

**Iowa Department of Human Services
Iowa Medicaid Enterprise
HCBS Provider Training and Technical Assistance
SFY17 Progress Report
March 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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|---|----------------------|
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| Name/Position: Ben Woodworth, Director of Training | Phone #:515-270-9495 |
| Name/Position: April Metzger, Medicaid Compliance Specialist | Phone #:515-270-9495 |
| Name/Position: Amy Desenberg-Wines, Director, Iowa Coalition for Integration & Employment | |

Scope of Work and Progress:

TECHNICAL ASSISTANCE

1. GENERAL

During the month of March 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 MCOs three times to discuss LTSS concerns.

Met with Regional staff and providers to discuss training and implementation around use of Evidence Based Practices.

Attended Employment meeting that included all stakeholders who are involved in employment data collection to work toward continuity of collection efforts. A meeting is scheduled in May to work more on this effort and to gain consensus around implementation and interpretation of employment rules.

Helped develop agenda for Iowa DD Council's Make Your Mark conference.

Met twice with Mental Health Center/ IHH staff to discuss Habilitation concerns.

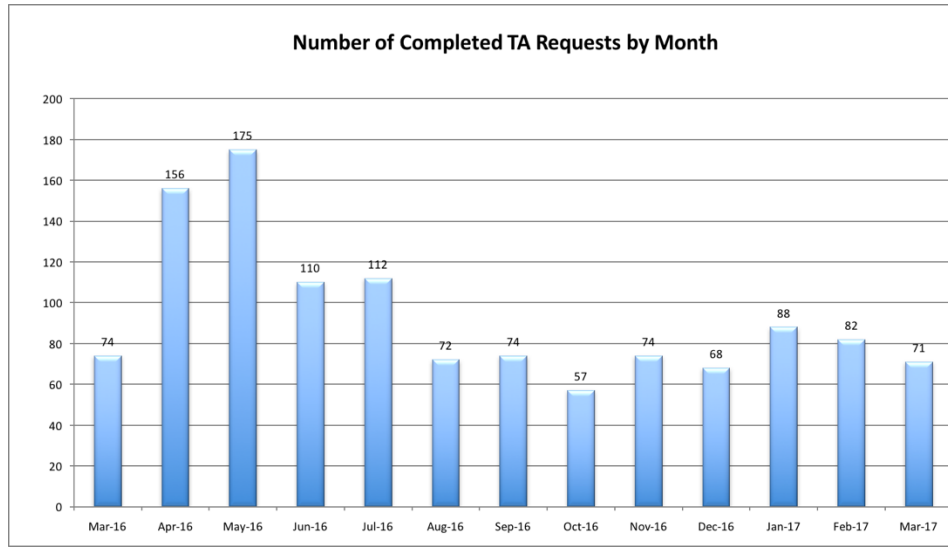
Attended Iowa Psychiatric Rehabilitation Association meeting to discuss Person Centered Planning using the PSR model.

Met twice with IHH staff, MCOs, and IME personnel to work on April 20 IHH summit. Worked toward finalizing presenters for event and securing venue.

Met with Iowa Law Enforcement Academy and Regional staff to discuss possible training of de-escalation techniques to staff. Also met with Andra Medea to finalize the summit that will be held in May to bring providers, regions, corrections, and emergency responders together to begin the initiative to train on C3 De-escalation.

2. HCBS WAIVER AND HABILITATION TECHNICAL ASSISTANCE

2.1. In March 2017, 71 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 the State Employment Leadership Network Systematic Instruction webinar series.
- Identified priority topic for employment service providers and secured speaker for IACP Annual Convention.
- Finalized WIOA Employer Subminimum Wage Documentation Tools and disseminated to IACP TA/Training mailing list.
- Participated in IACP’s Monthly Advisory Meeting and provided information and guidance to members around employment regulations and rules.
- Communicated with IVRS Administrators on provider needs for WIOA Section 511 Career Counseling, Information, and Referral Services. Developed a plan to offer the required counseling for subminimum wage employees and began to develop materials, process, and tools to implement.
- Engaged in discussion with providers to help inform and shape the process for logistics of career counseling sessions and follow-up.
- Participated in the Employment First Leadership Team meeting and shared information on what IACP is doing around employment efforts.

- Continued efforts to develop IACP employment specific web pages and met with IACP staff and webmaster to begin posting content.
- Met with IME Policy staff on Employment Rules and FAQ's and provided overview of upcoming roadshow employment presentation.
- Developed roadshow employment training, resources, and tools.
- Participated in meeting with the Client Assistance Program, DD Council, and Iowa Independent Living Centers to identify services/gaps for self-advocacy, self-determination, and peer mentoring resources and discussed areas of need and next steps.
- Redrafted language for recommendations for rule changes around provider qualification/training questions and submitted to IME.

4. **TA TRAINING**

Centralized/Web-Based Training

- 4.1 IHH Summit – IACP has scheduled April 20, 2017 for an IHH collaborative. A planning group made of MCOs, IME staff and IHH staff has been meeting to develop the overall program format. Training advertisement has gone out in electronic versions to all IHHs in Iowa.
- 4.2 Mental Health First Aid (Youth) was held March 28, 2017 in Urbandale. The TA team is currently exploring the possibility of conducting Adult MHFA trainings regionally. Registrations totaled 23 people.

Regional Training

- 4.3 The next regional trainings are scheduled to be held April 3-7, 2017. Tentative training topics include: Q&A Session, Employment Services, Transition Plan Update, and Utilization Review Tools. The survey for the Q&A session has been drafted and sent to the TA email list. It will be resent periodically in the time leading up to presentation submission.

Training dates and locations are as follows:

April 3 - King's Pointe Resort, 1520 East Lakeshore Dr, Storm Lake, IA 50588

April 4 - Heartland Acres Ag Ctr, 2600 Swan Lake Blvd, Independence, IA 5064

April 5 - Radisson Hotel, 1220 1st Ave, Coralville, IA 52241

April 6 - Hilton Garden Inn, 8600 Northpark Dr, Johnston, IA 50131

Advertisements for the training were re-sent periodically throughout March. In addition, a paper mailer will be sent to the full TA list in March 2017.

ON-LINE LEARNING MANAGEMENT

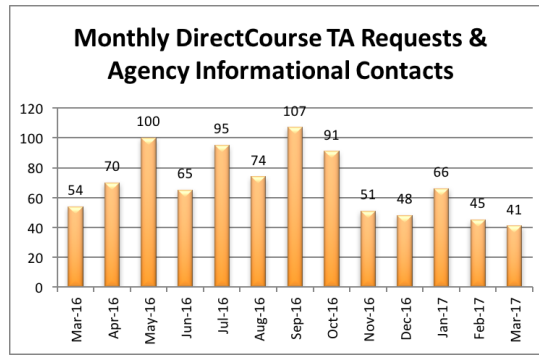
5. DIRECTCOURSE: GENERAL

4.1 Through March 2017, 110 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, 21% are non-IACP members.

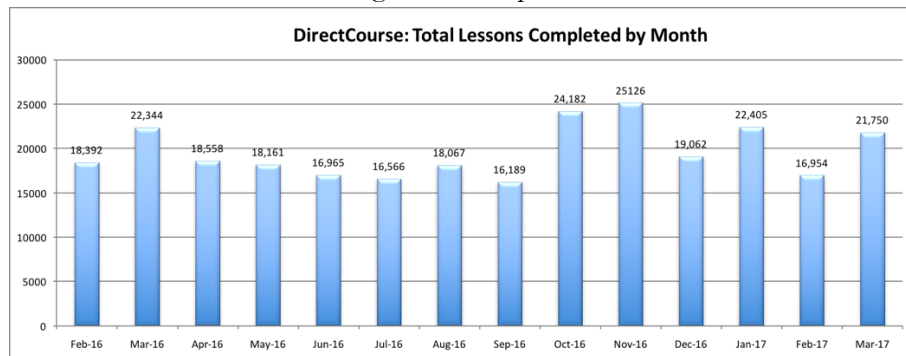
DIRECTCOURSE: SYSTEM USE AND TECHNICAL ASSISTANCE -

4.2 Organizations utilizing the system have enrolled 18,896 active learners.

4.3 In March 2017, there were 41 requests for DirectCourse TA assistance. Total monthly contacts are summarized below.



4.4 Since Iowa began using DirectCourse, through March 2017, learners have completed 792,453 lessons. March 2017 training completion totaled 21,750 lessons. The chart below summarizes the total number of training units completed each month.



4.5 Quarterly lesson comparison data is listed in the chart.

