

CHAPTER 63 - WORKFORCE DEVELOPMENT

EFFECTIVE DATE: May 8, 2019

REFERENCES: ACOM 407; Division Operations Manual Policy 407

This policy describes the Qualified Vendor's (QV) requirements to implement workforce development initiatives; these requirements include:

- A. Monitoring and collection of information about the workforce
- B. Collaborative planning of workforce development initiatives (including the recruitment and employment of members receiving services of the Division into healthcare roles)
- C. Participation in Division directed initiatives, including surveys and technical assistance directed activities.

Definitions

- A. Competency Requirement – A requirement mandating personnel to behaviorally demonstrate to a qualified staff member that they have acquired specific information or skill and/or that they are capable of routinely using the information or skill in the performance of their duties.
- B. Training Requirement – A requirement mandating personnel to participate in a specific training course or program.

General

The Division, AHCCCS, providers, and Administrative Services Subcontractors (AdSS) work together to ensure members of the Division receive services from a workforce that is qualified, capable, and sufficiently staffed.

Providers must acquire, develop, and deploy a sufficiently staffed and qualified workforce that delivers services to members in an interpersonally, clinically, culturally, and technically effective manner.

Workforce Development Plan and Progress Report

Qualified Vendors must:

- A. Develop and implement a Workforce Development (WFD) Plan that states short and long term strategic WFD capacity and capability requirements; the WFD Plan must include:
 - 1. Forecast of anticipated workforce capacity (e.g., size, job types) and capability (skills and workplace support) needs
 - 2. Specific WFD goals
 - 3. An explanation of how members, families, and any identified stakeholders will be involved in the development and implementation of the WFD Plan.
- B. Maintain a general assessment of the progress of the WFD Plan.

- C. Formally assess overall progress, and submit to the Division a written WFD Progress Report that includes:
 - 1. An explanation of progress being made toward the achievement of the WFD Plan
 - 2. A metric summary on WFD initiatives focused on recruitment, retention, turnover, and time to hire.

Monitor Workforce Development Activities

The Division policies, guidance documents, manuals, and plans may include training and/or competency requirements. As part of the routine compliance monitoring process, the QV ensures that:

- A. All required training content or competency descriptions are incorporated into the appropriate orientation, education, or training program and that evaluation processes are being made available to provider personnel.
- B. There are processes for documenting training, verifying qualifications, skills, and knowledge of personnel, retention of required training, and competency transcripts and records.
- C. All initiatives specified in the WFD Plan are routinely monitored and evaluated.

Workforce Data

The Qualified Vendor collects and analyzes required and ad hoc workforce data that:

- A. Proactively identifies potential challenges and threats to the viability of the workforce
- B. Conducts analysis of the potential impact of the challenges and threats to in accessing care for members
- C. Develops and implements interventions to prevent or mitigate threats to workforce viability
- D. Develops indicators to measure and monitor workforce sustainability that includes metrics focused on recruitment, retention, turnover, and time to hire.