

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

Completed by: Shelly Chandler
Executive Director
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

Scope of Work and Progress:

TECHNICAL ASSISTANCE

1. GENERAL

During the month of August 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.

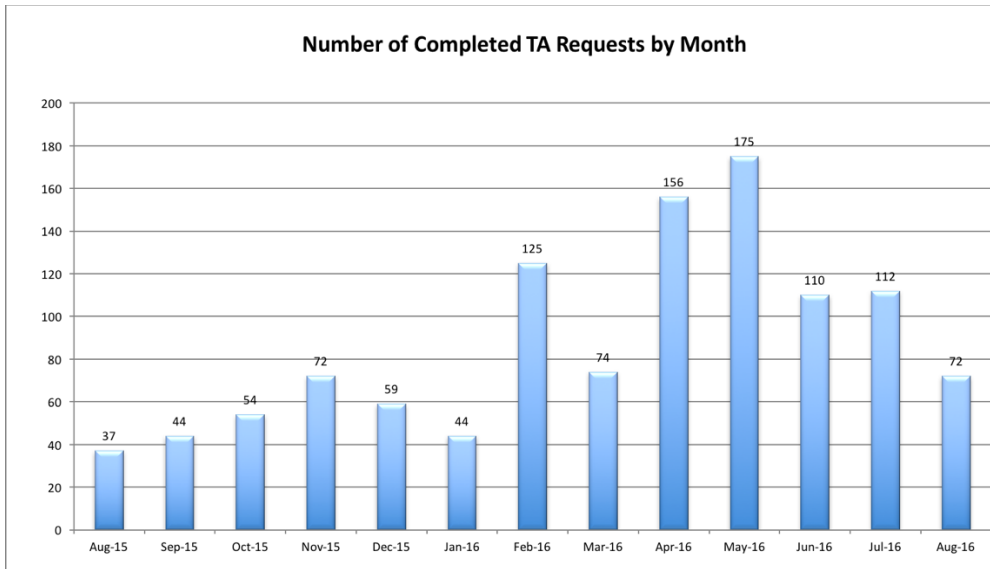
1.2 Members of the TA team:

- Consulted with providers on implementation of the new HCBS Employment Rules that went into effect May 4, 2016.
- Attended National HCBS Conference –
- Participated in EVV demonstration from UHC to gain understanding of how providers will potentially meet this requirement .
- Met face-to-face 3 times with state partners to discuss and review issues pertaining to HCBS providers
- Participated in 3 meetings with regional partners regarding outcomes (QSDA) project
- Attended 2 meetings with VR, DHS, and MCO partners to discuss supported employment for HCBS providers
- Met with Direct Care Workforce staff to discuss training needs and opportunities to collaborate.
- Met with all IHH providers, MCOs, and IME to discuss issues involving transition from IME
- Participated in 2 CCBHC meetings to gain information regarding Iowa's work toward becoming a pilot state for this initiative.
- Met twice with MHC staff to discuss issues around MCO transition and services that impact members.
- Met with pediatric IHH providers, IME, and MCOs to discuss handling of CMH slots
- Hosted RCF meeting (15 agencies in attendance) to discuss transformational activities and CMS Final Rule
- Attended HCBS national conference in Washington DC

2. HCBS WAIVER AND HABILITATION TECHNICAL ASSISTANCE

2.1. In August 2016, 72 technical assistance inquiries were processed and completed. A majority of questions related to the change to Medicaid managed care.

Monthly technical assistance numbers are noted in the graph below.



3. TA TRAINING

Centralized/Web-Based Training

3.1 IHH meeting – On August 16, 2016, IACP’s TA team hosted representatives from IME and the three MCOs in a meeting geared toward IHH staff. This provided an opportunity for IHH staff to ask question of decision makers. IACP had held a previous call with IHHs to gather information on what questions they had. Questions were then compiled and shared with IME/MCO staff to provide opportunity for the greatest amount of insight. In all, there were 70 in attendance.

Regional Training

3.2 Upcoming regional trainings are planned for November 1-4, 2016. Topics will include HCBS Settings, Managed Care, Question & Answers, HCBS Self-Assessment.

Training locations are as follows:

November 1 - Heartland Acres Ag Ctr @ 2600 Swan Lake Blvd Independence IA 50644

November 2 - Radisson @ 1220 1st Ave Coralville

November 3 - Noah’s Event Center @ 1805 90th Street Des Moines

November 4 - King's Pointe Resort @ 1520 East Lakeshore Dr Storm Lake IA 50588

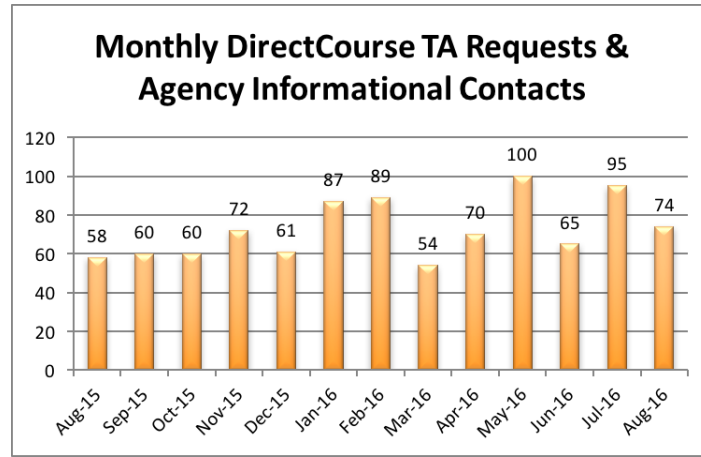
ON-LINE LEARNING MANAGEMENT

4. DIRECTCOURSE: GENERAL

- 4.1 Through August 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.

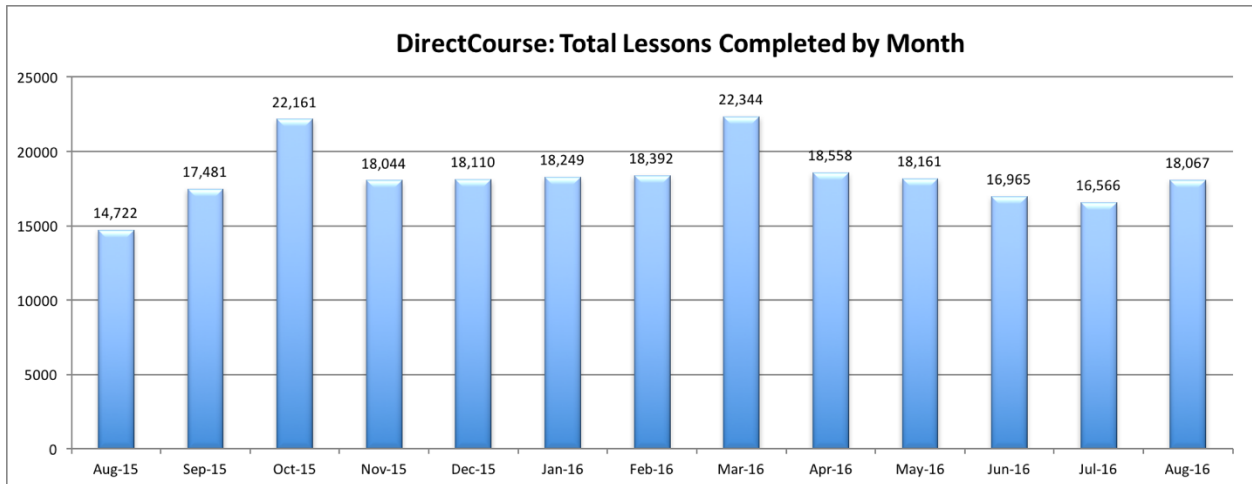
DIRECTCOURSE: SYSTEM USE AND TECHNICAL ASSISTANCE -

- 4.2 Organizations utilizing the system have enrolled 17,800 active learners.
- 4.3 In August 2016 there were 74 requests for DirectCourse TA assistance. Total monthly contacts are summarized below.



- 4.4 Since Iowa began using DirectCourse, through August 2016, learners have completed 651,778 lessons. August 2016 training completion totaled 18,067 lessons.

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



4.5 The DirectCourse Newsletter was finalized and sent to system administrators.
http://www.iowaproviders.org/trainings_docs/DirectCourseNewsletter9.2016.doc

RELIAS

4.6 There are 295 learners enrolled in Relias through the IACP pilot.