

**Iowa Department of Human Services  
Iowa Medicaid Enterprise  
HCBS Provider Training and Technical Assistance  
SFY17 Progress Report  
November 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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Name/Position: Ben Woodworth, Director of Training

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Name/Position: April Metzger, Medicaid Compliance Specialist

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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 November 2017, members of IACP's Technical Assistance team engaged in the following activities pursuant to the contract:

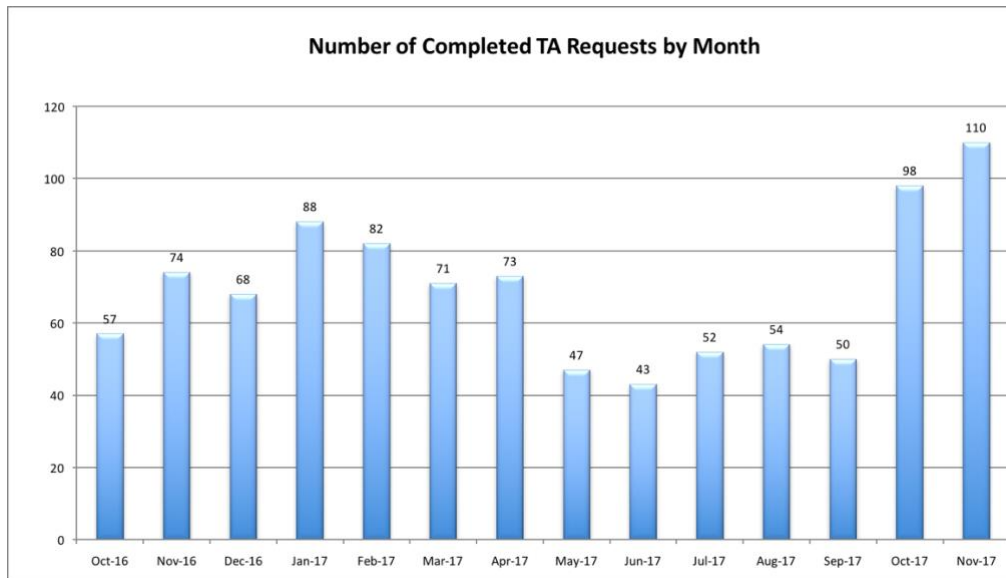
**1.1** Facilitated weekly TA staff meetings to discuss and strategize training sessions, research TA questions, statewide TA issues, and program progress.

**1.2** Members of the TA team:

- The Iowa Psychiatric Rehabilitation Association held its annual meeting and was attended by Technical Assistance staff. Daniel Finney from the Des Moines Register attended and addressed the mental health system in Iowa from a service recipient perspective.
- The QSDA outcomes data validation team met to review a provider agency's entries for the year. Staff participated in this review with the objective of understanding the Regions' evaluation process and to train to serve as an appeal team member.
- The QSDA management team met after the review to discuss inter-rater reliability with data reviews and what changes were needed to be made during the assessment process.
- Contacted members of IME and MCOs frequently to access information needed by providers to assist them with the transition within the managed care system.
- Participated in weekly IACP update calls related to MCO transition.
- Attended IACP monthly advisory meeting.

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

**2.1.** In November 2017, 110 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:

- Participated and supported monthly employment advisory call. Facilitated introduction between employment chair and IVRS resource for presentation for next month's call.
- Followed up with MCO's after Employment Summit and updated employment matrix with United information and AmeriHealth updated contact information.
- Submitted employment summit materials to be uploaded to public portion of IACP website.
- Followed up with parent/family and MCO employment specialist to address coverage reduction issue.
- Planned and facilitated Iowa Coalition for Integration & Employment meeting and provided update on IACP activities to stakeholders and shared employment matrix.
- Shared information with Coalition on Iowa Managed Care Ombudsman's office and discussed appeal/grievance difference.
- Had phone meeting with CICS Region coordinators to discuss integrated employment, Medicaid rules, CMS setting rules, etc. Arranged to meet with CICS Leadership early December to discuss employment in the region.
- Had planning call with ECR workgroup regarding efforts related to partnerships between region, schools, VR, and CRPs in the region in serving youth with disabilities.  
Had planning call with Story County supervisor and agency to discuss employment transportation options in rural parts of the county and refine next action steps to address needs.

- Participated in meeting on needs around benefits planning in Iowa and identified strategy to possibly use IWD ticket-to-work funds for outreach and education. Will bring stakeholders to Core Team meeting in December as guests to move forward with implementation of this.
- Participated in meeting at agency in Denison for planning around improved connection and engagement with Hispanic/Latino community members. Developed a plan to meet with school superintendent, high school principal, elementary school principal and workgroup members early December. Coordinated and set up meeting with participants.
- Provided TA call with Employment Development Manager for Ida County in the Rolling Hills Region and agency regarding employment rules.

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

##### **Centralized/Web-Based Training**

- 4.1 Technology – IACP’s TA team is working on a technology series to promote use and options available to enhance service delivery. This work was spurred by last year’s grant from the Coleman Institute and has potential implications for providers in addressing workforce shortages while complying with person-centered planning in a managed care environment. IACP staff presented on the Coleman project in Denver, Colorado in November.
- 4.2 Mental Health First Aid – November 2017 - Technical Assistance staff hosted 30 people for Mental Health First Aid in Nevada. Training was provided by staff from the Central Iowa Community Services Region.
- 4.3 Person-Centered Planning – November 3, 2017 - Technical Assistance staff sponsored Derrick Dufresne at the West Des Moines Marriott. Derrick presented on addressing loneliness as part of the person-centered planning process. Event registration totaled 163 people.
- 4.4 A compliance webinar focused on new and changing rules, policy manuals and state/MCO communications has been scheduled for December 19 @ 1PM. The What’s New? webinar will be advertised through the wider IACP mailing list and available to any HCBS provider wishes to attend.

##### **Regional Training**

- 4.5 Dates for the Spring 2018 TA Regional Training are tentatively 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 – Ramada Tropics, 5000 Merle Hay Rd, Des Moines, IA 50322

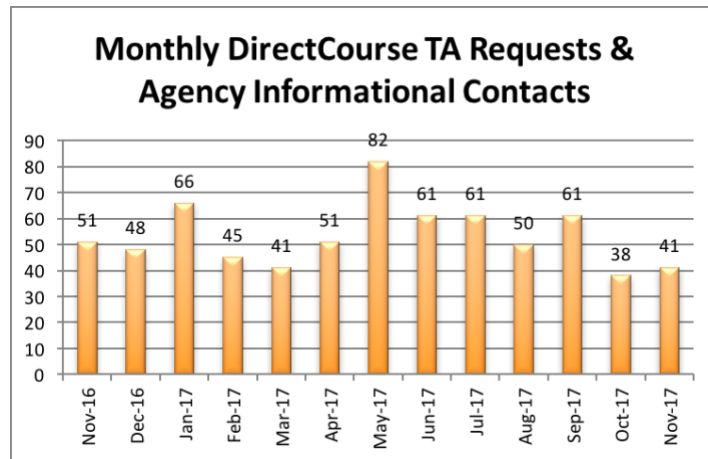
## ON-LINE LEARNING MANAGEMENT

### 5. DIRECTCOURSE

- 5.1 Through November 2017, 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.
- 5.2 Drafted letter to notify providers of value on DirectCourse. The DirectCourse team currently plans to send that information to agency administrators in January 2017.

### 6. DIRECTCOURSE: SYSTEM USE AND TECHNICAL ASSISTANCE

- 6.1 Organizations utilizing the system have enrolled 19,000 active learners.
- 6.2 In November 2017, there were 41 requests for DirectCourse TA assistance. Total monthly contacts are summarized below.



- 6.3 Since Iowa began using DirectCourse, through November 2017, learners have completed **934,967** lessons. November 2017 training completion totaled **16,965** lessons. The chart below summarizes the total number of training units completed each month.

