

**Iowa Department of Human Services
Iowa Medicaid Enterprise
HCBS Provider Training and Technical Assistance
SFY18 Progress Report
December 2017**

Completed by: Shelly Chandler

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I. Identification Information:

Project Name: HCBS Waiver and Habilitation Services Training and Technical Assistance
Contract #: MED-15-013

Organization: Iowa Association of Community Providers
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Other Staff Working on Project:

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Name/Position: April Metzger, Medicaid Compliance Specialist	Phone #:515-270-9495
Name/Position: Amy Desenberg-Wines, Director, Iowa Coalition for Integration & Employment	
Name/Position: Jessica Kreho, Iowa Coalition for Integration & Employment	

Scope of Work and Progress:

TECHNICAL ASSISTANCE

1. GENERAL

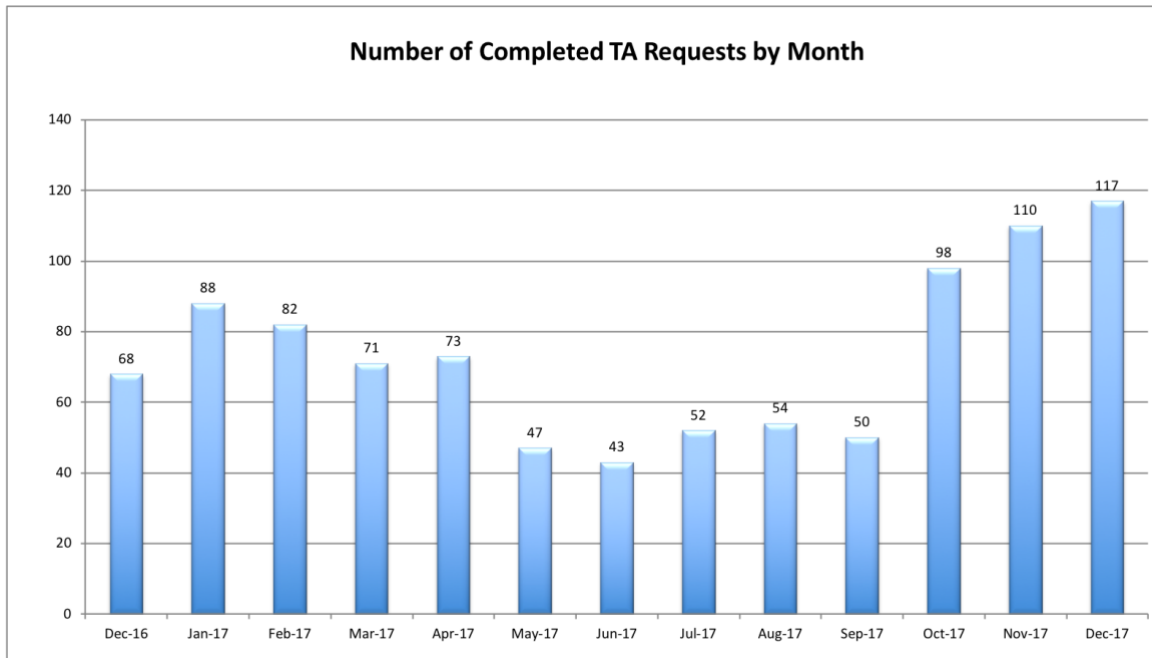
During the month of December 2017, members of IACP's Technical Assistance team engaged in the following activities pursuant to the contract:

- 1.1 Facilitated weekly TA staff meetings to discuss and strategize training sessions, research TA questions, statewide TA issues, and program progress.
- 1.2 Staff met with large group for QSDA year-end wrap up and review of outcomes. At this time, there are more than 135 agencies using QSDA and the ISAC portal for data collection. There are five regions intending to incentivize providers this year for participation in the project: Cross, CICS, SCBH, Rolling Hills, Heart of Iowa. TA staff presented a year-end provider report to the ISAC Regional CEOs.
- 1.3 Staff met with representatives of a subgroup within QSDA that is focusing on the implementation of Evidence Based Practices across the state to discuss the potential of piloting SE-IPS (Individual Placement and Supports model). There is interest in doing this in two areas of the state (central and northwest), and discussions about accessing resources for assistance are on-going with regions and providers.
- 1.4 A second subcommittee within QSDA met to review materials for the creation of an outcomes handbook to be used for regions and providers. A draft of the handbook was created and is now waiting for review prior to finalization. TA staff participated in this meeting.
- 1.5 Staff attended the Complex Needs Workgroup meeting. The final recommendations were reviewed and forwarded to the Department and Legislature for their consideration.
- 1.6 This month included more changes from the MCOs. Specifically, the scope and function of IHHs as it relates to non-intensive members was a large area of concern. There were a number of meetings, calls, and conversations regarding the impact of this proposed change by UHC on waiver/hab members. UHC is waiting until the end of January to implement these changes subject to the approval by the DHS. The TA team will assist with sharing information as it is made available to providers.
- 1.7 December marked the first month of billing for ID waiver under the new tiered rate system. This raised many questions and presented numerous challenges as providers attempted to implement this new system. The TA staff worked closely with representatives from the

MCOs and IME around this new approach. The lack of SIS total scores, entering of plans into ISIS, understanding of transportation requirements, and changes in case managers represented the majority of the calls and meetings associated with this process.

2. HCBS WAIVER AND HABILITATION TECHNICAL ASSISTANCE

2.1. In December 2017, 117 technical assistance inquiries were processed. Monthly technical assistance numbers are noted in the graph below.



3. EMPLOYMENT SERVICES

IACP contracts with ICIE as part of the Technical Assistance enhance training and facilitation opportunities around employment services. The activities are reported below. Members of the TA team:

- Participated and supported monthly employment advisory call.
- Met with CICS MH/DS regional administrators to discuss community-based services and the shift in the system from segregated to integrated services. Specifically discussed providers in the region who have not started to transform their services to a community-based model and strategies for the region to consider in supporting their move forward.
- Met with IVRS State Rehabilitation Council to discuss and review feedback collected from stakeholders on IVRS services and processes.
- Facilitated a meeting in the East Central Region with employment service providers on building strong community-based employment programs. Identified some options for focused capacity development for the next six months and shared with participants.
- Facilitated a meeting at Denison High School with provider agency leadership, special education, and school administrators on outreach and effective engagement of Hispanic/Latino families in the community with family members with disabilities. A plan was developed for engaging families at the spring parent/teacher conferences.

- Attended the MFP meeting and provided an update on activities around employment.
- Planned and facilitated a meeting with stakeholders in the East Central Region around WIOA implementation and role of key partners in serving youth with disabilities.
- Participated in the Employment First Leadership Team meeting and helped plan COP calls for the 2018 year.
- Helped plan and coordinate an IPS meeting in Storm Lake with partners from three MH/DS regions, state level staff, and Hope Haven, Rock Valley staff.
- Participated in the TA/training webinar update session.
- Participated in planning meeting around benefits planning in Iowa and need for outreach, capacity-development, and expansion of services across the state. Identified some strategies and presented them at ICIE Core Team meeting. Invited WIPA staff to participate in the discussion.
- Continued review and conversations around CDBG possibilities for capacity development for employment service providers.
- Coordinated with Outreach Director regarding plans for renewal of contract for January through June of 2018.
- Participated in meeting on needs around benefits planning in Iowa and identified strategy to possibly use IWD ticket-to-work funds for outreach and education. Brought stakeholders to Core Team meeting in December as guests to move forward with implementation of this.
- Participated in weekly IACP update calls related to MCO transition.
- Identified possible providers to attend SELN session with Shelly.

4. TA TRAINING

Centralized/Web-Based Training

- 4.1** Mental Health First Aid – Mental Health First Aid will be held regionally starting Q3 SFY18. Dates and times are TBD.
- 4.2** A compliance webinar focused on new and changing rules, policy manuals and state/MCO communications was held December 19, 2017 @ 1PM. The What's New? webinar was advertised through the wider IACP mailing list and available to any HCBS provider who wished to attend. It was attended by 207 people.
- 4.3** IACP is working with regional partners on plans to facilitate training on 5-Star Quality with Derrick Dufresne during Q3 SFY18.

Regional Training

- 4.4** Dates for the Spring 2018 TA Regional Training are tentatively set as follows:
 April 9 - King's Pointe Resort, 1520 East Lakeshore Dr, Storm Lake, IA 50588
 April 10 - Heartland Acres Ag Ctr, 2600 Swan Lake Blvd, Independence, IA 50644
 April 11 – Clarion Highlander Hotel, 2525 N Dodge St, Iowa City, IA 52245
 April 12 – Hilton Garden Inn 8600 Northpark Drive, Johnston, IA 50131

ON-LINE LEARNING MANAGEMENT

5. DIRECTCOURSE

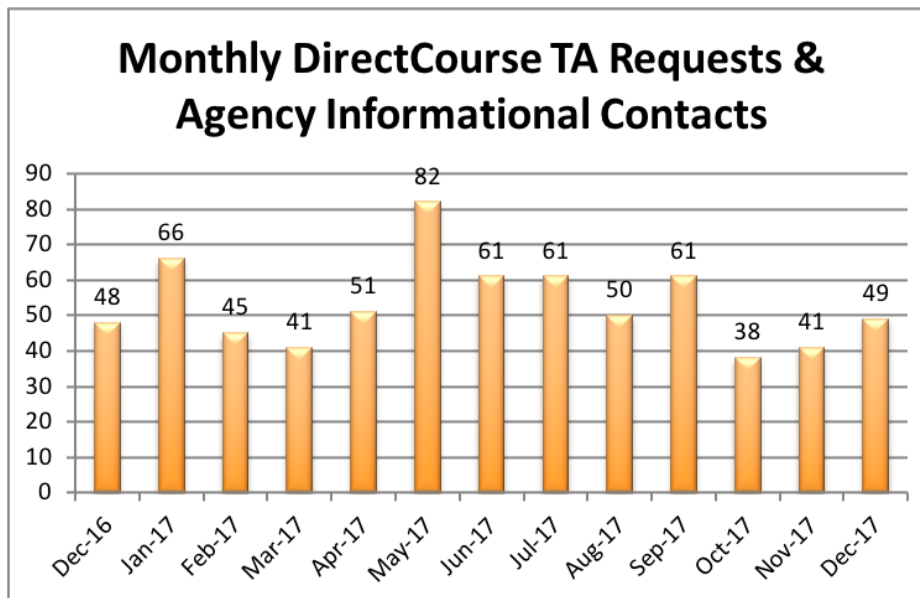
5.1 Through December 2017, 104 agencies were either using the DirectCourse system or had access to system use through submission of Intent to Participate. Of the agencies using the system, 12% are non-IACP members.

5.2 IACP is in the process of requesting new Intent to Participate documents from organizations with current access to DirectCourse. This process will aid in updating total numbers of organizations currently utilizing the LMS. Recent agency closures and mergers are expected to affect the agency tally.

DirectCourse: System Use and Technical Assistance

Organizations utilizing the system have enrolled 19,200 active learners.

5.3 In December 2017, there were 49 requests for DirectCourse TA assistance. Total monthly contacts are summarized below.



5.4 Since Iowa began using DirectCourse, through December 2017, learners have completed **947,452** lessons. December 2017 training completion totaled **18,950** lessons. The chart below summarizes the total number of training units completed each month.

