

**Iowa Department of Human Services
Iowa Medicaid Enterprise
HCBS Provider Training and Technical Assistance
SFY16 Progress Report
February 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: Megan Hartwig, Technical Assistance 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

Scope of Work and Progress:

TECHNICAL ASSISTANCE

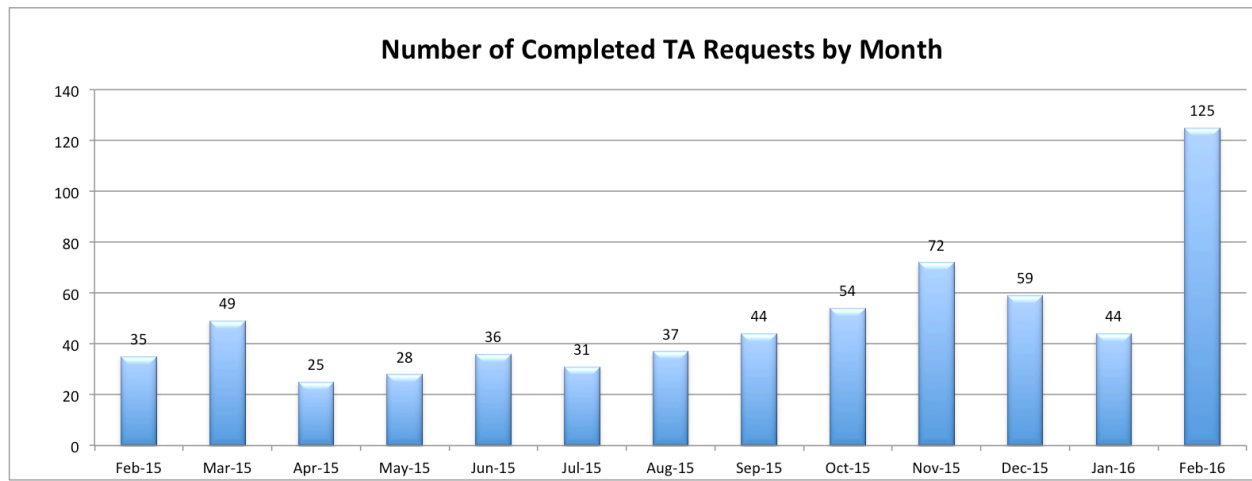
1. GENERAL

During the month of February 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:
 - Reviewed and assisted in drafting comments on the HCBS statewide transition plan.
 - Reviewed rules for employment services.
 - Reviewed HCBS regulations for potential areas of inconsistency between current practice and rule.
 - Met with IME to discuss provider transition issues numerous times. Primary issues revolved around billing, enrollment, and MCO assignments and enrollment as providers.
 - Met numerous times with Outcomes group, including DHS, to prepare for training to be provided during the Iowa State Association of Counties Spring School. Over 120 agencies are entering data and represent all regions. Discussed incorporation of information into the regional/DHS dashboards.
 - Conducted training for an organization around outcome data entry.
 - Met with Kevin Martone from TAC to begin development of training for regions and providers around evidence-based practice and fidelity.
 - Met twice with Mental Health Centers to discuss progress on meeting CCBHC requirements and to discuss IHH and billing challenges as part of the intermediate transition to IME and requirements of the IME/MCOs.
 - Discussed impact of proposed rule change for medication administration in RCFs (and potentially all HCBS) with DIA and IME. Provided written comment regarding impact.
 - Had discussion with potential consultant around increasing providers' knowledge of technology and its various uses. (potential training for September)

2. HCBS WAIVER AND HABILITATION TECHNICAL ASSISTANCE

- 2.1. In February 2016, 125 technical assistance inquiries were processed and completed. Monthly technical assistance numbers are noted in the graph below. As is evidenced in the graph, this month showed a significant increase in TA questions. Many of the questions were related to 1) managed care, 2) billing, and 3) documentation.



3. TA TRAINING

Centralized/Web-Based Training

- 3.1. Substitute Decision Making – Future webinars are tentatively scheduled as follows:
 April 21, 2016 10am - Powers of Attorney
 July 14, 2016 10am - Financial Substitute Decision Making
- 3.2. Dependent Adult Abuse – This training continues to be a work in progress. We plan to submit the training to IDPH staff for approval by May 1, 2016.
- 3.3. Medicaid Waste Fraud and Abuse training is in development for the April 2016 regional training. A web-based version will be recorded and posted to the DirectCourse LMS in May.
- 3.4. Options for technology training have been postponed until September 2016.
- 3.5. A webinar on documentation for HCBS services was held February 16, 2016. 298 people attended the training. In addition, 118 people have viewed the recording since it was posted on February 17. Feedback to the training was positive, as was response to the fact that the recorded webinar will be available to all Iowa HCBS providers through IACP as well as through the DirectCourse learning management system.
- 3.6. After further conversation on Evidence-Based Practices training, the current tentative date for training is May 18, 2016 to be held in central Iowa.
- 3.7. There is ongoing discussion with Regions around bringing in a national trainer around Trauma Informed Care as that is a central focus for regional implementation and will impact all providers. Tentative date is the second week in June 2016.

Regional Training

- 3.8 The next regional training is scheduled the week of 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 had 35 responses at the end of February.
- 3.9 Online training registration set-up was finalized and posted online. Mailer advertisements will be sent in March 2016. Draft marketing materials are in final stages of approval.
- 3.10 Training presentation materials are being drafted and will be submitted to DHS for approval by mid-March.

ON-LINE LEARNING MANAGEMENT

DIRECTCOURSE

4. GENERAL

- 4.1. Through February 2016, 102 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, 24.5% 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. Basic lesson outlines have been developed and submitted to IACP for review and approval prior to submission to Elsevier. Review of these materials occurred in January, and subsequent meetings are planned to initiate further action.
- 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. 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. The DirectCourse team has scheduled a meeting

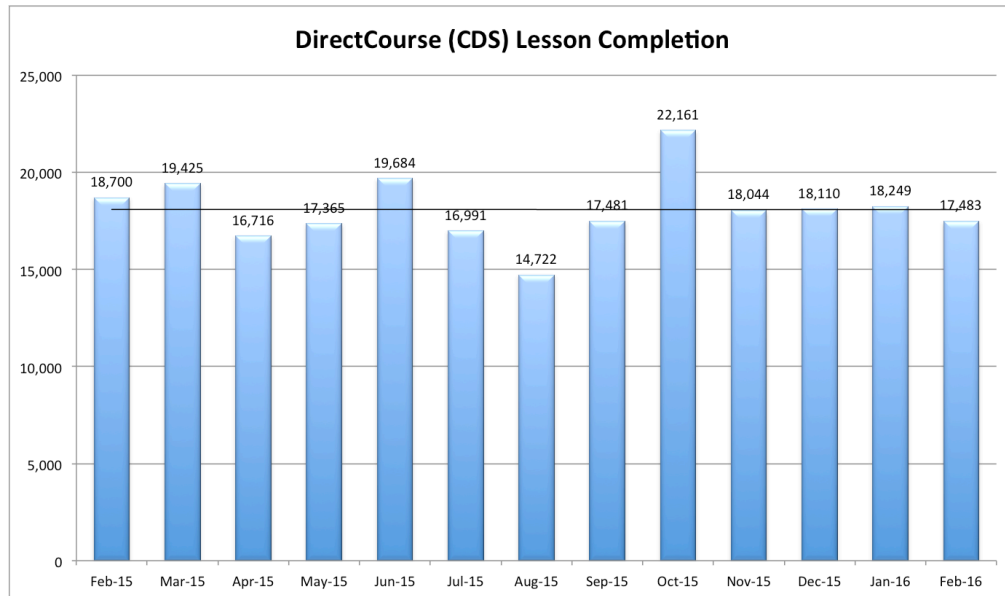
with two trainers who may assist us with setting up a training series as indicated by the survey.

- 4.6. DirectCourse is currently being piloted with a high school serving kids receiving HCBS services as a means of job training.
- 4.7. IACP staff have been in conversation with a national leader on autism advocacy as means of exploring use of the DirectCourse system as a potential tool to assist in matching people receiving services with well-trained staff.

5. DIRECTCOURSE: SYSTEM USE AND TECHNICAL ASSISTANCE -

- 5.1. Organizations utilizing the system have enrolled 15,802 active learners.
- 5.2. In February 2016 there were 89 requests for DirectCourse TA assistance. Total monthly contacts are summarized below.
- 5.3. Since Iowa began using DirectCourse, through February 2016, learners have completed 543,373 lessons. February 2016 training completion totaled 17,483 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 15,666.
- 5.5. A DirectCourse Newsletter has been developed and will be distributed next week.

RELIAS

6.1 No additional information to report.