

F O R I M M E D I A T E R E L E A S E

May 25, 2016

**AHCCCS Achieves World Class Employee Engagement Levels:
Embraces Governor Ducey's Initiatives to Streamline State Government**

PHOENIX – The Arizona Health Care Cost Containment System (AHCCCS), Arizona's single state Medicaid agency, achieved an overall employee engagement score of 9 engaged employees to 1 disengaged employee, according to a recent employee survey administered across state government. Employee engagement captures the degree to which employees are "involved in, enthusiastic about and committed to their workplace."¹ World class organizations have a 9 to 1 engagement, according to Gallup.

"I am completely humbled and honored to serve AHCCCS employees," said AHCCCS Director Tom Betlach. "They demonstrate incredible commitment, compassion, dedication and hard work to the over 1.8 million Arizonans in need that are part of the AHCCCS program. AHCCCS is a world class organization because our employees made a choice to dedicate their professional career to Arizonans in need of health care services. I am inspired by what they do every day."

AHCCCS has approximately 1,000 employees and nearly 90% responded to the survey. The AHCCCS employee survey includes responses from the over 100 employees that transitioned to AHCCCS from the Division of Behavioral Health Services (DBHS)/Arizona Department of Health Services. Last year, the DBHS employee engagement results showed 2.1 engaged employees to 1 disengaged.

"This shows that we are much stronger united under a common mission," said Director Betlach. "I have learned so much from the amazing employees at DBHS that are now part of the new AHCCCS. The DBHS team truly demonstrates compassion and commitment to a community-based system of care that will only get stronger. I am also privileged to help enhance the voice of Peers and Family Members and help streamline access to behavioral health services. It is fitting these positive results for the new AHCCCS come in May as we celebrate Mental Health Awareness Month."

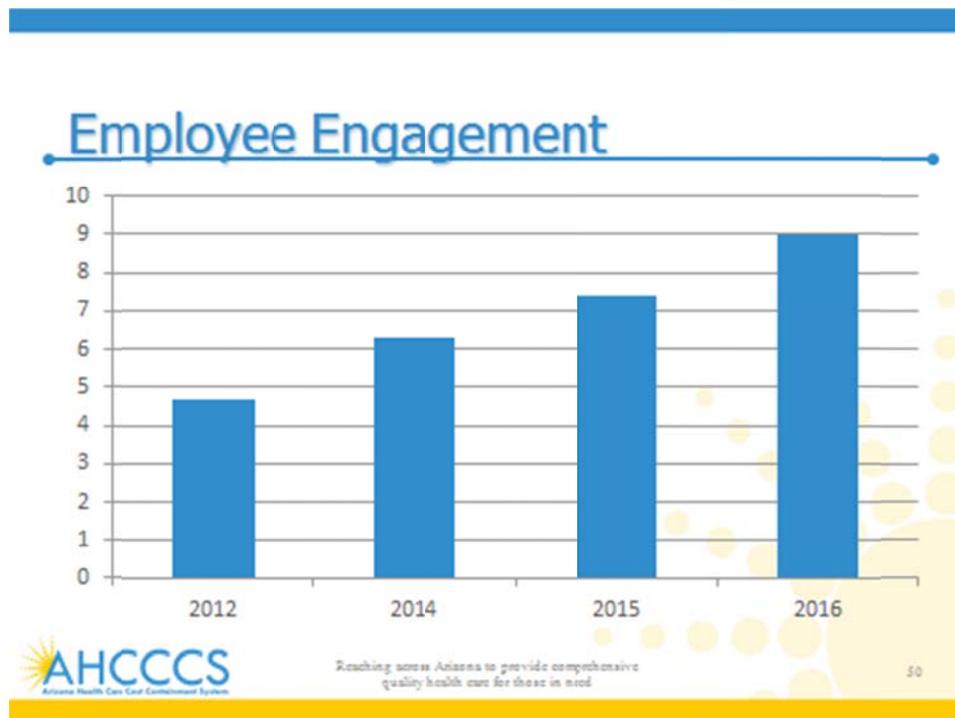
Governor Doug Ducey has taken a business approach to state government to improve productivity, increase efficiency and promote improved quality and customer service. As part of these efforts, Gov. Ducey has promoted a thoughtful, disciplined management system across all state agencies, including AHCCCS, which leverages tools like Lean to improve services for Arizonans.

These initiatives fit well within the AHCCCS corporate culture, which is what has allowed the program to serve as a leader in Medicaid managed care nationally. Among its accomplishments, AHCCCS has:

¹ See "40 Organizations Leading the World in Employee Engagement," by Ed O'Boyle and Jim Harter, Gallup, available at <http://www.gallup.com/opinion/gallup/182432/organizations-lead-world-employee-engagement.aspx> accessed on May 16, 2016.

- Maintained one of the highest rates (85%) of long term care members (the elderly and individuals with physical, intellectual or cognitive disabilities) living in their own home or community instead of nursing facilities or other institutional settings;
- Served a national leader in developing systems of care for frail members that are both Medicare and Medicaid eligible (nearly half of all dual eligible enrolled in an aligned health plan);
- Created a comprehensive integrated system of care for individuals with serious mental illness;
- Managed low error rates of only 1% as determined by federal reviews and the Arizona Auditor General, far below national averages;
- Regularly scored above the national average in key quality measures;
- Worked to create a flexible work environment by supporting 25% of staff who work virtually from home; and
- Accomplished all of this with 30% fewer staff than pre-recession levels, even though the program membership has grown significantly – by over 30% enrollment – over that same time period.

“As someone who has been in state government for 25 years, I applaud and fully support Governor Ducey’s efforts to make state government run more efficiently. This type of focus also contributes to positive employee engagement. When you understand your mission and you build internal processes that are focused on achieving your goals, you attract the right workforce. These changes do not happen overnight. This is a process that takes time, but we must move state government in this direction,” said Director Betlach.



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For more information, contact the AHCCCS press office at (602) 417-4534 or go to the AHCCCS website at: www.azahcccs.gov.