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.