

**Iowa Department of Human Services
Iowa Medicaid Enterprise
HCBS Provider Training and Technical Assistance
SFY18 Progress Report
October 2017**

Completed by: Shelly Chandler

Chief Executive Officer

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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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Name/Position: Amy Desenberg-Wines, Director, Iowa Coalition for Integration & Employment

Name/Position: Jessica Kreho, Iowa Coalition for Integration & Employment

Scope of Work and Progress:

TECHNICAL ASSISTANCE

1. GENERAL

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

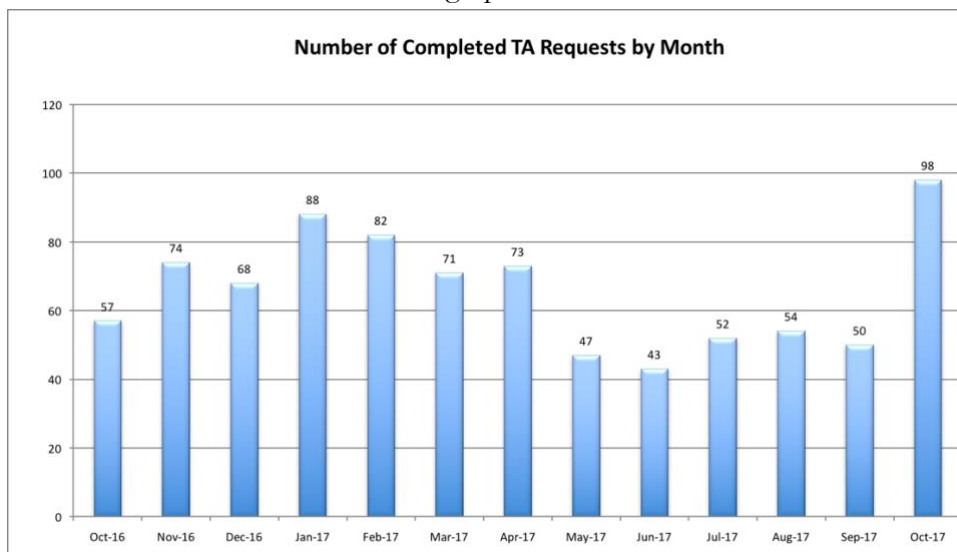
1.1 Facilitated weekly TA staff meetings to discuss and strategize training sessions, research TA questions, statewide TA issues and program progress. This is also done to ensure there is consistency and uniformity in the process.

1.2 Members of the TA team:

- Attended the complex needs workgroup.
- Attended two meetings with IME regarding implementation of the tiered rate system for ID waiver.
- Met three times to finalize the Employment Summit information prior to the event which was held on October 19.
- Met with the Iowa Psychiatric Rehabilitation board to determine what opportunities there might be to partner with other providers in the state to offer training to providers of mental health services.
- Attended the C3 introductory training that involved regional sponsors and community-based providers. The training was held twice, and 65 persons attended.
- The QSDA group met to discuss and prioritize upgrades to the outcomes portal. Staff participated in that discussion. The information was then presented to the MHDS CEO directors' group for their approval. Changes were made to the portal to allow employment data to match IME/MCO requirements going forward.

2. HCBS WAIVER AND HABILITATION TECHNICAL ASSISTANCE

2.1. In October 2017, 98 technical assistance inquiries were processed. 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:

- Delivered regional training for roadshow at four Iowa locations on WIOA, employment matrix, FAQs, and feedback for the employment summit.
- Met with committee members to review and capture additions to employment FAQs.
- Continued refinement of employment matrix for Summit.
- Planned and facilitated HCBS Employment Summit in Ames with Iowa MCOs. Captured minutes of meeting to integrate into employment FAQs.
- Had meeting with Iowa Economic Development on Community Development Block Grants – Career Link & Career Link Employment Transportation.
- Met with Iowa Managed Care Ombudsman.
- Had call with Hope Haven, Rock Valley to gather information on IPS implementation for preparation for a call with CICS Region.
- Participated in call with CICS Region to discuss IPS model and what it would take to roll-out in Iowa.
- Met with ECR workgroup to discuss partnerships between region, schools, VR, and CRPs in the region in serving youth with disabilities.
- Participated and supported monthly employment advisory call.
- Connected with Ashlea Lantz to discuss supporting CRPs with 14c certificates with building on strategies for career counseling, information, and referral resources.
- Developed and disseminated two new career counseling webinars to add to an existing session for providers with 14c certificates to utilize for subminimum wage-earners.
- Connected ASK Resource Center with a provider to support efforts in outreach to

Hispanic/Latino community members.

- Met with ECR providers to identify capacity development needs for supporting integrated employment outcomes.
- Connected parent with AmeriHealth employment specialist to discuss an issue with AmeriHealth reducing benefits for her daughter.
- Had a conversation with provider agency regarding pre-voc time limit questions for those who were in pre-voc prior to when the new employment rules went into effect.

4. **TA TRAINING**

Centralized/Web-Based Training

- 4.1 HCBS Employment Summit – IACP hosted an Employment Summit on October 19, 2017. The Summit was held in Ames and was open to providers, case managers, and funder staff.

Registrants: 193

Resource Links: <http://www.iowaproviders.org/training-archive-1>

- 4.2 Documentation for HCBS Services – IACP hosted LeAnn Moskowitz who presented on HCBS documentation. This webinar was held October 17, 2017.

Registrants: 662

Recording Views: 75

Resources: <http://www.iowaproviders.org/training-archive-2>

- 4.3 Disability Rights Iowa: Grievances and Appeals – This webinar, held October 31, 2017, featured DRI staff who focused on the process for appeal and grievances related to service denials/cuts.

Registrants: 172

Recording Views: 8

Resources: <http://www.iowaproviders.org/training-archive-2>

- 4.4 Technology – IACP's TA team is working on a technology series to promote use and options available to enhance service delivery. This work was spurred by last year's grant from the Coleman Institute and has potential implications for providers in addressing workforce shortages while complying with person-centered planning in a managed care environment. IACP staff will present on the Coleman project in Denver, Colorado in November.

- 4.5 C3 – Eight MHDS Regions and IACP and co-sponsoring provider participation in the C3 training and network development. At the October introductory training, 65 people from provider agencies were in attendance. Follow up to this introductory training will be by phone and conference calls.

Regional Training

- 4.6 TA Regional Training: Fall Regional Training was held October 2-5, 2017. Topics included:
- Brain Injury Services
 - Q&A
 - Employment Services
 - Documentation and Service Planning for Habilitation Services

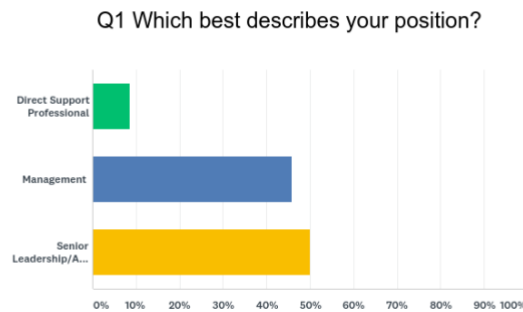
Training locations were as follows:

- October 2 - King's Pointe Resort, 1520 East Lakeshore Dr, Storm Lake, IA 50588
- October 3 - Heartland Acres Ag Ctr, 2600 Swan Lake Blvd, Independence, IA 5064
- October 4 – Clarion Highlander Hotel, 2525 N Dodge St, Iowa City, IA 52245
- October 5 – Ramada Tropics, 5000 Merle Hay Rd, Des Moines, IA 50322

Total October 2017 TA Regional Training registration: 332

- Storm Lake - 70
- Independence - 82
- Iowa City - 87
- Des Moines - 93

Attendees were asked to complete a survey after attending. Respondents' answers were as follows:



How would you rate the usefulness of this training information? Average 3.46 of 4

Overall, how would you rate today's training? Average 3.43 of 4

When asked whether the amount of material was too little, just right or too much, 91.36 of survey respondents indicated it was "just right".

When asked "Would you recommend this and other IACP technical assistance trainings to others?" 100% of respondents answered "yes".

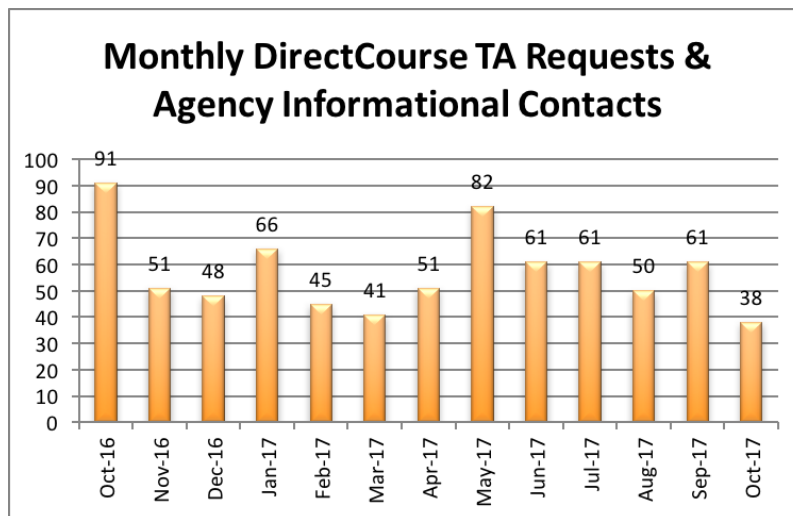
ON-LINE LEARNING MANAGEMENT

5. DIRECTCOURSE: GENERAL

- 5.1 Through October 2017, 104 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, 12% are non-IACP members. The change in total participating agencies is due to mergers, acquisitions and closures.

DIRECTCOURSE: SYSTEM USE AND TECHNICAL ASSISTANCE

- 5.2 Organizations utilizing the system have enrolled 19,000 active learners.
- 5.3 In October 2017, there were 38 requests for DirectCourse TA assistance. Total monthly contacts are summarized below.



- 5.4 Since Iowa began using DirectCourse, through October 2017, learners have completed **913,132** lessons. October 2017 training completion totaled **20,893** lessons. The chart below summarizes the total number of training units completed each month.

