

**Iowa Department of Human Services
Iowa Medicaid Enterprise
HCBS Provider Training and Technical Assistance
SFY16 Progress Report
April 2016**

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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 April 2016, 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.

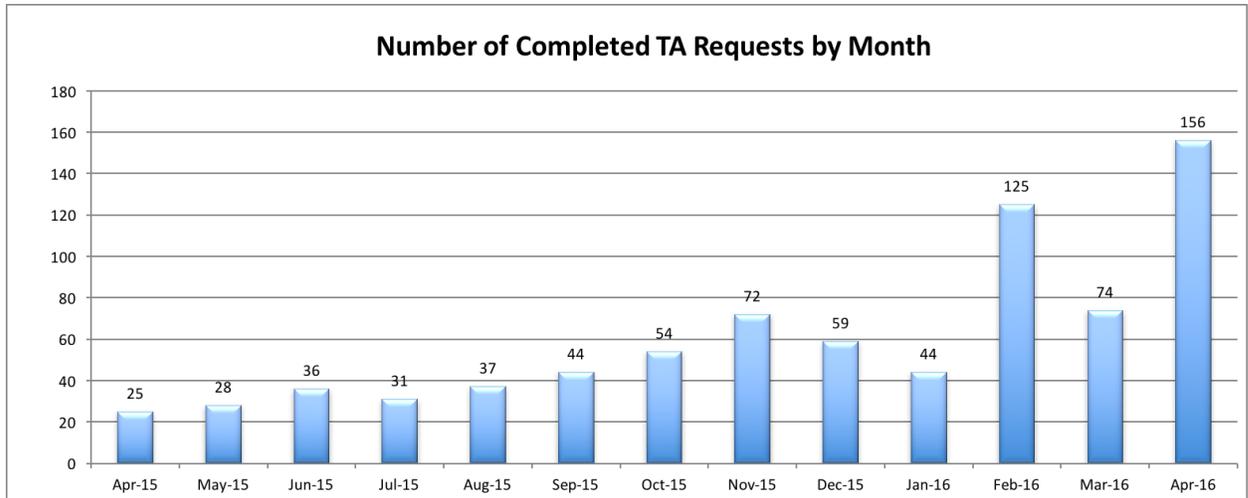
1.2 Members of the TA team:

- Met 3xs with IME and DHS personnel to discuss changes in procedures due to Medicaid/MCO transition
- Met 3xs with QSDA (Quality Services Data Association) to discuss outcomes collection and Evidence Based Practice initiative
- Attended webinar for CCBHC pilot project in order to support efforts around this initiative
- Attended 4 weekly calls with one MCO to assist providers with information needed for transition to Managed Care
- Attended the Psychiatric Rehabilitation Conference to gain knowledge about PSR best practice implementation
- Attended webinar for IHH providers to better understand changes to the SPA that will impact HCBS/HAB services
- Met 3xs with Mental Health Centers to discuss changes to service and procedures due to Medicaid transition and CCBHC work
- Met with MCO transportation vendor to discuss non-NEMT transportation and rule

2. HCBS WAIVER AND HABILITATION TECHNICAL ASSISTANCE

2.1. In April 2016, 156 technical assistance inquiries were processed and completed. This is the largest number of TA questions in any month since the program began, due largely to the combination of the transition to managed care and the upcoming employment rule changes for HCBS.

Monthly technical assistance numbers are noted in the graph below.



3.2 Technology survey - This survey has been drafted and will be sent out widely during the month of May. Survey was drafted through contract with Dr. Anne Cameron Williams from AO strategies and assistance from Renee Petriangelo, former CEO of ANCOR.

3. TA TRAINING

Centralized/Web-Based Training

3.1. Substitute Decision Making Series–

On April 21, 2016, the TA team hosted the third webinar in a series on substitute decision making. Topic focus was on Powers of Attorney. This training was presented by the Office of Substitute Decision Maker. A recording of the webinar is now available on the IACP website and the DirectCourse system for viewing by any Iowa HCBS provider. A total of 34 people attended the live webinar, with an additional 11 people viewing the recorded version since that time.

The final webinar in the series will be held July 14, 2016 at 10am. The topic focus will be Financial Substitute Decision Making

3.3 Dependent Adult Abuse – This training continues to be a work in progress.

3.4 Medicaid Waste Fraud and Abuse training was recorded and posted to the DirectCourse learning management system. This training was a web-based version of the training utilized in April during the regional TA trainings.

- 3.5 Evidence Based Practices training will be held May 17, 2016 in Ames, Iowa. Details for this training were finalized in March. Registration information was sent electronically to IACP's list of stakeholders. In addition, a paper mailer was developed and set for processing and distribution.
- 3.6 A webinar on the new HCBS Employment Rules was held April 27, 2016. Presentation material was developed with a group of state leaders from DHS and IVRS. The webinar was well received with 250 people attending the live version and 223 additional people viewing the recording. The recording will remain available for viewing.

Regional Training

- 3.7 TA regional trainings were held April 11-15, 2016. Training topics include Waste, Fraud and Abuse, Right and Responsibility and Restrictions, CMS Rules on Settings, Q&A. A survey for the Q&A was sent out and utilized to develop the Q&A presentation.

Registration information was distributed to all HCBS providers on our mailing list, regardless of IACP membership. A paper mailer was sent on in addition to several emails to our entire stakeholder network.

- 3.8 The TA team reviewed final presentation versions with DHS staff.

- 3.9 Training registration numbers were as follows:
 Total Registrants: 400
 Non-member registrants: 22%

Post training survey responses are summarized below:

How would you rate the usefulness of this training information?	3.48 (of 4)
Overall, how would you rate today's training?	3.41 (of 4)

When asked "Would you recommend this and other IACP technical assistance trainings to others?" 100% of respondents said yes.

Survey respondents commented:

- Well-researched training. Thank you for the hard work you put into each one!
- There was a lot of info covered-which in this changing world is good.
- Thank you for the training. I have attended many of your trainings and have found them useful. This one I found typically informative and one of the best so far.
- I greatly appreciate your staff's diligence in finding answers while also providing a little humor along the way!
- Thank you for keeping us in the light and doing so much with the MCO's it is very appreciated to have an association advocating for us while we serve the members.
- It is very helpful to have things clarified. The information that IACP provides helps our agency determine the best practices to follow and alerts us to things we should be addressing.

- The presenters are all so personal and don't hold anything back. This makes the atmosphere fun and making me want to learn what they have to say. It is also helpful that the presenters are very open on their knowledge of topics covered/questions asked. If they didn't know the answer, they didn't pretend to know.

ON-LINE LEARNING MANAGEMENT

DIRECTCOURSE

4. GENERAL

- 4.1. Through April 2016, 105 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, 23% are non-IACP members.
- 4.2. The database system for the voluntary certification program continues to be beta tested and utilized for IVRS training confirmation and certificate generation. The system was set to come out of beta mid-February 2016. However, a technical complication caused this date to be postponed. The contracted IT personnel continue to work to remedy this issue so the system use can be moved forward.
- 4.3. IACP continued to contract with a retired Elsevier employee to assist with development of material for learning administrators. The lessons were reviewed and approved by IACP prior to submission to Elsevier for development into the web-based format. Lesson titles include:

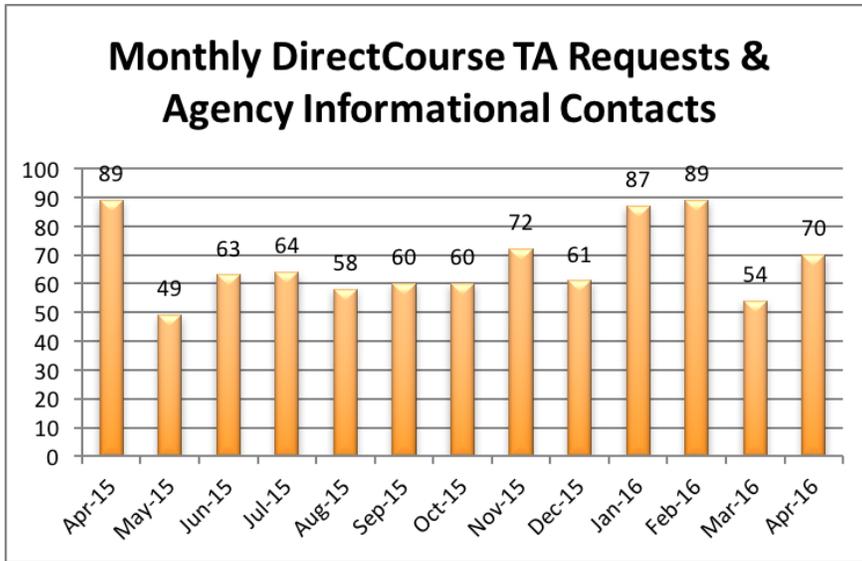
Course Title: Learning Management System Orientation & Training

 - Lesson 1: What is a Learning Management System?
 - Lesson 2: What is a Learning Management System: Accessing an LMS
 - Lesson 3: What is a Learning Management System: Creating Learner IDs
 - Lesson 4: eLearning and the Learner: What is eLearning?
 - Lesson 5: eLearning and the Learner: Training Plan Considerations
 - Lesson 6: Annotations: How to Create and Use Them
- 4.4. DirectCourse staff continued discussions with a provider organization and high school staff regarding potential use of the certification program for use in training high school students for work as DSPs.
- 4.5. As previously reported, DirectCourse learning administrators were surveyed regarding their training preferences. Analysis of results showed that respondents preferred shorter, web-based training opportunities as a first option for learning about the LMS. Their second highest preference indicated was a 1-day, in-person training.

A learning administrator workshop took place April 28, 2016 in Johnston, IA. Twenty learning administrators attending the training. The training agenda covered in-depth looks at the learning management system functionality paired with time to workshop each area, leaving participants with pieces of the system they could take back to their agencies and use immediately.

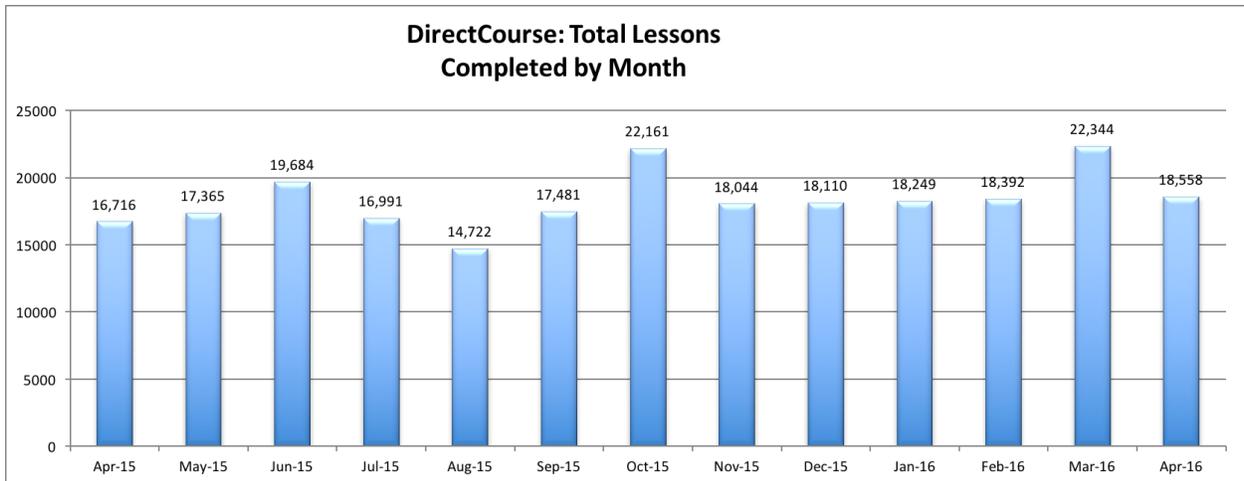
5. DIRECTCOURSE: SYSTEM USE AND TECHNICAL ASSISTANCE -

- 5.1. Organizations utilizing the system have enrolled 16,600 active learners.
- 5.2. In April 2016 there were 70 requests for DirectCourse TA assistance. Total monthly contacts are summarized below.



- 5.3 Since Iowa began using DirectCourse, through April 2016, learners have completed 583,382 lessons. April 2016 training completion totaled 18,558 lessons.

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



5.4 The total Medicaid members served by participating agencies are 15,700.

5.5 A DirectCourse Newsletter was developed and distributed to system administrators. That newsletter can be viewed here:

http://www.iowaproviders.org/trainings/trainings_docs/DirectCourseNewsletter4.2016.pdf

RELIAS

6.1 A full report on the Relias program will be submitted after June 30th.