

Network Support Overview



Service Recipient Eligibility Requirements

All Iowa residents may participate in and receive Network Support and Prevention Services.



Work Plan

Due April 1, 2019

- More to come
- Continue to proceed with what was in your application.



Service Delivery Requirements

Contractors directly provide Network Support services that are comprehensive and integrated in their service areas and statewide.

At a minimum, contractors must:

- Participate in IDPH's management approach for implementing, promoting, monitoring, evaluating, and improving Integrated Provider Network services.
- Coordinate and assure provision of all Required Services in the service area.
- If contracted for Optional Services, integrate provision of Required Services and contracted Optional Services.
- Work with IDPH to coordinate and assure provision of Integrated Provider Network services statewide.



Service Delivery Requirements

- Provide services based on assessed need and address the complex needs of the people served, including, but not limited to, substance use and problem gambling, general medical and mental health conditions, and related family, legal, and other concerns that can hinder remission and recovery.
- Serve as local- and state-level resources for substance use and problem gambling services in Iowa.
- Conduct outreach to assure that Integrated Provider Network services are known to the communities served.
- Assure that Integrated Provider Network services are readily accessible, comprehensive, flexible, and appropriate to the persons participating in or receiving services.



Covered Services Requirements

1. Collaboration and Community Outreach

Contractors conduct, support, and participate in collaboration and community outreach activities that establish the contractor as a primary resource for substance use and problem gambling issues in the Service Area and statewide.

Contractors coordinate planning and service delivery in collaboration with IDPH, other contractors, subcontractors, and stakeholders, based on and aligned with community, service area, and state needs and strengths.

Stakeholders may include, but are not limited to:

- Local Boards of Health
- Community coalitions
- County Boards of Supervisors
- Department on Aging, Aging and Disability Resource Centers, Area Agencies on Aging
- Department of Corrections, judicial districts
- Department of Education, school districts and non-public schools
- Department of Human Services, child welfare, Medicaid managed care, Mental Health and Disability Services regions
- Department of Public Health programs and services, State Board of Health
- Department of Public Safety, local law enforcement, emergency response
- Elected officials, policy-makers
- Hospitals, other healthcare providers
- Judicial Branch, drug courts, family treatment courts, juvenile justice
- Mental health services providers
- Local public health agencies, HIV prevention and care centers
- Service Area residents and Iowans statewide



THINK OUTSIDE OF THE BOX



Covered Services Requirements

2. Needs Assessment

Contractors conduct, support, and participate in local and state needs assessment processes that support understanding of substance use and problem gambling needs, trends, and service gaps. Needs Assessment processes may include, but are not limited to:

- Community Assessment Workbooks
- Each county's Community Health Needs Assessment and Health Improvement Plan (CHNA HIP)
- IDPH's Iowa Youth Survey



Covered Services Requirements

3. Health Promotion

Contractors conduct, support, and participate in health promotion activities that inform and educate Iowans on substance use and gambling problems. Health promotion also supports access to prevention, early intervention, treatment, and recovery support resources and services.

Health Promotion activities may include, but are not limited to:

- Contractor websites and social media presence
- IDPH's YourLifelowa and 1-800-BETS OFF helpline and website
- IDPH's "A Matter of Substance" newsletter and other publications
- The IDPH website and social media platforms
- Contractor and IDPH efforts directed to specific topics and issues

IDPH may require use of certain health promotion resources, materials, and campaigns.



Covered Services Requirements

4. Data and Continuous Quality Improvement

Contractors conduct, support, and participate in continuous quality improvement (CQI) activities that improve Integrated Provider Network services by identifying, implementing, and monitoring critical performance measures on an ongoing basis, based on valid and reliable data and stakeholder input. IDPH organizes Integrated Provider Network CQI activities around NIATx concepts. (See Appendix C .)

CQI activities may include, but are not limited to:

- Access and wait time performance measures
- Critical incident reports (See Appendix J .)
- Data integrity reports
- Engagement and retention performance measures
- External review and evaluation
- Funding source monitoring
- Provider Manual review
- Outcome performance measures
- Process “walk-throughs” and improvement projects
- Retrospective review of service provision and contract compliance
- Satisfaction surveys
- Simulated phone calls or other requests for information or services



Covered Services Requirements

5. Workforce Development

Contractors conduct, support, and participate in workforce development activities that recruit, retain, and develop highly qualified staff to provide Integrated Provider Network services.

Workforce Development activities may include, but are not limited to, strategies to:

- Support recruitment and retention of qualified staff
- Enhance staff competency and performance
- Expand the roles of persons in recovery and family members/friends in planning and delivering services



Covered Services Requirements

6. Meetings, Trainings, and Technical Assistance

Contractors conduct, support, and participate in meetings, trainings, and technical assistance activities that enhance, expand, and improve Integrated Provider Network services.

Meetings, trainings, and technical assistance may be face-to-face or may be conducted through electronic means, as determined by IDPH. Meetings, trainings and technical assistance may include, but are not limited to:

- CQI meetings (quarterly, face-to-face during the initial contract term)
- Governor's Conference on Substance Abuse (annual, face-to-face)
- Integrated Provider Network Roundtables (quarterly, face-to-face during the initial contract term)
- Prevention Conference (as scheduled, face-to-face)
- Reporting requirements and processes (as scheduled)
- Technical assistance (as scheduled)
- Topic-specific trainings (as scheduled)
- Women and Children Roundtables (twice a year, face-to-face)



Budget Requirements

The Network Support budget is a line item budget, reimbursed on actual direct cost expenditures per budget line category. Allowed budget line categories for Network Support are:

- Salary and Fringe Benefits
- Equipment (need prior approval before purchasing)
- Other
- Indirect or Administrative Cost



Fees

Contractors cannot charge participants a fee for Network Support Covered Services.



Questions?

