

Waiver Experiences Survey

Iowans who use community-based services, their caregivers, case managers and service providers recently provided the HOME team with information about their experiences with care. This information will help us create services and supports that better meet Iowans' needs.

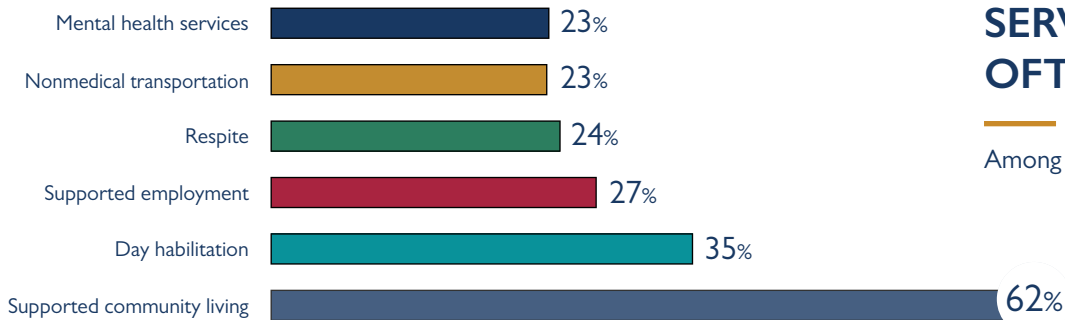
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 Iowans



People who use services and caregivers expressed the value and importance of services in the community to help individuals **be healthy, independent, and connected.**

“The waiver has provided my daughter so many options. She has been able to live with two roommates in an apartment and she is very happy.”

Caregiver



SERVICES MOST OFTEN PROVIDED

Among providers responding to the survey

Survey respondents also shared challenges with waiver services

7 OUT OF 10

PEOPLE WHO USE SERVICES REPORT **NOT RECEIVING** AT LEAST ONE SERVICE THAT THEY NEED



Home delivered meals



Interim medical monitoring and treatment



Nutritional counseling



Prevocational services



Consumer directed attendant care – skilled

“I need this service, but **I don't receive it.**”

6 OUT OF 10

PEOPLE WHO USE SERVICES REPORT THAT THEY RECEIVE A SERVICE THAT DOESN'T FULLY MEET THEIR NEEDS



Home and/or vehicle accessibility adaptations



Assistive devices



Nursing



Consumer directed attendant care – unskilled



Self-directed personal care

“I receive this service, but **it doesn't fully meet my needs.**”

“ I spend way too many hours coordinating and working on [the Consumer Choices Option program] that it almost makes it not worth having the service. It makes my life more difficult at times than being supportive.”

Caregiver

Top services for which people said they couldn't find a provider



Respite



Supported community living



Mental health services



Consumer directed attendant care – unskilled



Chore services, homemaker, senior companion

NEARLY HALF

OF PEOPLE WHO USE SERVICES CAN'T FIND A PROVIDER

“ The amount of paperwork required by managed care organizations...is leading to high turnover and lack of knowledge left in the field. [It] takes case managers away from doing what they were trained to do which is be with and help people, not paperwork.”

Case Manager

ALL GROUPS

HAD CONCERNS ABOUT:



Workforce shortages

Provider shortages, staff turnover and low reimbursement rates



Waivers

Long waitlists, complex application process, confusing or missing information on how to use services



Health plans

Burdensome requirements, limited familiarity with community-based services

While people who use services and caregivers value community-based services, there are opportunities for improvement. HOME will focus on these needs. Specifically, HOME aims to:

✓ Simplify waivers to make it easier for lowans to understand services available and access services

✓ Expand waiver service offerings by adding services & making more services available to people on all waivers

✓ Explore how the number of providers impacts waiver services availability