

**Iowa Department of Human Services  
Iowa Medicaid Enterprise  
HCBS Provider Training and Technical Assistance  
SFY19 Progress Report  
August 2018**

**Completed by:** Shelly Chandler  
Chief Executive Officer  
Iowa Association of Community Providers  
7025 Hickman Road, Suite 5  
Urbandale, Iowa 50322  
515-270-9495 x203  
schandler@iowaproviders.org

**I. Identification Information:**

**Project Name:** HCBS Waiver and Habilitation Services Training and Technical Assistance

**Contract #:** MED-15-013

**Organization:** Iowa Association of Community Providers

**Project Director:** Shelly Chandler

**Address:** 7025 Hickman Road, Suite 5, Urbandale, Iowa 50322

**Telephone Number:** 515-270-9495

**E-mail Address:** schandler@iowaproviders.org

**Fax Number:** 515-270-1035

**Other Staff Working on Project:**

**Name/Position:** Gayla Harken, Outreach Director

Phone #:515-270-9495

**Name/Position:** Lisa Schwanke, TA Consultant

Phone

#:515-270-9495

**Name/Position:** Brita Nelson, Communications Director

Phone #:563-380-0151

**Name/Position:** Ben Woodworth, Director of Training

Phone #:515-270-9495

**Name/Position:** April Metzger, TA Consultant

Phone #:515-270-9495

**Name/Position:** Amy Desenberg-Wines, TA Consultant

Phone

#:515-981-4113

**Name/Position:** Jessica Kreho, TA Consultant

Phone #:515-270-9495

**Name/Position:** Karen Walters Crammond, TA Consultant

Phone #:515-270-9495

## **Scope of Work and Progress:**

### **TECHNICAL ASSISTANCE**

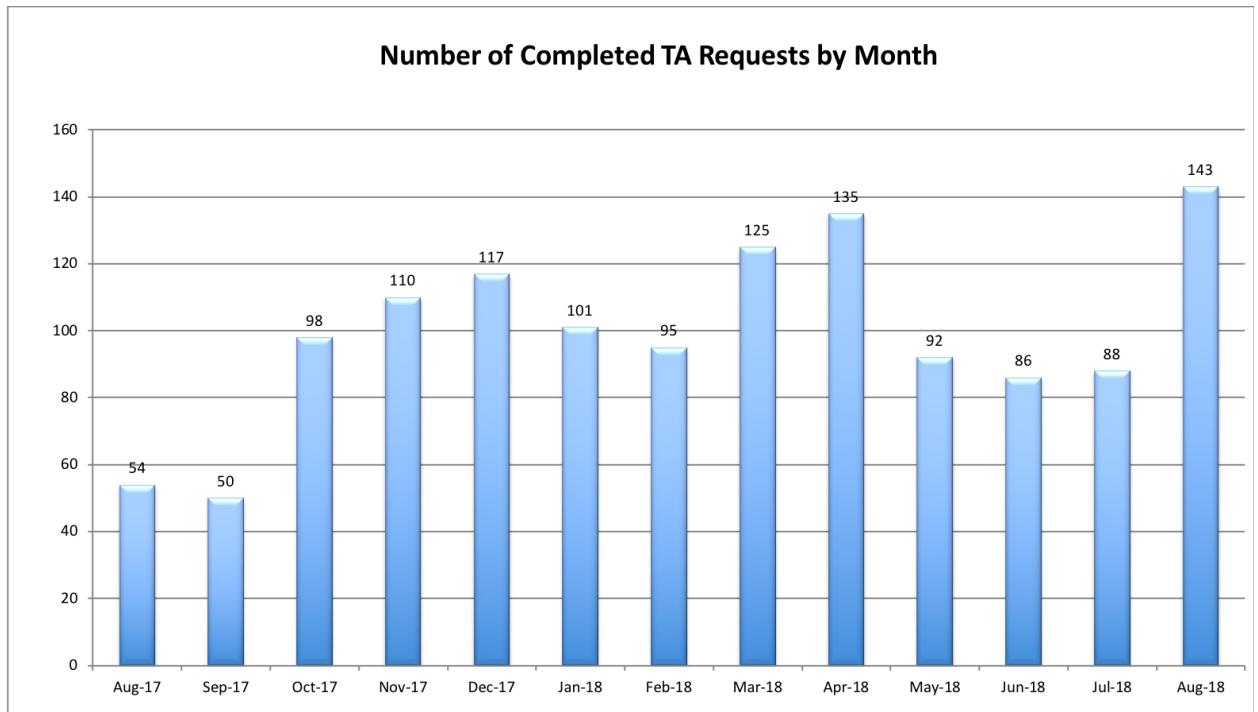
#### **1. GENERAL**

During the month of August 2018, 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.
- 1.2** Members of the TA team participated in the following activities for the benefit of HCBS providers:
  - Attended the MHDS Redesign, Joint Outcomes, and Training committee meeting to further development of standardizing outcome measures collected by MCOs and the State.
  - Attended the Process Improvement Workgroup breakout meeting that was facilitated by IME. Discussed LTSS service provider MCO concerns.
  - Was in frequent contact with MCO staff to clarify and resolve issues HCBS providers were having. Most frequent areas of discussion continue to be correct payment, authorizations, person centered planning process, SIS assessment accuracy, and case management role clarification.
  - Made frequent contact with IME staff to research answers to questions that HCBS providers had.
  - Participated in ID Action's Make Your Mark Convention planning meeting
  - Met with MHDS Redesign, Joint Outcomes and Training committee to discuss state wide. Evidence Based Practice training that will be held October 16.
  - Attended the HCBS National conference in Baltimore
  - Met with IHH providers and UHC to discuss concerns regarding access to service with HCBS specialists to discuss trends and issues regarding providers.

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

- 2.1.** In August 2018, 143 technical assistance inquiries were processed. Monthly technical assistance numbers are noted in the graph below.



### **3. EMPLOYMENT SERVICES**

IACP contracts 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:

- Met with national subject matter expert to discuss training and TA resources for employment service providers, and discussed approaches for developing a comprehensive professional development model that not only addresses content, but also includes application and mentorship of techniques.
- Provided technical assistance to member inquiries. Connected providers with training, tools, and resources to support their needs, and conducted research as needed for framing responses.
- Participated in MH/DS regional evidence-based practice statewide planning team meeting.
- Attended and participated in Iowa Employment 1<sup>st</sup> Leadership Team meeting and discuss priority areas of effort for the next year for supporting providers and partners with building/strengthening integrated employment services for individuals with the most significant disabilities.
- Met with Iowa APSE to discuss training options and possible on-going areas of need to address training gaps.
- Participated in Direct Course administrator training.
- Provider outreach follow-up discussions from 2016 outreach around

transformation, supported employment and community-based employment and day services. Outreach to same providers to coordinate follow-up calls for updates and data.

- Participated in the second round of ODEP's Transformation Series to gather information and resources for Iowa providers. Provided information to providers.
- Provided consult with provider regarding large residential agency referrals & potential pilot project.
- Attended Iowa APSE Annual Training and connected with providers from across Iowa. Engaged in discussions with diverse group of providers and strategized areas of need for future efforts to support providers.
- Presented at ISAC's annual conference to MH/DS Regions on transition-aged youth/young adults, integrated employment, and why this is relevant to regions. Approximately 50 attendees participated.
- Provided regular TA and training around policies and practices that impact employment outcomes.
- Participated in DHS day habilitation rule review work group and completed required homework.
- Reviewed the storage of career counseling attendee lists and certificates. Working with IVRS staff to track & disseminate new requests.
- Attended National HCBS Conference and brought information back to share with stakeholders.
- Met with Iowa Dept. of Education to discuss partner collaboration and opportunities to strengthen school/provider partnerships.
- Followed up with IME to discuss data collected from MCOs on employment and requested information that could be shared with stakeholders.

#### **4. TA TRAINING**

##### **Centralized/Web Training offered**

- 4.1.** A focused conversation with UHC was held with 46 IHH staff from around the state. A variety of topics concerning the delivery and coordination of HCBS services were discussed. Several further requests for information were provided to UHC as well as recommendations for solutions to existing process barriers.

##### **Centralized/Web-Based Training (Planned)**

- 4.2.** Met with MHDS Redesign, Joint Outcomes and Training committee to discuss state wide Evidence Based Practice training that will be held October 16. Individual Placements and Supports, Permanent, Supported Housing, and Integrated Co-Occurring Disorders.
- 4.3.** C3 De-escalation training will be provided to approximately 45 persons in Adel on September 11 and 12.

- 4.4. Susan Smith, ITABS will present a midline manager training to HCBS providers that focuses on modeling and coaching positive member interactions. This will be provided September 25. Training information and registration is available publically through IACP social media and website.

**Regional Training (Planned)**

- 4.5. Fall 2018 Regional training are planned for October 1-4. Locations and dates are as follows:

|   |  |  |   |
|---|--|--|---|
| Mon, October 1<br>Heartland Acres Ctr<br>2600 Swan Lake<br>Blvd<br>Independence, IA | Tues, October 2<br>Clarion Highlander<br>Hotel<br>2525 N Dodge St<br>Iowa City, IA | Wed, October 3<br>Hilton Garden Inn<br>8600 Northpark<br>Dr,<br>Johnston, IA | Thurs, October 4<br>Stoney Creek Inn<br>300 3rd St.<br>Sioux City, IA |
|---|--|--|---|

Training topics include:

- Back to Basics: A review of HCBS services, requirements, and resources (2 hours)
- Questions and Answers submitted from providers (1 hour)
- Job Analysis for Supported Employment (2.5 hours)

Electronic training notices were sent in August. Paper mail notifications will be sent in September.

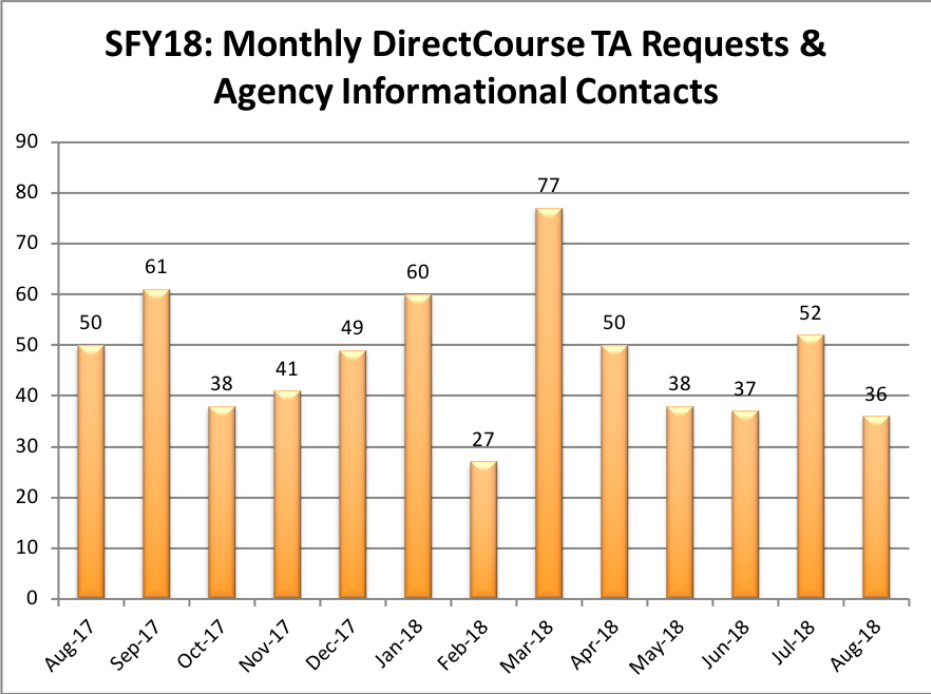
**ON-LINE LEARNING MANAGEMENT**

**5. DIRECTCOURSE**

- 5.1 Through August 2018, 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.

**DIRECTCOURSE: SYSTEM USE AND TECHNICAL ASSISTANCE**

- 5.2 Organizations utilizing the system have enrolled 19,400 active learners.
- 5.3 In August 2018, there were 36 requests for DirectCourse TA assistance. Total monthly contacts are summarized below.



**5.4** Since Iowa began using DirectCourse, through August 2018, learners have completed 1,071,953 lessons. August 2018 training completion totaled 17,899 lessons. The chart below summarizes the total number of training units completed each month.

