

Arizona Department of Administration (ADOA) 2014 Aging 2020 Update By Goal

Goal 2: Increase awareness and understanding of aging issues and help prepare Arizona for an aging population.

The role of education cannot be underestimated in planning Arizona's future. Education permeates nearly every section of the Aging 2020 Plan. Through education, the fears, myths and misconceptions about aging can be changed so that older adults, businesses, providers and Arizona, as a whole, can be free from artificial barriers that prevent all from realizing the full potential of our changing population.

Objective 2.4: Prepare the state workforce to better serve and address the needs of an aging population.

STRATEGIES	Lead Agency	Key Partner	Start/End Dates	Progress/Accomplishments
f. Promote health and wellness initiatives for State employees.	ADOA	Human Resources Division (HRD) Benefits	Ongoing	Wellness program successfully completed the third year of the new strategic plan and delivered an organized, collaborative menu of services via wellness contractors, interagency partnerships, and combined efforts with the medical vendors. Within the strategic plan, Wellness offered support programs and services which targeted specific health topics over the four quarters of 2014: Men's and Women's Health; Musculoskeletal Health; Preventive Health; and Heart Health. Program achievements include launching the Health Impact Program (HIP) on October 1, 2014, a new comprehensive employee wellness program and enhancement to the current Plan. HIP will include up to \$200 as a financial incentive for successful completion of the program through increased engagement in wellness and medical services. Planning has begun for 2014/15 with emphasis placed on HIP promotion, increased participation of all preventive services, and efforts to encourage positive health behaviors by keeping employees and members aware of the Wellness support services that are available.
r. Ensure the State Fulfills its Mature Worker Friendly Employer Pledge.	ADOA	Human Resources Division (HRD) Employment	Ongoing	State HR Managers and Staff received Arizona Mature Worker Friendly Employer training in 2011. Posters and bumper stickers have been distributed to State agencies to advertise we are a mature worker friendly employer. In September 2013, a recruiter represented ADOA at a job fair hosted by the City of Phoenix. ADOA is an active participant on both the Mature Workforce Committee and the Governor's Aging 2020 Committee, and retains certification as a Mature Worker Friendly Employer in November 2012 and the recertification will extend through November 2016. By the end of 2014, ADOA recruiters will have attended/hosted 34 career fairs in the community with the goal of attracting a diverse workforce.
s. Perform workforce analysis and provide proactive recruitment based on analysis.	ADOA	Human Resources Division (HRD) Employment	Ongoing	The Arizona Department of Administration recruitment activities/analysis remains strong. We will continue to strengthen our relationship with diversity organizations, colleges and universities to promote hiring and career advancement. Examined feasibility of a "Return to Work" program for retirees.

Goal 5: Strengthen Arizona's economy by capitalizing on an integrated and well-trained informal, paraprofessional, and professional workforce.

With the first wave of Boomers attaining retirement age in 2006, both public and private sectors need to develop work environments and coordinate opportunities that maintain a strong, diverse paraprofessional and professional workforce with strategies that include support for workers and their family members with caregiving obligations.

Objective 5.4: Implement human resource policies that balance the needs of state employers with the changing needs of an aging workforce.

STRATEGIES		Lead Agency	Key Partner	Start/End Dates	Progress/Accomplishments
j.	Perform workforce analysis and proactive recruitment.	ADOA	Human Resources Division (HRD) Employment	Ongoing	See 2.4 s response
i.	Enhance our recruiting efforts for military veterans, retirees and the mature workers.	ADOA	Human Resources Division (HRD) Employment	Ongoing	The Department of Administration's outreach in the community continued to increase. In 2014, recruiters attended 8 career fairs which targeted veteran job seekers. ADOA will continue to explore our recruitment efforts and continue to grow our attendance at job fairs throughout the valley as well as reach out to networking groups to attract top qualified candidates. Examined the feasibility of a "Return to Work" program for retirees.
x.	Established the State of Arizona Management Intern Program as a pilot beginning in August of 2014. The pilot agencies were ADOA, ADOT, AHCCCS and AZDHS. This program has been designed to attract, develop and retain talented individuals with an interest in a state government management career. Agency leaders will evaluate interns for potential future employment based on requisite skills and successful performance within the organization. Management interns are benefit eligible, including sick and annual leave.	ADOA	Human Resources Division (HRD) Employment	Pilot Program was launched in August of 2014.	The State of Arizona Management Intern Program is enjoying success as the calendar year 2014 comes to a close. Three interns were placed at the Civil Rights Division at ADOT, two interns were placed in the Finance Department at AZDHS, and one intern was placed in the director's office at AHCCCS. Evaluation surveys were submitted and received with very positive feedback. The Recruitment Manager is looking forward to adding the first Management Intern at ADOA in January 2015 in Benefit Services.

Goal 8: Promote effective and responsive management for all aging services.

To adequately serve the growing numbers of older Arizonans, changing the way the State does business must be coupled with identifying and developing new funding mechanisms, innovations in service delivery systems and expanding collaborative efforts among state agencies.

Objective 8.1: Leverage federal funds and use creative financing strategies to provide the necessary resources to address the needs of a growing aging population.

STRATEGIES	Lead Agency	Key Partner	Start/End Dates	Progress/Accomplishments (double click on cells to see all progress listed)
a. Create a competitive compensation plan for State employees.	ADOA	Human Resources Division (HRD) Classification and Compensation	Ongoing	In 2013 the State implemented a comprehensive overhaul of the performance management system. Under the acronym, MAP (Managing Accountability and Performance) nearly every state employee is evaluated annually on competencies, some of which are common across all of State government, and some are specific to the agency. This performance system serves as the backbone to support a compensation system that is designed to recognize and reward top performers. A suite of compensation strategies have been developed, including for the first time ever, an opportunity for agencies to provide variable incentives for significant achievements or successes. The State continued to reform the classification infrastructure in 2014 to ensure that salary ranges for each classification are based on current market pricing, thus ensuring that salary decisions are made with reliable data reflecting the competitive environment and will continue this process in the future.
b. Use claims utilization review to identify health issues and trends; identify employees' needs and focus programs on those needs; assist in controlling and reducing overall medical costs while improving the health of State employees.	ADOA	Human Resources Division (HRD) Benefits	Ongoing	Review of claims data and vendor operations also led to the implementation and refinement of programs which resulted in a more cost effective health and prescription program. A list of the programs and processes offered has been included below: Antidepressant and DPP4 Dose Optimization Program Benefit Evaluation and Updating of the Pharmacy Clinical Guidelines, DPCA Program Compound Prior Authorization Requirements Med Results Program for Crestor, Proton Pump Inhibitor DUE Program for Diabetes, Lipotropic, Osteoporosis Disease Management Programs for Asthma, Diabetes, Chronic Obstructive Pulmonary Disease, Congestive Heart failure, Pregnancy/Maternity, Coronary Artery Disease, Chronic Back Pain, Weight Management, Osteoarthritis External Claims Audits Health impact Program High Risk Medication in the Elderly EGWP Program Medicare Part D EGWP Pharmacy Program Mayo Health Risk Assessment Medicare Eligibility Verification Onsite and Online Wellness Classes Split Fill Oncology Program Tobacco Cessation Med Results Program Complex Medical Condition Management for Transplants, Congenital Heart Disease

Key:	Participating State Agencies and Boards
ABOR	Arizona Board of Regents
ADHS	Arizona Department of Health Services
ADOA	Arizona Department of Administration
ADOH	Arizona Department of Housing
ADOT	Arizona Department of Transportation
AG	Arizona Attorney Generals Office
AHCCCS	Arizona Health Care Cost Containment System
AOT	Office of Tourism
DES	Department of Economic Security
DPS	Department of Public Safety
GACA	Governor's Advisory Council on Aging
GOA	Governor's Office on Aging