

**Iowa Department of Human Services
Iowa Medicaid Enterprise
HCBS Provider Training and Technical Assistance
SFY19 Progress Report
November 2018**

Identification Information:

Project Name: HCBS Waiver and Habilitation Services Training and Technical Assistance

Contract Number: MED-15-013

Organization: Iowa Association of Community Providers

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Scope of Work and Progress:

TECHNICAL ASSISTANCE

1. GENERAL

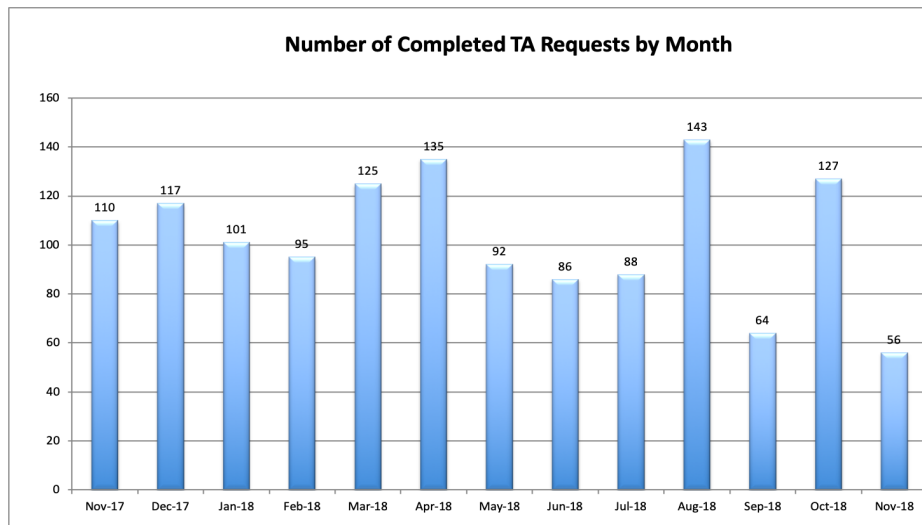
Throughout the month of November 2018, members of IACP's Technical Assistance team engaged in the following activities pursuant to the contract:

- Facilitated weekly TA staff meetings to discuss and strategize training sessions and research TA questions, statewide TA issues, and program progress.
- Members of the TA team participated in the following activities for the benefit of HCBS providers:
 - Attended the MHDS Redesign, Joint Outcomes, and Training committee meeting to further the development of standardizing quality outcome measures collected by MCOs and the State.
 - Attended the Process Improvement Workgroup breakout meeting that was facilitated by IME and discussed LTSS service provider MCO concerns.
 - Frequently contacted MCO staff to clarify and resolve issues HCBS providers were having. The most common areas of discussion continue to be correct payment, authorizations, person-centered planning process, addressing changes in right restriction review requirements, and responding to feedback from UHC focused audits.
 - Made frequent contact with IME staff to research answers to questions that HCBS providers had.
 - Attended the Tier Rate Workgroup meeting for ID waiver members.
 - Finalized locations for the Spring 2019 statewide training.
 - Facilitated meeting for all IHHs to discuss future directions as it relates to the LTSS members.
 - Met with IME to share QSDA quality initiative results to date and future applications.

2. HCBS WAIVER AND HABILITATION TECHNICAL ASSISTANCE

In November 2018, 56 technical assistance inquiries were processed. The monthly technical assistance numbers are noted in Figure 1.

Figure 1. The Number of Completed TA Requests by Month



In total, 52 (93%) of November 2018 TA questions came from IACP members.

Table 1. November 2018 Question Categories

Category	Number of TA Requests
Billing - Authorization	8
Billing - General	9
Documentation	1
Eligibility Requirements (Member)	2
HCBS Employment Services	3
HCBS Settings	3
HIPAA/Confidentiality	1
IHH	1
Incident Reporting	4
Managed Care	2
Member Rights	3
Policies and Procedures	3
Provider Enrollment	1
Quality Assurance - General	2
Rule Changes	4
Service Scope - General	2
Training Requirements	2
Transportation	2
Other	3
Total	56

3. EMPLOYMENT SERVICES

IACP contracts with the ICIE as part of the Technical Assistance to enhance training and facilitate opportunities around employment services. The activities are reported below.

Members of the TA team:

- Follow-up and outreach to the 35 14c certificate holders statewide via survey regarding implementation of WIOA and accessing of career counseling resources, number of 14c employees, certificate status, plans for transformation, and need for additional TA, supports, and/or tools.
- Provided intensive on-site TA for employment service provider in southwestern Iowa related to WIOA implementation, partner engagement, business development, and school engagement.
- Development and delivery of Working with Schools: What Service Providers Need to Know for Successful Collaboration, including planning with Department of Education partners.
- Initiated development of Transition Toolkit.
- Conducted outreach with IPS Pilot models and set up appointment to visit sites.
- Provided information to Regions on Medicaid employment rules, transformation, WIOA, and settings requirements.
- Provided consultation and assistance to eastern Iowa provider around transition from facility-based employment to community-based service.
- Provided information to providers across Iowa on ABLE accounts, Ticket-to-Work, establishing an Employment Network, and benefits planning resources.

4. TA TRAINING

Centralized/Web Training Provided

- Technical Assistance continued to support the training of C3 De-escalation by helping sponsor a Train the Trainer event held in Des Moines on November 1st, 4th and 5th. There are now 30 new trainers from across the state who are able to assist with HCBS provider training in various areas.
- On November 29th, a Youth to Adult Transition webinar was offered. The event, titled “Working with Schools: What Service Providers Need to Know for Successful Collaboration” has been viewed by 88 people.

Upcoming Centralized/Web Training

- What’s New? Webinar is scheduled to be held December 13th. Materials for this webinar were submitted to IME for review on **DATE** per contract guidelines. Advertising for this has been through the public side of the IACP website, non-member email lists, and social media.
- The second Youth to Adult HCBS Transitions is being planned to discuss working with schools, parents, and children’s services providers to prepare for entry into adult services. This is scheduled for January 24th, 2019. Amy Desenberg-Wines (ICIE) and Kirsten Lane (IA Dept. of Ed.) will be presenting. Advertising for this began through the public side of the IACP website, non-member email lists, and social media.
- An advanced Train the Trainer series C3 De-escalation training is scheduled April 8th, 9th, and 10th, 2019. This training will focus on creating a pool of trainers who

are able to train trainers as an effort toward sustainability in our state. Additional introductory training is being planned at other locations in the state.

- Adult Mental Health First Aid is planned to be presented on January 11th in Des Moines. Advertising for this began through the public side of the IACP website, non-member email lists, and social media.

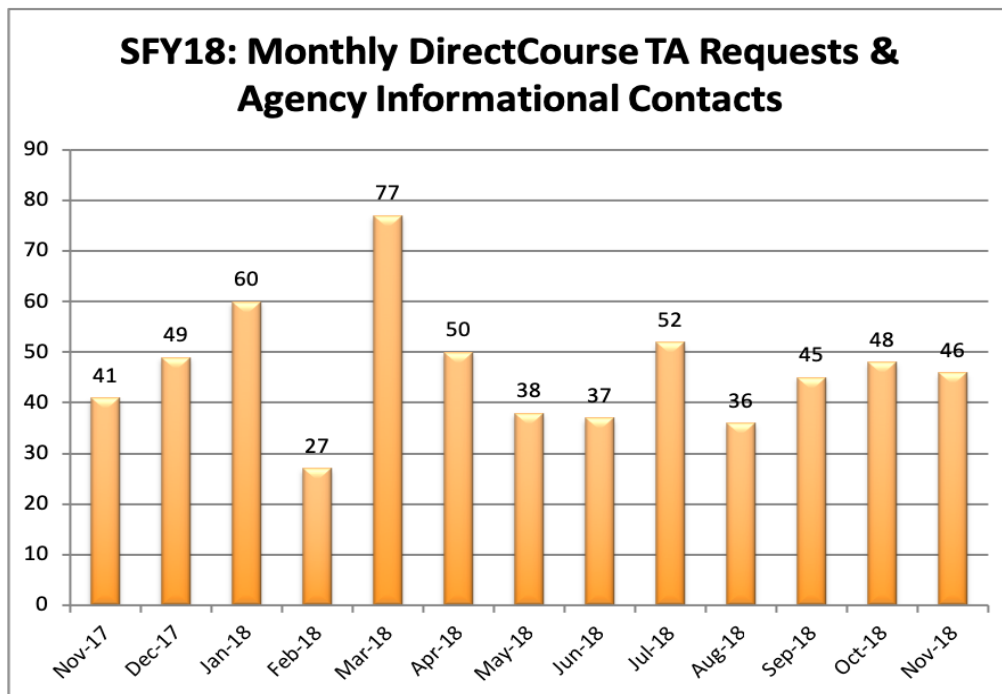
5. ON-LINE LEARNING MANAGEMENT: DIRECTCOURSE

Through November 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.

- Organizations utilizing the system have enrolled 19,450 active learners.

In November 2018, there were 46 requests for DirectCourse TA assistance. The total monthly contacts are summarized in Figure 2.

Figure 2. The Monthly DirectCourse TA Requests and Agency Informational Contacts



Since Iowa began using DirectCourse, learners have completed **1,123,908** lessons as of November 30th, 2018. The November 2018 training completion totaled **17,932** lessons. Figure 3 summarizes the total number of training units completed each month.

Figure 3. The Number of DirectCourse Training Lessons Completed by Month

