Iowa Department of Human Services
Iowa Medicaid Enterprise
HCBS Provider Training and Technical Assistance
SFY16 Progress Report
May 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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Other Staff Working on Project:

Name/Position: Gayla Harken, Outreach Director   Phone #:515-270-9495
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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

<u>**Scope of Work and Progress:**</u>

<div align="center"><u>**TECHNICAL ASSISTANCE**</u></div>

1. <u>**GENERAL**</u>

During the month of May 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.
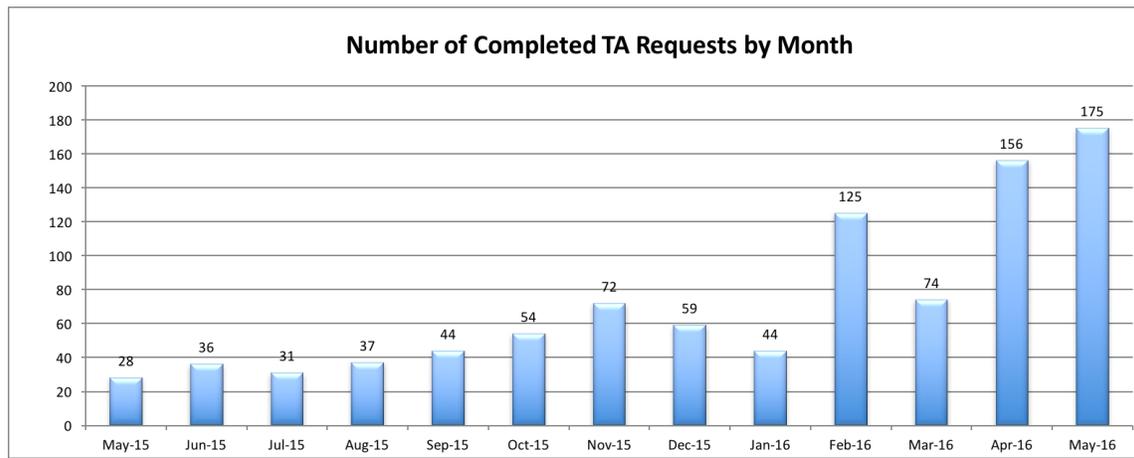
1.2 Members of the TA team:
- Met with IME and DHS staff three times to discuss MCO transition issues for HCBS and Hab providers.
- Attended the IACP Convention—TA made themselves available for questions from participants.
- Participated in IHH educational call offered by IME. Met with IHH providers to discuss implications of new information shared.
- Met 6 xs with MCO personnel to address transition issues for HCBS/Hab providers.
- Worked with presenters and regional partners twice to finalize Evidence Based Practice Training.
- Met with DIA staff to discuss interfacing rules for licensed facilities with HCBS/Hab requirements
- Telephonic consultations with RCF facilities around transitioning services to HCBS/Hab. Reviewed specific CMS settings standards with them.
- Conducted 2 on site RCF assessments with agencies around CMS settings standards and transition to HCBS services.
- Met thrice with regional and provider partners to discuss QSDA outcomes project.
- Held Evidence Based Practice training in Ames for approximately 150 participants.
- Reviewed and finalized data from EBP provider survey with regional partners to determine future steps in EBP implementation.
- Participated in national call with other states selected for initial CCBHC grant. Wrote and shared report with others who may have interest in participating in this initiative.
- Held two phone meetings with mental health centers to discuss MCO issues and IHH concerns regarding Habilitation members. Agreed to arrange a summit for all MCOs, providers, and state partners (will be in June).

2. **HCBS WAIVER AND HABILITATION TECHNICAL ASSISTANCE**

   2.1. In May 2016, 175 technical assistance inquiries were processed and completed. This is over 600% more TAs answered than the same period last year, and is the largest number of TA questions in any month since the program began. This increase is 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.

Number of Completed TA Requests by Month

Month	Value
May-15	28
Jun-15	36
Jul-15	31
Aug-15	37
Sep-15	44
Oct-15	54
Nov-15	72
Dec-15	59
Jan-16	44
Feb-16	125
Mar-16	74
Apr-16	156
May-16	175

   2.2 A survey on technology and it's use by members, families and providers was sent out widely during the month of May. The survey developed using the Survey Monkey platform, and was drafted through contract with Dr. Anne Cameron Williams from AO strategies and assistance from Renee Petriangelo, former CEO of ANCOR. Survey responses will be collected through mid-June. Results will be compiled thought the contact with AO Solutions and results will be utilized to gauge need and interest in technology use trainings throughout the next 6 months.

3. **TA TRAINING**
   Centralized/Web-Based Training

   3.1. The TA team has contracted with a provider intake specialist to present on accessing MCO portals to locate authorizations. Training information is as follows: June 14, 2016 - 1:30PM - Accessing MCO Authorizations – To
   Register: https://attendee.gotowebinar.com/register/6646688902362191364

   3.2. Substitute Decision Making Series–
   The final webinar in the series will be held July 14, 2016 at 10am. The topic focus will be Financial Substitute Decision Making. This is the final in a 4-part series conducted in

partnership with the Office of Substitute Decision Making. All previous webinars are available for viewing at the links below:

Office of Substitute Decision Making - Guardians and Parents as Guardians - https://attendee.gotowebinar.com/register/3548417762607342594

Office of Substitute Decision Making - OSDM General Info and Substitute Decision-Making Basics - https://attendee.gotowebinar.com/register/937939861433358082

Office of Substitute Decision Making - Powers of Attorney. https://attendee.gotowebinar.com/register/5208798168293364226

3.2   Regional partners went to 8 locations throughout the state his month to assist providers with the quality outcomes project.

3.3   Additional past webinars are available to all HCBS providers at the following links posted both on the public portion of the IACP website as well as on the DirectCourse LMS:

New HCBS Employment Rules - https://attendee.gotowebinar.com/register/558566574270312708

HCBS Documentation - https://attendee.gotowebinar.com/register/3667406013665215746

Medicaid Waste, Fraud, and Abuse - https://attendee.gotowebinar.com/register/2745392947883518466

Trauma Informed Care Part 1 - https://attendee.gotowebinar.com/register/7073949218007518721

Trauma Informed Care Part 2 - https://attendee.gotowebinar.com/register/9205330518401892866

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

3.5   Evidence Based Practices training was held May 17, 2016 in Ames, Iowa.

Attendees: 152
Non-IACP Members: 34%

3.6   July 6-8, 2016 -Tonier Cain, a national educator and speaker on the topic of trauma informed care, will be speaking in Iowa due in part to sponsorship from IACPs TA program. Location and times will be announced.

Regional Training

3.7   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

DIRECTCOURSE
4. GENERAL

4.1.   DirectCourse Technical Assistance Specialist Megan Hartwig has notified IACP she is resigning her position. Her last day will come mid-June. Megan is working with all staff at IACP to assure a smooth transition. Agencies in the southern part of Iowa have been notified of her resignation and have been directed to contact Brita Nelson in her absence.

4.2.   Through May 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. Throughout the next month, IACP will be evaluating agency use of the system and making adjustments to enrolled agencies. While some agencies have taken advantage of full use of the system and the available curricula, some agencies have enrolled and not engaged in use of training. It is the intent of IACP to spur use of the training rather than prevent agency access.

4.3.   The database system for the voluntary certification program is live and ready to be 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.

4.4.   Certification program: The pilot certification program has concluded. Due to the current timing with managed care implementation, phase two implementation will not occur at this time. A full report will be included in the annual program project report.

4.5.   LMS learning lessons for system administrators are now available for DirectCourse admins. 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:

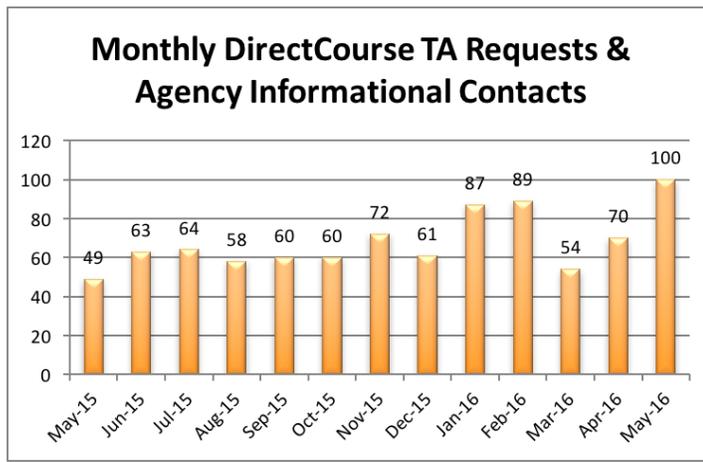Course Title: Learning Management System Orientation & Training

- 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

4.6.   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. Due to lack of funding, this program will not continue.

5. **DIRECTCOURSE: SYSTEM USE AND TECHNICAL ASSISTANCE -**

5.1.   Organizations utilizing the system have enrolled 16,892 active learners.

5.2.   In May 2016 there were 100 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.

Monthly DirectCourse TA Requests & Agency Informational Contacts

Month	Value
May-15	49
Jun-15	63
Jul-15	64
Aug-15	58
Sep-15	60
Oct-15	60
Nov-15	72
Dec-15	61
Jan-16	87
Feb-16	89
Mar-16	54
Apr-16	70
May-16	100

5.3   Since Iowa began using DirectCourse, through May 2016, learners have completed 601,186 lessons. May 2016 training completion totaled 18,161 lessons.

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

DirectCourse: Total Lessons Completed by Month

Month	Lessons
May-15	17,365
Jun-15	19,684
Jul-15	16,991
Aug-15	14,722
Sep-15	17,481
Oct-15	22,161
Nov-15	18,044
Dec-15	18,110
Jan-16	18,249
Feb-16	18,392
Mar-16	22,344
Apr-16	18,558
May-16	18,161

5.4   The total Medicaid members served by participating agencies will be updated once all new agency Intent to Participate forms are submitted.

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/DirectCourseNewsletter5.2016.pdf

RELIAS

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