

**Iowa Department of Human Services
Iowa Medicaid Enterprise
HCBS Provider Training and Technical Assistance
SFY18 Progress Report
January 2018**

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

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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	
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Scope of Work and Progress:

TECHNICAL ASSISTANCE

1. GENERAL

During the month of January 2018, 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.

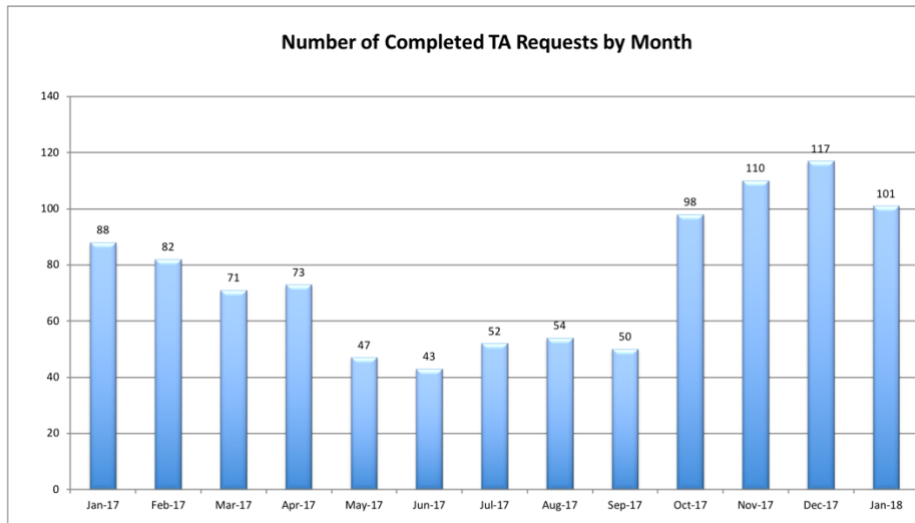
1.2 Members of the TA team:

- Met with the DD council to evaluate the Make your Mark conference. It was discussed that potentially adding a staff training track that could relate to TA might be beneficial. We will be continuing conversations around this as planning for next year starts.
- Staff participated in C3 de-escalation trainer training. Three days were devoted to an in-depth review of materials as part of a train-the-trainer initiative. Trainers will be doing pilot training under the supervision of the developer of C3 as each region trains approximately 50 new learners. Trainings will continue independently after the first supervised sessions are completed.
- Staff consulted with four agencies (three RCFs, one community-based SCL) regarding compliance with Final Rule.
- Met with the MHDS Redesign joint outcome and training group to discuss outcome data collection and training needs.
- Met with IME representative to discuss monthly contract activities and to confirm information to share with providers concerning working with the MCOs and IME.
- Attended Senate subcommittee meeting to gain insight regarding the future direction of IHH in Iowa.
- Met with MCO representatives to clarify process and procedures that have been raised by HCBS providers.
- Met with Regional partners to finalize four days of training from Derrick Duffresne, an overview of 5-Star Quality and how to continue to provide quality services in times of uncertainty. The training is geared toward direct care professionals and will be offered in Grimes, Ainsworth, and Fairfield.
- Met with IME for clarification as to how transportation costs were factored into new employment rates and billing transportation costs when offering long-term supports. IME responded, and information was shared.
- Request was made to Shannon Miller for December report (quarterly to CMS) related to CMS settings work completed to inform and shape possible training and information dissemination to members. Report was received and reviewed.

- Requested CBCM service areas/maps and contact information from Amerigroup & UHC -received from Amerigroup. Disseminated to TA team and providers in East Central Region who had specifically requested it.
- Shared the Department of Education's Summer Symposium announcement and registration with members to promote collaboration between providers and school personnel who work with students with disabilities.
- Made an inquiry to IME regarding their cost containment document, which suggests changing HCBS qualifications to match similar states for ICF. Received Department response S18-618 which was shared with providers.
- Reached out to subject matter expert, Lisa Mills, to request a meeting to discuss LTSS and MCOs. Meeting is scheduled for March with the desired outcome being information offered to HCBS employment providers as they work in the new funding environment.
- Met with Iowa Department of Education representative to discuss WIOA implementation, schools, VR, and providers. Requested clarification from the state on questions collected from surveys done of providers.
- Met with new IVRS Bureau Chief and shared information about efforts and connections with providers across the state.
- Participated in group policy discussion with Iowa UCED.
- Coordinated meeting with stakeholders and IME to discuss day habilitation and supported employment outcomes.
- Helped identify and connect possible state-level transportation resources with IACP Residential Chair and facilitated an introduction to subject matter expert who could provide needed information.
- Followed up with CICS Region about second IPS meeting and began to gather information to bring to the discussion potential piloting this evidence-based practice.

2. HCBS WAIVER AND HABILITATION TECHNICAL ASSISTANCE

2.1. In January 2018, 101 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 enhanced training and facilitation opportunities around employment services. The activities are reported below. Members of the TA team:

- Shared CESP testing dates and link in weekly bulletin for month of February.
- Connected with IME and IVRS to consider taking out the language of '*Nationally Approved*' before certificate of completion under rules for long-term job coaching and small group due to provider confusion. Recommendations were accepted and will be reflected in rule package to be submitted.
- Disseminated free training opportunity to 'Building Relationships to Improve Employment Outcomes' from Cornell College.
- Consulted with several agencies to discuss how to set up and begin SE services and professional development.
- Continued exploration of funding opportunities for professional development for service provider staff.
- Continued review and conversations around CDBG possibilities for capacity development for employment service providers.

4. **TA TRAINING**

Centralized/Web-Based Training

4.1 Mental Health First Aid – Cancelled due to lack of participants. Will be offered again in a different region of the state in the near future.

Regional Training

4.2 Dates for the Spring 2018 TA Regional Training are tentatively set as follows:

April 9 - King's Pointe Resort, 1520 East Lakeshore Drive, Storm Lake, IA 50588

April 10 - Heartland Acres Ag Center, 2600 Swan Lake Blvd, Independence, IA 50644

April 11 – Clarion Highlander Hotel, 2525 N Dodge Street, Iowa City, IA 52245
April 12 – Hilton Garden Inn, 8600 Northpark Drive, Johnston, IA 50131

ON-LINE LEARNING MANAGEMENT

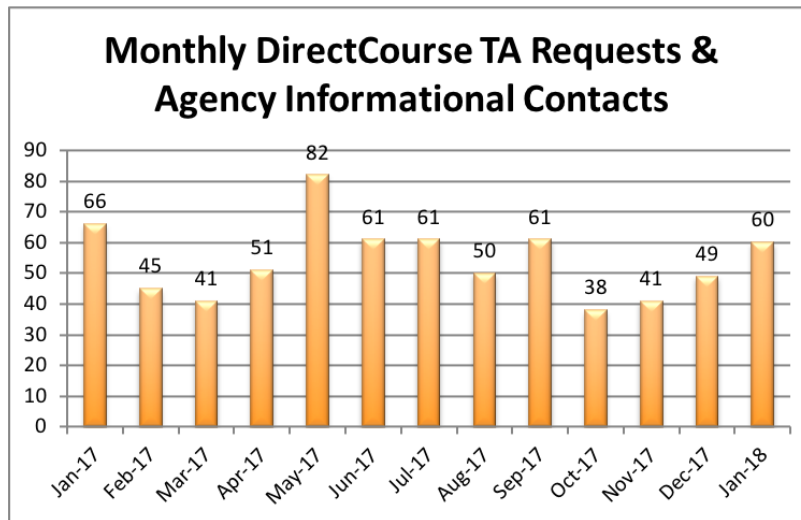
5. DIRECTCOURSE

5.1 Through January 2018, 104 agencies were either using the DirectCourse system or had committed to system use through submission of Intent to Participate and User Agreement documents. Of the agencies using the system, 12% are non-IACP members.

6. DIRECTCOURSE: SYSTEM USE AND TECHNICAL ASSISTANCE

6.1 Organizations utilizing the system have enrolled 19,400 active learners.

6.2 In January 2018, there were 60 requests for DirectCourse TA assistance. Total monthly contacts are summarized below.



6.3 Since Iowa began using DirectCourse, through January 2018, learners have completed **961,666** lessons. January 2018 training completion totaled **14,398** lessons. The chart below summarizes the total number of training units completed each month.

