

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

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, Medicaid Compliance Specialist	Phone #:515-270-9495
Name/Position: Teri Freeman, Communications Director	Phone #:515-270-9495
Name/Position: Brita Nelson, Technical Assistance Specialist	Phone #:563-380-0151
Name/Position: Ben Woodworth, Director of Training	Phone #:515-270-9495
Name/Position: April Metzger, Medicaid Compliance Specialist	Phone #:515-270-9495
Name/Position: Amy Desenberg-Wines, Director, Iowa Coalition for Integration & Employment	
Name/Position: Jessica Kreho, Iowa Coalition for Integration & Employment	

Scope of Work and Progress:

TECHNICAL ASSISTANCE

1. GENERAL

During the month of September 2017, members of IACP's Technical Assistance team engaged in the following activities pursuant to the contract:

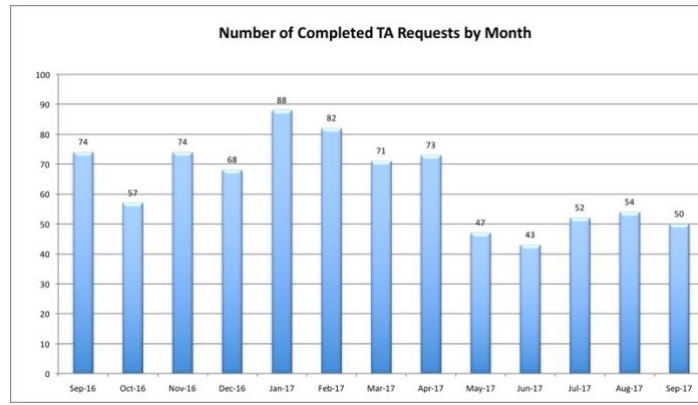
1.1 Facilitated weekly TA staff meetings to discuss and strategize training sessions, research TA questions, statewide TA issues and program progress. This is also done to ensure there is consistency and uniformity in the process.

1.2 Members of the TA team:

- Met twice with providers and collaborators to discuss QSDA quality reviews. These seem to be going well and reviewed data has been largely accepted by the reviewers.
- Met with AmeriHealth Caritas and AmeriGroup to discuss provider concerns. Areas of most discussion included service reduction without the benefit of the person-centered planning process and lapses in payment.
- Attended the DHS/IME/MCO annual training in Des Moines and Dubuque.
- Presented outcome information to regional CEOs and also discussed value based purchasing based on outcome benchmarks, with community providers. The CEOs passed a resolution to work with IME/DHS/MCOs/IACP to define quality outcomes in an effort to reduce duplication and to create consistency. This resolution was being taken forward to IME/DHS for their approval.
- Met with Kelli Todd to discuss Ombudsman support of LTSS providers. Kelli shared with us that her position had been eliminated due to funding restrictions. She alerted us to resources to assist providers/members that could be accessed after her departure

2. HCBS WAIVER AND HABILITATION TECHNICAL ASSISTANCE

2.1. In September 2017, 50 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:

- Had several emails/conversations with parent of HCBS recipient about daughter and a cutback in services. Reached out to IME staff and reviewed some related policy.
- Continued refinement of employment matrix and FAQ's. Reached out to MCOs to ask for information for matrix and shared expectations for Summit. Continued planning for HCBS Employment Summit and addressed individual questions regarding Summit as they came in.
- Developed survey and disseminated to CRP's across Iowa to gather feedback on IVRS's services & partnership. Shared results with IVRS State Rehabilitation Council's Outreach Committee. Results represented 63 CRP participants.
- Attended meeting with provider staff and Story County Supervisor to continue discussions of transportation resources for Story County residents in rural areas of the county.
- Met with Iowa Department of Human Rights, Client Assistance Program to discuss WIOA implementation, needed resources to support self-advocacy requirements, and general challenges Iowa CRPs are experiencing at this time.
- Continued research on direct support professionals training and opportunities to develop more options in Iowa. Scheduled meeting with Iowa Department of Economic Development to discuss career link grants.
- Met with provider staff and special education teacher in Denison to discuss outreach to underserved populations in the community. Developed strategies for reaching out to Hispanic/Latino families in the area. Connected provider Director to a resource on hiring bilingual staff.
- Reached out to IVRS to gather information on worksite assessments on behalf of provider and shared information back with provider staff.

- Attended Iowa APSE conference and represented ICIE & IACP.
- Attended Employment First meeting at IVRS and represented ICIE & IACP. Advocated for capacity development for CRPs as a possible focus area for next E 1st proposal. Also requested utilization of Lisa Mills as SME around partnering w/MCO's and learning about work in Tennessee with AmeriGroup with possible replication in Iowa.
- Hosted call with East Central Region and regional VR offices to talk about implementation of WIOA and stakeholder partnership. Identified providers in the area to invite to the next meeting.
- Followed up with TA team on service authorization trends in employment creating barriers.
- On-going communication with provider on capacity to serve Muscatine.

4. **TA TRAINING**

Centralized/Web-Based Training

- 4.1 HCBS Employment Summit – IACP will host an employment summit on October 19, 2017. Registration information was sent to the public email list of HCBS providers in September 2017. The Summit will be held in Ames.
- 4.2 Documentation for HCBS Services – IACP is hosting LeAnn Moskowitz who will present on HCBS documentation. This webinar will be held October 17, 2017. Changes to the Iowa rules/interpretation on use of checkboxes as part of the medical documentation record are expected to be in place at that time and will be discussed at the webinar. Notification of this training was sent to the public email list of HCBS providers.
- 4.3 Disability Rights Iowa: Grievances and Appeals – This webinar will be held October 31, 2017. DRI staff will focus on the process for appeal and grievances related to service denials/cuts. Training announcement has been included in public training notices.
- 4.4 Technology – IACP's TA team is working on a technology series to promote use and options available to enhance service delivery. This work was spurred by last year's grant from the Coleman Institute and has potential implications for providers in addressing workforce shortages while complying with person-centered planning in a managed care environment.

Regional Training

4.2_TA Regional Training: Fall Regional Training is scheduled October 2-5, 2017. Topics will include:

- Brain Injury Services
- Q&A
- Employment Services

- Documentation and Service Planning for Habilitation Services

Training locations have been secured as follows:

- October 2 - King's Pointe Resort, 1520 East Lakeshore Dr, Storm Lake, IA 50588
- October 3 - Heartland Acres Ag Ctr, 2600 Swan Lake Blvd, Independence, IA 5064
- October 4 - Clarion Highlander Hotel, 2525 N Dodge St, Iowa City, IA 52245
- October 5 - Ramada Tropics, 5000 Merle Hay Rd, Des Moines, IA 50322

Registration information in paper and electronic form was sent in September to the public (member/non-member) HCBS provider list.

ON-LINE LEARNING MANAGEMENT

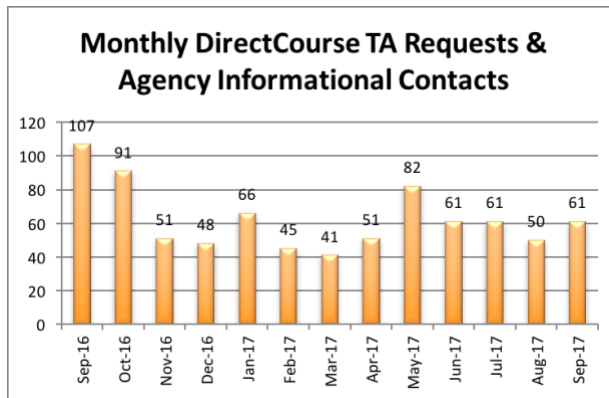
5. DIRECTCOURSE: GENERAL

5.1 Through September 2017, 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. The change in total participating agencies is due to mergers, acquisitions and closures.

DIRECTCOURSE: SYSTEM USE AND TECHNICAL ASSISTANCE -

5.2 Organizations utilizing the system have enrolled 19,000 active learners.

5.3 In September 2017, there were 61 requests for DirectCourse TA assistance. Total monthly contacts are summarized below.



5.4 Since Iowa began using DirectCourse, through September 2017, learners have completed **892,565** lessons. September 2017 training completion totaled **16,535** lessons. The chart below summarizes the total number of training units completed each month.

