

**Iowa Department of Human Services  
Iowa Medicaid Enterprise  
HCBS Provider Training and Technical Assistance  
SFY17 Progress Report  
May 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	Phone #:515-270-9495
Name/Position: April Metzger, Medicaid Compliance Specialist	Phone #:515-270-9495
Name/Position: Amy Desenberg-Wines, Director, Iowa Coalition for Integration & Employment	

**Scope of Work and Progress:**

**TECHNICAL ASSISTANCE**

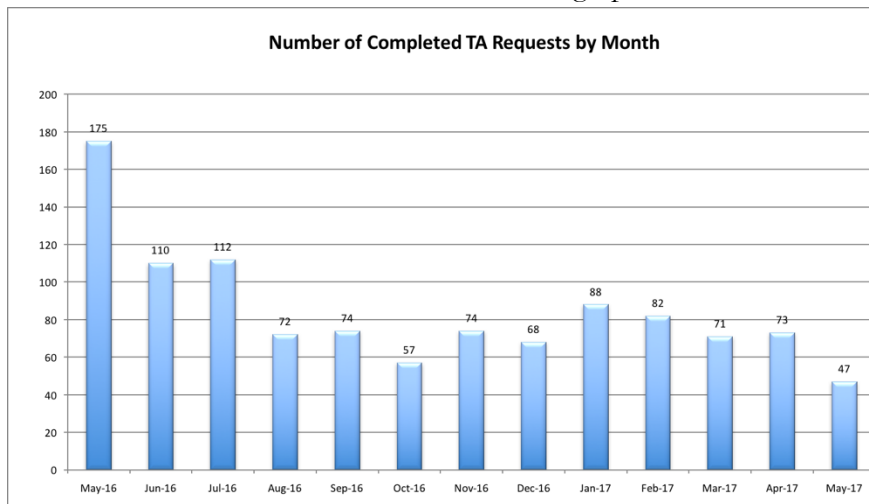
**1. GENERAL**

During the month of May 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. This is also done to ensure there is consistency and uniformity in the process.
- 1.2** Members of the TA team:
- Met with Iowa Law Enforcement Academy, Regions, and C3 trainer to develop agenda for Summit event.
  - Met twice with representatives from Mental Health Centers to discuss challenges with IHH and Hab services.
  - Met with IME staff to discuss State Transition Plan rules twice.
  - Met with Iowa Behavioral Health Association to discuss IHH and Hab services.
  - Met with ICIE to review goals and progress on contract with IACP.
  - Did individual consultation with 2 agencies around settings rule.
  - Met with QSDA group twice to discuss EBP and data collection.
  - Met with Polk Co. Health Services to finalize training event "From Trauma to Addictions".
  - Met with IME to discuss MCO employment meeting.
  - Met with MCOs, Voc Rehab, Department of Human Services, Providers, Centers for Developmental Disabilities, ICIE, and IME to determine definitions of employment outcomes and processes.
  - Consulted with provider around possible ethical issue involving MCO.
  - Consulted with technology provider about issues of payment and access for services with MCOs.

## 2. HCBS WAIVER AND HABILITATION TECHNICAL ASSISTANCE

2.1. In May 2017, 47 technical assistance inquiries were processed and completed. Monthly technical assistance numbers are noted in the graph below.



## 3. EMPLOYMENT SERVICES

Beginning November 1, 2016, IACP contracted 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 in weekly TA team calls.
- Responded to TA questions related to employment.
- Attended and assisted with IACP Annual Convention.
- Had a meeting with the Employment Advisory Chair to plan the June monthly call and coordinated panelists for presenting on non-residential settings reviews.
- Had teleconference with agency staff who wanted to process questions regarding WIOA and employment rules.
- Worked with IACP and IME to plan and facilitate the MCO Employment/Data workgroup meeting. Captured notes and submitted to IME for review.
- Worked with agency staff to clarify questions regarding merger of two organizations and WIOA Section 511 requirements. Reached out to WINTAC to get guidance.
- Delivered 6 WIOA Section 511 Career Counseling, Information, and Referral webinar sessions for providers who hold 14c Certificates. Created an archived session for those who were not able to attend the 12 live sessions.
- Continued efforts to develop IACP employment specific web pages.

- Met with agency staff in Story County to continue to coordinate activities to co-host a meeting with diverse stakeholders for a discussion on rural employment transportation resources, needs, and possible solutions.
- Working with agency staff and Denison High School to coordinate community project to do focused outreach for Hispanic/Latino community members with family members with disabilities. Identified key stakeholders to invite and set meeting up for June.
- Had a planning call with the East Central Region and IVRS to discuss the challenges with WIOA, schools, and employment. Will coordinate a meeting of stakeholders to bring together in June to discuss how partners can work together for successful implementation of WIOA for youth.
- Presented to IVRS State Rehabilitation Council Outreach committee feedback collected from providers from multiple meetings over the last few months.
- Continued planning for provider transformation meeting in June.
- Disseminated important announcements from IACP to ICIE mailing list.

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

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

##### 4.1 From Trauma to Addictions –

IACP's TA team sponsored a training called **From Trauma to Addictions** presented by Peter Volkmann.

Training notice was sent in April. Further information on the training is as follows:

The Polk County Critical Incident Stress Management (CISM) Team is excited to partner with the Iowa Association of Community Providers (IACP), AmeriHealth Caritas, and the International Critical Incident Stress Foundation (ICISF) in offering the From Trauma to Addictions course.

Date: June 14 & 15, 2017 8:00 a.m. to 4:30 p.m.

Grimes Community Complex The Banquet Hall 410 SE Main Street, Grimes

Purpose: Explore the relationship between exposure to traumas and the often resulting addiction. Those individuals who work in the “helping professions” are statistically at a greater risk for developing addictions. The use of alcohol, drugs and other activities as a means of self-medicating overwhelming job-related stress and chronic exposure to emotionally charged events is often common place.

Agenda:

Target Audience: Mental Health/Disability Professionals, First Responders, RN/LPN Nursing Professionals, Social Workers, and Addiction Professionals

Attendance totaled 147, which was max capacity for the training space.

- 4.2 Iowa Community of Practice -WIOA & Section 511 This webinar was held May 9, 2017. Registrants totaled 55.

**Regional Training**

- 4.3 TA Regional Training is tentatively scheduled October 2-5, 2017.

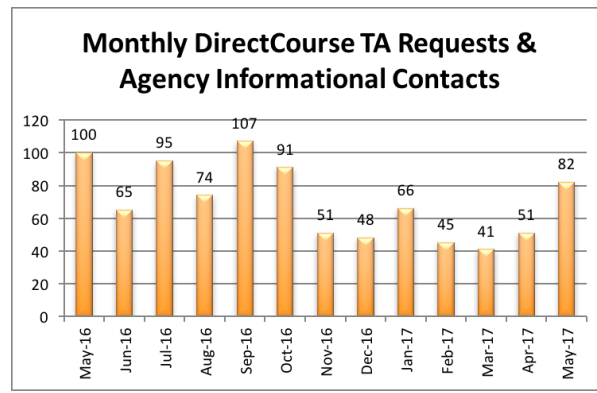
**ON-LINE LEARNING MANAGEMENT**

**5. DIRECTCOURSE: GENERAL**

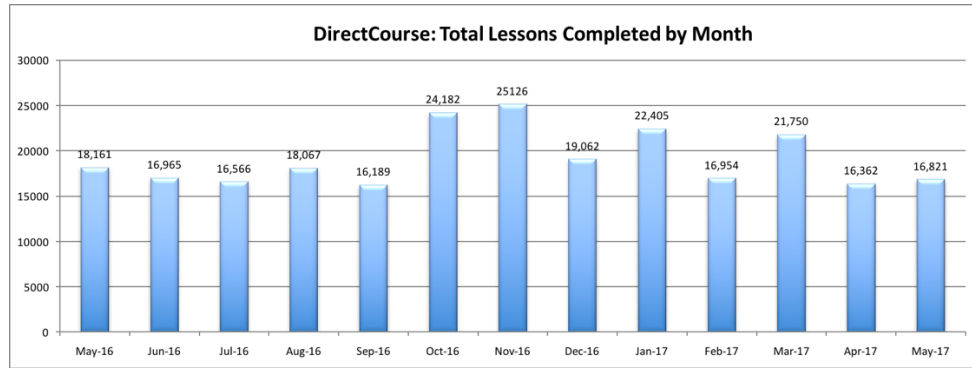
- 5.1 Through May 2017, 110 agencies were either using the DirectCourse system or had committed to system use through submission of Intent to Participate and User Agreement documents. Of the agencies using the system, 21% are non-IACP members.

**DIRECTCOURSE: SYSTEM USE AND TECHNICAL ASSISTANCE -**

- 5.2 Organizations utilizing the system have enrolled 18,900 active learners.
- 5.3 In May 2017, there were 81 requests for DirectCourse TA assistance. Total monthly contacts are summarized below.



- 5.4 Since Iowa began using DirectCourse, through May 2017, learners have completed 824,588 lessons. May 2017 training completion totaled 16,821 lessons. The chart below summarizes the total number of training units completed each month.



5.5 The Governor’s veto of funding for DirectCourse for SFY18 and DHS’s subsequent commitment to continue to fund the program has emphasized the need for both advocacy around training as a system’s issue as well as the need for contingency planning should funding disappear. A planning team at IACP has begun to meet weekly around this issue.