

**Iowa Department of Human Services
Iowa Medicaid Enterprise
HCBS Provider Training and Technical Assistance
SFY16 Progress Report
October 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: Ben Woodworth, Director of Training	Phone #:515-270-9495
Name/Position: April Metzger, Medicaid Compliance Specialist	Phone #:515-270-9495

Scope of Work and Progress:

TECHNICAL ASSISTANCE

1. GENERAL

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

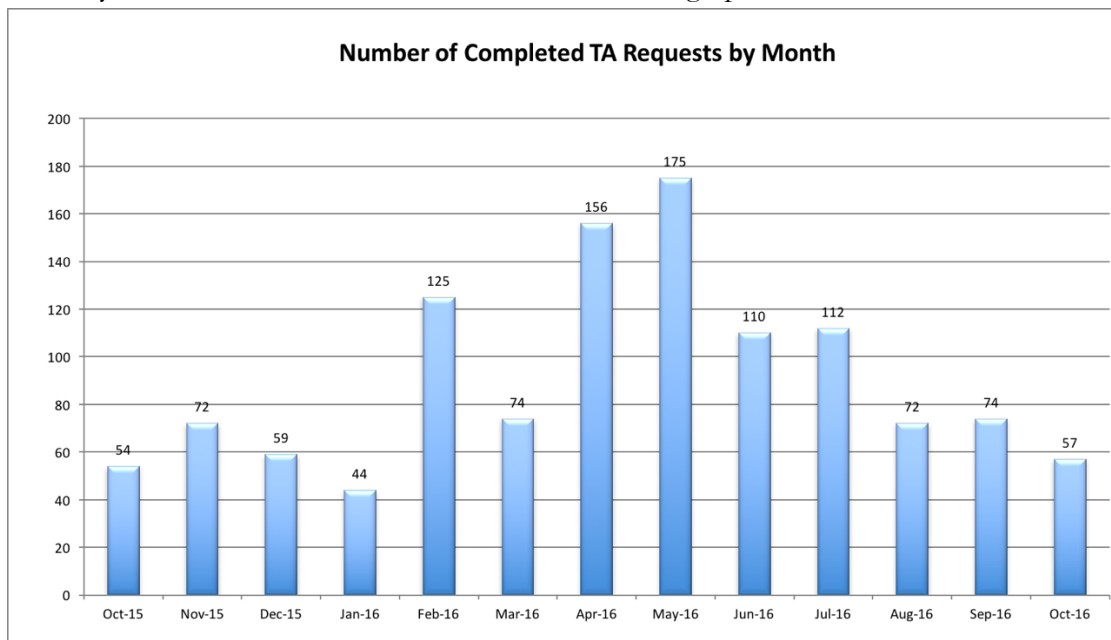
- 1.1 Facilitated weekly TA staff meetings to discuss and strategize training sessions, research TA questions, statewide TA issues and program progress. This is also done to ensure there is consistency and uniformity in the process.
- 1.2 IACP finalized contract discussions with staff from ICIE in exploration 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:
 - Attended webinar on implementation of changes to Department of Labor's Fair Labor Standards Act that will change the threshold for exempt employee salaries starting December
 - Met with MHDS twice to discuss provider concerns related to HCBS and Hab services.
 - Met four times with Pediatric IHHs, MCOs, and IME to discuss the release of Children's Mental Health Waiver slots and the associated workflows. A flow chart was created and shared with all IHHs for their reference.
 - Met with QSDA group twice to discuss creation of the initial annual data report that was shared with Regions for compliance with their reporting needs. Also discussed with Regions the results of the statewide Evidence Based Practice survey that TA conducted to determine potential next steps for training of providers.
 - Met with QSDA and AmeriGroup to discuss the direction their organization was considering regarding data collection and Quality Life Indicators.
 - Conducted two days of staff development that included HCBS Final Rule for Genesis Development Corporation.
 - Attended two meeting with Mental Health Center providers to discuss issues that pertain to Medicaid members.
 - Met with technology provider to discuss the possibility of having a training for members, families, and providers around the role that technology can play in increasing independence.
 - Met twice with MCO staff to plan regular IHH/provider summits as it relates to HCBS/Hab members.
 - Attended State Mental Health Conference.
 - Met twice with ICIE to finalize contractual relationship for the promotion of integrated employment initiatives and compliance with settings rules for providers.
 - Met with residential providers to discuss settings rules and implication for provider owned and operated settings.

- Participated in CCBHC national conference call.
- Attended IVRS webinar regarding WIOA rules.
- Attended Logisticare webinar to review process for HCBS/Hab transportation.
- Attended Provider Self Assessment training –three members of the TA team attended 3 different locations for training to gather information to share while doing regional TA training.
- Attended MFP annual meeting. Focus was on employment and new rules.
- Met with Kelli Todd, State Ombudsman’s office, to discuss types of concerns shared from HCBS providers.

2. HCBS WAIVER AND HABILITATION TECHNICAL ASSISTANCE

2.1. In October 2016, 57 technical assistance inquiries were processed and completed. A majority of questions related to the change to Medicaid managed care.

Monthly technical assistance numbers are noted in the graph below.



3. TA TRAINING

Centralized/Web-Based Training

- 3.1 IHH meeting – IACP worked with a number of stakeholders to commitment to a meeting for IHH, provider and MCO staff to focus on the process for Habilitation services. This meeting is scheduled December 6, 2016.
- 3.2 WIOA – What’s it Got To Do With Us? Amy Desenberg-Wines of ICIE presented on WIOA and the general implications for employment service providers. 78 people attended the webinar.
- 3.3 A date for a follow-up webinar on WIOA as it relates to IVRS and Iowa partners was scheduled in October for November 21. Presenters will include staff from IME and IVRS.

This webinar is a planned duplicate of the same webinar held by IVRS in October. The TA team plans to record the webinar for future availability for Iowa providers.

- 3.4 IACP worked with staff from the Ombudsman's office to schedule an informational webinar for December 9, 2016.

Regional Training

- 3.5 Upcoming regional trainings are planned for November 1-4, 2016. Topics will include HCBS Settings, Managed Care, Question & Answers, HCBS Self-Assessment.

Training locations are as follows:

November 1 - Heartland Acres Ag Ctr @ 2600 Swan Lake Blvd Independence IA 50644

November 2 - Radisson @ 1220 1st Ave Coralville

November 3 - Noah's Event Center @ 1805 90th Street Des Moines

November 4 - King's Pointe Resort @ 1520 East Lakeshore Dr Storm Lake IA 50588

Previously finalized training announcements were sent out to the TA mailing list. This mailer advertised both the upcoming regional trainings as well as the opportunity for all Iowa HCBS providers to access IACP's TA team with their questions. In addition, electronic training description and registration information was sent to the TA email list.

Draft training presentations were submitted to IME for review.

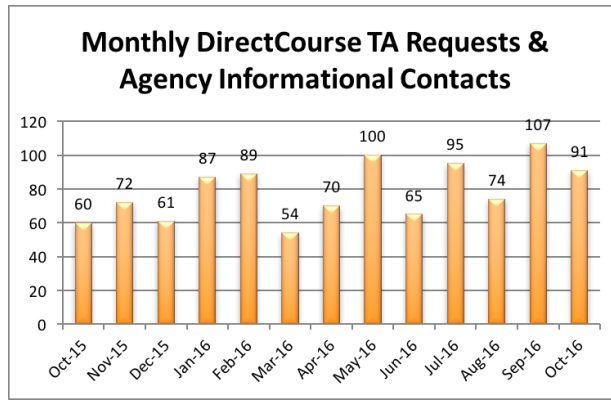
ON-LINE LEARNING MANAGEMENT

4. DIRECTCOURSE: GENERAL

- 4.1 Through October 2016, 107 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.

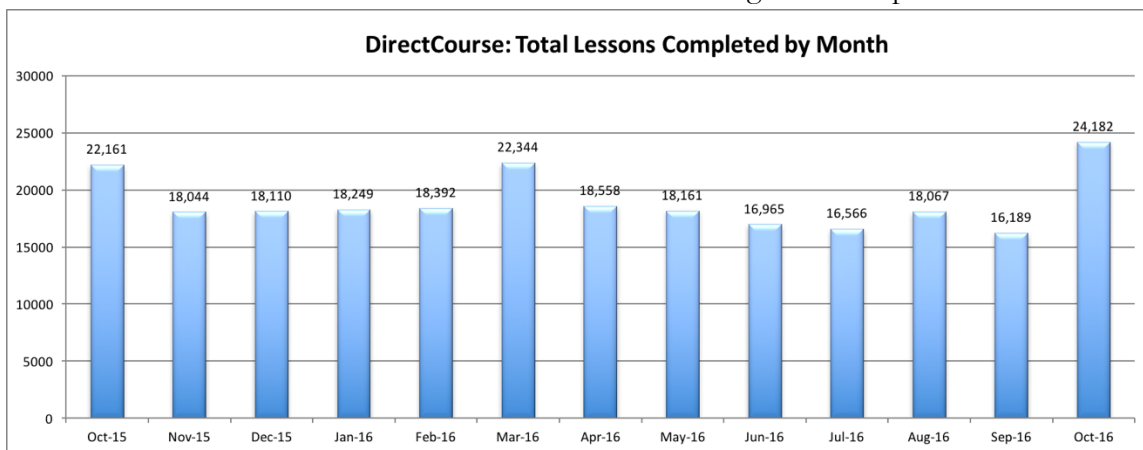
DIRECTCOURSE: SYSTEM USE AND TECHNICAL ASSISTANCE -

- 4.2 Organizations utilizing the system have enrolled 18,300 active learners.
- 4.3 In October 2016 there were 91 requests for DirectCourse TA assistance. Total monthly contacts are summarized below.



4.4 Since Iowa began using DirectCourse, through October 2016, learners have completed 691,194 lessons. October 2016 training completion totaled 24,182 lessons. This marks the highest monthly training completion since the program began.

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



4.5 An email was sent to all DirectCourse learning administrators reminding them of the training requirements for HCBS employment services and the November 4 deadline.

RELIAS

4.6 There are 295 learners enrolled in Relias through the IACP pilot.