

**Iowa Department of Human Services
Iowa Medicaid Enterprise
HCBS Provider Training and Technical Assistance
SFY17 Progress Report
June 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: Ben Woodworth, Director of Training	Phone #:515-270-9495
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Scope of Work and Progress:

TECHNICAL ASSISTANCE

1. GENERAL

During the month of June 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. This is also done to ensure there is consistency and uniformity in the process.

1.2 Members of the TA team:

Met with Director of MHDS Regional CEOs to discuss TA/DC sustainability plan. It was determined that working collaboratively on training efforts with the Regions has merit and IACP will be making a presentation to the whole board early in July to discuss collaboration efforts.

Attended Mental Health Conference for three days.

Met with Mental Health/IHH providers to discuss service provision.

Met individually with six MHDS Regional CEOs to plan for C3 De-escalation initiative. Assisted with identifying and inviting fourteen providers to participate in event that was held at the end of the month.

Visited with Story County Jail Administrator and Johnson County Jail Diversion director to discuss law enforcement aspect of the C3 event.

Coordinated calls between conference planners four times prior to the event that was held June 28 and 29.

Attended Non-Medical switching panel meeting.

Met with ICIE staff to discuss and to plan for MCO/IME/Provider stakeholder event. Met with IME staff to finalize approach for Supported Employment Summit that will be held this Fall.

Met with QSDA staff twice to discuss outcomes and first initiatives for pay for performance.

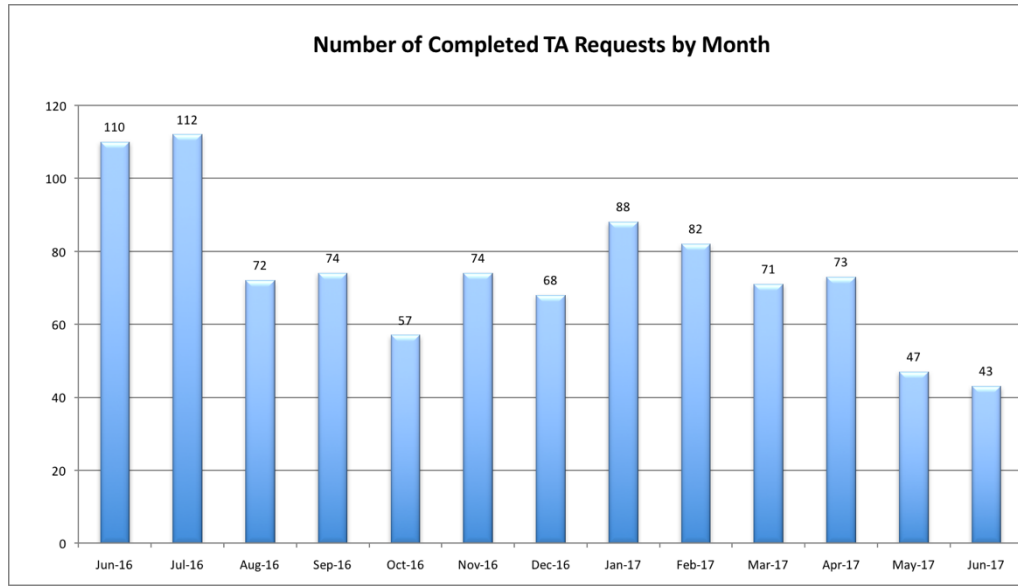
Attended Iowa Psychiatric Rehabilitation board meeting.

Met with DHS leadership to discuss concerns regarding access to care and conflict free governance for regional services.

Coordinated and attended Employment Champion meeting with ICIE and SE providers.

2. HCBS WAIVER AND HABILITATION TECHNICAL ASSISTANCE

2.1. In June 2017, 43 technical assistance inquiries were processed and completed. Monthly technical assistance numbers are noted in the graph below.



3. EMPLOYMENT SERVICES

Beginning November 1, 2016, IACP contracted 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 in planning call for Employment Transformation meeting.
- Participated in planning, coordination, and facilitation of IACP's Monthly Employment Advisory Committee call and provided information and guidance to members around employment regulations and rules.
- Met with ASK Resource Center to learn about outreach for unserved/underserved populations in Iowa.
- Met with Wesco in Denison, Iowa to look at how to engage Latino/Hispanic community members with accessing services.
- Met with IACP and IME staff to discuss employment matrix and next steps with MCO Employment workgroup.
- Began development of employment matrix.
- Attended the Money Follows the Person Partner Meeting.

- Helped plan and facilitate the Employment: Connect, Converse, Conspire meeting on transformation of services.
- Assisted Progress Industries with facilitating a meeting about transportation needs and employment in rural areas of Story County.
- Continued work on TA planning for providers based on info gathered for next quarter.
- Provided information to providers on professional development opportunities.
- Helped with the development and implementation of a survey in partnership with Iowa APSE to assess CRP needs related to professional development and employment services applicant pool.
- Shared Action Alerts with wider audience for advocacy efforts.
- Presented to IVRS State Rehabilitation Council Outreach committee feedback collected from providers from multiple meetings over the last few months.
- Continued planning for provider transformation meeting in June.
- Disseminated important announcements from IACP to ICIE mailing list.

4. **TA TRAINING**

Centralized/Web-Based Training

4.1 From Trauma to Addictions – IACP’s TA team is sponsoring a training called FROM TRAUMA TO ADDICTIONS WITH PETER VOLKMANN Training notice was sent in June. Further information on the training is as follows:

The Polk County Critical Incident Stress Management (CISM) Team is excited to partner with the Iowa Association of Community Providers (IACP), AmeriHealth Caritas, and the International Critical Incident Stress Foundation (ICISF) in offering the From Trauma to Addictions course. Date: June 14 & 15, 2017 8:00 a.m. to 4:30 p.m.

Grimes Community Complex The Banquet Hall 410 SE Main Street, Grimes

Purpose: Explore the relationship between exposure to traumas and the often resulting addiction. Those individuals who work in the “helping professions” are statistically at a greater risk for developing addictions. The use of alcohol, drugs and other activities as a means of self-medicating overwhelming job-related stress and chronic exposure to emotionally charged events is often common place.

Agenda:

Target Audience: Mental Health/Disability Professionals, First Responders, RN/LPN Nursing Professionals, Social Workers, and Addiction Professionals

This training was filled to room capacity with 80 attendees.

- 4.2 C3 Training with Andra Medea: The IACP TA team participated in planning a training and round-table session around crisis intervention, mental health and law enforcement. These events were held June 28 & 29, 2017. Several regions will be piloting the C3 training and will be sponsoring provider involvement and mentorship. A basic outline of the summit: This summit will bring together a broad variety of professionals who don't usually get to talk to each other. We will look at new skills and new solutions:
- De-escalation skills for front-line professionals
 - What law enforcement knows & other professionals need to find out
 - Step-by-step models for collaboration in crisis prevention
 - Small group discussion and problem-solving with other agencies
- The summit was attended by representatives from one MCO, regions, providers and law enforcement. Total attendance was 125.

Regional Training

- 4.3 TA Regional Training: Fall Regional Training is tentatively scheduled October 2-5, 2017

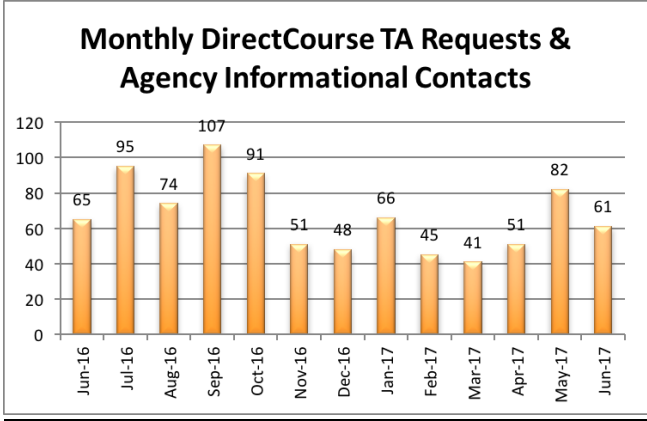
ON-LINE LEARNING MANAGEMENT

5. DIRECTCOURSE: GENERAL

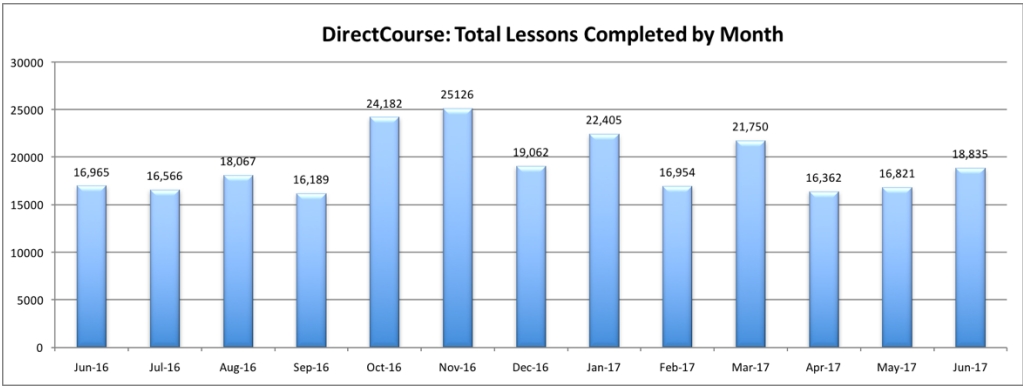
- 5.1 Through June 2017, 104 agencies were either using the DirectCourse system or had committed to system use through submission of Intent to Participate and User Agreement documents. Of the agencies using the system, 17% are non-IACP members. The change in total participating agencies is due to mergers, acquisitions and closures.

DIRECTCOURSE: SYSTEM USE AND TECHNICAL ASSISTANCE -

- 5.2 Organizations utilizing the system have enrolled 18,700 active learners.
- 5.3 In June 2017, there were 61 requests for DirectCourse TA assistance. Total monthly contacts are summarized below.



5.4 Since Iowa began using DirectCourse, through June 2017, learners have completed 482,285 lessons. June 2017 training completion totaled 18,835 lessons. The chart below summarizes the total number of training units completed each month.



Quarterly usage over time is as follows:

