

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

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:**

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Name/Position: Ben Woodworth, Director of Training	Phone #:515-270-9495
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**Scope of Work and Progress:**

**TECHNICAL ASSISTANCE**

**1. GENERAL**

During the month of April 2017, members of IACP’s Technical Assistance team engaged in the following activities pursuant to the contract:

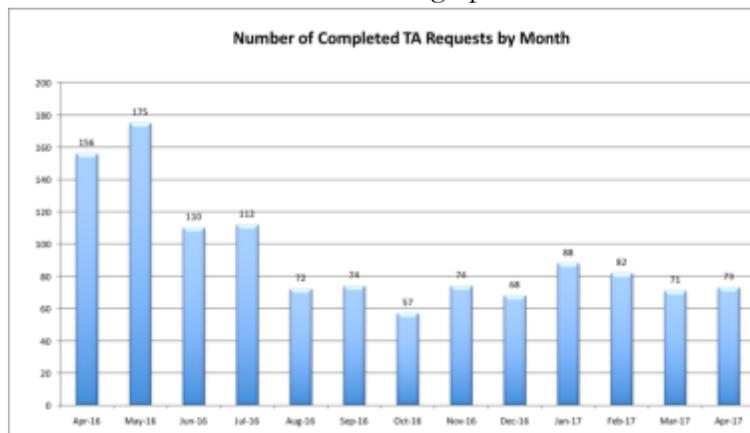
**1.1** Facilitated weekly TA staff meetings to discuss and strategize training sessions, research TA questions, statewide TA issues and program progress. This is also done to ensure there is consistency and uniformity in the process.

**1.2** Members of the TA team:

- Met with IHH, MCOS, and IME four times to finalize presentations for IHH Summit April 20.
- Met with mental health center staff twice to discuss MCO/LTSS concerns.
- Met with a person who needed information on how to become an HCBS provider.
- Met with regional staff to discuss evidence based practice implementation and State dashboard requirements.
- Met with QSDA group to finalize training around CSN portal changes. Information on this training was sent to IACP’s TA email list.
- Met with Iowa Law Enforcement Academy staff , provider reps, regional CEOs, and Andra Medea to develop agenda and plan for crisis prevention summit and de-escalation training.
- Attended event at the Hope Wellness Center (Genesis Development) in Woodward with Senator Joni Ernst to discuss national perspective on LTSS services.

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

**2.1.** In April 2017, 73 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:

- Reached out to distressed family member to have a discussion about an Iowa provider who is discontinuing employment services in Northwestern Iowa. Reviewed federal requirements and clarified that the provider was not being forced to discontinue employment services due to federal changes. Provided follow up information to family member and provider and encouraged provider to work with IACP's TA Team to clarify options and federal requirements.
- Worked with speaker for IACP Annual Convention on focus of employment presentation and developed overview for convention materials.
- Developed protocol, presentation, and materials related to Career Counseling, Information, and Referral Services for employees making subminimum wage. Shared information with IACP's training/TA mailing list and rolled out the first six of twelve webinar sessions in April.
- Addressed provider and family member questions/concerns about WIOA Section 511 requirements and Career Counseling training, process, and documentation requirements.
- Met with Progress Industries staff in Ames to discuss a community focused project around employment and transportation. They would like to look at transportation issues for the rural areas in Story County. They also discussed general low expectations across stakeholder groups related to employment and the need to engage business and industry in the county. Plans are being made to host a meeting of interested stakeholders in July to discuss these issues.
- Participated in phone conference with high school staff interested in partnering with local CRP in her community to offer a community focused project around integrated employment.
- Participated in IACP's Monthly Advisory Meeting and addressed employment related questions.
- Continued development of employment-specific webpages for IACP's public-facing website.
- Met with East Central Region's community rehabilitation service providers to discuss integrated employment capacity development needs, parent/family engagement, school-to-work needs, and transformation of employment services from facility to community based. Began developing a specific plan to work on these areas over the next several months.

### **4. TA TRAINING**

#### **Centralized/Web-Based Training**

**4.1 From Trauma to Addictions – IACP's TA team is sponsoring a training called FROM TRAUMA TO ADDICTIONS WITH PETER VOLKMANN**

Training notice was sent in April. Further information on the training is as follows:

The Polk County Critical Incident Stress Management (CISM) Team is excited to partner with the Iowa Association of Community Providers (IACP), AmeriHealth Caritas, and the International Critical Incident Stress Foundation (ICISF) in offering From Trauma to Addictions course.

Date: June 14 & 15, 2017 8:00 a.m. to 4:30 p.m.

Grimes Community Complex The Banquet Hall 410 SE Main Street, Grimes

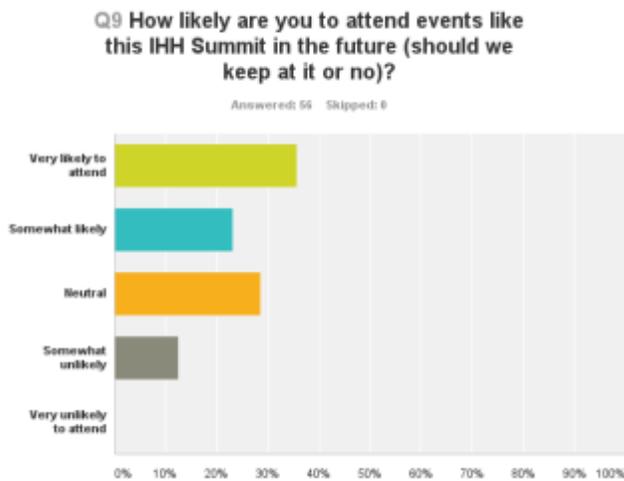
Purpose: Explore the relationship between exposure to traumas and the often resulting addiction. Those individuals who work in the “helping professions” are statistically at a greater risk for developing addictions. The use of alcohol, drugs and other activities as a means of self-medicating overwhelming job-related stress and chronic exposure to emotionally charged events is often common place.

Agenda:

Target Audience: Mental Health/Disability Professionals, First Responders, RN/LPN Nursing Professionals, Social Workers, and Addiction Professionals

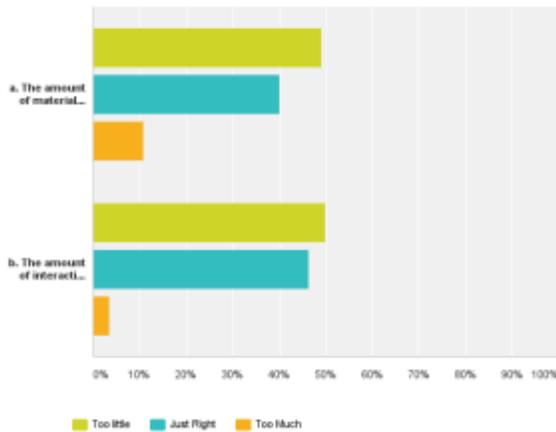
- 4.2 IHH Summit – IACP scheduled April 20, 2017 for an IHH collaborative. A planning group made of MCOs, IME staff and IHH staff met to develop the overall program format. Training advertisement was distributed multiple times to all IHHs in Iowa. In total, 262 people registered for the event.

Surveys of event participants yielded mixed feedback. There were 56 total survey responses (21.4%).



**Q4 Please select the response option that best reflects your evaluation of the training provided?**

Answered: 56 Skipped: 0



When asked “What Was Particularly Helpful about the Training?” comments included;

- The Q&A sessions were the most helpful part of the session. Having IACP facilitate was extremely helpful. Helped be a buffer between us. Having questions ahead of time is super helpful. Giving them a chance to get answers from their leadership to be prepared to actually answer the questions was great. Unfortunately, we quickly found out that some of the answers were not honest/accurate.
- The panel presentation about partnerships between IHH and other community entities.
- Loved the speaker on resiliency. I could have listened to her all day. Appreciated hearing about what other IHH's are doing in their programs
- The information about the Peer and Family Peer Support Specialists was very helpful and informative. The Key note speaker was also interesting.

When asked “What would you recommend changing about the format of the day (if anything)?

“ comments included;

- Not opening it up for Q and A, have it so all questions all sent via email so then can be read first as to prevent questions being specific to one person’s agency.
- Instead of telling stories about clients, talk about useful information that others have used that work well, assessments and identifying problems and coming up with solutions to those and have more time to discuss with MCO opportunities to change and streamline process's.
- Additional time for Q and A with MCOs
- Did not need the panel telling us about their partnerships
- Perhaps have breakouts geared around specific issues or target groups. (IHH Care Coordinators, Providers, etc
- More panel time with the MCO's and IME
- Less time with the 4 MCO panel

## **Regional Training**

### **4.3 TA Regional Training**

- The regional trainings were held April 3-7, 2017. Training topics include: Q&A Session, Employment Services (Iowa Medicaid HCBS Employment Service Administrative Rules,

Tiers, WIOA Section 511, and Employment Resources), Transition Plan Update, and Utilization Review Tools. Training dates and locations are as follows:

April 3 - King's Pointe Resort, 1520 East Lakeshore Dr, Storm Lake, IA 50588

April 4 - Heartland Acres Ag Ctr, 2600 Swan Lake Blvd, Independence, IA 5064

April 5 - Radisson Hotel, 1220 1st Ave, Coralville, IA 52241

April 6 - Hilton Garden Inn, 8600 Northpark Dr, Johnston, IA 50131

Independence	91
Storm Lake	78
Johnston	109
Iowa City	103
Total	381

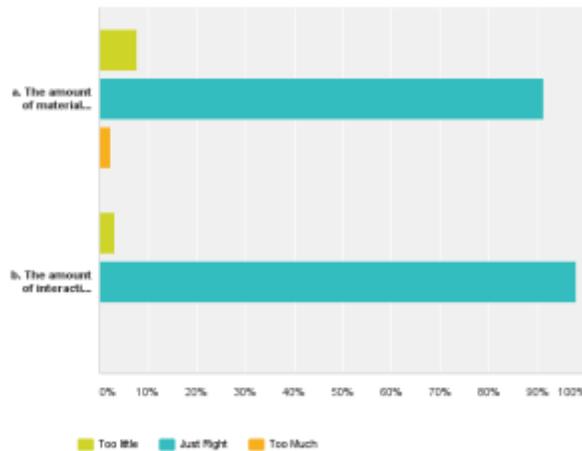
Evaluation surveys were sent to registrants after the training. Results have been tallied from the 94 responses received (24.7%)

How would you rate the usefulness of this training information? 3.53 of 4

Overall, how would you rate today's training? 3.48 of 4

**Q6 Please select the response option that best reflects your evaluation of the training provided?**

Answered: 93 Skipped: 1



When asked “What Was Particularly Helpful about the Training?” comments included;

- Networking and hearing what is happening across the state the location is reasonable drive (1.5 hours) Overall I believe we are very fortunate to have such well informed and skilled persons to train and support us. You all are awesome.
- Thinking about the need to do internal reviews for home based hab tier placement. We hadn't thought about doing that in a formal way.

- The worksheets for clarifying and justifying the hab tiers was very helpful. Thank you for giving us some worksheets to use. The supported employment information was very useful also. I liked getting an updated issue of the FQA's from IME.
- The IACP staff are always upbeat and encouraging! Appreciate hearing how they advocate for us!! I like the interaction with other providers - hearing what other agencies are currently experiencing or have recently experienced. It is nice to get examples of forms, checklists, etc. that have been successful for others.
- Updates on the state transition plan and what others' experience has been so far. I also likes how it was organized so I could take off after the morning session since my agency does not provide employment services.
- The settings information and Q&A was helpful. The staff kept the time moving and I really appreciate that.
- Knowing what is new and being updated with new issues with MCO's, policies and other information that we need to know to continue to do our jobs better.
- Great information. All of the agenda items were needed to be discussed and reviewed.

When asked “What would you recommend changing about the format of the day (if anything)?” comments included;

- Nothing, IACP trainers are the BEST!!!! Keep up the Great Work!!!
- nothing- the times are great. I have to travel and the different areas offered are helpful. I like having time to leave for lunch; it would be nice to have hot and/or iced tea available as I am not a coffee or pop drinker :-)
- I don't know if it is possible, but maybe breaking up into small groups. In those small groups allowing discussion/experience from each member in the group to discuss the topics presented. Or for example using a made up case and walking through steps in the process to obtain services and what that SHOULD look like as opposed to what it MAY look like.
- While I know it can be difficult to manage, it would be nice to be able to have a live FAQ session with those who are present. Providers can learn a lot from other providers and being able to share can be very beneficial.
- I'm new to this meeting, and maybe some time to discuss with my colleagues to see how things could be applied at my agency?

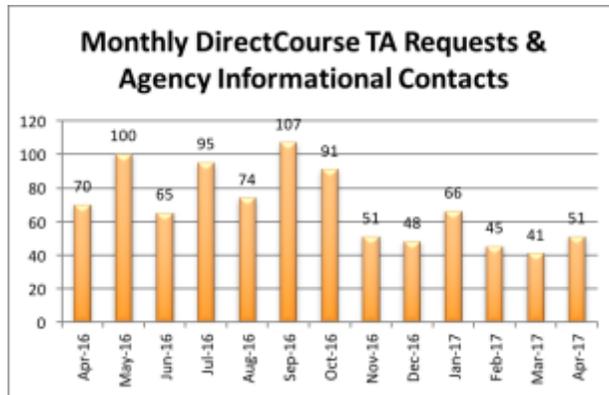
## **ON-LINE LEARNING MANAGEMENT**

### **5. DIRECTCOURSE: GENERAL**

- 5.1 Through April 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 -**

- 5.2 Organizations utilizing the system have enrolled 18,900 active learners.
- 5.3 In April 2017, there were 51 requests for DirectCourse TA assistance. Total monthly contacts are summarized below.



5.4 Since Iowa began using DirectCourse, through April 2017, learners have completed 808,485 lessons. April 2017 training completion totaled 16,362 lessons. The chart below summarizes the total number of training units completed each month.

