

DDD Accomplishments and AMS Successes

July 2017 through June 2018

Timeliness:

- Case Management reduced unassigned authorizations from 5,750 to 1,700 (65%), putting over \$55 million of services into the system statewide
- Case Management increased from 72% to 77% the number of existing members, and from 7% to 14% the number of new members receiving timely services statewide
- Network and MIS deployed an improved vendor call process that enables providers to respond more quickly and allows for auto-selection when families do not indicate a preference for one responding vendor when more than one is available
- AzEIP assisted early intervention programs to develop countermeasures ensuring that 36 of 37 Early Intervention Programs (EIPs) corrected identified non-compliance within one year, for determining eligibility and developing initial plans, providing new services and transitioning children at age 3. This also meant that they increased from 6 to 13 the number of EIPs that demonstrated compliance at the beginning of the new monitoring cycle
- Business Operations reduced the number of days to negotiate rates to 6 days
- Customer Service increased the percentage of grievances they responded to within 24 hours from 49% to 100%, and reduced the average number of days to resolve a complaint to 26 days
- Office of Licensing Certification and Regulation (OLCR) participated in the AMS permit blitz and reduced the developmental home permit time to 15 days on average

Quality:

- Contracts developed amendments for the three health plan contract amendments, a new Children's Rehabilitative Services contract, two new Integrated Care Facility contracts, a Partners in Policymaking contract, a National Core Indicators contract, and assisted with drafting the integrated health plan RFP, which was posted for solicitation on June 25, 2018. This contrasts with 0 new contracts in FY 2017.
- The DDD Management Team, with support from the Project Management Office, worked on the development of the Integrated RFP, with a target date for posting for solicitation on July 13, 2018 and actual posting date of June 25, 2018
- AzEIP deployed Child Outcomes Training and shared materials from the Division for Early Childhood to improve the use of evidence-based practices to improve results for infants and toddlers
- ATPC increased the number of members with psychological reviews to support development of behavioral health plans, the number of members with updated ISPs, developed new processes to observe active treatment, and report and investigate incident reports and corrected all identified facility deficiencies

High Performing Culture:

- Human Resources reduced the time it takes from identified vacancy to onboarding a new staff member from 75 days to an average of 43 days
- DDD Leadership utilized the Statewide Supervisor meeting to prepare the 387 DDD leaders for the future
- DDD increased participation in the Employee Engagement Survey by 57%

AMS Deployment:

- Cholla developed, and completed, a six-week check-and-adjust plan to prepare to franchise their work to all case management staff
 - Cholla demonstrated an increase from 72% to 90% of existing members, and from 7% to 28% for new members receiving timely new services
- Cholla Kaizens addressed:
 - Flow boards
 - Planning document improvements
 - File purges
 - Desk aid development
- Additional Kaizen events were held to address:
 - Nurses as case managers for Children's Rehabilitative Services implementation
 - Timely services

