

**Iowa Department of Human Services  
Iowa Medicaid Enterprise  
HCBS Provider Training and Technical Assistance  
SFY18 Progress Report  
May 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:** Karen Walters-Crammond, Medicaid Compliance Specialist

## Scope of Work and Progress:

### TECHNICAL ASSISTANCE

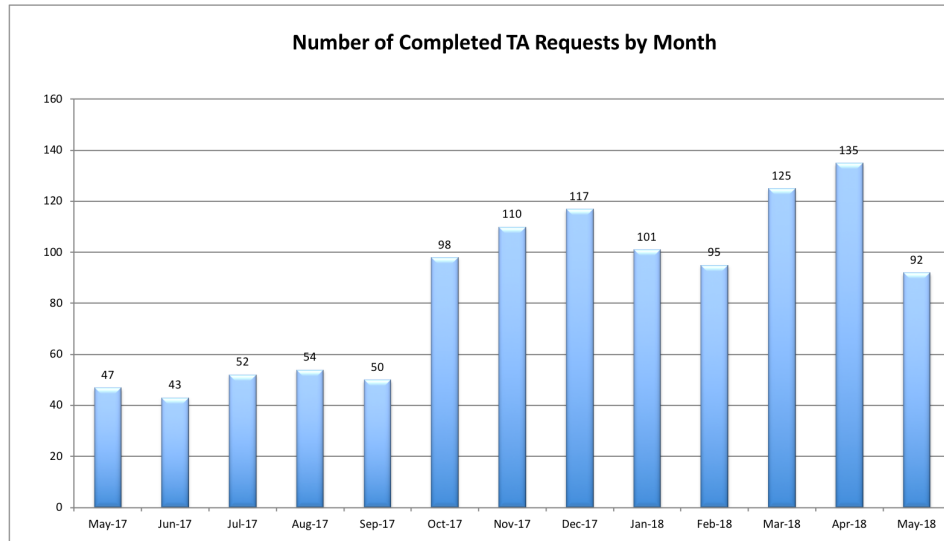
#### **1. GENERAL**

During the month of May 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:
  - Finalized IHH/Amerigroup/Habilitation presentation
  - Met twice with C3 de-escalation trainers to develop training plan for FY19
  - Attended provider meeting for QSDA data review update
  - Participated in the IME Process Improvement Workgroup to address provider/MCO concerns
  - Had update meeting with CICS region regarding MHFA training collaboration
  - Participated in the Make Your Mark conference planning group meeting
  - Reviewed proposed policy/rules that would impact HCBS providers and provided comments
  - Prepared materials for individual provider documentation and service planning presentation
  - Met with staff at IME to clarify certain policy interpretation and proposed rule impact
  - Planned and facilitated ICIE Core Team meeting.
  - Met with Fellows from Tanzania and discussed integrated employment, Iowa's system, and provider services.
  - Attended IACP Annual Convention and hosted employment sessions.

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

- 2.1. In May 2018, 92 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 ICIE/TA team:

- Planned meeting for early June for Iowa Transit Authority, Iowa Department of Transportation, and East Central Region CRPs to discuss transportation needs, issues, and options. Coordinated planning efforts, outreach for participation, and planned agenda.
- Met with Des Moines Public Schools to discuss transition and partner collaboration.
- Planned, coordinated, and facilitated two parent/family resource information sessions in Mount Pleasant and Keokuk around integrated employment, services, and resources. Invited regional CRPs who provide employment services to participate.
- Attended Iowa Vocational Rehabilitation Services State Rehabilitation Council Outreach Committee meeting and provided information on partner collaboration and provided recommendations for improved coordination.
- Planned and developed training on job coaching and the importance of training school personnel and/or partnering with CRPs for providing the service for the Iowa Special Education Symposium in early June.
- Planned and coordinated 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 in early June. Reached out to multiple partners to invite to present and invited CRPs from across Iowa to attend.
- Met with Des Moines provider to provide TA and strategize approaches for addressing payment issues with one of Iowa's Managed Care Organization. Discussed Medicaid services and employment rules/requirements.
- Coordinated planning with Money Follows the Person and Iowa Vocational Rehabilitation

Services to develop training for parents/families on *Life After High School: Living, Learning, and Working* with the University of Iowa Child Health Specialty Clinic. The training will be offered on June 2<sup>nd</sup>.

- Planned and facilitated an Iowa Coalition for Integrated Employment meeting of cross-stakeholders.
- Attended the Opening Doors conference with WIOA partners from across Iowa.
- Attended the State Annual Transportation Summit.
- Attended the Iowa Employment First Leadership Team meeting.
- Engaged in two phone conferences on professional development for employment services providers in the MH/DS Rolling Hills Region.
- 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.
- Met with transition specialist to discuss strengthening provider/school partnerships.
- 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.

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

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

- 4.1 Met with Susan Smith, ITABs, to plan webinar presentation to be offered June 21 for providers who work with person who have DD. The topic is identifying dementia in the DD population and what resources are available to help support these members. A second webinar is tentatively scheduled for early next FY that will offer information regarding positive behavioral supports to midline supervisors.
- 4.2 Planning an agency specific training for Wesco in Denison on June 13 for staff/supervisors on specifics for service planning and associated documentation.
- 4.3 Planning next in series of trauma informed care training to be offered in early FY 19 in conjunction with Polk County Health Services. We are planning to bring Kevin Ellers to Iowa to do a presentation on spiritual and emotional healing as a response to trauma.
- 4.4 *Life After High School: Living, Learning, and Working* with the University of Iowa Child Health Specialty Clinic will be offered to parents of students with disabilities on June 2.

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

- 4.5 IHH/Amerigroup/Habilitation provider webinar was offered May 16. Approximately 180 persons attended the training which is recorded and placed on the TA public page of IACP's website.
- 4.6 C-3 De-escalation training was provided to 25 Polk County Positive Behavioral Support staff.
- 4.7 Mental Health First Aid was provided to 7 teenaged youth at the Boone YMCA Camp as part of the training collaborative with the CICS region.
- 4.8 Thirty eight attended the Iowa Coalition for Integrated Employment meeting of cross-stakeholders to discuss facilitating employment opportunities for person with disabilities.

### **Regional Training**

- 4.9 Regional training sites have been secured for October 1-4, 2018. Cities include: Independence, Iowa City, Johnston, and Sioux City.

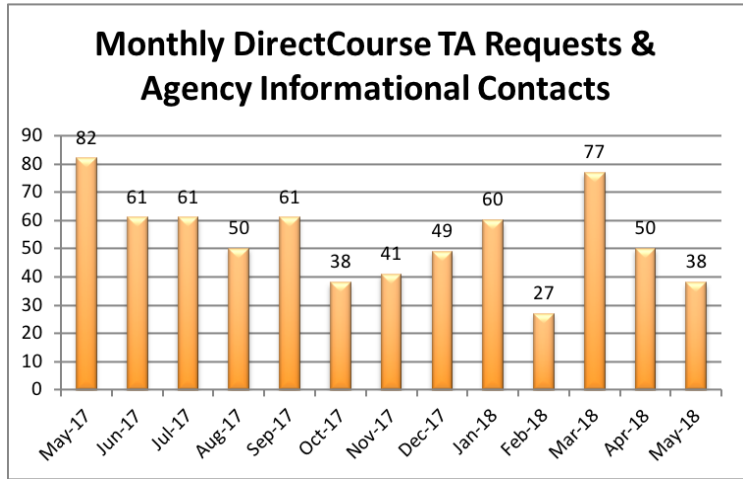
### **ON-LINE LEARNING MANAGEMENT**

#### **5. DIRECTCOURSE**

- 5.1 Through May 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 19,400 active learners.
- 6.2 In May 2018, there were 38 requests for DirectCourse TA assistance. Total monthly contacts are summarized below.



**6.3** Since Iowa began using DirectCourse, through May 2018, learners have completed **1,025,813** lessons. May 2018 training completion totaled **16,794** lessons. The chart below summarizes the total number of training units completed each month.

