

ADULT PROTECTIVE SERVICES

Gap Analysis Summary

Action Plan Recommendation 2



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona



Stakeholders:

Department of Economic Security (DES):

- Carol Kachidurian
- David McNeill
- Ellen Stenson
- Hemalatha Subbareddy
- Jennifer Kirchen
- Joei O'Grady
- Kathy Pomerantz
- Kuldeep Singh
- Linda Montgomery
- Marlene Marquez
- Nancy Parker
- Rich David
- Royce LaMesa
- Vivek Chaudhary

Department of Health Services (DHS):

- Diane Eckles
- Harmony Duport
- Kathryn Mccanna
- Svedana Shehu

Department of Child Safety (DCS):

- Gillian Vanasse
- Kristen McCoy
- Mollie Mesaros
- Thea Bish
- Ysidro Solima

Arizona Health Care Cost

Containment System (AHCCCS):

- Irina Manlove
- Monica Allison
- Shannon Shiver
- Sharon Ormsby

Department of Public Safety (DPS):

- E. Frank Griego Jr.
- James Lorenz
- Rod Stromberg
- Wilmer Charles

Goal:

Perform a gap analysis to identify data sharing opportunities among system partners to reduce duplication and increase access to appropriate information.

Process:

- Define the scope
- Understand current state
- Determine future state
- Identify specific areas/gaps
- Determine the action steps/recommendations

Lenses for Review:

- Organizational Perspective
- Business Direction
- Business Process
- Technology

Scope:

DES/APS, DHS, DCS, and DPS currently all maintain individual registries to allow a background check by employers. The scope for this analysis is the individual registries (viewed as a whole) through the accessing of the information contained on those registries for a background check. The group did not look at the process to investigate and add/change information on the individual registries.

Current State:

Several meetings of stakeholders were conducted and the current state for DES/APS, DHS, DCS, and DPS was documented and shared.

Future State:

The goal is to have one centralized database available to anyone providing services to a vulnerable population to conduct a background check. This database would also include an active notification to employers when a disqualifying event may impact the employee's work status.

Gaps Identified:

Information gathered during investigations (both internally and across agencies) varies based on statutory requirements and investigation purposes. Each search requires different information and uses different forms/formats. There is currently no way to search more than one name at a time. Each agency conducts investigations but does not share information. Throughout the years and currently, new systems were chosen, and they operate independently. There is no active notification to employers if an employee's work status has changed. This allows for some employees to "fall through the cracks."

Recommendations:

1. Determine the common information that needs to be gathered in all investigations.
2. Update and create standard work as required.
3. Develop a unified form or database that employers can access all information in one location.
4. Determine the process to share information between state agencies.
5. Review system capabilities before state agencies implement a new system.
6. Determine action plans to address any compatibility issues.
7. Develop a process for active notification which may include developing client/employer profiles.



Database Size, Description

Accessibility

Format

Statutes

<p>Adult Protective Services</p>	<p>1600 names of perpetrators: includes DOB, description of disposition, findings & date placed on registry.</p>	<p>Public. Formats include PDF or Excel.</p>	<p>AZAPSS replacement scheduled for fall 2020.</p>	<p>A.R.S. §§ 46-451 to 474, A.R.S. § 14-5310</p>
<p>Department of Child Safety</p>	<p>Estimated 250,000+ names with ~3,500 names added monthly.</p>	<p>Confidential. Can be accessed via the following forms: 1. Employment 2. Placement 3. Individual</p>	<p>CHILDS Database. (New system named Guardian is expected August 2020).</p>	<p>A.R.S. §8-105, A.R.S. § 8-105, A.R.S. § 8- 804.R.S. 8-804</p>
<p>Department of Health Services</p>	<p>30k facility and individual licenses with 3 years of records. 100k + records.</p>	<p>Public. AZ Care Check and PDF.</p>	<p>Several systems—ASPEN, Enforcement system (portal), Medical Radiologic Technology (MRT) data via API. Moving to multi cloud-based system.</p>	<p>Arizona Administrative Code Title 9, Chapter 10</p>
<p>Department of Public Safety</p>	<p>Currently over 820,000 cards in the system. 10 systems feed information.</p>	<p>Public. Accessible with specific card information.</p>	<p>FPCC-Automated system that indicates validity of card. Online portal project: August 2020. Lifting up stakeholder accounts.</p>	<p>A.R.S. § 41-1750, A.R.S. § 41-1758 plus an additional 60-70 statutes that are referenced. Federal statutes also apply.</p>