



INFORMATIONAL LETTER NO. 2389-MC-FFS

DATE: October 18, 2022

TO: Iowa Medicaid-Enrolled Long-Term Services and Supports (LTSS), Home- and Community-Based Services (HCBS) Waiver and Habilitation Providers

APPLIES TO: Managed Care (MC), Fee-for-Service (FFS)

FROM: Iowa Department of Health and Human Services (HHS), Iowa Medicaid

RE: Competency-Based Training

EFFECTIVE: Upon Receipt

The purpose of this informational letter is to announce additional competency-based training opportunities for Iowa LTSS providers and case managers. Competency-based training ensures providers and direct support professionals acquire skills that can be applied in the HCBS setting. Trainings are provided at no cost to agencies or direct support professionals. The following topics, dates, and times have been selected for upcoming trainings:

Person-Centered Planning and Supports

October 25, 2022 | 11:00 AM – 12:30 PM | virtual training through Zoom | [Registration](#)¹
Learn about person-centered philosophy, understand how to use the plan in service delivery, and develop a plan at the agency level to serve individual needs.

Service Documentation for HCBS Providers

November 8, 2022 | 11:00 AM – 12:30 PM | virtual training through Zoom | [Registration](#)²
Service documentation training with emphasis on HCBS waivers and habilitation services. The recent FAQ will be reviewed and there will be time for additional Q & A.

¹ https://telligen.zoom.us/meeting/register/tZYpfu2uqjwiE9bWe3_6YHCuVR6FCMCgKSd

² https://telligen.zoom.us/meeting/register/tZEduyvpzwwjHtzab3Lq0hP6vGlo3vRh_xC3

Assistive Technology (AT) Introduction with Easterseals Iowa

November 18, 2022 | 10:00 AM – 12:00 PM | in person and virtual training

In Person at 401 NE 66th Ave., Des Moines, IA 50313 (space limited!) | [Registration](#)³

Virtual option (same date, time, and content) through Zoom | [Registration](#)⁴

Learn about how to incorporate assistive technology in service provision. This is ideal for first-time direct support professionals or for those who use AT frequently and are looking for new ideas.

Quality Assurance and Quality Improvement for HCBS Providers

December 15, 2022 | 11:00 AM – 12:30 PM | virtual training through Zoom | [Registration](#)⁵

Understand quality assurance and improvement in ways that your agency can design policy and procedure in accordance with rules, regulations, and best practices.

The monthly training schedule can be found [here](#)⁶ and will be updated as training opportunities become available. All trainings are recorded and posted to the training archive at the link above. The purpose of competency-based training, technical assistance (TA), and consultation is to generate positive outcomes for members and providers, provide a better understanding of, and compliance with, state and federal regulations concerning service provision, increase staff competencies in direct service, and increase access to statewide training for direct support professionals.

TA is available upon request for LTSS providers statewide and can include provider-specific education and support based on need. Please complete the [TA request form](#)⁷ to submit your current needs to our training specialist. Requests for TA may come from LTSS providers, training participants, HCBS specialists, department staff, or others. TA is available in person and via phone, video conferencing, or email. TA may be requested for topics including, but not limited to:

- questions, comments, recommendations, and concerns arising from competency-based training.
- development and implementation of strategies for quality assurance and improvement.
- interpretation and application of rules and regulations.
- best practices in any of the topic areas of training.

Should you have additional questions, please direct them to the competency-based training project manager/competency-based training specialist at hcbstta@dhs.state.ia.us.

³ https://docs.google.com/forms/d/e/1FAIpQLSf5sW4nn2ogXHHWps_g3e54zTBQSTZ5lqq3LWIMi2iATeRmnA/viewform

⁴ <https://telligen.zoom.us/join/register/tZctdemtrjIjG92PafSO3DGfBNe4Q8lg5WdD>

⁵ <https://telligen.zoom.us/join/register/tZAqdO6orzopGdU6Xh3HbPnAJPftcR9OQsQW>

⁶ <https://dhs.iowa.gov/dhs.iowa.gov/ime/Providers/tools-trainings-and-services/CBT-for-LTSS>

⁷ <https://docs.google.com/forms/d/e/1FAIpQLScEcKwK96sZiVWW0oBWwZudbxANJWU-0YDu0R-ThUfXYHTj4w/viewform>