

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

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**I. Identification Information:**

Project Name: HCBS Waiver and Habilitation Services Training and Technical Assistance  
Contract #: MED-15-013

Organization: Iowa Association of Community Providers  
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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: Teri Freeman, Communications Director	Phone #:515-270-9495
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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 September 2016, members of IACP's Technical Assistance team engaged in the following activities pursuant to the contract:

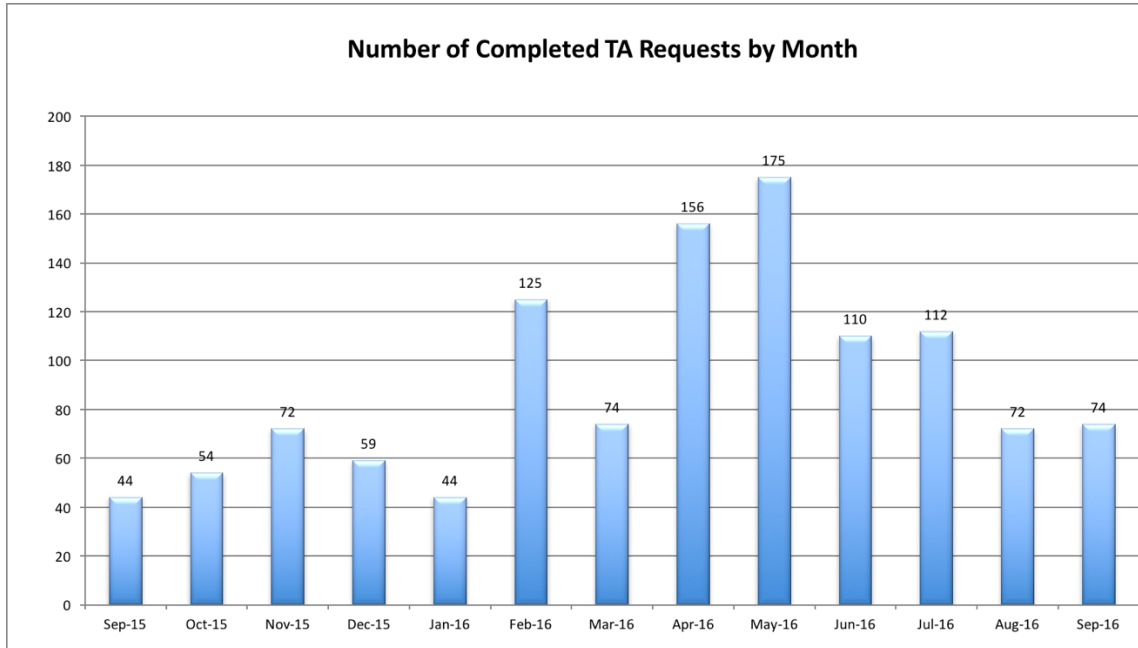
- 1.1 Facilitated weekly TA staff meetings to discuss and strategize training sessions, research TA questions, statewide TA issues and program progress. This is also done to ensure there is consistency and uniformity in the process.
- 1.2 IACP continued talks in September with staff from ICIE in exploration of a contract with IACP's TA program to continue efforts and training around integrated, community-based employment.
- 1.3 Members of the TA team:
  - Met with IHHs and MCOs to address workflow issues related to children's mental health waiver
  - Did in person consultation for agency around final rule and implications for future services. Planned presentation for all staff to be given in October on 2 occasions.
  - Facilitated Iowa Psychiatric Rehabilitation Association annual meeting. Discussed CMS rules and Iowa transition plan as they pertain to services for persons with mental illness
  - Attended National Council phone meeting to discuss progress and concerns with other states who are applying for CCBHC demonstration grants. Met after with Iowa group to discuss implications for Iowa service.
  - Tentatively planned Mental Health First Aid training as a TA event with Abbe MHC. Training will be done in November.
  - Met with QSDA group 2xs to discuss outcomes project. Also met with Geery Howe to help chart future direction for group.
  - Met with several persons who will be working with the IACP TA team to help promote quality outcomes and services for Iowa's HCBS providers. Plan to offer a contract to one entity that will focus largely on employment outcomes and another who has knowledge about LTSS providers working between IME and the MCO systems. Contracts will be finalized in October. This is how the current vacancy in the TA team is being addressed.
  - Had demonstration of MCO portal so TA is better able to assist hcbs providers with portal navigation so they are able to access needed information and documents necessary for Medicaid compliance.
  - Connected with all MCOs weekly to discuss hcbs transition.
  - Had phone conference with Amerigroup to discuss developing an informational webinar to address accessing transportation through their company.
  - Listened to presentation from vendor regarding a larger in scope data collection process that would interface with QSDA.
  - Attended Employment 1st meeting that was facilitated by Dr. Selleck (employment SME) concerning increasing employment outcomes and opportunities for Iowan's who have

disabilities.

- Attended stakeholders meeting for CCBHC.
- Attended webinars on increased OSHA focus on community-based providers
- Attend the IME annual provider training

## 2. HCBS WAIVER AND HABILITATION TECHNICAL ASSISTANCE

2.1. In September 2016, 74 technical assistance inquiries were processed and completed. Monthly technical assistance numbers are noted in the graph below.



## 3. TA TRAINING

### Centralized/Web-Based Training

3.1. The TA team worked with Amy Desenberg-Wines to schedule an employment webinar series. The first webinar has been scheduled for October 20 and will be focused on WIOA.

### Regional Training

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

Regional 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

- 3.2 Marketing materials for the regional trainings were developed and will be sent in early October to all providers as per the Medicaid mailing list.

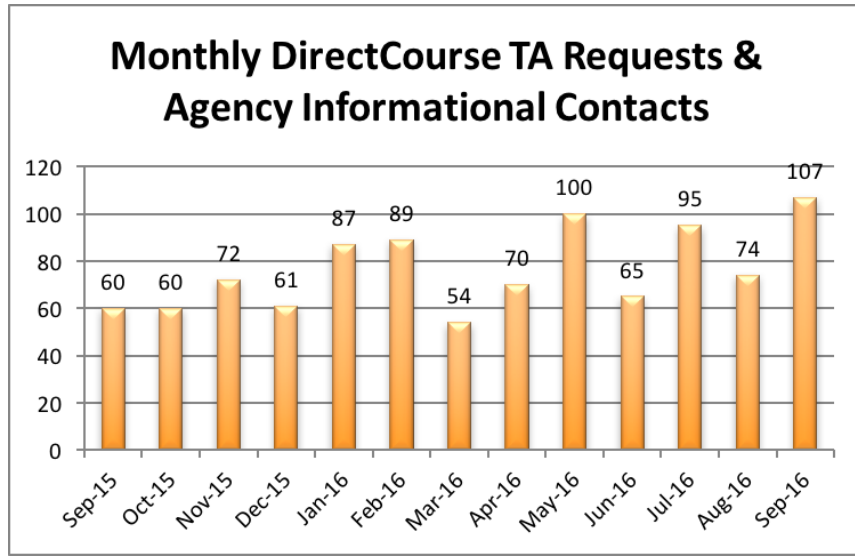
## **ON-LINE LEARNING MANAGEMENT**

### **4. DIRECTCOURSE: GENERAL**

- 4.1 Through September 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 DirectCourse state admin presented to a national DirectCourse admin group on our system set-up and use.
- 4.3 A DirectCourse Newsletter was developed and distributed to learning administrators. It can be found attached and at this link:  
[http://www.iowaproviders.org/trainings\\_docs/DirectCourseNewsletter9.2016.doc](http://www.iowaproviders.org/trainings_docs/DirectCourseNewsletter9.2016.doc)

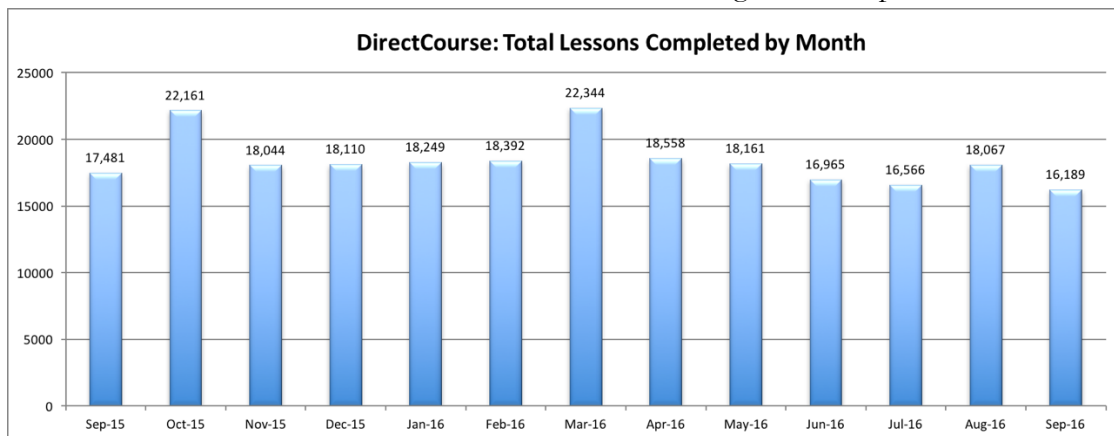
### **DIRECTCOURSE: SYSTEM USE AND TECHNICAL ASSISTANCE -**

- 4.4 Organizations utilizing the system have enrolled 17,800 active learners.
- 4.5 In September 2016 there were 107 requests for DirectCourse TA assistance. Total monthly contacts are summarized below.



4.6 Since Iowa began using DirectCourse, through September 2016, learners have completed 667,284 lessons. September 2016 training completion totaled 16,189 lessons.

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



4.7 The DirectCourse Newsletter was finalized and sent to system administrators.  
[http://www.iowaproviders.org/trainings\\_docs/DirectCourseNewsletter9.2016.doc](http://www.iowaproviders.org/trainings_docs/DirectCourseNewsletter9.2016.doc)

### RELIAS

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