

**Iowa Department of Human Services
Iowa Medicaid Enterprise
HCBS Provider Training and Technical Assistance
SFY17 Progress Report
January 2017**

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I. Identification Information:

Project Name: HCBS Waiver and Habilitation Services Training and Technical Assistance
Contract #: MED-15-013

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Scope of Work and Progress:

TECHNICAL ASSISTANCE

1. GENERAL

During the month of January 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.

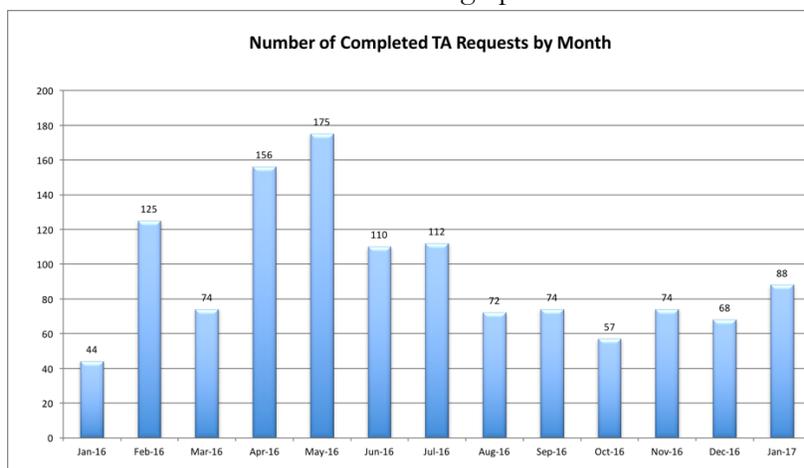
1.2 Members of the TA team:

- Met with IHH contacts for each MCO to discuss waiver related issues. Slots, Incident Reporting, duplication of service were primary topics.
- Met 3 times with QSDA group to discuss coordination of outcomes and Evidence Based Practice requirements for providers.
- Attended 2 meetings with providers and staff from IME to discuss the development of an ID waiver tiered- rate payment system.
- Provided phone consultation regarding HCBS settings questions with 2 provider organizations.
- Visited with behavioral health providers 3 times to discuss issues pertaining to waiver members, services, and coordination between funders.
- Met 2 times to review language in rule that pertain to IME documentation standards compared to MCO interpretation.
- Participated in planning educational event with the Iowa Governor's DD Council.
- Met with QSDA and MCO representatives 2 times to discuss consistency in measuring LTSS Quality of Life Indicators and outcome measures.
- Participated in conference call with staff from Wisconsin to discuss implementation of managed care for ID waiver population.
- Met with ICIE staff 2 times to review employment contract goals and objectives.
- Met with ICIE core team to discuss and plan meeting with MCO decision makers.

- Participated in Iowa Psychiatric Rehabilitation meeting to coordinate training for providers who are working with persons who have mental illness.
- Met with MCO, IME, and IHH provider representatives to plan IHH educational summit in April.
- Attended Department of Public Helth opioid addiction meeting to discuss statewide initiatives.

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

2.1. In January 2017, 88 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:

January 2017

- Drafted clarification message to send out to TA mailing list regarding WIOA Section 511 Provisions Chart.
- Began planning and development of employment specific webpages to integrate into TA/Training/Resources section of IACP's website.
- Had a meeting with IACP's Employment Advisory Chair to do planning around upcoming Advisory meeting breakout discussion and Employment Network Meeting.
- Participated in IACP's Monthly Advisory Meeting and provided information and guidance to members around employment regulations and rules.

- Participated in Iowa DOT pilot planning call and discussed provider engagement for future efforts.
- Participated in the State Employment Leadership Network Community Life Engagement workgroup webinar, which is the first in a series of three. The intent of the workgroup is to provide an opportunity for colleagues to both ask and answer important questions related to established community integration practices and new or emerging work in states.
- Continued planning and coordination of Employment Service Providers Network Meeting: Connect, Converse, Conspire and shared information on upcoming January meeting with providers across Iowa.
- Planned and facilitated WIOA workgroup meeting around case manager/care coordinator (CM/CC) responsibilities and DHS/IVRS/IDB memorandum of understanding around the role of CM/CC in providing career counseling, information, and referral under WIOA. This meeting also did planning for upcoming MCO Employment Workgroup meeting with MCO leadership.
- Communicated with IME Policy staff on Employment Rules and FAQ's.
- Developed letter of recommendation for Iowa Provider to be considered for National APSE's 'Best Practice Award...Organization' around their efforts to transform their employment services to support integrated, competitive employment.
- Facilitated MCO Employment Workgroup meeting with MCO leadership around WIOA requirements; CM/CC's role with career counseling, information, and referral; training needs; and discussion of coordination of data collection efforts. A data workgroup will be formed and meeting in February. Also, a tool will be developed to share with CM/CCs to assist them with documentation of career counseling, information and referral under WIOA.
- Participated in a TA meeting with a provider and their staff around developing an employment services program. Addressed many specific questions around regulations, rules, and best practice.
- Developed Staff Qualification and Training Requirements Tool to illustrate HCBS and IVRS requirements for providers and distributed to providers across the state.
- Conducted outreach around identification of services for self-advocacy, self-determination, and peer mentoring resources and assisted with establishing a planning meeting in February to bring Iowa's Independent Living Center staff, Iowa Developmental Disabilities Council staff, Iowa's Client Assistance Program Coordinator, and Iowa VR staff together to discuss and address services available and need for further development of these resources.
- Continued development of tool and resources for providers around subminimum wage documentation requirements under WIOA.

4. TA TRAINING

Centralized/Web-Based Training

- 4.1 IHH Collaborative – IACP has scheduled April 20, 2017 for an IHH collaborative. A planning group made of MCOs, IME staff and IHH staff will meet to develop the overall program format.

- 4.2 Person-Centered Planning training will be offered on February 21 in Ankeny at the FFA Enrichment Center. Derrick Dufresne will present. Training announcements were sent out both electronically and vail mail. 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.
- 4.3 Mental Health First Aid (Youth) will be held March 28, 2017 in Urbandale. 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.
- 4.4 A webinar on technology has been scheduled for February 22, 2017. Training focus will be member-focused and staff-supplementing technology for HCBS services. The webinar will be recorded and posted on the TA page.
- 4.5 Dr. Jackie Moore of North Suffolk Mental Health Association has presented a webinar on OSHA on January 19, 2017. Her organization was involved in an OSHA investigation and subsequent suit. Dr. Moore shared her experiences and lessons learned through the process.
- 4.6 Connect, Converse, Conspire – Employment Services Meeting was scheduled for January 17, 2017 but was postponed due to weather. The meeting will now be held in February.

Regional Training

- 4.7 The next regional trainings are scheduled to be held April 3-7, 2017. Tentative training topics include: Q&A Session, Employment Services, Transition Plan Update. The survey for the Q&A session has been drafted and sent to the TA email list. It will be resent periodically in the time leading up to presentation submission.

ON-LINE LEARNING MANAGEMENT

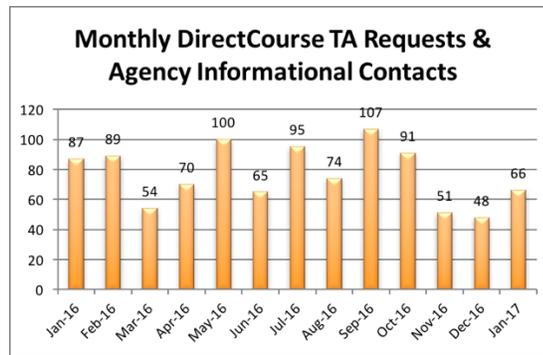
5. DIRECTCOURSE: GENERAL

- 4.1 Through January 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 -

- 4.2 Organizations utilizing the system have enrolled 19,003 active learners.

4.3 In January 2017, there were 66 requests for DirectCourse TA assistance. Total monthly contacts are summarized below.



4.4 Since Iowa began using DirectCourse, through January 2017, learners have completed 755,571 lessons. January 2017 training completion totaled 22,405 lessons.

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

