

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

Identification Information:

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

Contract Number: MED-15-013

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Scope of Work and Progress:

TECHNICAL ASSISTANCE

1. GENERAL

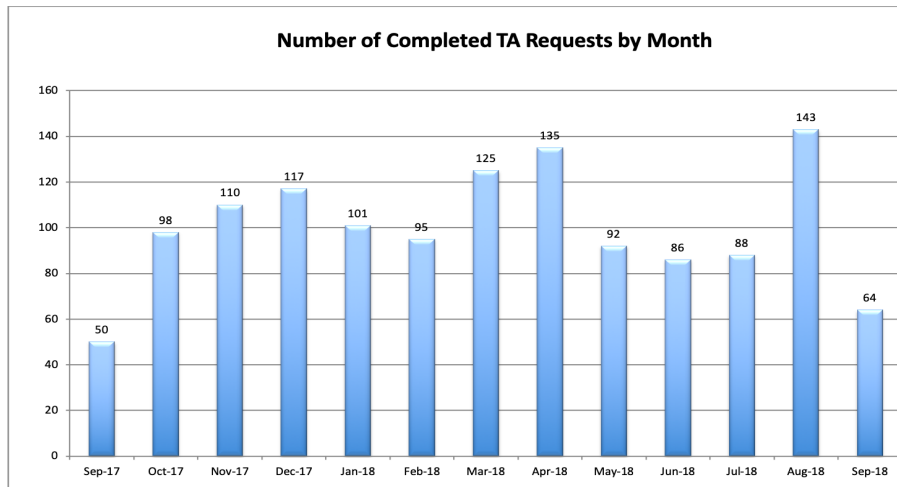
Throughout the month of September 2018, members of IACP's Technical Assistance team engaged in the following activities pursuant to the contract:

- 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 quality 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.
 - Met with involved parties to further develop the implementation of Individual Placements and Supports as an EBP that can be delivered through HCBS Supported Employment.
 - Met with IHH providers and Amerigroup for clarifying authorization process for Hab members, understanding claims dispute process, and workflows.
 - Participated in the QSDA Executive call to discuss compiling and sharing data per IME request.
 - Completed on-site consultation around final rule compliance and transitioning from facility-based employment services.
 - Revised TA FAQs for the IACP website. The items will be posted with new web pages in October 2018.

2. HCBS WAIVER AND HABILITATION TECHNICAL ASSISTANCE

In September 2018, 64 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



In total, 95% of September 2018 TA questions came from IACP members.

Table 1. September 2018 Question Categories

Category	Number of TA Requests
Assessments	1
Audits	1
Billing	1
Billing - Authorization	2
Billing - General	3
Cost Reporting	2
DHS Contact	2
Documentation	3
Goal Writing/Service Planning	1
HCBS CDAC	1
HCBS Employment Services	8
HCBS ID Waiver - General	1
HCBS Habilitation - General	1
HCBS Settings	1
Managed Care	5
Member Eligibility	2
Member Rights	7
Policies and Procedures	1
RCF to HCBS Transition	1

Records Retention	1
Service Scope - General	2
SIS	2
Tiered Rates	2
Training Requirements	8
Transportation	4
Waiver Wait List	1
Total	64

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:

- Visited a provider in eastern Iowa to provide support, training, and information related to building their supported employment program and services. Gathered SE services information and resources to share with provider.
- Reviewed employment knowledge, skills, and abilities survey/checklist and continued to refine the tool.
- Provided an update to IVRS State Rehabilitation Council Outreach Committee on partner collaboration, capacity development, and WIOA Section 511 requirements for employment service providers who hold a 14c Certificate.
- Met with Iowa APSE to discuss training options and possible on-going areas of need to address training gaps that we might support.
- Met with Iowa Department of Education to discuss partner collaboration and opportunities to strengthen school/provider partnerships. Identified needs to include in upcoming TA youth to adult HCBS transitions.
- Conducted outreach to DHS, UCEDD, IACP, and CICS regarding employment data efforts.
- Provider outreach follow-up discussions from 2016 outreach around transformation, supported employment and community-based employment, and day services. Outreach to same providers to coordinate follow-up calls for updates and data.

4. TA TRAINING

Centralized/Web Training Provided

- A focused conversation with Amerigroup was held with 44 IHH staff from around the state. A variety of topics concerning the delivery and coordination of HCBS services were discussed. Requests for information were provided to AG as well as recommendations for improving communication and processes. Participants viewed the training for claims disputes and had an overview of authorization

process changes that will be introduced soon.

- C3 De-escalation training was provided to 45 persons in Adel on September 11th and 12th, 2018.
- Susan Smith, ITABS presented a Midline Manager training to HCBS providers that focused on modeling and coaching positive member interactions on September 25th, 2018. The event was attended by 104 providers and response was very positive. A future presentation that builds on the foundation presented is being planned.

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

Finalized Technical Assistance Regional Training Materials

- Training topics include:
 - Back to Basics: A Review of HCBS Services, Requirements, and Resources (2 hours)
 - Questions and Answers submitted from Providers (1 hour)
 - Job Analysis for Supported Employment (2.5 hours)
- Electronic notices promoting the training were sent in August. Traditional mailed notifications were sent in September.

Upcoming Centralized/Web Training

- Taking the Scare out of Evidence-Based Practice will be held on October 16th at Hy-Vee Hall in Des Moines. Individual Placements and Supports, Permanent, Supported Housing, and Integrated Co-Occurring Disorders will be presented.
- Youth to Adult HCBS Transitions (a two-part webinar series) is being planned to discuss working with schools, parents, and children's services providers to prepare for entry into adult services. Part one is tentatively scheduled for November.
- Introductory C3 De-escalation training will be offered November 5th, 6th, and 7th, 2018 in Des Moines. An advanced Train the Trainer series is scheduled on April 8th, 9th, and 10th, 2019. Additional introductory training is being planned at other locations in the state.
- Adult Mental Health First Aid is planned to be presented in January in Des Moines.

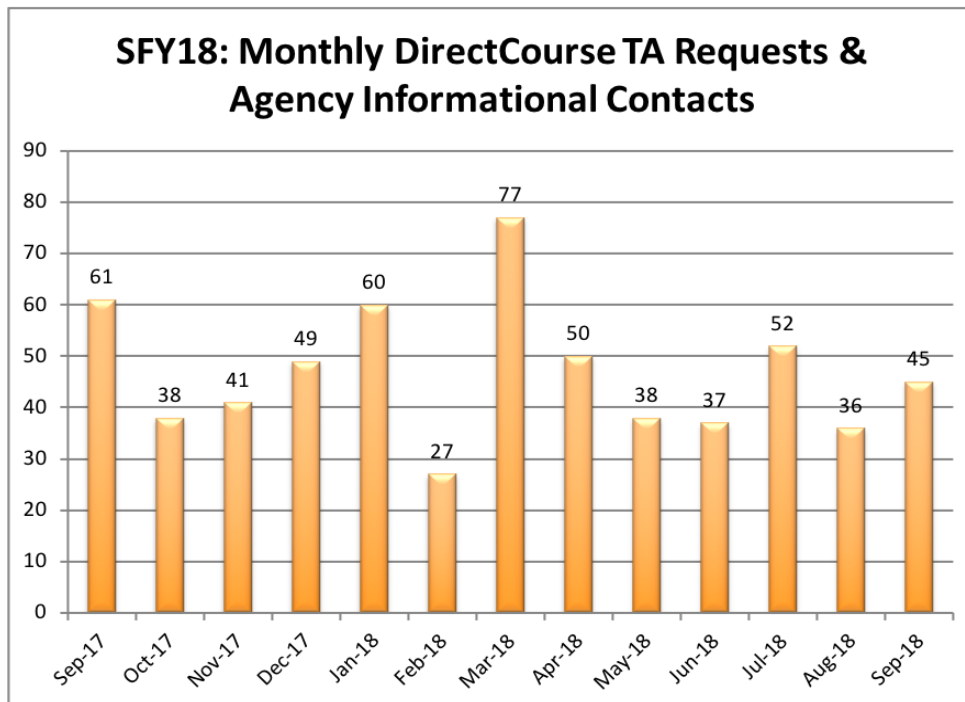
5. ON-LINE LEARNING MANAGEMENT: DIRECTCOURSE

Through September 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 19,450 active learners.

In September 2018, there were 45 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 **1,086,168** lessons as of September 30th, 2018. The September 2018 training completion totaled **16,861** lessons. Figure 3 summarizes the total number of training units completed each month.

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

