

**Iowa Department of Human Services
Iowa Medicaid Enterprise
HCBS Provider Training and Technical Assistance
SFY17 Progress Report
December 2016**

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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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Name/Position: Amy Desenberg-Wines, Director, Iowa Coalition for Integration & Employment	

Scope of Work and Progress:

TECHNICAL ASSISTANCE

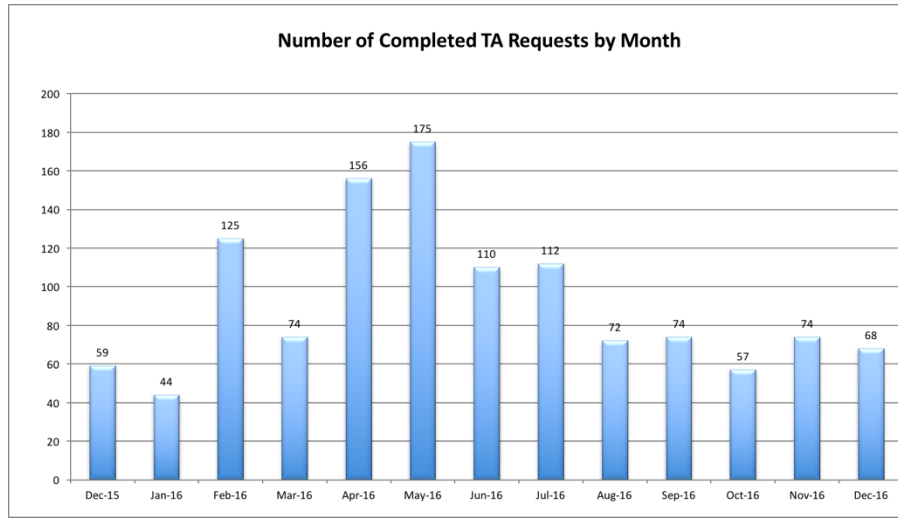
1. GENERAL

During the month of December 2016, 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 IACP finalized contract discussions with staff from ICIE in in exploration of a contract with IACP's TA program to continue efforts and training around integrated, community-based employment.
- 1.3 Members of the TA team:
 - Met 2x with IME and MCOs to finalize training to be held on December 6
 - Met 2xs with Mental Health Center group to discuss IHH/Hab concerns
 - Attended Iowa Psychiatric Rehabilitation monthly meeting
 - Met with IME to discuss concerns around HCBS
 - Met 2xs with QSDA for outcomes/EBP planning
 - Facilitated IHH/MCO/Hab provider summit for 250 persons in Ankeny
 - Attended MFP meeting
 - Conducted on site meeting with agency to discuss HCBS final rule and clarification of policy for HCBS
 - Met with MCOs to discuss information relating to payment and procedure for HCBS providers
 - Attended the ICIE meeting
 - Attended tiered rate meeting for ID waiver

2. HCBS WAIVER AND HABILITATION TECHNICAL ASSISTANCE

- 2.1. In December 2016, 68 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. Because those activities were not fully reported in November, they both have been added below:

November:

- Partnered with Iowa DOT in planning and facilitation of meeting on November 2, 2016 with Iowa’s regional transit managers and cross-section of Iowa CRPs regarding CMS’s rules for HCBS settings and potential impact on transportation needs across the state. Established a workgroup for on-going collaborative work in this area.
- Presented information regarding partnership with IACP and Iowa Coalition for Integration & Employment on November 3, 2016 Coalition meeting and engaged in discussion with members.
- Coordinated efforts with IACP Children’s Advisory Chair to develop and deliver information and resources related to supporting parents/family members of school-aged youth at November IACP Advisory Meeting.
- Facilitated connecting CRP provider who is beginning efforts of transformation of employment services from facility-based to community-based with providers in Iowa who have been working on transformation of services for the last several years.
- Began to build a collection of resources on transformation of services to share with CRPs.
- Presented information to the Iowa Developmental Disabilities Council on IACP’s partnership with ICIE at the November 10, 2016 Council meeting.
- Assisted with coordination and delivery of HCBS employment rules webinar.
- Provided information at IACP’s November Member Advisory Meeting on IACP’s partnership with ICIE, important employment services updates, and upcoming opportunities for employment service providers.

- Met with Workforce Innovation Technical Assistance Center (WINTAC) representative to discuss WIOA documentation requirements for employment service providers and related resources.
- Gathered information and made recommendations to IME regarding employment service provider qualification requirements for consideration for rule modification and clarification support.
- Initiated the development of a tool/resource for employment service providers regarding documentation requirements under WIOA Section 511. This includes identification of relevant referral resources and clarification of state direction for process/procedures between state agencies.

December:

- Met with Iowa's Client Assistance Program Coordinator to discuss outreach and resources for individuals working in subminimum wage positions and employment service providers across Iowa.
- Refined and shared WIOA 511 Provisions Chart with CRPs.
- Engaged in conversation with employment service provider regarding interest and need for resources to assist with proper implementation of WIOA. Continued the development of a tool/resource for employment service providers regarding documentation requirements under WIOA Section 511. This includes identification of relevant referral resources and clarification of state direction for process/procedures between state agencies.
- Attended and participated in Money Follow's the Person Partner Meeting on December 8, 2016.
- Planned and facilitated a full-day meeting on December 15, 2016 in the East Central Region for CRPs and partners around integrated, competitive employment services and began to develop a plan of action that would support providers in the region.
- Participated in the Employment First Leadership Team meeting on December 16, 2017.
- Planned and facilitated an MCO Employment Workgroup meeting on December 16, 2017 and coordinated efforts with IME to have a meeting in January with MCO leadership on employment services.
- Provided information at IACP's December Member Advisory Meeting on important employment services updates, upcoming opportunities for employment service providers, and addressed employment related questions.
- Began planning and coordination of Employment Service Providers Network Meeting: Connect, Converse, Conspire and shared information on upcoming January meeting with providers across Iowa.
- Highlighted an Iowa provider in IACP's Weekly Bulletin with *Employment Success Stories*.
- Gathered information on career counseling guidance under WIOA to share with providers.

4. TA TRAINING

Centralized/Web-Based Training

- 3.1 IHH meeting – IACP worked with several stakeholders to garner commitment to a meeting for IHH, provider and MCO staff to focus on the process for Habilitation services. This meeting was held December 6, 2016. Approximately 240 people were in attendance.

An additional IHH meeting has been scheduled for April 2017.

- 3.2 IACP worked with staff from the Ombudsman’s office to schedule an informational webinar for December 19, 2016 @ 2PM. This webinar was held to educate provider staff on the role of the LTC Ombudsman’s office and assistance it can offer to members navigating the managed care system. Training attendance totaled 22. It was recorded for posting to the public TA pages on the IACP website.
- 3.3 Person-Centered Planning training will be offered on February 21 in Ankeny at the FFA Enrichment Center. Derrick Dufresne will present. Training announcements will be sent out both electronically and vail mail. Mailing will take place in January. The intended audience for this training includes providers, IHH staff, case/care managers and other MCO staff. In order to accommodate the largest number of attendees possible, the largest possible space at the FFA building has been secured.
- 3.4 Mental Health First Aid (Youth) will be held in spring 2017. The TA team is currently coordinating with trainers to schedule. After that time, additional adult MHFA courses will be offered as well. The TA team is currently exploring the possibility of conducting these trainings regionally.
- 3.5 A webinar on technology will be scheduled after January 2017. Training focus will be member-focused and staff-supplementing technology for HCBS services.
- 3.6 Dr. Jackie Moore of North Suffolk Mental Health Association has agreed to present a webinar on OSHA on January 19, 2017. Her organization was involved in an OSHA investigation and subsequent suit. Dr. Moore will share her experience and lesson learned through the process.

Regional Training

- 3.7 The next regional trainings are tentatively schedule to be held April 3-7, 2017. Tentative training topics include: Q&A Session, Employment Services, Transition Plan Update.

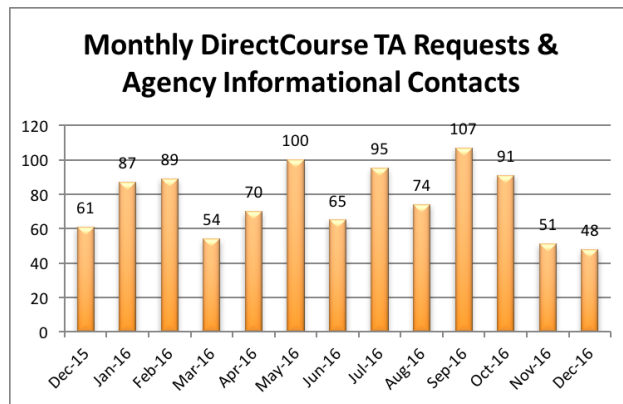
ON-LINE LEARNING MANAGEMENT

5. DIRECTCOURSE: GENERAL

- 4.1 Through December 2016, 106 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, 22% are non-IACP members.

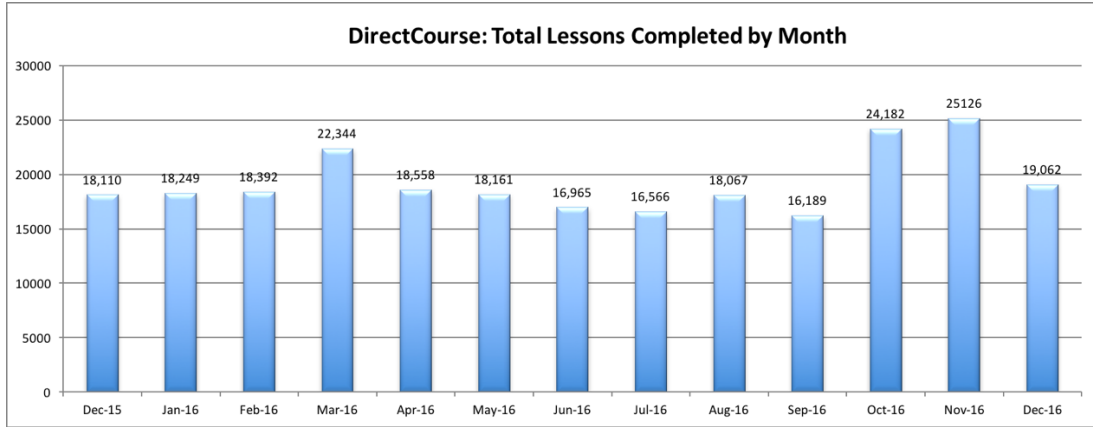
DIRECTCOURSE: SYSTEM USE AND TECHNICAL ASSISTANCE -

- 4.2 Organizations utilizing the system have enrolled 18,650 active learners.
- 4.3 In December 2016, there were 48 requests for DirectCourse TA assistance. Total monthly contacts are summarized below.



- 4.4 Since Iowa began using DirectCourse, through December 2016, learners have completed 459,592 lessons. December 2016 training completion totaled 19,062 lessons.

The chart below summarizes the total number of training units completed each month.



The chart below summarizes the quarterly lesson completion totals since program inception.

