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490 DETERMINING SUPPORT COORDINATION SERVICE STAFFING NEEDS

EFFECTIVE DATE: XX/XX/XXXX

REFERENCES: 2024 National Committee for Quality Assurance Case Management for Long Term Services and Supports, Standard 6 Element B; AMPM Chapter 1630 Administrative Standards; Division Medical Policy Manual Chapter 1630 Administrative Standards;

PURPOSE

This policy outlines how the Division identifies the staff categories needed to

perform Support Coordination services, the staff required to have a license

to provide those services, and how the number of staff in each category

needed to perform those services is determined.

POLICY

A.   STAFF CATEGORIES

1.   The Support Coordination Program Administrator, Business

Administrator, and Deputy Assistant Director for Support

Coordination shall on an ongoing basis review the program's

operations to ensure the required positions are in place to

support the Support Coordination service.

2.   The Support Coordination Program Administrator shall ensure

the Division provides Support Coordination services via the

following non-licensed staff categories:

a.   Case Aides

b.   Administrative Assistants

c.   Support Coordinators

d.   Support Coordination Unit Supervisors

e.   Area Program Managers

f.   District Program Managers

3.   The Support Coordination Program Administrator shall ensure the Division provides Support Coordination services via the following licensed staff categories:

a.   Nursing Support Coordinators

1.   The Nursing Administrator shall ensure the Division provides Support Coordination services via the following licensed staff categories:

a.   District Nurses

b.   Nurse Managers

c.   Deputy Healthcare Services Nursing Administrator

B.   **STAFF LICENSURE REQUIREMENTS**

1.   The Support Coordination Program Administrator shall require Nursing Support Coordinators to have a current, valid license to practice as a registered nurse in the State of Arizona.

2.   The Healthcare Services Nursing Administrator shall require:

a.   District Nurses who complete the Hourly Nursing

Assessment Tool (H-NAT) to have a current, valid license to

practice as a registered nurse in the State of Arizona.

b.   Nurse Managers to have a current, valid license to practice

as a registered nurse in the State of Arizona.

C.   **DETERMINING THE NUMBER OF SUPPORT COORDINATION**

STAFF IN EACH CATEGORY

1.   The Support Coordination Program Administrator shall review the

Annual Population Assessment report to identify changes in

enrolled Members' characteristics and needs that may impact

Support Coordination staffing.

2.   The Support Coordination Program Administrator shall assess the

number of staff needed for each category considering these

additional factors:

a.   Case Aides

i.   The number of Members served by the Support

Coordinators assigned to that location.

b.   Administrative Assistants

i.   Each Area Program Manager and District Program

Manager is assigned one Administrative Assistant.

c. Support Coordinators

    i. The current number of eligible Members and the anticipated annual growth in the number of eligible Members.

    ii. The average statewide ALTCS caseload size ratio, 1:43, as outlined in the Division's contract with AHCCCS.

    iii. The average statewide caseload size ratio of 1:37 for Members being served by the Early Intervention Units.

    iv. The average statewide caseload size ratio of 1:80 for Targeted Support Coordination and DD-Only eligible Members.

    v. Staff turnover.

    vi. The needs of specific populations including Members enrolled in the Arizona Early Intervention Program (AzEIP) and Members with complex health needs.

d. Support Coordination Unit Supervisors

    i. The ratio of six Support Coordinators to one Support Coordination Supervisor.

e. Area Program Managers

    i. The ratio of six Support Coordination Unit Supervisors to one Area Program Manager.

f. District Program Managers

    i. The current number of eligible Members and the anticipated annual growth in the number of eligible Members.

    ii. Member residency by zip code.

    iii. The number of Area Program Managers.

g. Support Coordinators Contracted Through an Intergovernmental Agreement with the Navajo Nation

    i. Caseload size ratios not to exceed 1:45, as outlined in the Intergovernmental Agreement.

    ii. The current number of ALTCS eligible Members who reside in Arizona and on the Navajo Nation or the surrounding areas of the Navajo Nation.

    iii. The anticipated annual growth in the number of ALTCS eligible Members who reside in Arizona and on the Navajo Nation or the surrounding areas of the Navajo Nation.

3.   The Support Coordination Program Administrator shall work with the Deputy Assistant Director for Support Coordination and Deputy Assistant Director for Business Operations when the need for additional staff positions is identified.

4.   The Support Coordinator Program Administrator shall work with the Business Operations Administrator and Division Assistant Director if it is identified that additional Districts need to be created to meet program needs.

D.   DETERMINING THE NUMBER OF HEALTHCARE SERVICES NURSING STAFF IN EACH CATEGORY

1.   The Healthcare Services Nursing Administrator shall review the Annual Population Assessment report to identify changes in Member needs that may impact staffing levels for positions supporting the Support Coordination service.

2.   The Nursing Administrator shall identify the number of District Nurses and Nursing Managers needed based on:

a.   The current number of eligible Members and the anticipated annual growth in the number of eligible Members.

      b.   The historical data on the number of Members assessed for nursing services.

      c.   Staff turnover.

3.   The Healthcare Services Nursing Administrator shall work with the Deputy Assistant Director for Business Operations and Medical Director when the need for additional staff positions is identified.