



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

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Governor

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Director

Group Home Services – Survey 13

Introduction and Contact Information:

To help DDD fully understand issues facing our vendor network, please take the time to answer the questions below. This survey is specific to Group Home Vendors. Please be as accurate and detailed as possible to inform DDD decision making. There is an open-ended question at the end, in case there are issues the survey did not address. The goal of this survey is to better understand each vendor's current situation and is not meant to be punitive.

Please only provide information as it pertains to the services outlined in this survey for DDD. If your agency provides additional services, do your best to estimate the portion of information that applies to these services for DDD members.

We understand that you've provided answers to many of these questions in prior survey rounds. To ensure we can trend information reliably over time by survey we need the answers repeatedly, so we appreciate you providing them again. Please save your answers so you can reuse them in additional surveys.

1. What is your organization's name? (Drop down menu)
2. Please enter your AHCCCS ID?
3. Please enter your Employer ID?
4. Please enter the following contact information:
 - Contact Name
 - Email Address
 - Phone Number
5. Do you provide group home services? Services include HAB, HPD.

Staffing:

6. How many direct care staff (direct care workers or DCW) provided services to DDD members on the following dates? If N/A, please enter "0".
 - October 2021
 - November 2021

- December 2021
 - January 2022
 - February 2022
7. How many DCWs left your agency (laid off, terminated, etc.) in:
- October 2021
 - November 2021
 - December 2021
 - January 2022
 - February 2022
8. If there was a reduction in DCWs during the month of February 2022, please answer the following (Provide the number of DCW that left your agency for each reason)
- Family Issues:
 - Laid off due to low demand:
 - Sick leave:
 - Refused to work:
 - Other:
 - Total weekly hours reduced:
9. Please enter any additional comments pertaining to your organization's DCW reduction.
10. How many DCWs vacancies did your agency have on average, during the following months. Please use FTE Value where 1 FTE would equal one staff working 40 hours per week:
- October 2021
 - November 2021
 - December 2021
 - January 2022
 - February 2022
11. How many new DCWs were hired in?
- October 2021
 - November 2021
 - December 2021
 - January 2022
 - February 2022
12. How many applications for DCW positions have you received during the following months?
- October 2021
 - November 2021
 - December 2021
 - January 2022

- February 2022

13. How many applicants were qualified for DCW positions (including passing background checks) during the following months?

- October 2021
- November 2021
- December 2021
- January 2022
- February 2022

14. How many of those new hires in the question above were with your organization after 30 days?

- October 2021
- November 2021
- December 2021
- January 2022
- February 2022

15. Is your agency receiving more or less DCW applicants currently when compared to the same time last year?

- More/less

16. Is your agency receiving more or less qualified DCW applicants currently when compared to the same time last year?

- More/less

17. Is your agency retaining more or less qualified DCWs currently when compared to the same time last year?

- More/less

18. What was your staff vacancy on December September 310 for the years listed below?

- 2019
- 2020
- 2021

19. How many staffing advertisements has your agency run on average per month in the following years:

- 2021
- 2022

20. How many hours has your agency spent interviewing candidates on average per month in the following years:
- 2021
 - 2022
21. Did your agency either redeploy staff or have staff covering multiple service lines in February?
- Y/N
22. Please list the number of staff by the service lines they were redeployed to in February. Please enter "0" if N/A. If you redeployed staff to multiple service lines, please only list them once.
- Total Redeployed
 - Attendant care
 - Respite
 - Habilitation hourly
 - Group home habilitation
 - Other
23. How many total staffing hours were scheduled in the following months?
- October 2021
 - November 2021
 - December 2021
 - January 2022
 - February 2022
24. Has your agency experienced an increase in overtime due to increased demand since December 31, 2021? Y/N
25. Please provide the number of overtime hours paid in each of the following time periods
- October 2021
 - November 2021
 - December 2021
 - January 2022
 - February 2022
26. Has there been a change in the attendance of direct care workers during the month of February 2022?
- More missed shifts
 - Less missed shifts
 - No change

27. Has there been a decrease in the number of staff that are dedicated to a specific site? Y/N
28. Please provide the percentage of staff that were dedicated to a specific site on the following dates: Please enter a number and no symbols.
- October 2021
 - November 2021
 - December 2021
 - January 2022
 - February 2022
29. What is the average number of sites a DCW is currently working in over a week?
30. Has your agency required front line supervisors or other Management staff to cover vacancies? Y/N
31. Please provide the number of front line supervisors or other Management staff that covered vacancies on the following months:
- October 2021
 - November 2021
 - December 2021
 - January 2022
 - February 2022
32. Are you able to staff your staffing schedules at 100% of hours reported to and approved by the Division?
- Yes
 - No
33. If you answered no to the previous question, on average what percentage of your approved staff schedules, are you able to staff? 90%: 80%: 70%: 60%: 50%: less than 50%
34. Does your agency have enough direct care workers to meet member needs as of February 2022 without the use of additional overtime, supervisors, or staffing agencies? Y/N
35. If you answered no to the previous question, how many hours per week are you trying to fill?
36. Have you seen an increase in Paid or Unpaid Time Off due to COVID-19? Y/N
37. If yes, please provide the number of hours per month vacated with Paid Time Off due to COVID-19?
- October 2021
 - November 2021

- December 2021
- January 2022
- February 2022

38. If yes, please provide the number of hours per month vacated with unpaid Time Off due to COVID-19?

- October 2021
- November 2021
- December 2021
- January 2022
- February 2022

39. If Time Off due to COVID-19 is Paid, what is the total cost of those hours?

- October 2021
- November 2021
- December 2021
- January 2022
- February 2022

Members:

40. How many distinct members were served in the following months:

- October 2021
- November 2021
- December 2021
- January 2022
- February 2022

41. Have members begun to return to in person school, and or day or employment programs? Y/N

42. If the number of members declined during the week of February 7-11, 2022, please tell us the number of members not served by the reason. If there was a combination of two or more of these reasons, please list the number of members not served by the most impactful reason.

- Members moved temporarily to be with family
- Members in the hospital due to COVID-19 positive status
- Members impacted by the closure of a group home
- All members were served
- Other

43. Please provide the number of members having issues with obtaining any of the following from their assigned health plan

- Prescriptions:
- Medical supplies:

44. Please state any additional reasons for member changes.

Service Sites:

45. Does your agency also operate any day or employment programs? Y/N

46. Does your agency plan to shift members back to day or employment programs in March? Y/N

47. Please state any other issues impacting employment service sites.

48. How many group homes do you operate?

49. How many group homes are still operational as of February 2022?

50. Based on the capacity approved for each home by DES DDD, please list the number of total group home vacancies for your agency as of February 28, 2021.

- Rooms
- Entire Homes
- N/A

51. Please state any other issues impacting group homes.

Vaccinations:

52. Are you requiring that your direct care workers (DCW) get the COVID-19 vaccine? Y/N

53. Does your organization anticipate a difficulty in retaining and hiring DCWs as a result of the new vaccination mandate by the federal government?

- Yes
- No
- Comments

54. Please mark all reasons that you've heard for refusing vaccines:

- Safety concerns/limited testing
- Concerns about effectiveness of vaccines
- Religious and disability-related objections
- Not tracking reason why they are refusing vaccines
- Don't Want It/Did not provide reason

55. Is your agency incentivizing that DCWs get vaccinated? Y/N
56. Is your agency notifying staff of vaccination appointment availability?
57. Are you offering paid or unpaid time off to staff who want the vaccine?
58. Are you notifying members and families when DCWs are vaccinated? Y/N
59. How are you confirming that DCWs are vaccinated?
- Getting copies of vaccination cards
 - Staff attestation
60. Are you tracking staff vaccination? Y/N
61. If yes, what percent of DCWs that work directly with DDD members are fully vaccinated against COVID-19 as of the following months:
- October 2021
 - November 2021
 - December 2021
 - January 2022
 - February 2022
62. If yes, what percent of DCWs that work directly with DDD members have/had received their first dose of the COVID-19 vaccine as of the following months:
- October 2021
 - November 2021
 - December 2021
 - January 2022
 - February 2022
63. Please provide any comments you have regarding the COVID 19 vaccine.

Personal Protective Equipment:

64. Do your direct care workers have enough personal protective equipment (PPE) to implement your pandemic performance plan for one month? Y/N
65. If no, which of the following PPE is needed?
- Gloves
 - Gowns/Aprons

- Masks and respirators
- Goggles
- Face Shields
- We have sufficient PPE

66. What have your additional monthly expenses been to obtain PPE?

- October 2021
- November 2021
- December 2021
- January 2022
- February 2022

67. Please provide the number of providers trained on your Pandemic Plan and how to mitigate exposure to COVID-19 through each of the following methods from October 2021 to February 2022.

- In person
- On-line

68. DDD has made it clear that guidance issued by CDC, ADHS, and DDD as described in the [Congregate Settings Guidance](#) document should be followed by QVAs. Are there any extra precautions you are taking not mentioned in that guidance? If so, please share what extra precautions your agency is taking in response to the COVID-19 pandemic.

69. Please describe your plan if a member becomes infected with COVID-19

- Shelter staff in place with impacted members
- Move impacted members to a vacant or already COVID-19 positive group home
- Move impacted members to a vacant day program site with appropriate facilities (ie. shower, etc.)
- Other (please specify)

70. Please enter any additional comments on your plan.

Visitation Attestation

On August 28, 2020, the Arizona Department of Health Services (ADHS) published visitation guidance for congregate care settings. The Department has asked that your agency complete a [visitation attestation](#).

71. Has your agency completed the attestation? Y/N

Coronavirus Aid, Relief, and Economic Security (CARES) Act

Financial Statements:

Please contact DDDFinancialStmts@azdes.gov if you are in compliance with this requirement or if you have any related questions.

72. To qualify for potential funding, do you attest that you've submitted (or will do so before 3/31/2022) at least the last two annual financial reports in accordance with section 6.3.3 of your qualified vendor agreement with DDD/DES? Y/N

To qualify for potential funding, you must have completed the CARES Provider Relief Fund attestation and be in compliance with the section 6.3.3 of your qualified vendor agreement with DDD/DES. If you have submitted your financial statements there is no additional action needed at this time, unless we reach out directly.

Insurance:

73. Do you attest that you've submitted (or will do so before 3/31/2022) all applicable insurance documentation in accordance with section 6.7 of the Terms and Conditions of your Qualified Vendor Agreement DES/DDD? Y/N

For any questions regarding insurance requirements or the necessary documentation, contact your assigned Contract Management Specialist. You can use the Manage Dashboard in FOCUS to look up contact information for your assigned Contract Management Specialist.