

**Iowa Department of Human Services
Iowa Medicaid Enterprise
HCBS Provider Training and Technical Assistance
SFY16 Progress Report
June 2016**

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:

Name/Position: Gayla Harken, Outreach Director	Phone #:515-270-9495
Name/Position: Lisa Schwanke, Medicaid Compliance Specialist	Phone #:515-270-9495
Name/Position: Megan Hartwig, Technical Assistance Specialist	Phone #:515-270-9495
Name/Position: Teri Freeman, Communications Director	Phone #:515-270-9495
Name/Position: Brita Nelson, Technical Assistance Specialist	Phone #:563-380-0151
Name/Position: Ben Woodworth, Director of Training	Phone #:515-270-9495

Scope of Work and Progress:

TECHNICAL ASSISTANCE

1. GENERAL

During the month of June 2016, members of IACP's Technical Assistance team engaged in the following activities pursuant to the contract:

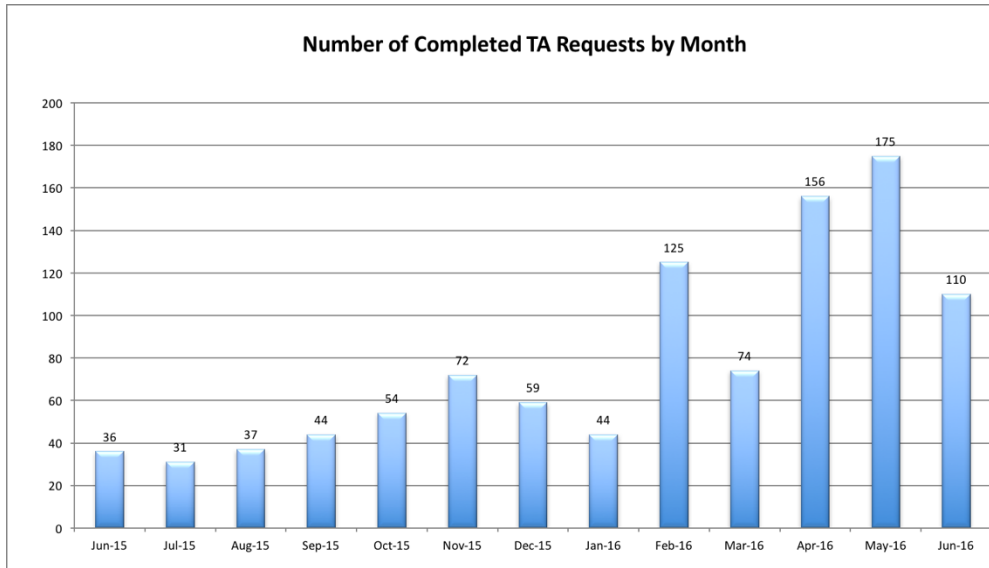
1.1 Facilitated weekly TA staff meetings to discuss and strategize training sessions, research TA questions, statewide TA issues and program progress. This is also done to ensure there is consistency and uniformity in the process.

1.2 Members of the TA team:

- Attended mental health conference (3 days)
- Had weekly review call with MCO to discuss provider transition issues (x4)
- Met twice with mental health centers to discuss issues around MCO transition, CCBHC effort, and IHH concerns related to high intensity (habilitation) members
- Met multiple times with IME and DHS staff to discuss MCO transition issues and rules around MCO implementation
- Attended IHH meeting at IME to discuss application of new rules (SPA) and high intensity members
- Attended meeting to discuss value purchasing and data/outcomes management for providers.
- Assisted with MCO portal education for providers
- Met with vendor to discuss training providers to better address crisis situations with members. Connected them with regional staff for further discussion
- Met with IME staff to discuss new assessment tool for IHHs. Agreed to do pre-review for this tool.
- Offered webinar meeting to IHH staff to preliminarily look at new assessment tool for IHH benchmarking. Created question list to give to IME prior to their roll out of the tool on the following day.
- Attended National Council call regarding CCBHC efforts across the country.
- Worked between IME, MCOs, and providers to assist in resolving issues around payment, credentialing, rates, etc. Meeting either personally or electronically daily to update progress on these issues.

2. HCBS WAIVER AND HABILITATION TECHNICAL ASSISTANCE

2.1. In June 2016, 110 technical assistance inquiries were processed and completed. Monthly technical assistance numbers are noted in the graph below.



- 2.2 A survey on technology and its use by members, families and providers was sent out widely during the month of June. Data collection concluded and information was sent to Anne Cameron of AO solutions for analysis. Summary data should be available by the end of July.

3. TA TRAINING

Centralized/Web-Based Training

- 3.1. The TA team has contracted with a provider intake specialist to present on accessing MCO portals to locate authorizations. The training was held June 14, 2016 and focused on accessing MCO authorizations. Training registration totaled 264 people.
- 3.2. Substitute Decision Making Series– The final webinar in the series will be held July 14, 2016 at 10am. The topic focus will be Financial Substitute Decision Making. This is the final in a 4-part series conducted in partnership with the Office of Substitute Decision Making. All previous webinars are available for viewing on the IACP website.
- 3.3. Dependent Adult Abuse – This training continues to be a work in progress.
- 3.4. July 6-8, 2016 -Tonier Cain, a national educator and speaker on the topic of trauma informed care, will be speaking in Iowa due in part to sponsorship from IACP's TA program. Training is scheduled July 6 and July 8, 2016. Training registration was open to all Iowa providers and is currently full.

Regional Training

- 3.5 Upcoming regional trainings are planned for November 1-4, 2016. Topics will be chosen in the next two months based on agency questions and communication from DHS on areas of assessed need.

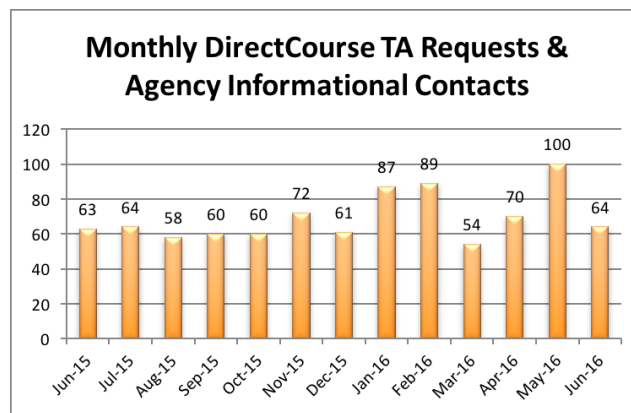
ON-LINE LEARNING MANAGEMENT

4. DIRECTCOURSE: GENERAL

- 4.1 DirectCourse Technical Assistance Specialist Megan Hartwig resigned her position and her last day was June 10, 2016. Agencies in the southern part of Iowa have been directed to contact Brita Nelson in her absence.
- 4.2 Through June 2016, 105 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, 23% are non-IACP members. Throughout the next month, IACP will be evaluating agency use of the system and making adjustments to enrolled agencies. While some agencies have taken advantage of full use of the system and the available curricula, some agencies have enrolled and not engaged in use of training. It is the intent of IACP to spur use of the training rather than prevent agency access.

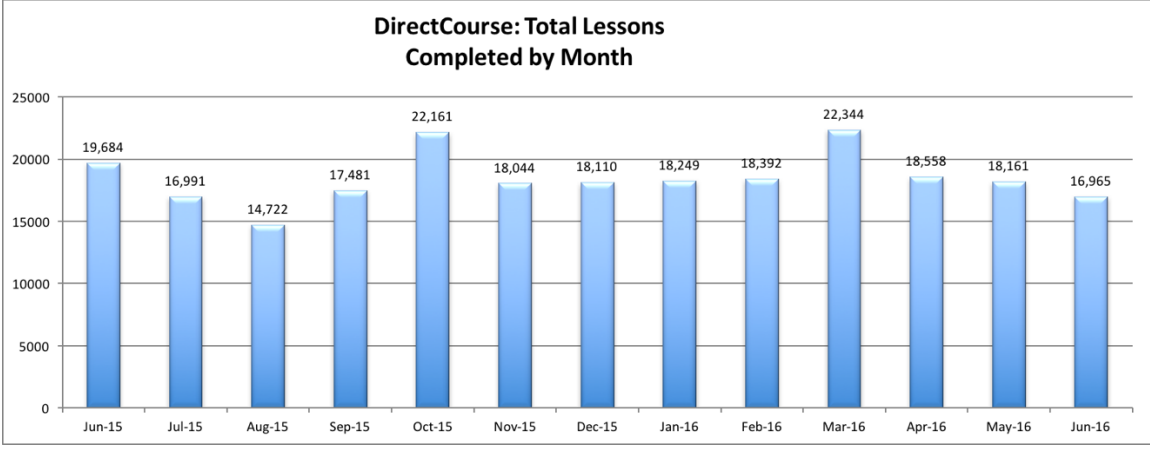
5. DIRECTCOURSE: SYSTEM USE AND TECHNICAL ASSISTANCE -

- 5.1 Organizations utilizing the system have enrolled 17,000 active learners.
- 5.2 In June 2016 there were 64 requests for DirectCourse TA assistance. In addition, IACP is gathering up-to-date information in the form of new Intents to Participate from participating organizations. Total monthly contacts are summarized below.



5.3 Since Iowa began using DirectCourse, through June 2016, learners have completed 618,302 lessons. June 2016 training completion totaled 16,965 lessons.

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



5.4 The total Medicaid members served by participating agencies will be updated once all new agency Intent to Participate forms are submitted.

6. **RELIAS**

6.1 A full report on the Relias program will be submitted with the annual report.