

**Iowa Department of Human Services
Iowa Medicaid Enterprise
HCBS Provider Training and Technical Assistance
SFY16 Progress Report
March 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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Other Staff Working on Project:

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

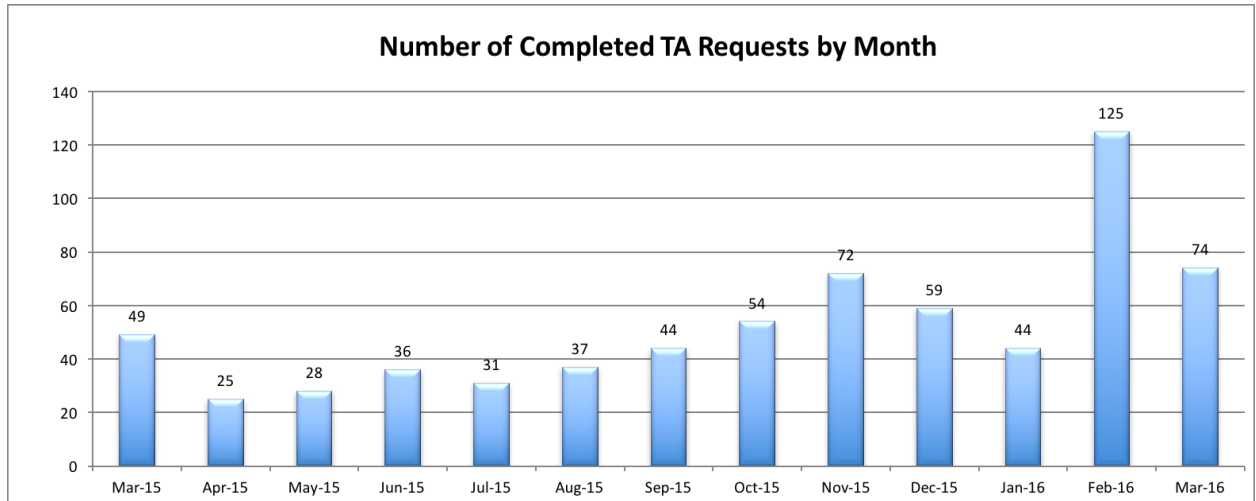
1.1 Facilitated weekly TA staff meetings to discuss and strategize training sessions, research TA questions, statewide TA issues and program progress. This is also done to ensure there is consistency and uniformity in the process.

1.2 Members of the TA team:

- Worked with an agency on transition planning and outcomes collection.
- Met with the data/EBP region planning group twice
- Attended ARRC to discuss medication passing rules for DIA and implications for HCBS providers
- Presented outcomes/EBP and HCBS/Hab provider update to ISAC Spring School
- Attended SIM healthcare collaborative
- 1 in person outcomes training and site visit to consult regarding MCO transition for Clubhouse SE provider
- Met with DD council to discuss Employment First and other collaborative efforts
- Met with MCO transportation vendor to discuss non-NEMT transportation issues
- Met with MHCs to discuss CCBHS questions three times
- Attended CCBHC monthly provider stakeholder call from National Council
- Attended DHS hosted CCBHC Stakeholders meeting
- Discussed and clarified with MCO the function of SSA for RCF facilities
- Met with NAMI of Greater DSM to discuss access to care concerns and workforce shortage issues
- Met with state MCO Ombudsman to share information and to invite them to participate in webinar introducing them to all HCBS/Hab providers

2. HCBS WAIVER AND HABILITATION TECHNICAL ASSISTANCE

2.1. In March 2016, 74 technical assistance inquiries were processed and completed. Monthly technical assistance numbers are noted in the graph below.



3. **TA TRAINING**

Centralized/Web-Based Training

3.1. Substitute Decision Making –Future webinars are scheduled as follows:

April 21, 2016 10am - Powers of Attorney

July 14, 2016 10am - Financial Substitute Decision Making

3.2 Dependent Adult Abuse – This training continues to be a work in progress.

3.3 Medicaid Waste Fraud and Abuse training was developed for the April 2016 regional training. A web-based version will be recorded and posted to the DirectCourse LMS in May.

3.4 Options for technology training have been postponed until September 2016. IACP is in process of developing a survey to sample provider understanding and use of technology. Results will be utilized to inform future technology trainings.

3.5 Evidence Based Practices training will be held May 17, 2016 in Ames, Iowa.

Regional Training

3.6 The next regional training is scheduled the week of April 11-15, 2016. Training topics include Waste, Fraud and Abuse, Right and Responsibility and Restrictions, CMS Rules on Settings, Q&A. A survey for the Q&A was sent out and utilized to develop the Q&A presentation.

Registration information was distributed to all HCBS providers on our mailing list, regardless of IACP membership. A paper mailer was sent on in addition to several emails to

our entire stakeholder network.

- 3.7 Training presentation materials were submitted to DHS for approval.

ON-LINE LEARNING MANAGEMENT

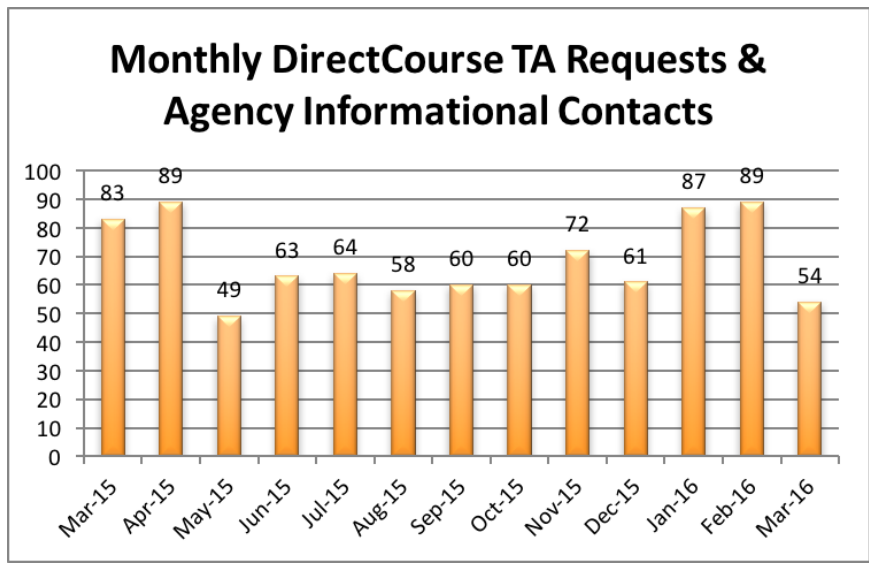
DIRECTCOURSE

4. GENERAL

- 4.1. Through March 2016, 102 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, 24.5% are non-IACP members.
- 4.2. The database system for the voluntary certification program continues to be beta tested and utilized for IVRS training confirmation and certificate generation. The system was set to come out of beta mid-February 2016. However, a technical complication caused this date to be postponed. The contracted IT personnel continue to work to remedy this issue so the system use can be moved forward.
- 4.3. IACP continued to contract with a retired Elsevier employee to assist with development of material for learning administrators. The lessons were reviewed and approved by IACP prior to submission to Elsevier for development into the web-based format. Lesson titles include:
- Course Title: Learning Management System Orientation & Training
- Lesson 1: What is a Learning Management System?
 - Lesson 2: What is a Learning Management System: Accessing an LMS
 - Lesson 3: What is a Learning Management System: Creating Learner IDs
 - Lesson 4: eLearning and the Learner: What is eLearning?
 - Lesson 5: eLearning and the Learner: Training Plan Considerations
 - Lesson 6: Annotations: How to Create and Use Them
- 4.4. DirectCourse staff continued discussions with a provider organization and high school staff regarding potential use of the certification program for use in training high school students for work as DSPs.
- 4.5. As previously reported, DirectCourse learning administrators were surveyed regarding their training preferences. Analysis of results showed that respondents preferred shorter, web-based training opportunities as a first option for learning about the LMS. Their second highest preference indicated was a 1-day, in-person training. A learning administrator workshop is now scheduled to take place April 28, 2016.

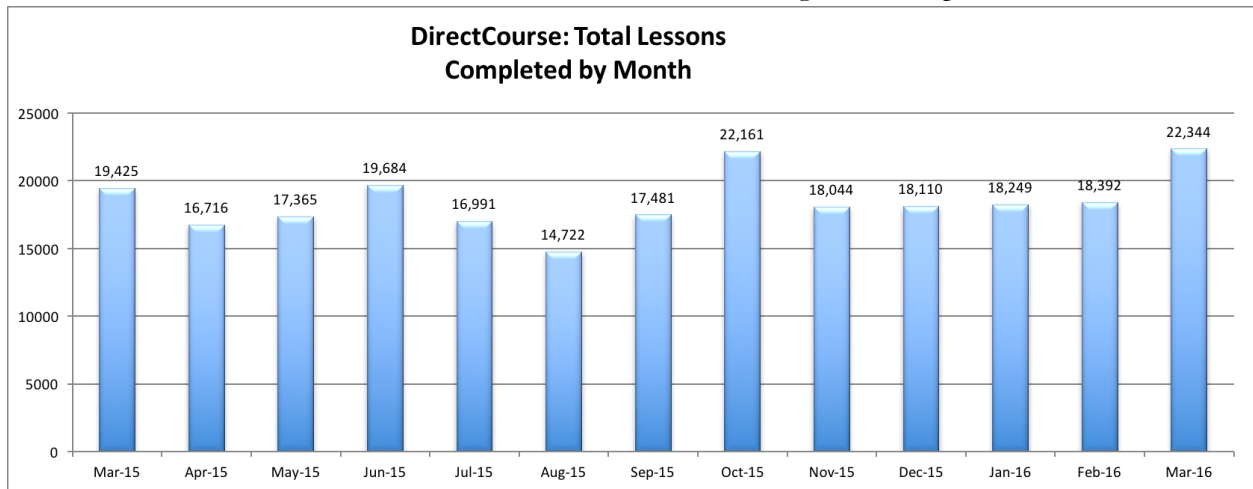
5. DIRECTCOURSE: SYSTEM USE AND TECHNICAL ASSISTANCE -

- 5.1. Organizations utilizing the system have enrolled 16,210 active learners.
- 5.2. In March 2016 there were 54 requests for DirectCourse TA assistance. Total monthly contacts are summarized below.



- 5.3. Since Iowa began using DirectCourse, through March 2016, learners have completed 565,639 lessons. March 2016 training completion totaled 22,344 lessons. This represents the highest lesson completion total since the program began.

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



- 5.4. The total Medicaid members served by participating agencies are 15,666.

5.5 A DirectCourse Newsletter has been developed and will be distributed next week.

RELIAS

6.1 No additional information to report.