

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

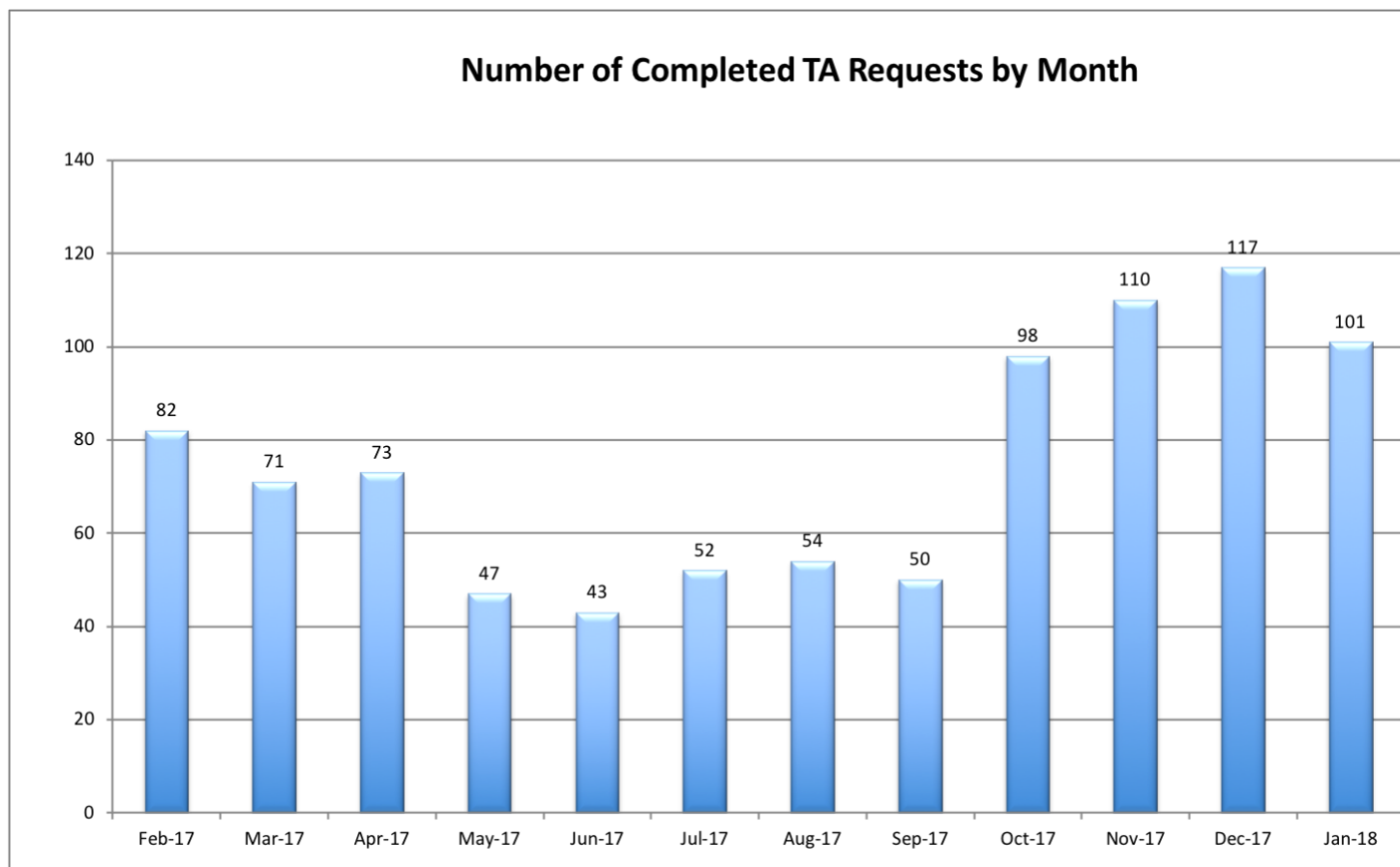
1. GENERAL

During the month of February 2018, members of IACP's Technical Assistance team engaged in the following activities pursuant to the contract:

1. Facilitated weekly TA staff meetings to discuss and strategize training sessions, research TA questions, statewide TA issues, and program progress.
2. Members of the TA team:
 - Met with Disability Rights Iowa to discuss common areas of concern regarding accessing member care.
 - Identified challenges with getting members enrolled with IHH due to changes implemented by UHC. Discussed impact of these changes with UHC to try to resolve access to service issues. Attended senate subcommittee meeting to gain information regarding the potential resolution to the UHC/IHH change.
 - Met twice with IME/Tellegin to discuss outcome of the non-residential settings reviews. Information gathered will be used to guide TA regional training in April.
 - Attended the SIM (State Innovation Model) planning session. Based on the draft mission statement, the committee acknowledged the impact of social determinants of health on the whole person and are committed to working with community providers to improve these measures.
 - TA co-hosted with several MHDS Regions, Derrick Duffresne in three locations for four days of training. A deeper dive into the Five Star Quality process was the topic and the target audience was middle managers and direct care staff. The training was attended by slightly more than 300.
 - Met with members of the core QSDA team to discuss the utilization of Polk County Health Services outcome data as a foundation for value-based purchasing for providers.
 - Helped facilitate meeting for behavioral health providers, IHH, and ACOs to begin discussions around collaboration and support for the benefit of members served.
 - Provided outreach and coordination to UHC clinical team regarding their change in process around service planning/goal writing related to supports. Sought clarification from IME on directives to plans on this.
 - There were ongoing conversations regarding concerns about the process and integrity of SIS assessments.
 - Researched with MCO case managers when and how changes can be made to the service plan without the full team coming together i.e. corrections to the number of units authorized, the need for immediate job coaching activities to be provided, and emergency rights restrictions for the safety of the member. Sought additional clarification from IME.
 - Worked with MCOs and IME to clarify existence and relevance of HCBS funding caps
 - Assisted providers who had issues with outstanding payments/claims submission with MCO and IME.
 - Ongoing discussions and clarification with IME and AG on FFS members transition to AG.
 - Met with Iowa Developmental Disabilities Council staff to review community investment project outcomes and results.
 - Coordinated and hosted meeting with stakeholders and IME to discuss day habilitation and supported employment outcomes.
 - Attended IVRS State Rehabilitation Council meeting, presented to outreach committee, SRC Council, and met with IVRS supervisors.

2. **HCBS WAIVER AND HABILITATION TECHNICAL ASSISTANCE**

1. In February 2017, 95 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:

- Outreach to National APSE for CESP testing dates for Iowa which were provided and shared in the weekly bulletin for the month. Sought clarification from National APSE on parameters to provide CESP continuing credits at regional trainings, CEUs for CESP will be offered to interested participants.
- Met with IME staff conducting non-residential HCBS settings reviews, specifically discussing pre-vocational services, day habilitation, facility-based employment services, and supported employment programs. Information gathered will shape training in April.
- Coordination with Employment 1st to offer training to providers around Discovery (as both a Medicaid and VR service activity) and how to document or capture information learned for funders and customized placement.
- Arranged meeting with Iowa Workforce Development representative to discuss apprenticeships and capacity development options for DSP staff.
- Participated in Iowa Employment First monthly meeting.
- Met with Iowa APSE to discuss professional development training for DSPs.
- Engaged in planning with Northwest Iowa provider on professional development for DSPs.
- Planned and facilitated Iowa Coalition for Integration & Employment meeting.

- Developed a survey in partnership with the East Central Region regarding professional development needs/wants for regional CRPs and stakeholders. Collected and analyzed results of survey and shared with region.
- Planned and facilitated ICIE Core Team meeting which included discussion on benefits planning resources, DRI request for WIPA support and possible expansion of resources.
- Participated in phone conference with two ODEP national subject matter experts on what is happening in Iowa around integrated employment, parent/family engagement, and school-to-work efforts for individuals with significant disabilities.
- Assisted with planning and facilitation of outreach to Hispanic/Latino families in Denison with local provider and coordinated involvement in school parent/teacher conferences in March.

4. TA TRAINING

Centralized/Web-Based Training

- 4.1 Began meeting with IHH, Habilitation providers, and AmeriGroup to develop a web based training to be offered in April.

Regional Training

- 4.2 Spring 2018 Regional training details have been solidified. Dates are 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 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

Training structure is as follows:

Non-Residential Settings (2.25 hr) – We will cover HCBS Final Rule non-residential settings reviews. This includes Day Habilitation, Adult Day Care, PreVocational Services, and Supported Employment. Participants will leave with information related to the following questions:

- 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) - We will provide tips on developing service plans, use of assessments, and completing documentation to meet expectations of Managed Care Organizations and State entities.

Regional training marketing was initially distributed electronically during February 2018. Paper mailer distribution will occur March 2018.

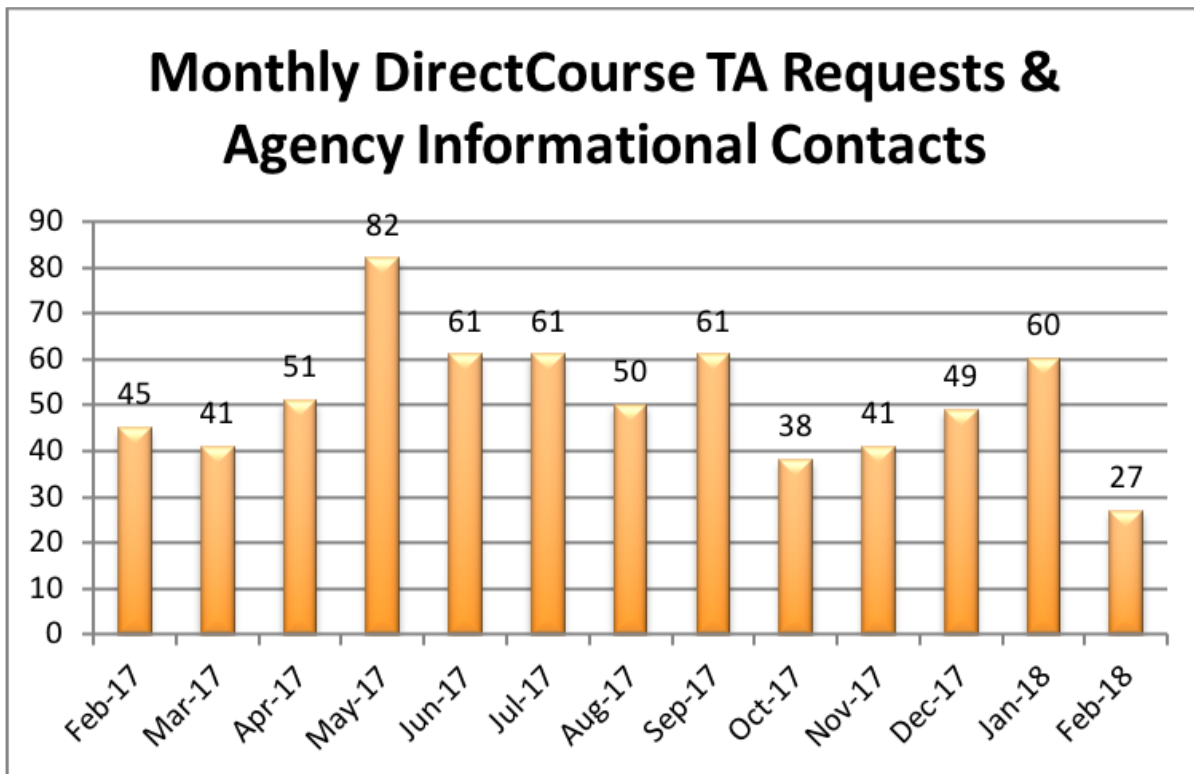
ON-LINE LEARNING MANAGEMENT

5. DIRECTCOURSE

1. Through February 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

1. Organizations utilizing the system have enrolled 19,200 active learners.
2. In February 2018, there were 27 requests for DirectCourse TA assistance. Total monthly contacts are summarized below.



3. Since Iowa began using DirectCourse, through February 2018, learners have completed **977,090** lessons. February 2018 training completion totaled **16,057** lessons. The chart below summarizes the total number of training units completed each month.

DirectCourse: Total Lessons Completed by Month

