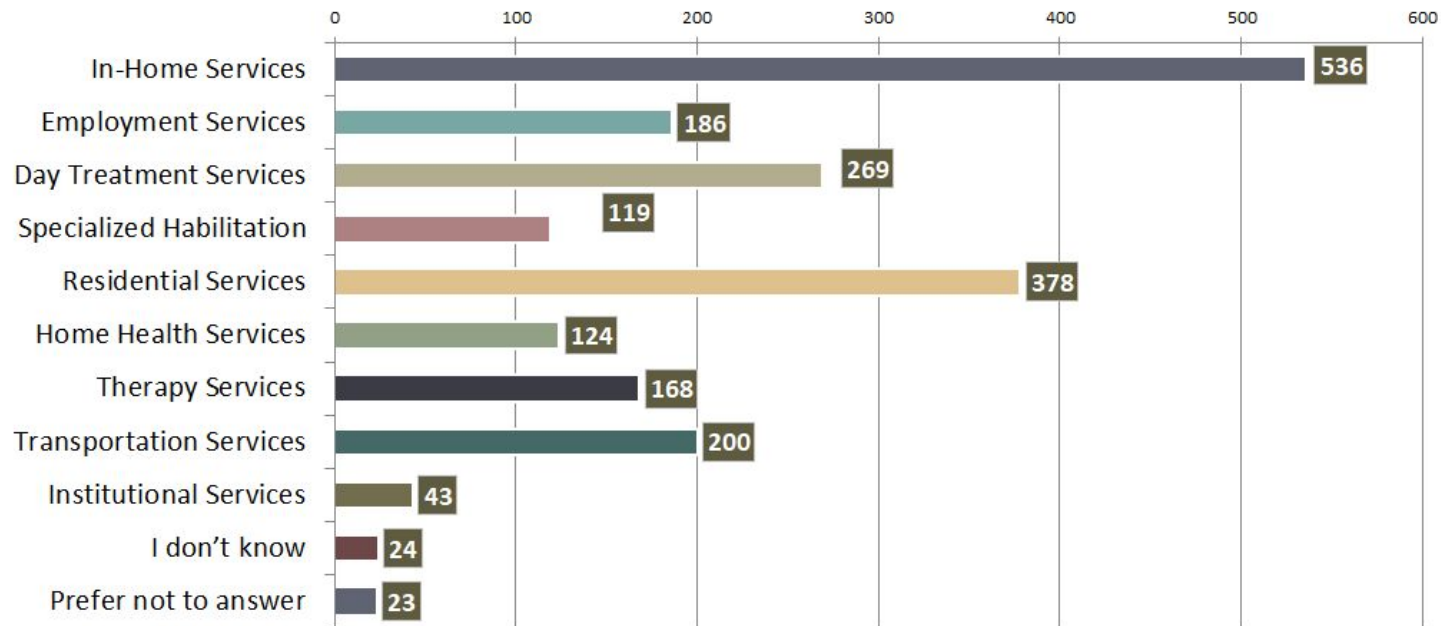# Respondent's Employer: AHCCCS Health Plan Contracts (n=1,052)*
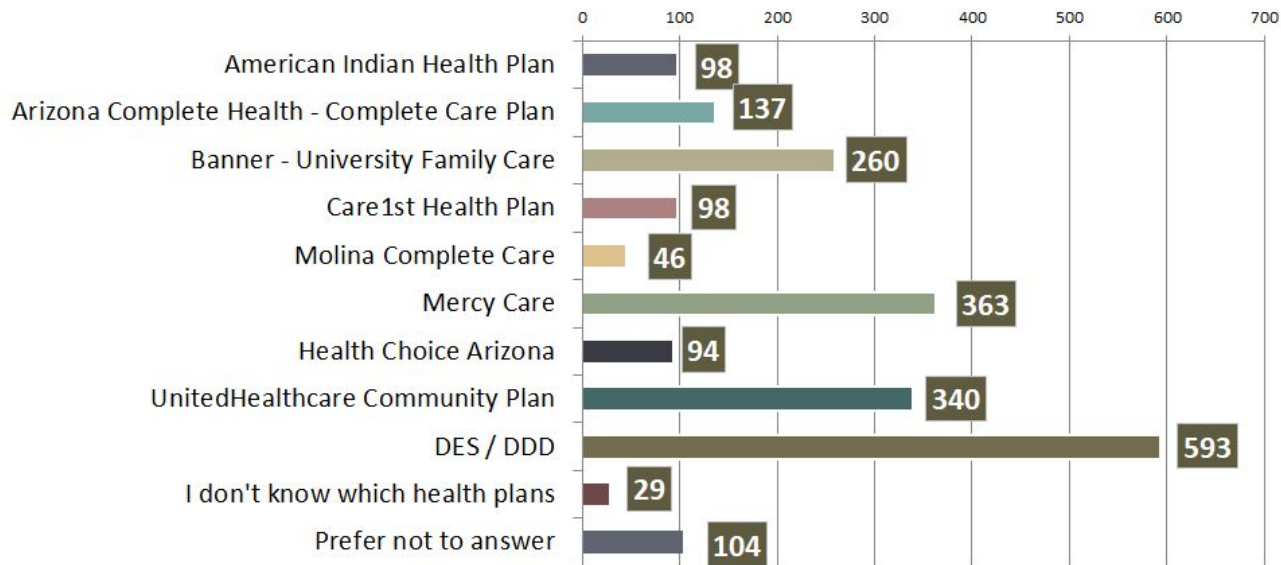
Note: this is a multi-select question format. Total of all counts will be greater than the number of unique respondents.

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Respondent's Employer: Provider Type (n=1,044)

Pie chart:
- 40% — My employer is an ALTCS DDD provider
- 12% — My employer is an ALTCS Elderly Physically Disabled (EPD) provider
- 18% — My employer is both an ALTCS DDD and an ALTCS EPD provider
- 6% — My employer is not ALTCS
- 20% — I don't know which of these best describes my employer
- 4% — Prefer not to answer

Respondent's Employer: Types of services offered (n=948)*

Note: this is a multi-select question format. Total of all counts will be greater than the number of unique respondents.

Respondent's Employer: Vulnerable Populations Served (n=909)*

Note: this is a multi-select question format. Total of all counts will be greater than the number of unique respondents.
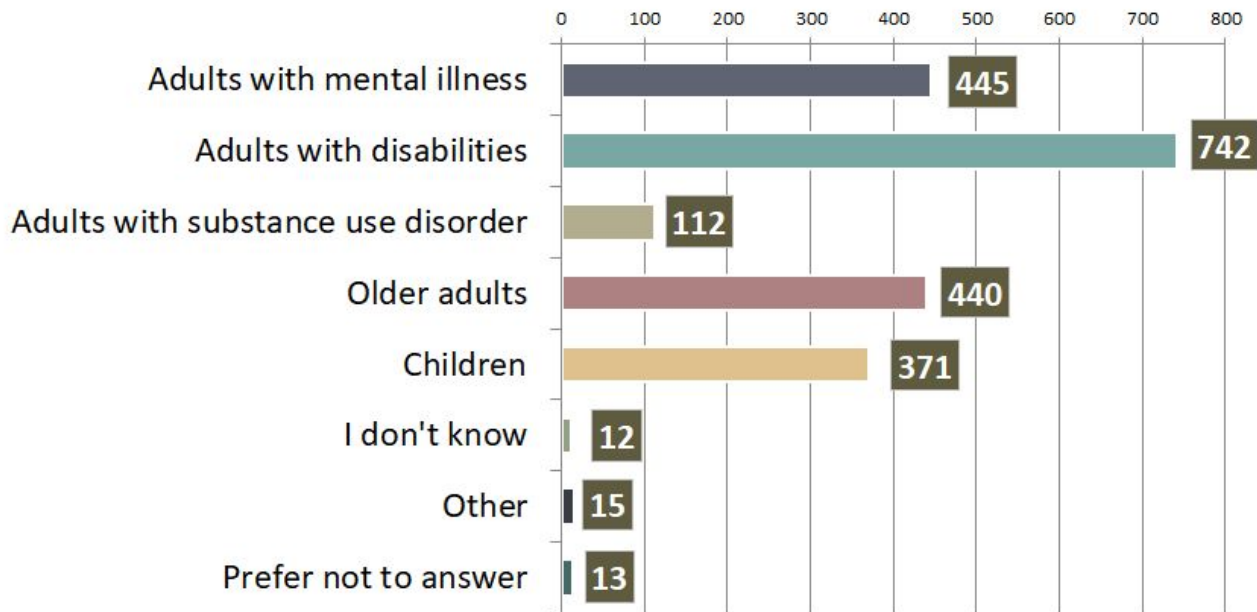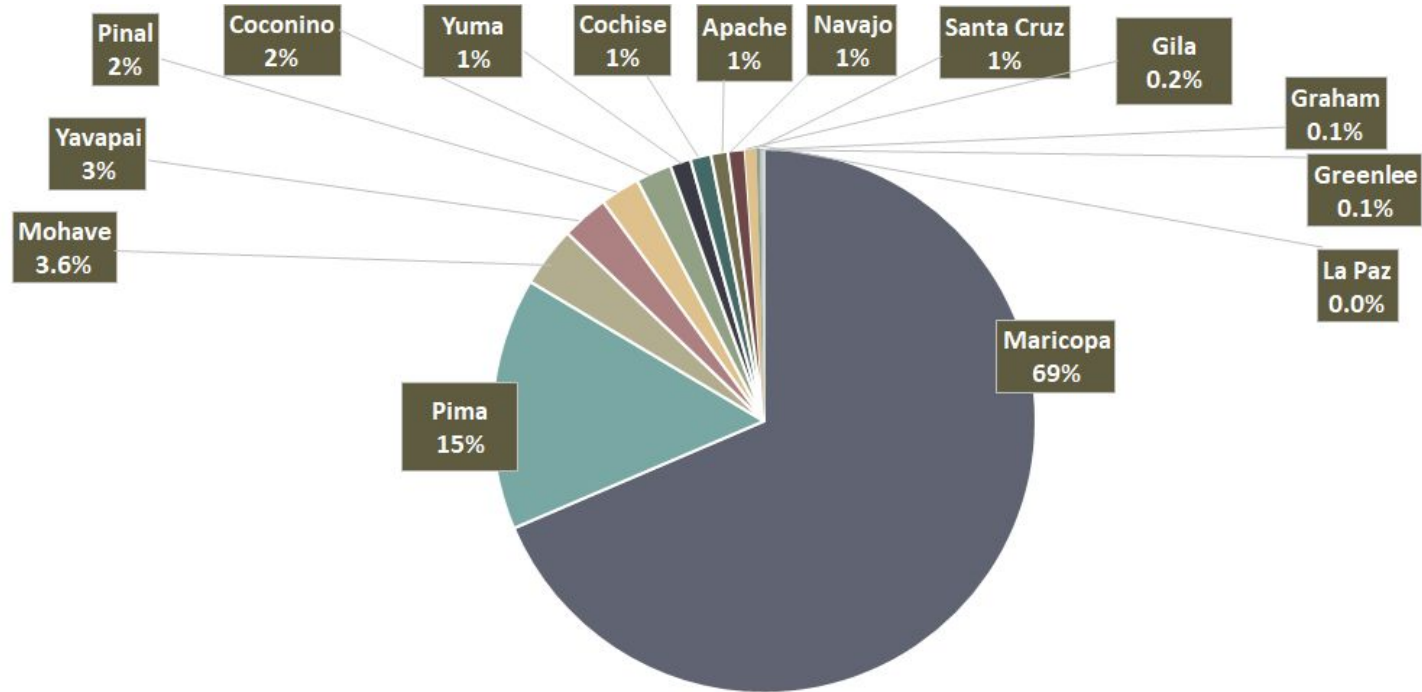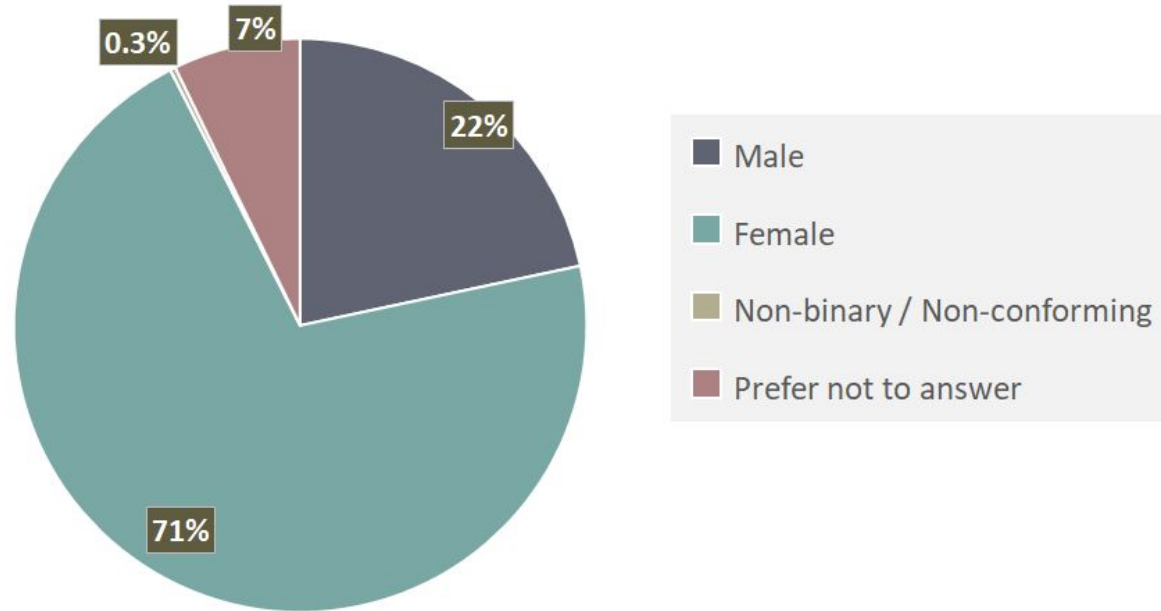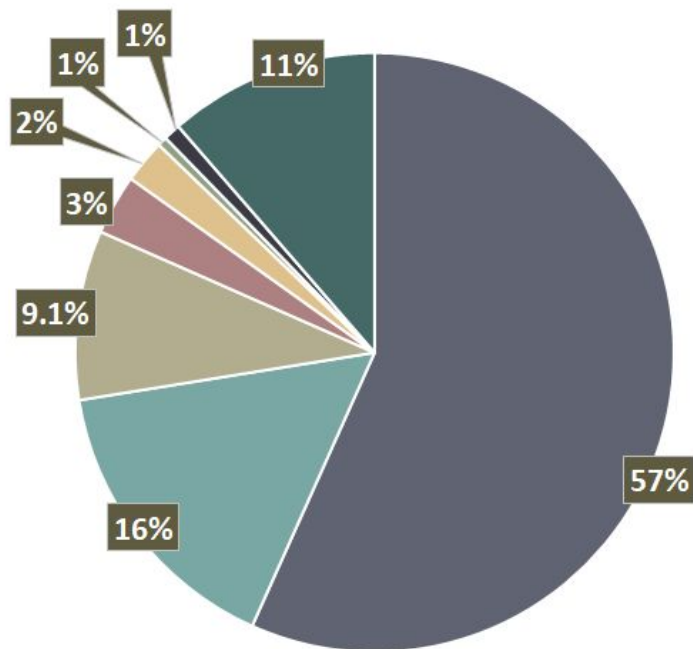
Respondent's Employer: County (n=909)

Respondent Demographics: Gender (n=992)

Pie chart:
- 22% Male
- 71% Female
- 0.3% Non-binary / Non-conforming
- 7% Prefer not to answer

Legend:
- Male
- Female
- Non-binary / Non-conforming
- Prefer not to answer

Respondent Demographics: Race/Ethnicity (n= 990)

Pie chart:
- 17% — Yes, fluent in another language
- 7% — Yes, conversational in another language
- 70% — No
- 6% — Prefer not to answer
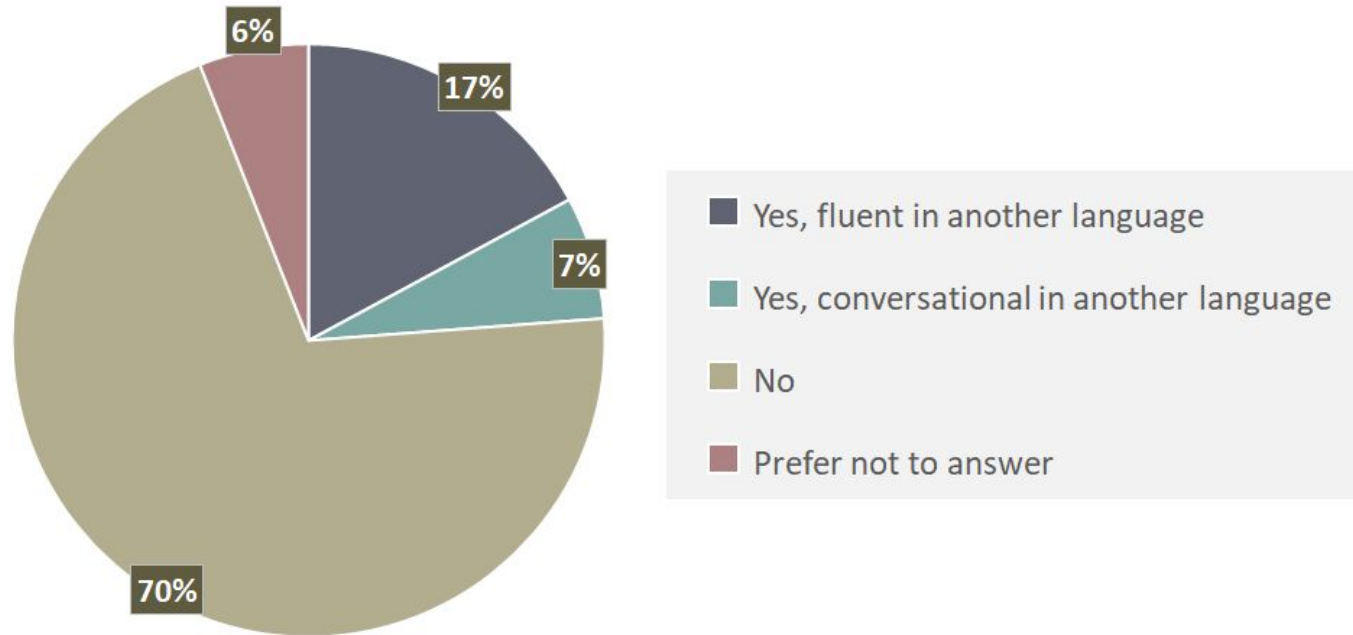
Languages Spoken by multilingual respondents (n=238)*
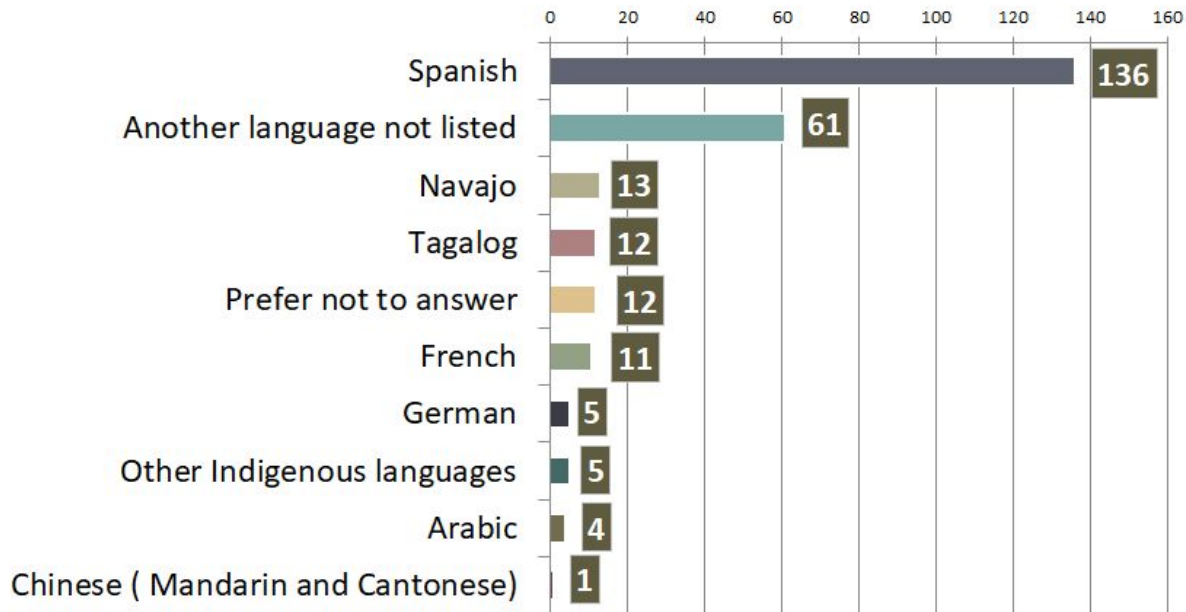
Note: this is a multi-select question format. Total of all counts may be greater than the number of unique respondents.

Respondent demographics: Education Level (n=992)

Pie chart showing education level:
- Less than high school: 0%
- High school / GED: 13%
- Vocational or technical training: 5.4%
- Associates degree: 9%
- Some college: 20%
- Bachelor's Degree: 28%
- Master's Degree: 17%
- Doctorate: 3%
- Prefer not to answer: 5%
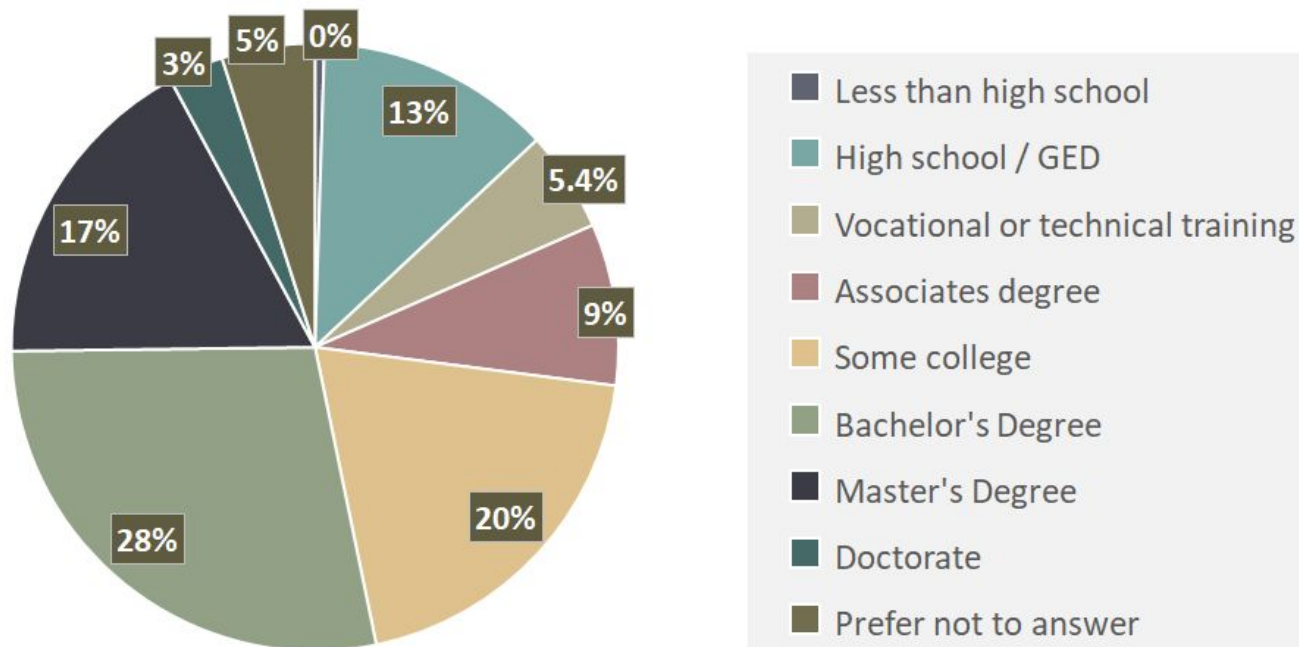
Respondent's Employment: Role Type (n=905)
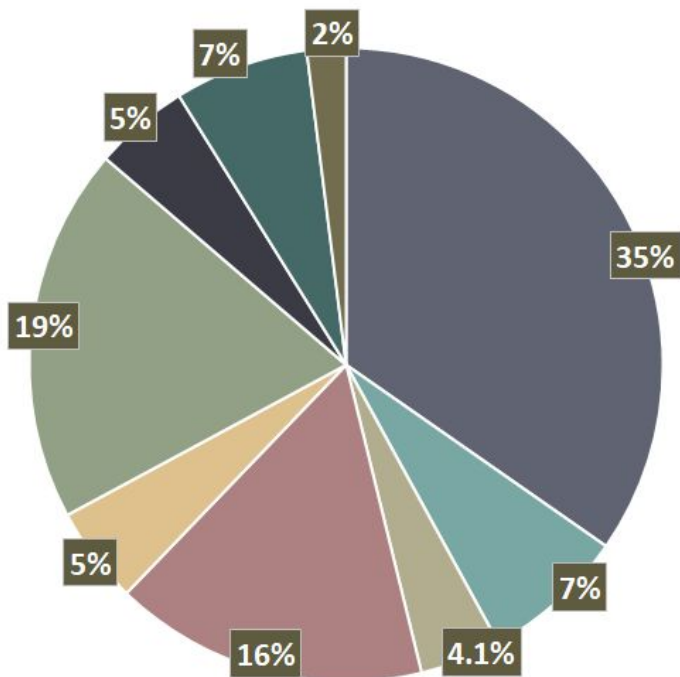
Pie chart with the following values:
- I am an administrator, or manager of managers: 35%
- I supervise administrative or operational staff, including IT: 7%
- I supervise clinical staff: 4.1%
- I supervise direct care workers / caregivers: 16%
- I provide clinical services: 5%
- I provide direct care services: 19%
- I provide administrative or operational support, including IT: 5%
- Other: 7%
- Prefer not to answer: 2%

Respondent's Employment: Tenure in Organization (n=905)
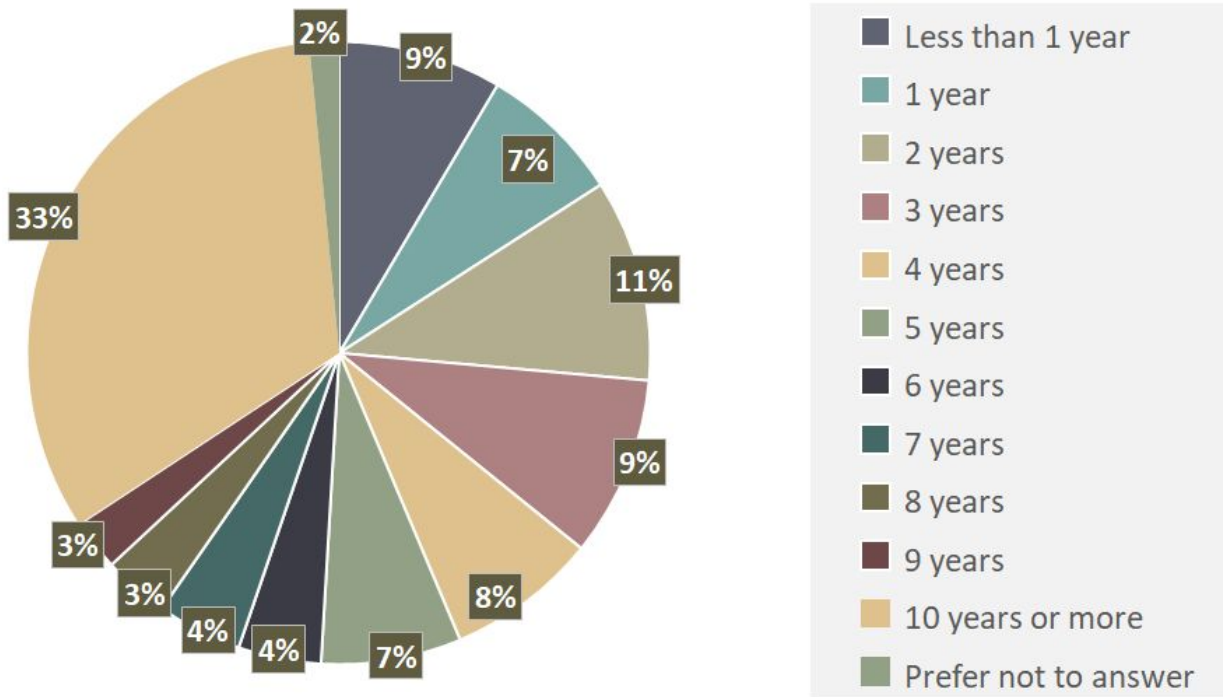
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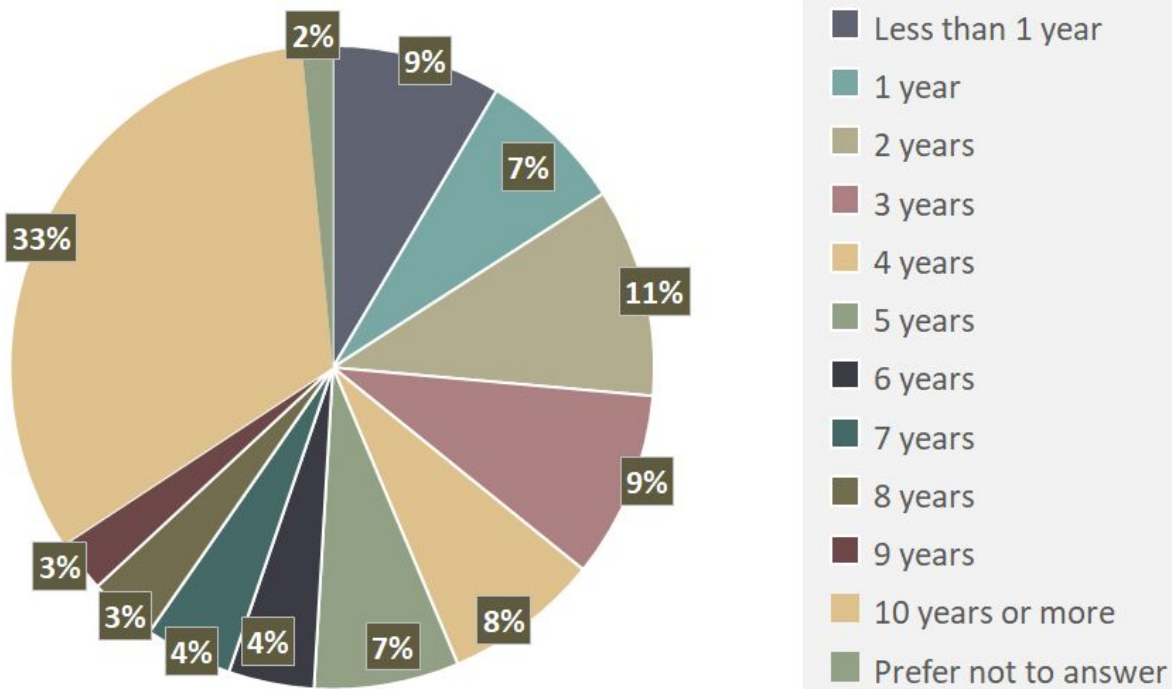
Respondent's Employment: Hours/Week of Direct Contact with Members (n=909)

Legend:
- Fewer than 5 hours
- 5-10 hours
- 11-20 hours
- 21-30 hours
- 31-40 hours
- More than 40 hours
- Prefer not to answer

Pie chart values: 5%, 17%, 13%, 10%, 10%, 15%, 30%
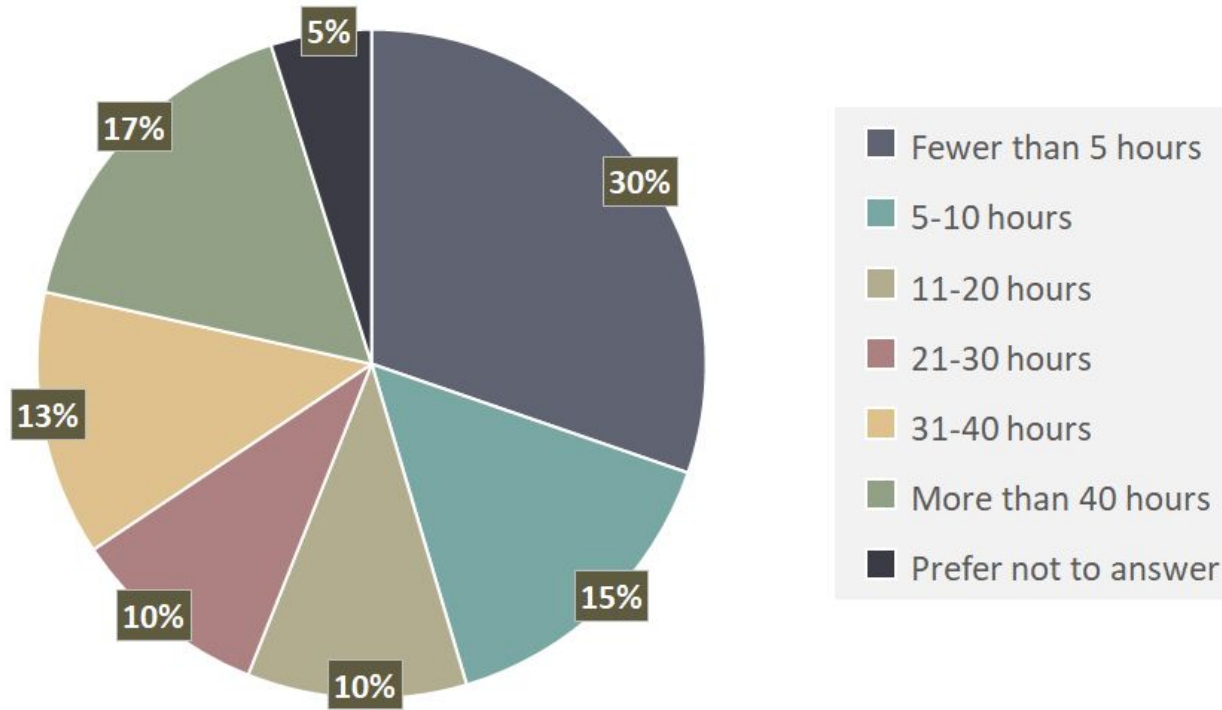
Respondents':

- …**awareness of the potential** for abuse and neglect.
- …**confidence /competence to take action** with respect to abuse and neglect
- …**assessment of <u>growth</u> in competence and confidence** with respect to abuse and neglect over the past 12 months.
- ...**assessment of availability 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 <u>growth</u> in commitment** over the past 12 months.
- ...**assessment of Arizona's commitment** to prevention and reporting.
- …**assessment of Arizona's <u>growth</u> in commitment** over the past 12 months.

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Outcomes: *Respondent's Awareness and Confidence*

"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

> *"I am confident I would make a report of potential abuse, neglect, or exploitation—even if I only suspected the possibility and did not know for sure."*

Response options

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

Outcomes: *Respondent's Awareness and Confidence*

"I am a mandated reporter."

Response options

❑ Strongly agree

❑ Agree

❑ Neither agree nor disagree

❑ Disagree

❑ Strongly disagree

❑ Prefer not to answer

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Outcomes: *Respondent's Assessment of Own Growth*

"Over the past 12 months…"
- My ability to prevent abuse and/or neglect has increased.
- My understanding of my role as a mandated reporter has increased
- I have implemented strategies, methods or techniques to prevent abuse and neglect.
- I have been concerned about one or more potentially abusive situations.

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

Outcomes: *Respondent's Assessment of Employer Resources*

> *"My workplace offers staff trainings on prevention of abuse, neglect, and exploitation."*

Response options

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

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Outcomes: Respondent's awareness of burnout and assessment of resources for managing and preventing

"My workplace offers trainings for professional caregivers / direct service workers regarding stress and burnout."

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

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

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

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

Outcomes: *Respondent's Utilization of Resources*

Over the past 12 months…

- I have completed a training on prevention of abuse and neglect.
- I have been trained regarding trauma-informed practices.

Response options

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

Outcomes: *Respondent's Utilization of Resources*

"I use the Adult Protective Services Registry at work."

"Over the past 12 months, I have found the Adult Protective Services Registry to be easier to use than in the past."

Response options

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

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Outcomes: *Respondent's Assessment of Resources*

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

Over the past 12 months…

- There are more posted signs at my workplace about abuse and neglect.

Response options

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

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Outcomes: *Respondent's Assessment of Resources*

"I have seen this AHCCCS flow chart before."
- *"This flow chart is useful and would support me in making a report."*

"I have seen this DDD ALTCS flow chart before"
- *"This flow chart is useful and would support me in making a report."*

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

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Outcomes: *Respondent's Assessment of Resources*

"Name the factors that have been most important in helping you develop your ability to prevent abuse. Please select all that apply."

Response options

- ❑ Signs at my workplace
- ❑ Trainings provided by my employer
- ❑ Public awareness campaign
- ❑ Abuse and neglect prevention toolkit
- ❑ Agency flowcharts
- ❑ Other
- ❑ Prefer not to answer

Outcomes: *Respondent's Assessment of Member & Family Resources*

"Members and families that my organization serves are routinely offered training on identification and prevention of abuse and neglect."

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

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

Response options

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

"Name 3 factors that make it <u>difficult</u> to report abuse."

<u>Open-Ended (Text Box) Response</u>

Outcomes: *Respondent's Perceived Barriers and Facilitators*

"Name 3 factors that make it <u>easier</u> to report abuse."

<u>Open-Ended (Text Box) Response</u>

"My employer values and protects vulnerable individuals."

"My employer is committed to recognizing the signs and symptoms of abuse, neglect, and exploitation."

"My employer encourages all parties to report concerns about abuse and/or neglect."

"My employer would not punish whistleblowers."

"My employer supports trauma-informed care and compassionate care."

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

Over the past 12 months, my employer is demonstrating <u>increasing</u> commitment to preventing abuse, neglect, and exploitation.

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

❑

Outcomes: *Respondent's Perceptions of Arizona*

"Arizona values and protects vulnerable individuals."

"Arizona is committed to recognizing the signs and symptoms of abuse, neglect, and exploitation."

"Arizona encourages all parties to report concerns about abuse and/or neglect."

"Arizona would not punish whistleblowers."

"Arizona supports trauma-informed care and compassionate care."

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

Outcomes: *Respondent's Perceptions of Arizona's Growth*

Over the past 12 months, Arizona is demonstrating <u>increasing</u> commitment to preventing abuse, neglect, and exploitation.

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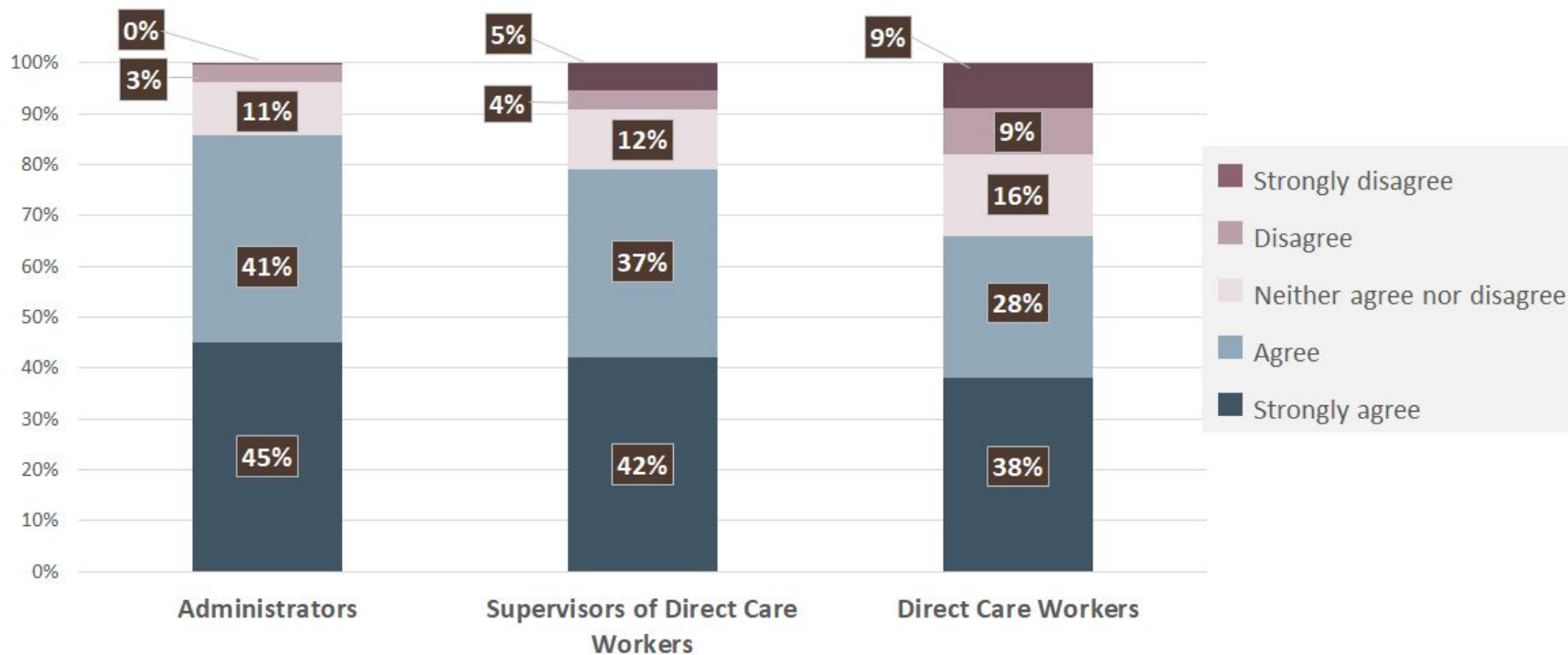- ❑ Strongly disagree
- ❑ Prefer not to answer

Next steps

- **Spanish Language Provider Staff Survey** going live week of 09/27/2021

- **Member & Family Survey going live** October 2021
  - ✔ English Language
  - ✔ Spanish Language

- **Subgroup Analyses**
  - ✔ All outcomes will be segmented by all "indicators" to explore evidence of patterns and associations.
  - ✔ *For example…*
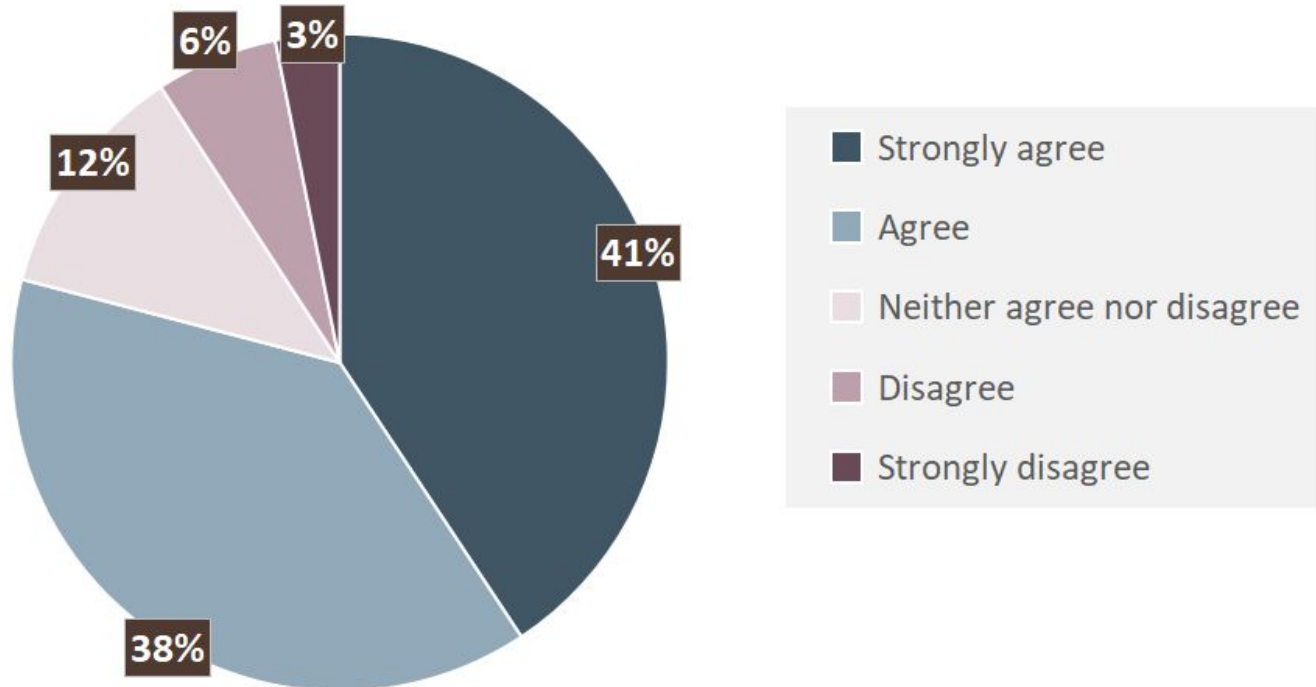
"I would know what to do if I were experiencing stress and burnout." (by role type)

Questions