

**Iowa Department of Human Services  
Iowa Medicaid Enterprise  
HCBS Provider Training and Technical Assistance  
SFY17 Progress Report  
February 2017**

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**I. Identification Information:**

Project Name: HCBS Waiver and Habilitation Services Training and Technical Assistance  
Contract #: MED-15-013

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## Scope of Work and Progress:

### TECHNICAL ASSISTANCE

#### 1. GENERAL

During the month of February 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.

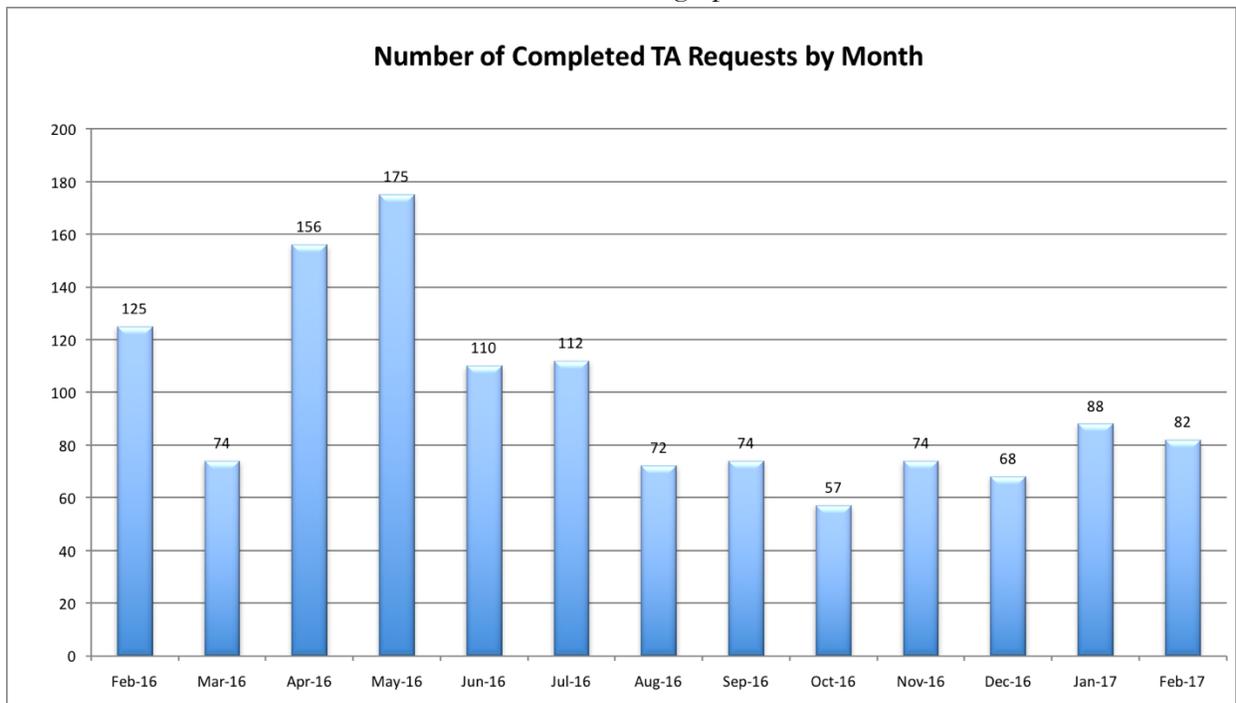
1.2 Members of the TA team:

- Met with group to discuss issues around MCO claim errors and denials.
- Met twice with Regional and state personnel to discuss provider expectations around Evidence Based Practice implementation.
- Met two times with MCO executives around supported employment training for their staff.
- Met twice with MHC and IHH staff to discuss concerns around Intensive Case Management members and waiver services.
- Met with Iowa Psychiatric Rehabilitation Board members to discuss training/consultation to providers around PSR as a person centered planning approach.
- Attended informational meeting about SOAR (SSI/SSDI Outreach, Access, and Recovery). Working on efforts to share information with providers.
- Met 3 times with group to plan IHH training event –included MCOs, IME, and IHH representatives. Event is scheduled for April 20 in Ames.
- Met with other Association executives and MCOs to discuss provider challenges that we have in common and to seek resolution.
- Met with DD council and other disability stakeholders to plan DD event, Make your Mark.
- Participated in habilitation tier meeting to discuss the utilization review process.
- Attended Open Minds conference that focused on LTSS models of business and quality outcome measures.

- Person Centered Planning event in Ankeny coordination and delivery was accomplished.
- Met with ID/DD provider to discuss utilization of various waivers in their current practice.

## 2. HCBS WAIVER AND HABILITATION TECHNICAL ASSISTANCE

2.1. In February 2017, 82 technical assistance inquiries were processed and completed. 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:

Coordination of IACP Employment Provider meeting, specifically registration & outreach to provider participants. Attended meeting and assisted with facilitation, captured notes/feedback, networked with providers and offered information and resources.

Parent Engagement tab for the Employment Section of IACP webpage was added to the public section of the website. These resources will assist providers who are working with parents as their children transition to adult employment services.

Completion of Employment provider meeting notes (information captured through discussion and card system for future planning and training purposes, as well as to disseminate to providers information gathered at meeting).

- Participated in the State Employment Leadership Network Systematic Instruction webinar series. The overview for the series states: “Systematic instruction might also be referred to as, "effective teaching," "precision teaching," "road map teaching," "task analysis," or "effective coaching." This is job coaching at a deep level with fading as a core concept to help individuals achieve as much independence from paid supports as possible. This skill set can be used with anyone and aligns with robust person-centered thinking and planning processes. The series will give an overview of a set of teaching strategies collectively referred to as “systematic instruction” (SI).”
- Planned and facilitated Iowa Coalition for Integration & Employment meeting and distributed newly developed tool outlining staff qualification requirements for employment service providers.
- Had two meetings with staff from an agency to discuss in detail setting up an employment services program, answer questions about the new Medicaid employment rules and WIOA, shared specific resources, and connected them with other Iowa service providers who could mentor them.
- Continued planning, coordination, and facilitation of Employment Service Providers Network Meeting: Connect, Converse, Conspire and gathered information and feedback to integrate into employment TA/Training planning for next year.
- Met with SueAnn Morrow to discuss APSE training opportunities for employment service providers and new qualification requirements.
- Participated in IACP’s Monthly Advisory Meeting and provided information and guidance to members around employment regulations and rules.
- Met with Page Eastin with the Client Assistance Program to begin planning around the development of a tool and training for case managers/care coordinators for career counseling requirement under WIOA.
- Planned and facilitated an MCO data workgroup meeting to try and align processes for data collection around employment. Identified questions and clarification needs for MCOs. Follow-up work with this group will continue.
- Participated in the Employment First Leadership Team meeting and shared information on what IACP is doing around employment efforts.
- Completed the draft of two new tools for employers regarding documentation requirements under WIOA for youth and adults. Vetted the tool with Iowa Vocational Rehabilitation Services, Iowa Department for the Blind, Iowa Client Assistance Program, Hope Haven Rock Valley, and WINTAC (Workforce Innovation National Technical Assistance Center) and made adjustments based on feedback.
- Participated in two meetings with agency employment staff to discuss WIOA requirements, case manager/care coordinator roles outlined in Iowa’s proposed MOU, and utilization of the newly developed documentation tools.
- Communicated with IME Policy staff on Employment Rules and FAQ’s and discussed upcoming training road trip.

- Continued efforts to identify services for self-advocacy, self-determination, and peer mentoring resources and had specific conversations with Iowa’s Developmental Disabilities Council to ask how they could help participate in addressing the lack of resources in Iowa. Discussed with them integration of training in these areas into their annual self-advocacy conference. Shared information and resources on WIOA requirements related to these services. Assisted with planning for group meeting on this discussion on March 3<sup>rd</sup>.
- Addressed questions/comments around training qualification requirements and need for changes to make them more stringent. Advocated for Iowa providers that the current proposed changes to the rules are in-line with what providers who participated in the employment redesign workgroup established.

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

##### **Centralized/Web-Based Training**

- 4.1 IHH Collaborative – IACP has scheduled April 20, 2017 for an IHH collaborative. A planning group made of MCOs, IME staff and IHH staff has been meeting to develop the overall program format.
- 4.2 Person-Centered Planning training was held February 21 in Ankeny at the FFA Enrichment Center. Derrick Dufresne presented. Event registrants totaled 436. This is one of the largest events in the history of the TA program.
- 4.3 Mental Health First Aid (Youth) will be held March 28, 2017 in Urbandale. After that time, additional adult MHFA courses will be offered as well. The TA team is currently exploring the possibility of conducting these trainings regionally.
- 4.4 A webinar on technology was held February 22, 2017. Training material covered member-focused and staff-supplementing technology for HCBS services. The webinar was recorded and posted on the TA page.
- 4.5 Connect, Converse, Conspire – Employment Services Meeting was scheduled for January 17, 2017 but was postponed due to weather. The meeting was instead held in February, with 71 people attending.

##### **Regional Training**

- 4.6 The next regional trainings are scheduled to be held April 3-7, 2017. Tentative training topics include: Q&A Session, Employment Services, Transition Plan Update, and Utilization Review Tools. The survey for the Q&A session has been drafted and sent to the TA email list. It will be resent periodically in the time leading up to presentation submission.

Training dates and locations are as follows:

April 3 - King's Pointe Resort, 1520 East Lakeshore Dr, Storm Lake, IA 50588  
 April 4 - Heartland Acres Ag Ctr, 2600 Swan Lake Blvd, Independence, IA 5064  
 April 5 - Radisson Hotel, 1220 1st Ave, Coralville, IA 52241  
 April 6 - Hilton Garden Inn, 8600 Northpark Dr, Johnston, IA 50131

Advertisements for the training have been sent electronically and will be re-sent periodically throughout March. In addition, a paper mailer will be sent to the full TA list in March 2017.

**ON-LINE LEARNING MANAGEMENT**

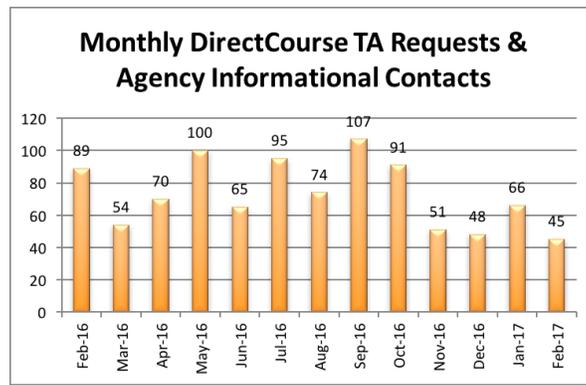
**5. DIRECTCOURSE: GENERAL**

4.1 Through February 2017, 110 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, 21% are non-IACP members.

**DIRECTCOURSE: SYSTEM USE AND TECHNICAL ASSISTANCE -**

4.2 Organizations utilizing the system have enrolled 19,100 active learners.

4.3 In February 2017, there were 42 requests for DirectCourse TA assistance. Total monthly contacts are summarized below.



4.4 Since Iowa began using DirectCourse, through February 2017, learners have completed 771,530 lessons. February 2017 training completion totaled 16,954 lessons.

The chart below summarizes the total number of training units completed each month.

