



Abuse & Neglect Prevention Task Force

Virginia Rountree and Jami Snyder
March 22, 2021

Agenda

Topic:	Speaker:
Welcome & Introductions	Jami Snyder
Opening Remarks	Virginia Rountree, Jami Snyder
Presentation/Recommendation Updates	Virginia Rountree, Jami Snyder
Stakeholder Engagement Highlights	Virginia Rountree
Measuring Outcomes and Success	Wendy Parent-Johnson, Sonoran Center for Excellence in Disabilities
Next meeting: June 29, 2021	



Activities and Updates 1st Quarter 2021

Prevention and Accountability

- Recommendations Lead Agency: AHCCCS Rec #2, Rec #18
 - Post signage detailing the process for anonymous reporting and whistleblower protections and offer training on prevention of abuse, neglect, and exploitation
 - Require that all AHCCCS and DES contracts develop and implement the above policies and practices no later than October 1, 2020

- 1st Quarter 2021 Update
 - Chapter 64 of the DES/DDD Provider Policy Manual was posted for public comment from February 10th, 2021 to March 10th, 2021.
 - Policy: The updated policy gives providers the flexibility to develop their own staff training, based on twelve minimum required topics, but also **provides downloadable versions of DES staff training for recognizing and reporting abuse, neglect and exploitation**. The policy also establishes the frequency of training requirements, giving new employees 90 days to complete the training and then annually thereafter.
 - Signage: The policy package includes updated guidance on posting required signage to report abuse, neglect and exploitation, and includes downloadable child and adult versions for printing by both families and providers. The self-advocates approved signage; it also includes referral service for counseling for reporters that feel they need additional trauma support services.
 - Member Training: The policy package includes a full set of downloadable “Awareness and Action” flashcards, that can be used by families, providers and day treatment programs to deliver member centric training on recognizing and reporting abuse, neglect and exploitation.

Public Awareness Campaign

- Recommendation Lead agency: **DES Rec #23**
 - Publish a public awareness campaign toolkit with the following resources;
 - How to recognize and report abuse neglect and exploitation
 - Strategies for preventing abuse, neglect and exploitation
 - FAQ's on what to expect after making a report of abuse
 - Training resources for members, families and providers on recognizing and reporting abuse, neglect and exploitation.
- **1st Quarter 2021 Update**
 - **Tool-kit has been developed in cooperation with community stakeholders and will be posted for public comment for 30 days in April 2021. It will go live soon thereafter with updates as appropriate from the public comment period.**
 - **The Statewide Public Awareness Campaign Toolkit includes training resources, links to both public and private resources, counseling services and more.**

Multi-Agency Coordination

- Recommendation Lead Agencies include both **DES Rec #4, #5, #7**
 - Review systems in which vulnerable individual maltreatment allegations are reported to government entities to reduce duplication and ensure the efficient use of resources
 - Employ a coordinated, multidisciplinary team approach in responding to incidents of abuse and neglect
 - Convene a workgroup of medical directors from AHCCCS and its contracted MCOs to review current standards of care in intermediate care facilities for individuals with intellectual disabilities (ICF/IIDs)
- **1st Quarter 2021 Update**
 - The Rec #4 is currently paused while the Rec #27 Confidentiality Statutes Workgroup conducts its work to modify regulations and policies around sharing investigative information across varied state agencies. A summary report with confidentiality recommendations will be published by June 30th, 2021.
 - The Rec #5 - Cross agency quarterly meetings to be scheduled out for 2021; first quarter meeting tentatively scheduled for March 29, 2021.
 - The Rec #7 Chief Medical Officer (CMO) Summary Report was completed in late 2020 and has been reviewed and approved by DES leadership and will be posted to the AHCCCS Abuse & Neglect website by the end of March 2021.

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

- **1st Quarter 2021 Update**
 - **The DDD Office of Individual and Family Affairs (OIFA) and DES Office of Community Engagement (OCE) has taken the Project Lead roles for this recommendation and have been meeting weekly to complete the important member centric training materials.**
 - **The DDD Chapter 64 Provider Manual Policy Package includes updated “Awareness and Action” flashcard-based training for members and families, with a newly edited Arizona instruction manual.**
 - **By March 31st, 2021, vulnerable Arizonans and their families will be able to download the flashcard training materials and an accompanying card with reporting information. Printed cards will also be available.**

Public Access to Monitoring Reports

- Recommendation Lead Agency: **DES #26**
 - Conduct a review of the AHCCCS and DES websites and make any necessary changes to facilitate public access to incident data as well as resources related to preventing abuse and neglect and reporting incidents; recommend that DES/DDD post monitoring reports for group homes and adult developmental homes
- **1st Quarter 2021 Update**
 - The APS Data Dashboard went live on 12/09/2020: <https://des.az.gov/APSDData>
 - The DES/DDD is working on developing a report of incident data for publishing with a target date for completion by December 2021.

Review of Confidentiality Requirements

- Recommendation Lead entity: **DES Rec #27**
 - Convene a workgroup of stakeholders should be convened, including relevant state agencies, to identify potential revisions to state statute and agency policies to allow confidential information sharing between parties while maintaining required privacy and confidentiality protections
- **1st Quarter 2021 Update**
 - **DES has established the Rec #27 Confidentiality Statutes Workgroup to study existing federal and state statutes, rules and policy standards that currently conflict and prevent the sharing of investigative information. The next meeting is scheduled for March 31st and will include reviews of Federal Register 368, HIPAA regulations and Arizona case studies conflicts for sharing confidential information.**
 - **Workgroup leaders include representatives from AHCCCS, DES, DCS, and DHS.**

Other Recommendations

- Recommendations Lead Agency: **AHCCCS Rec #24 & #28**
 - 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
 - Study the Independent Monitoring for Quality (IMQ) processes used in other states and consider their application in Arizona by December 31, 2020
- **1st Quarter 2021 Update**
 - AHCCCS has provided a detailed report of systemic implementations for Trauma Informed Approach, and by March 31, 2021, DES will establish a Trauma Informed Approach Workgroup to analyze DES systemic implementations and make recommendations on additional strategies and opportunities to utilize and train on the Trauma Informed Approach.
 - The DES-DDD-OIFA team trained and certified 5 Trauma Support Specialists as part of the implementation of this approach.
 - The DES-DDD-State Operations for Intermediate Care Facilities (ICF's) have implemented Trauma Informed Approach training based on SAMHSA national best practices for staff.
 - The Summary Report on Independent Monitoring for Quality (Rec #28) was completed in early December 2020 and is now published on the AHCCCS Abuse & Neglect website. The primary recommendation is to not implement IMQ, but rather to strengthen and supplement the current National Core Indicator(NCI) systems in place.



Stakeholder Engagement

Stakeholder Engagement Highlights

- Rec #11 - Provide evidence-based training for vulnerable individuals and their families on abuse, neglect, and exploitation prevention, reporting, and trauma recovery
 - **This quarter included significant stakeholder engagement. The training was posted for public comment with community partner agencies and 4 provider companies were surveyed and interviewed to develop a training impact study.**
- Rec #18 - Require that all AHCCCS and DES contracts develop signage and policies to put into practices no later than October 1, 2020
 - **This quarter included multiple facilitated discussions with self advocate members and community partner organizations including: ADDPC, Life Challenge, Arizona Families Cooperative, AZTEC and COPA Health to develop signage and training materials that best support and empower vulnerable citizens and their families across Arizona. The materials were posted for public comment for 60 days and will go live by March 31st, 2021.**

Stakeholder Engagement Highlights Cont.

- **Rec #25 - Caregiver Stress & Burnout Workgroup**
 - **The Office of Family and Individual Affairs team has developed the Caregiver Stress Workgroup which began meeting in February 2021. This quarter included significant stakeholder engagement including: ARC of Arizona, Opportunity Tree, Raising Special Kids, Ability 360, Mercy Care and UnitedHealthcare.**
 - **The workgroup is divided into subcommittees that will develop resources around the following three topics:**
 - **Family Caregiver Stress Resources (Committee Chair is a partner Health Plan leader)**
 - **Professional Caregiver Stress Resources (Committee Chair is a community partner organization)**
 - **Gap Analysis of State of Arizona Caregiver Stress Resources**
- **Rec #27 - Convene a workgroup of stakeholders including relevant state agencies, to identify potential revisions to state statute and agency policies to allow confidential information sharing between parties while maintaining required privacy and confidentiality protections**
 - **This quarter included the agency stakeholders (DES, AHCCCS, ADHS, DCS, DPS) participating in the first two workgroup sessions(Feb/Mar). Monthly outreach will continue in the second quarter of 2021. Legislation may be needed; DES Office of Legislative Services is engaged.**



Assessing Progress and Effectiveness

Sonoran UCEDD Evaluation

The Sonoran UCEDD will evaluate the implementation of recommendations developed by the Task Force. It will look at activities to date and inter-agency processes, gather staff input on their potential effectiveness, and develop metrics for assessing incident analysis in the future.

Data will be gathered from three sources:

1. Interviews and Focus Groups with key personnel in the Task Force, in the three agencies, and with providers of services
2. A comprehensive survey to assess staff awareness of abuse and prevention, knowledge of how to intervene in potentially abusive/neglectful situations, confidence levels, and recommendations
3. Incident Analysis

Sonoran UCEDD Evaluation

With these three sources of data, the final evaluation report will reveal:

- **Current status**
- **Changes over time**
- **Feedback on effectiveness**
- **Awareness, Knowledge, Confidence**
- **Recommendations for improvement**



Questions