

**Iowa Department of Human Services  
Iowa Medicaid Enterprise  
HCBS Provider Training and Technical Assistance  
SFY18 Progress Report  
June 2018**

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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

**Name/Position:** Karen Walters-Crammond, Medicaid Compliance Specialist

## Scope of Work and Progress:

### TECHNICAL ASSISTANCE

#### 1. GENERAL

During the month of June 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.

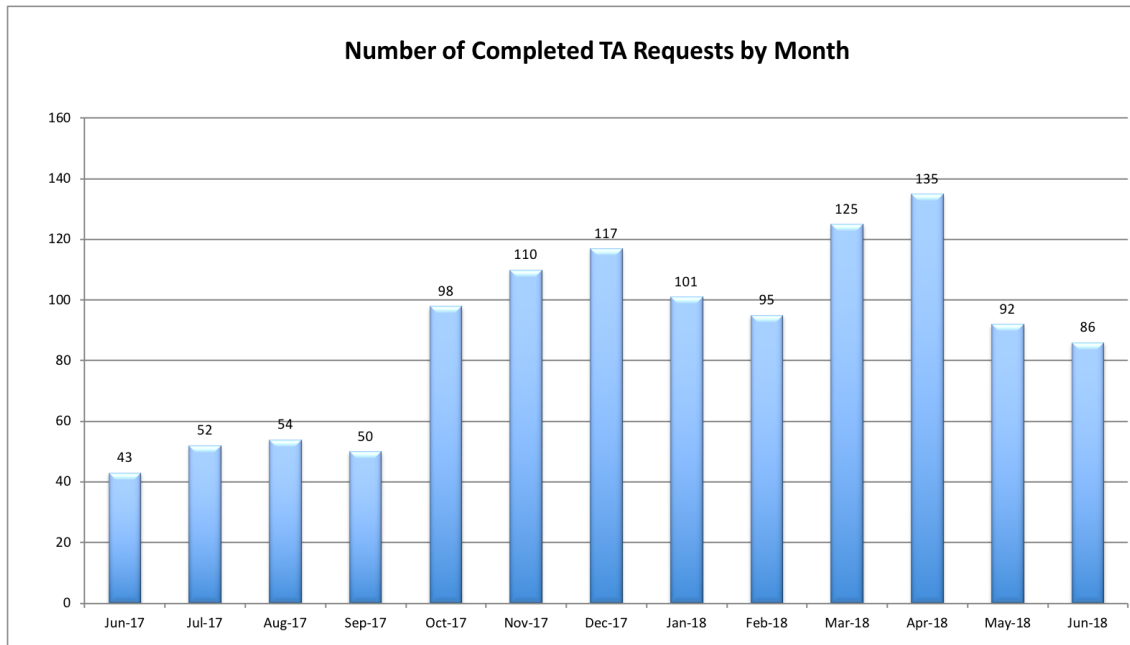
1.2 Members of the TA team participated in the following activities for the benefit of HCBS providers:

- Attended MHDS Redesign joint outcomes and training team meeting to discuss initiatives for the upcoming fiscal year.
- Met with C3 de-escalation trainers to plan upcoming trainings for the CICS region
- Attended provider meeting for QSDA rules for data interpretation
- Participated in the IME Process Improvement Workgroup to address provider/MCO concerns
- Reviewed potential material for inclusion in the Iowa specific area of Direct Course
- Participated in the Make Your Mark conference planning group meeting
- Reviewed proposed policy/rules that would impact HCBS providers and provided comments
- Provided agency specific training regarding service plans and documentation
- Discussed with staff at IME to clarify certain policy interpretation and proposed rule impact
- Assisted with submission of technical assistance training grant to address sustainability of TA/DC initiative
- Attended the IME, DHS, VR day habilitation redesign workgroup meeting
- Attended Regional EBP meeting to determine training approach for three statewide EPB initiatives ( IPS, PSH, and Integrated Co-occurring treatment)
- Met with IBHA to plan joint communication efforts for IHH as it relates to ICM members
- Attended MFP meeting
- Reviewed and attended Day habilitation workgroup 2<sup>nd</sup> meeting.
- Had two follow-up meetings with transition specialist to discuss strengthening provider/school partnerships and transition services for Iowa youth with disabilities.
- Reviewed UCEDD's five year state plan.

- Met with Employment 1<sup>st</sup> SME to discuss Iowa’s efforts.
- Reviewed transition resources to share at presentations.

## 2. HCBS WAIVER AND HABILITATION TECHNICAL ASSISTANCE

2.1. In June 2018, 86 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 Technical Assistance to enhance training and facilitation opportunities around employment services. The activities are reported below. Members of the ICIE/TA team:

- Coordinated and facilitated meeting with Iowa Transit Authority, Iowa Department of Transportation, and East Central Region CRPs to discuss transportation needs, issues, and options. There were 27 attendees.
- Planned, coordinated, and facilitated parent/family resource information session in Cedar Rapids around integrated employment, services, and resources. Invited regional CRPs who provide employment services to participate. The event included 24 exhibitors and 26 attendees.
- Planned and developed training on job coaching and the importance of educating school personnel and/or partnering with CRPs for providing this service for the Iowa Special Education Symposium. There were approximately 30 attendees.
- Planned, coordinated, and facilitated full day training event on Employment for Youth with

Disabilities: Making the Most of Partner Collaboration, Resources, and Services for a post-conference session for the Iowa Special Education Symposium. Reached out to multiple partners to invite to present and also invited CRPs from across Iowa to attend. There were over 100 diverse partner attendees for the event.

- Developed and delivered training for parents/families on *Life After High School: Living, Learning, and Working* with the University of Iowa Child Health Specialty Clinic. There were over 50 parents in attendance.
- Coordinated and hosted monthly Employment First and ICIE community of practice call for employment stakeholders.
- Disseminated information to ICIE from IACP and sent information to be shared with IACP TA list.
- Participated in the second round of ODEP's Transformation Series to gather information and resources for Iowa providers.
- Attended IPS full-day training in Storm Lake with Iowa pilot projects and MH/DS Regions.
- Assisted IACP Employment Chair with monthly advisory topics and connected with potential speakers.
- Developed follow-up survey for ECR transportation attendees and disseminated to partners.
- Developed follow-up survey for post-conference partner collaboration discussion and disseminated to attendees.
- Updated 14c Certificate holders list and shared with partners.

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

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

4.1 Met with Susan Smith to discuss training for mid managers to be held in early fall

4.2 Identified July 31 at 10:30 as date for Rules, process, etc. webinar update.

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

4.3 Susan Smith provided a webinar on June 21. Topic was Dementia for persons with Developmental Disabilities. 149 persons registered for the event.

##### **Centralized Provider Training (Planned)**

4.4 C3 De-escalation in CICS region July 23 and 24

4.5 Evidence Based Practice training to be offered in October in Des Moines (date to be determined)

##### **Centralized Provider Training (Provided)**

4.6 June 13 offered agency specific training to provider agency for 18 supervisory staff.

## ON-LINE LEARNING MANAGEMENT

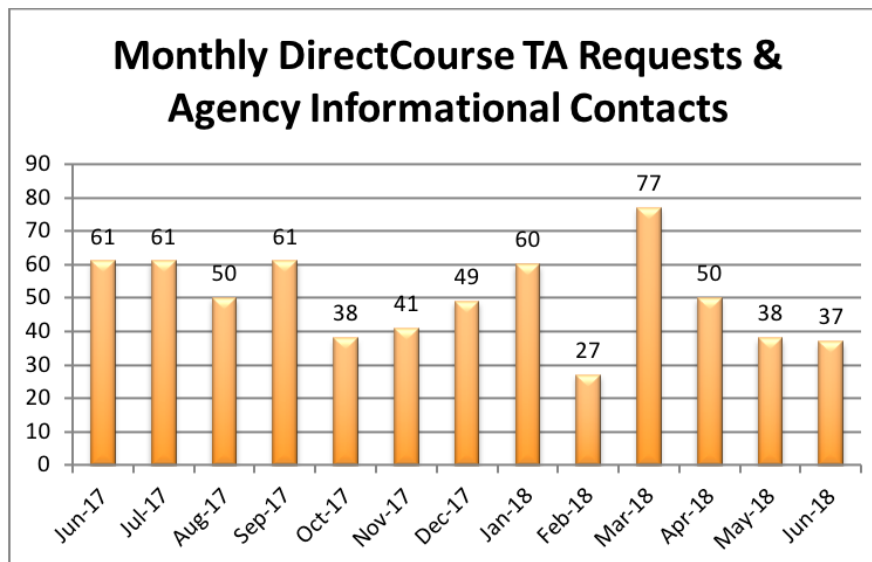
### 5. DIRECTCOURSE

5.1 Through June 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.

### 6. DIRECTCOURSE: SYSTEM USE AND TECHNICAL ASSISTANCE

6.1 Organizations utilizing the system have enrolled 19,400 active learners.

6.2 In June 2018, there were 37 requests for DirectCourse TA assistance. Total monthly contacts are summarized below.



6.3 Since Iowa began using DirectCourse, through June 2018, learners have completed 1,040,311 lessons. June 2018 training completion totaled **15,324** lessons. The chart below summarizes the total number of training units completed each month.

**DirectCourse: Total Lessons Completed by Month**

