

3.3 Iowa Department of Human Services

**Iowa Medicaid Enterprise
HCBS Provider Training and Technical Assistance
SFY16 Progress Report
July 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

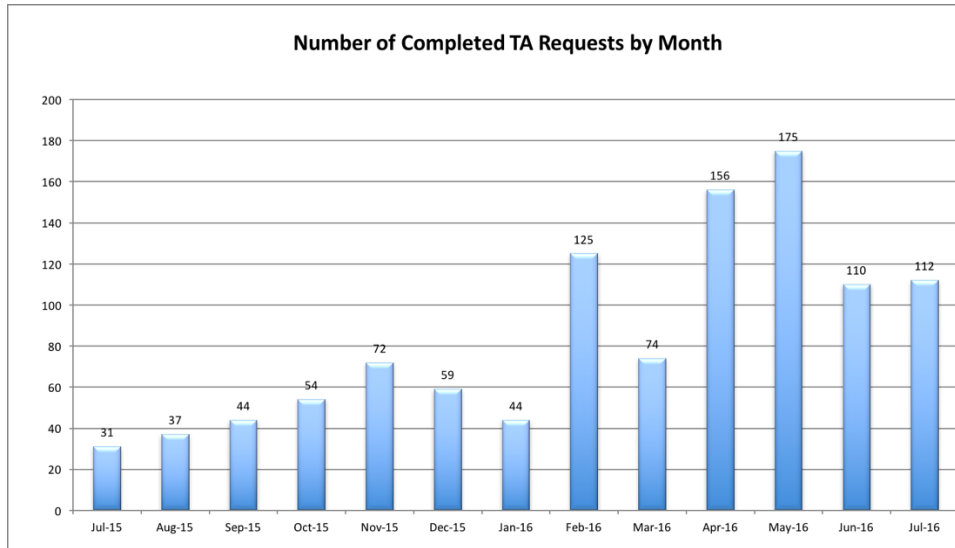
During the month of July 2016, members of IACP's Technical Assistance team engaged in the following activities pursuant to the contract:

- 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:
 - Participated in MHC calls 4xs regarding CCBHC, IHH concerns, and MCO transition questions
 - Met with MHDS/IME partners to discuss topics pertinent to service delivery for HCBS/HAB providers 2x
 - Met with MCO personnel to discuss differences in service planning for providers
 - Participated in weekly calls with MCOs to discuss issues that impact waiver and hab providers
 - Met with QSDA group to discuss next steps in implementation of Social Determinants of Health outcomes (3xs)
 - Did individual facility consultation regarding settings rule with two organizations
 - Attended CCBHS stakeholders meeting
 - Consulted with providers on implementation of the new HCBS Employment Rules that went into effect May 4, 2016.

2. HCBS WAIVER AND HABILITATION TECHNICAL ASSISTANCE

- 2.1.** In July 2016, 112 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. Substitute Decision Making Series– The final webinar in the series was held July 14, 2016 at 10am. The topic focus will be Financial Substitute Decision Making. This was the final in a 4-part series conducted in partnership with the Office of Substitute Decision Making. All webinars are available for viewing on the IACP website. Twenty-four people attended.
- 3.2. July 6-8, 2016 -Tonier Cain, a national educator and speaker on the topic of trauma informed care, spoke in Iowa due in part to sponsorship from IACP’s TA program. Training was held July 6 and July 8, 2016. Training registration was open to all Iowa providers and the training was at full capacity. Attendance at both trainings totaled 539 (299 attendees on 7/6 and 240 attendees on 7/8).

Regional Training

- 3.4 Upcoming regional trainings are planned for November 1-4, 2016. Topics will be chosen in the next two months based on agency questions and communication from DHS on areas of assessed need.

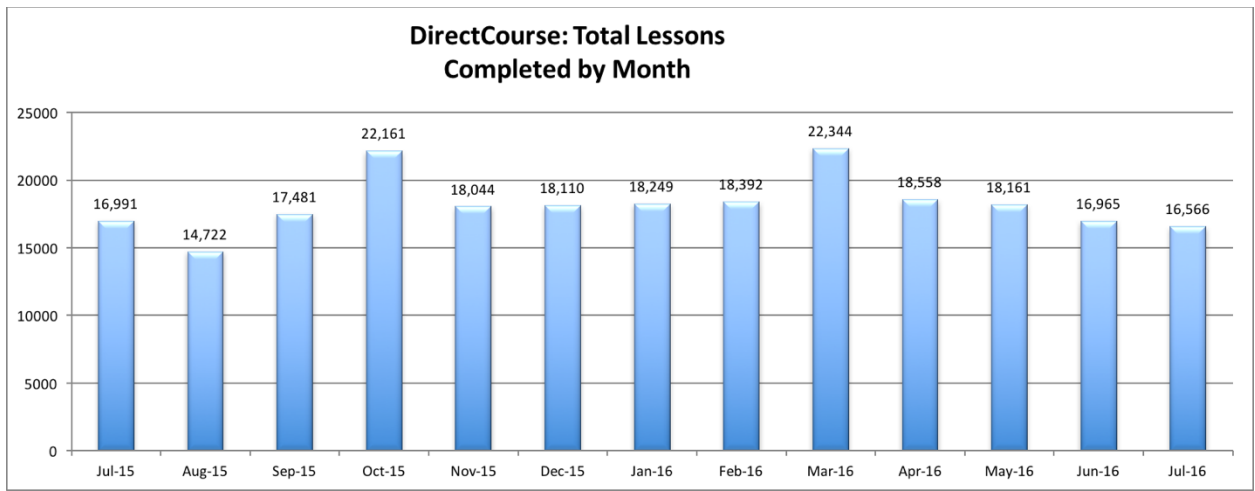
ON-LINE LEARNING MANAGEMENT

4. DIRECTCOURSE: GENERAL

- 4.1 Through July 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 17,050 active learners.
- 4.3 In July 2016 there were 95 requests for DirectCourse TA assistance. In addition, IACP is gathering up-to-date information in the form of new Intents to Participate from participating organizations. Total monthly contacts are summarized below.



- 4.4 Since Iowa began using DirectCourse, through July 2016, learners have completed 634,308 lessons. July 2016 training completion totaled 16,566 lessons.

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

