

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

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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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**Name/Position:** Amy Desenberg-Wines, Director, Iowa Coalition for Integration & Employment

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## Scope of Work and Progress:

### TECHNICAL ASSISTANCE

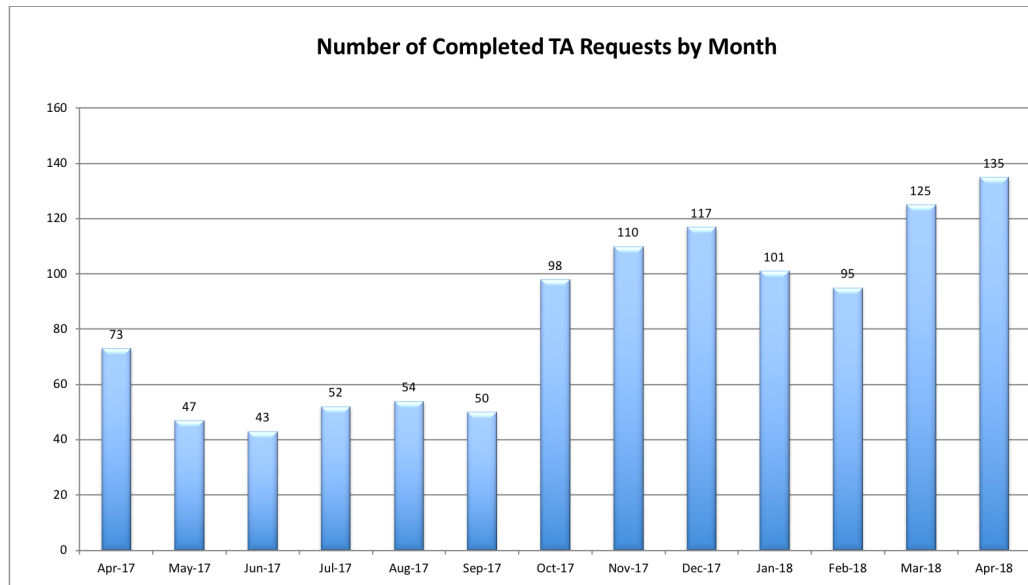
#### 1. GENERAL

During the month of April 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 participated in the following activities for the benefit of HCBS providers:
  - Attended the MHDS Redesign, Joint Outcomes, and Training committee meeting to further development of standardizing outcome measures collected by MCOs and the State.
  - Interviewed candidate for contract TA staff position (20% FTE). Karen Walters Crammond accepted position and began working with TA team April 16, 2018.
  - Met twice with QSDA executive team to discuss data collection and avenues to research value based reimbursement systems. Attended a presentation from a vendor describing an open source data collection and analytic system used in Minnesota and several other states.
  - Met with Amerigroup IHH staff, IHH representatives, and Habilitation providers to continue work on upcoming webinar.
  - Participated in the United Health Care portal navigation webinar that was offered to providers of HCBS services.
  - Attended the Process Improvement Workgroup breakout meeting that was facilitated by IME. Discussed LTSS service provider MCO concerns.
  - Was in frequent contact with MCO staff to clarify and resolve issues HCBS providers were having. Most frequent areas of discussion continue to be correct payment, authorizations, person centered planning process, SIS assessment accuracy, and case management role clarification.
  - Made frequent contact with IME staff to research answers to questions that HCBS providers had.
  - Attended follow up participant feedback meeting for persons who trained as C3 De-escalation trainers.
  - Attended Mathematica Transition Innovations and VR Practices Webinar.
  - Participated in Social Determinants of Health Webinar.
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#### 2. HCBS WAIVER AND HABILITATION TECHNICAL ASSISTANCE

2.1. In April 2018, 135 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:

- With HCBS staff assistance, identified providers across Iowa who are using innovative approaches to meeting the CMS Non-residential Setting requirements and asked them to participate in the regional training sessions to share with other providers their approach and experience. Coordinated different presenters for each location.
- Analyzed ECR partner survey data related to implementation of WIOA and facilitated meeting in Cedar Rapids of partners to determine cross-training opportunities and next steps.
- Began planning of specialized training track for the Special Education Symposium on partner collaboration and serving transition-aged youth.
- Planned three community resource information sessions for parents/families and individuals with disabilities around employment and employment resources. Identified providers and other partners to participate in Keokuk, Mount Pleasant, and Cedar Rapids.
- Planned and marketed a transportation discussion with Iowa Dept. of Transportation and providers in the ECR for early June.
- Met with IVRS and coordinated a plan for next round of Career Counseling, Information, and Referral for employees making subminimum wage.
- Developed informational reminder for 14c Certificate holders on WIOA, Section 511

responsibilities for employees making subminimum wage.

- Gathered information from providers with 14c Certificates to capture success stories of individuals who have transitioned from facility-based to community-based employment.
- Coordinated and hosted the monthly Employment First and ICIE community of practice call for employment stakeholders.
- Coordinated call with TA Team and provider to address challenges with MCOs and billing. Also discussed possible expansion of service options.
- Met with transition specialist to discuss strengthening provider/school partnerships.
- Participated in Day Habilitation rule refinement workgroup.
- Disseminated information to ICIE from IACP and sent information to be shared with IACP TA list.
- Updated Employment Matrix
- Participated in the second round of ODEP's Transformation Series to gather information and resources for Iowa providers.
- Reviewed IVRS state plan public comments and provided a response to questions about ICIE and IACP

#### **4. TA TRAINING**

##### **Centralized/Web-Based Training (Planned)**

- 4.1 Met with IHH, Habilitation providers, and AmeriGroup to develop a web -based training to be offered May 16, 2018. This training has been advertised publicly through social media.
- 4.2 Planned C3 De-escalation training for staff trained in Positive Behavioral Supports to be held in Des Moines May 22.

##### **Centralized/Web-Based Training (Provided)**

- 4.3 UHC portal training was held April 19. This training just was UHC, so registrant numbers are not available to IACP at this time.
- 4.4 Kim Grasty from IME presented a webinar on waiver eligibility. A total of 193 participants registered for that webinar. The webinar was advertised publicly through social media. The presentation and webinar recording are posted on the public portion of the IACP website.
- 4.5 Mental Health First Aid (Adult) provided in Poweshiek and Hardin County. 60 persons were trained.

##### **Regional Training**

- 4.6 Spring 2018 Regional training as held on the following dates and locations:

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 5064

April 11 – Clarion Highlander Hotel, 2525 N Dodge St, Iowa City, IA 52245

April 12 – Hilton Garden Inn, 8600 Northpark Drive, Johnston, Iowa 50131

The trainings were attended by approximately 350 providers.

Training structure was as follows:

**Non-Residential Settings (2.25 hr)** – Information was provided regarding HCBS Final Rule non-residential settings reviews. This includes Day Habilitation, Adult Day Care, PreVocational Services, and Supported Employment. Training covered the following information::

- What are we learning from the reviews?
  - Largest areas of concern with correction plans.
  - Why these areas are an issue
- What are ideas, suggestions or strategies to address those issues?
  - How to document with the Final Rule in mind
  - Examples of successful strategies and approaches to meet requirements.

**Q&A (1 hr)** - Your questions answered!

**Getting it All In – Documentation, Assessments, Service Plans, Rights Restrictions! (1.5 hr)** - Technical Assistance staff provided tips on developing service plans, use of assessments, and completing documentation to meet expectations of Managed Care Organizations and State entities.

Comments from event evaluations for the April TA training were very positive.

## **ON-LINE LEARNING MANAGEMENT**

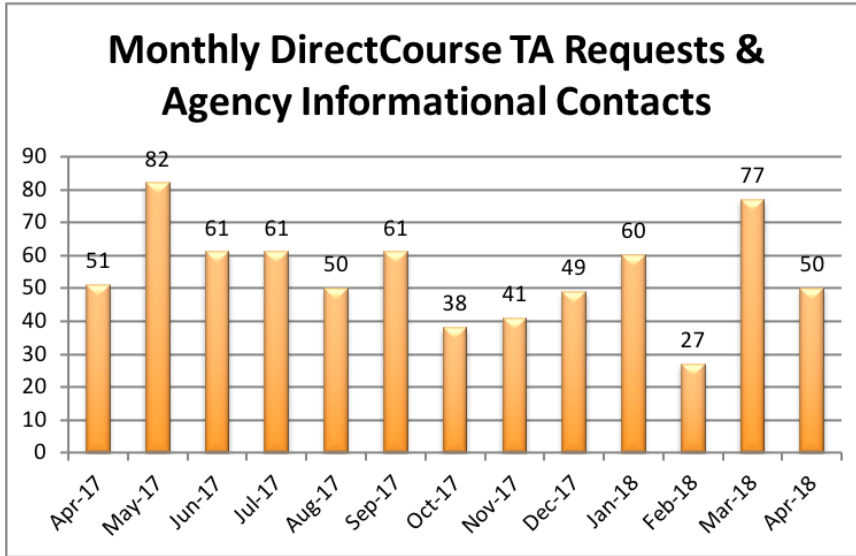
### **5. DIRECTCOURSE**

**5.1** Through April 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 19,325 active learners.

6.2 In April 2018, there were 50 requests for DirectCourse TA assistance. Total monthly contacts are summarized below.



6.3 Since Iowa began using DirectCourse, through April 2018, learners have completed **1,009,678** lessons. April 2018 training completion totaled 14,895 lessons. The chart below summarizes the total number of training units completed each month.

