

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

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**Scope of Work and Progress:**

**TECHNICAL ASSISTANCE**

## **1. GENERAL**

During the month of March 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:

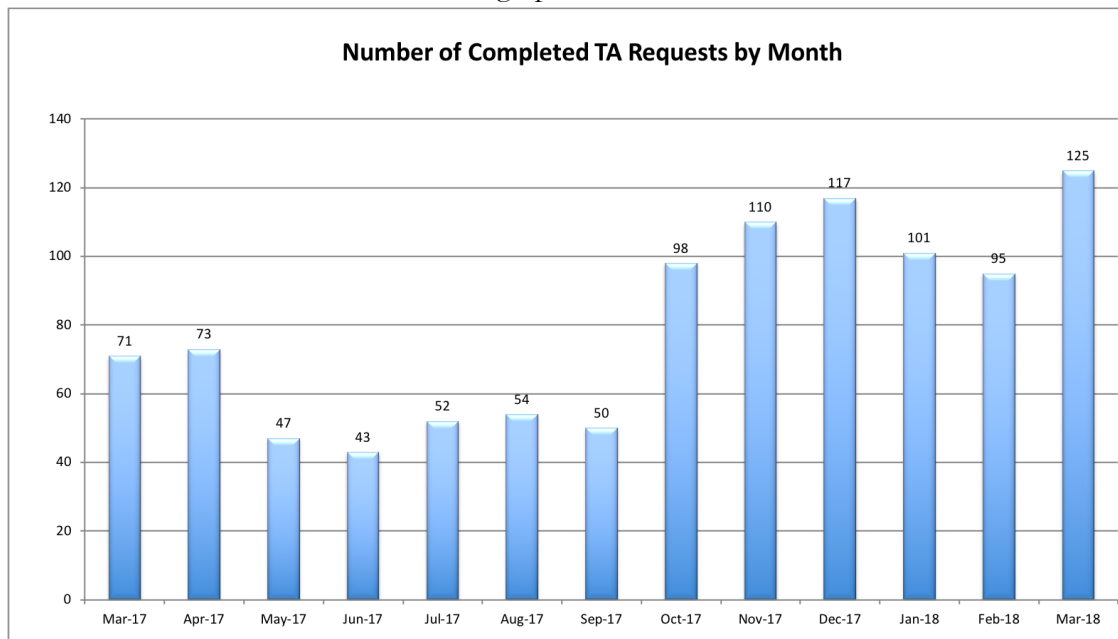
- Participated in the Mental Health/Disability Services Redesign joint outcomes and training workgroup. Members from DHS, MCOs, Regions, and Provider agencies met to discuss identifying common sets of data related to social determinants of health.
- Completed C3 teaching certification process by offering supervised training to 60 participants. Will be continuing training with others across the state throughout the year.
- Participated in Iowa Psychiatric Rehabilitation training committee meeting to discuss collaborative training opportunities.
- Met with Amerigroup to develop joint training for IHH and Habilitation providers.
- Met with MCOs four times to discuss provider concerns around billing, documentation, and access to service.
- Met with United Health Care to discuss case management concerns and their person centered planning process.
- Met with IME to gather information to use for Technical Assistance training in April.
- Arranged and facilitated call with Lisa Mills, subject matter expert on managed care and LTSS. Discussed best practices and lessons learned in states who have moved to a managed care model. Included MCOs in meeting.
- Coordinated and facilitated outreach efforts in Denison, Iowa to engage Hispanic/Latino families and provide them with information on services/resources for family members with disabilities. Participated in parent/teacher conferences at the elementary and high school. Provided information on HCBS services, transition, and local provider information.
- Participated in Department of Education webinar on clarification and guidance on WIOA and school responsibilities. Provided DE with information in advance of webinar to clarify questions coming from the field on this topic.
- Connected with HCBS specialists to collect information around non-residential settings reviews and areas of need to refine presentation for IACP roadshow.
- Developed training for roadshow and collected supplemental resources to share with participants. Arranged for providers in each location to share their experience and

approach to meeting the non-residential settings requirements.

- Arranged and coordinated breakout session topics/speakers for the Iowa Special Education Symposium on WIOA and job coaching.
- Began to develop three community resource information sessions for parents/families and individuals with disabilities around employment and employment resources. Will coordinate and host in Keokuk, Mount Pleasant, and Cedar Rapids.
- Coordinating transportation discussion with Iowa Dept. of Transportation and providers in the ECR.
- Identified training needs for providers in ECR through discussions and a survey, and beginning the development of a training plan.

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

2.1. In March 2018, 125 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:

- Participated in the 2018 EFSLMP Transformation 2.0 series
- Outreach and coordination of exemplary providers in HCBS setting transition to co-present at regional trainings
- Outreach to MCO employment specialists to clarify & receive in writing clarification of requirements/processes for long-term job coaching tier changes.
- Outreach and coordination with employment advisory chair on presentation topic/content

- requested by member related to engaging schools and supporting students in employment.
- Presented information to the East Central Region Governing Board on integrated employment and how the system is shifting to a community-based model of services. Discussed what providers need for effectively dealing with changes in the system model.
  - Facilitated meeting in the East Central Region with partners around understanding of WIOA, roles/responsibilities of partners, and identification of areas of need in supporting seamless system of serving transition-aged youth.
  - Developed survey on behalf of ECR and distributed to stakeholders to gather more refined information.
  - Met with APSE representative on provider training needs and possible areas of expansion for training.
  - Attended IPS meeting in Storm Lake with three MHDS Regions to discuss and layout pilot projects in Iowa.
  - Engaged in discussion with concerned parent regarding the shift in the service system from facility-based to community-based services.
  - Did a phone consult with regional supported employment partner group representative and addressed specific questions.
  - Provided information to MCOs on employment rules.
  - Met with IVRS and coordinated plan for next round of Career Counseling, Information, and Referral for employees making subminimum wage.
  - Coordinated and hosted monthly Employment First and ICIE community of practice call for employment stakeholders.
  - Coordinated and engaged in discussion with staff from the Washington Initiative for Supported Employment regarding training for CRPs.
  - Engaged in phone discussion with provider on issue with member not wanting to engage in career exploration. Discussed employment rules and options.

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

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

- 4.1 Met with IHH, Habilitation providers, and AmeriGroup to develop a web -based training to be offered May 16.
- 4.2 Planned United Healthcare Portal training which will be offered April 19.
- 4.3 Collaborated with IME for Eligibility webinar to be held April 27.
- 4.4 C3 De-escalation training for staff trained in Positive Behavioral Supports will be in Des Moines May 22.

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

- 4.5 Mental Health First Aid (Adult) provided in Nevada on March 24. Thirty registered, but only 17 participated due to weather.
- 4.6 C3 De-escalation training for trainers was completed in 7 MHDS Regions in the

state (CICS, Cross, Polk, NWIACC, SCBHR, SEIL, SWIAMHDS). As a result, 38 persons were certified as trainers and 250 provider and first responder staff were trained.

- Development of Technical Assistance training content, including resources, tools, links, informational letters, etc.

### **Regional Training**

4.7 Spring 2018 Regional training will be provided on the following dates and locations:

April 9 - King's Pointe Resort, 1520 East Lakeshore Dr, Storm Lake, IA 50588

April 10 - Heartland Acres Ag Ctr, 2600 Swan Lake Blvd, Independence, IA 5064

April 11 - Clarion Highlander Hotel, 2525 N Dodge St, Iowa City, IA 52245

April 12 - Hilton Garden Inn, 8600 Northpark Drive, Johnston, Iowa 50131

Training structure is as follows:

**Non-Residential Settings (2.25 hr)** – We will cover HCBS Final Rule non-residential settings reviews. This includes Day Habilitation, Adult Day Care, PreVocational Services, and Supported Employment. Participants will leave with information related to the following questions:

- What are we learning from the reviews?
  - Largest areas of concern with correction plans.
  - Why these areas are an issue
- What are ideas, suggestions or strategies to address those issues?
  - How to document with the Final Rule in mind
  - Examples of successful strategies and approaches to meet requirements.

**Q&A (1 hr)** - Your questions answered!

**Getting it All In – Documentation, Assessments, Service Plans, Rights Restrictions! (1.5 hr)** - We will provide tips on developing service plans, use of assessments, and completing documentation to meet expectations of Managed Care Organizations and State entities.

4.8 Presentation materials were submitted to IME for approval.

## **ON-LINE LEARNING MANAGEMENT**

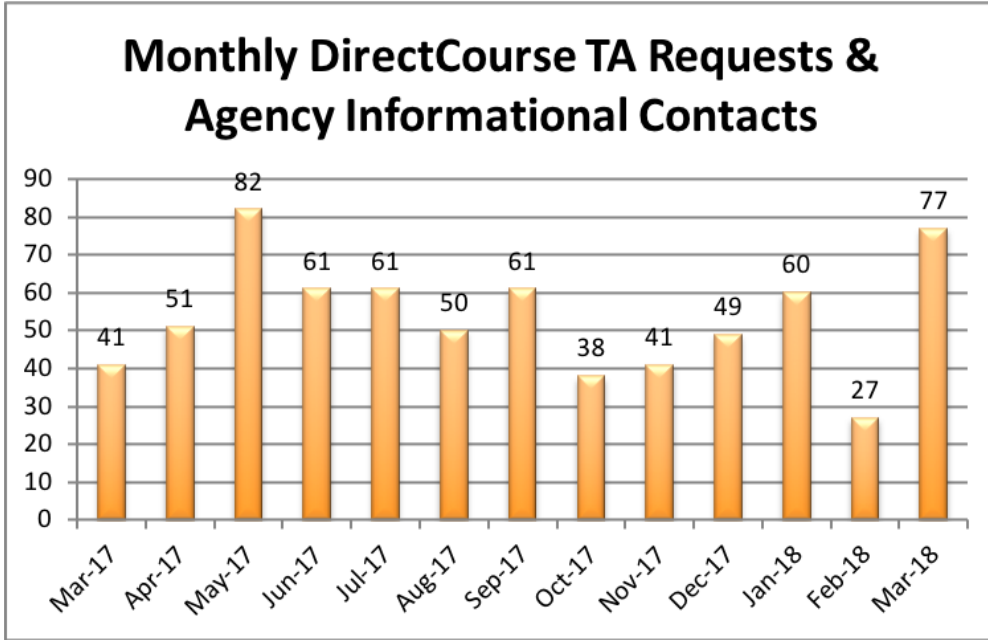
### **5. DIRECTCOURSE**

**5.1** Through March 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.

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

**6.1** Organizations utilizing the system have enrolled 19,325 active learners.

**6.2** In March 2018, there were 77 requests for DirectCourse TA assistance. Total monthly contacts are summarized below.



**6.3** Since Iowa began using DirectCourse, through March 2018, learners have completed 994,989 lessons. March 2018 training completion totaled 18,604 lessons. The chart below summarizes the total number of training units completed each month.

