

**Iowa Department of Human Services
Iowa Medicaid Enterprise
HCBS Provider Training and Technical Assistance
SFY19 Progress Report
July 2018**

Identification Information:

Project Name: HCBS Waiver and Habilitation Services Training and Technical Assistance

Contract Number: MED-15-013

Organization: Iowa Association of Community Providers

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Scope of Work and Progress:

TECHNICAL ASSISTANCE

1. GENERAL

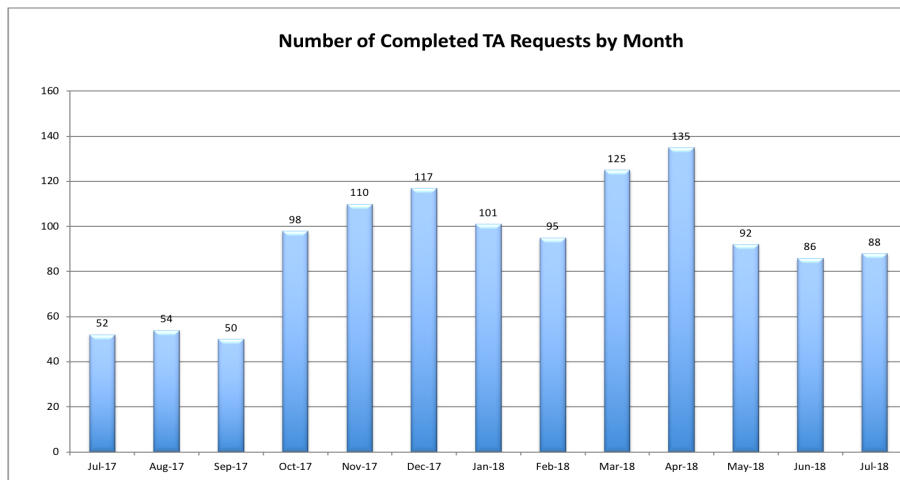
Throughout the month of July 2018, members of IACP's Technical Assistance team engaged in the following activities pursuant to the contract:

- Facilitated weekly TA staff meetings to discuss and strategize training sessions and research TA questions, statewide TA issues, and program progress.
- 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 the development of standardizing outcome measures collected by MCOs and the State.
 - Attended the Process Improvement Workgroup breakout meeting that was facilitated by IME and discussed LTSS service provider MCO concerns.
 - Frequently contacted MCO staff to clarify and resolve issues HCBS providers were having. The most common 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.
 - Participated in ID Actions Make Your Mark Convention planning meeting.
 - Developed and began the implementation of a web-based resource page for frequently asked TA questions that HCBS members could access.
 - Participated in C3 trainer meeting to review statewide training plan.
 - Met with MHDS Redesign, Joint Outcomes and Training committee to discuss statewide Evidence Based Practice training that will be held in October.
 - Attended the statewide SIM training.
 - Met with IHH providers and HCBS specialists to discuss concerns regarding access to services for Hab and CMHW members.
 - Provided update webinar for HCBS providers.
 - Developed FAQs for HCBS providers on topics of documentation, training requirements, SIS, and incident reporting.

2. HCBS WAIVER AND HABILITATION TECHNICAL ASSISTANCE

In July 2018, 88 technical assistance inquiries were processed. The monthly technical assistance numbers are noted in Figure 1.

Figure 1. The Number of Completed TA Requests by Month



3. EMPLOYMENT SERVICES

IACP contracts with the ICIE as part of the Technical Assistance to enhance training and facilitate opportunities around employment services. The activities are reported below.

Members of the TA team:

- Provided technical assistance to member inquiries.
- Met with WINTAC staff to discuss WIOA resources and training.
- Processed Summer Symposium feedback for partners and for future planning around efforts. Completed follow-up outreach and answering of questions/needs/resources for follow-up.
- Met with Des Moines Public Schools to discuss collaboration between schools and providers and training options for paraprofessionals who will be providing job coaching services to students.
- Coordinated and facilitated Iowa's monthly Employment 1st COP. Collected evaluation information, disseminated recording/materials, and made materials available to mailing list. Fulfilled on-going education certificate requests.
- Met with IVRS to discuss 14c Certificate holders and career counseling, information, referral services, and strategies for supporting providers.
- Met with IVRS's Bureau Chief and Program Manager to discuss SRC Outreach Committee and cross-partner collaboration across VR area offices.
- Participated in MH/DS Regional Evidence-Based Practice statewide planning team meeting.
- Participated in DHS day habilitation rule review work group and completed

required homework.

- Conducted follow-up discussion with ECR provider around data and transformation. Participated in meeting with MHDS East Central Region to discuss provider needs, transportation survey results, and possible next steps for Integrated Employment Network.
- Ongoing coordination and collection of information and feedback from Coalition, as well as dissemination of information and resources. Processed Coalition meeting information and materials and disseminated to members.
- Disseminated information to ICIE from IACP and sent information to be shared with IACP TA list.
- Participated in Direct Course Administrator training.
- Completion of FAQs for documentation, training requirements, SIS, incident reporting, etc.

4. TA TRAINING

Centralized/Web-Based Training Provided

- Provided a “What’s New” webinar for providers that reviewed rule changes, IL’s, new processes, etc. that have happened within the previous six months. Registration for this event was 270.

Regional Training

Fall 2018 Regional training is planned for October 1st-4th.

- Locations and dates are as follows:
 - October 1st:** Heartland Acres Center, 2600 Swan Lake Blvd., Independence, IA
 - October 2nd:** Clarion Highlander Hotel, 2525 N Dodge St., Iowa City, IA
 - October 3rd:** Hilton Garden Inn, 8600 Northpark Dr., Johnston, IA
 - October 4th:** Stoney Creek Inn, 300 3rd St., Sioux City, IA
- Training topics will be finalized in August 2018, and marketing materials will be sent early September 2018.

Upcoming Centralized/Web-Based Training

- Met with MHDS Redesign, Joint Outcomes and Training committee to discuss statewide Evidence Based Practice training that will be held in October. Individual Placements and Supports, Permanent, Supported Housing, and Integrated Co-Occurring Disorders.
- Planned C3 De-escalation training for Dallas County Positive Behavioral Support Team to be held in Des Moines in September (rescheduled from May).

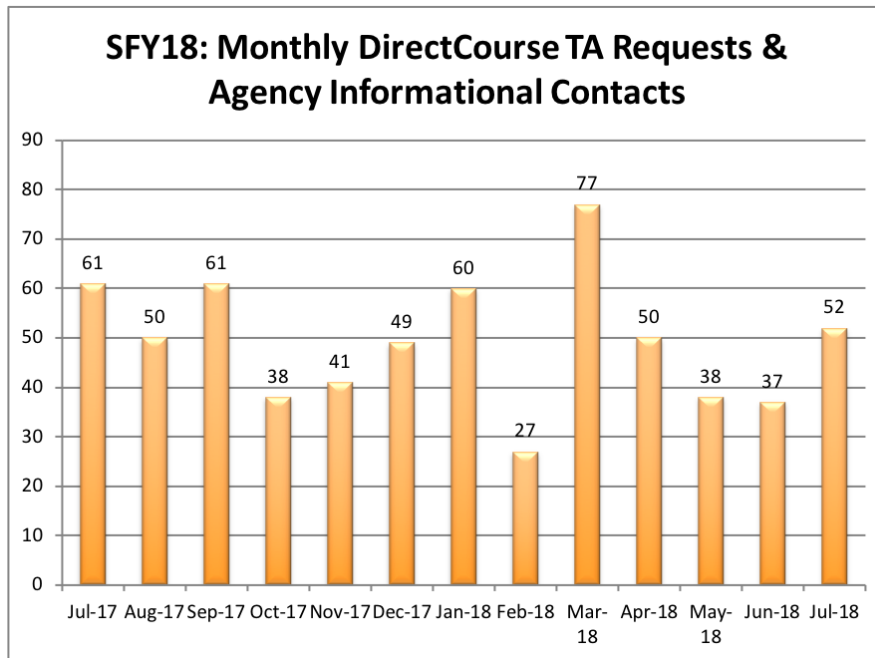
5. ON-LINE LEARNING MANAGEMENT: DIRECTCOURSE

Through July 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.

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

In July 2018, there were 52 requests for DirectCourse TA assistance. The total monthly contacts are summarized in Figure 2.

Figure 2. The Monthly DirectCourse TA Requests and Agency Informational Contacts



Since Iowa began using DirectCourse, learners have completed **1,054,653** lessons as of July 31st, 2018. The July 2018 training completion totaled **14,482** lessons. Figure 3 summarizes the total number of training units completed each month.

Figure 3. The Number of DirectCourse Training Lessons Completed by Month

