

- 1** Streamline screening and enrollment
- 2** Align program design to meet Iowan's needs
- 3** Improve access to services and support for Iowans

**Streamline screening & enrollment**

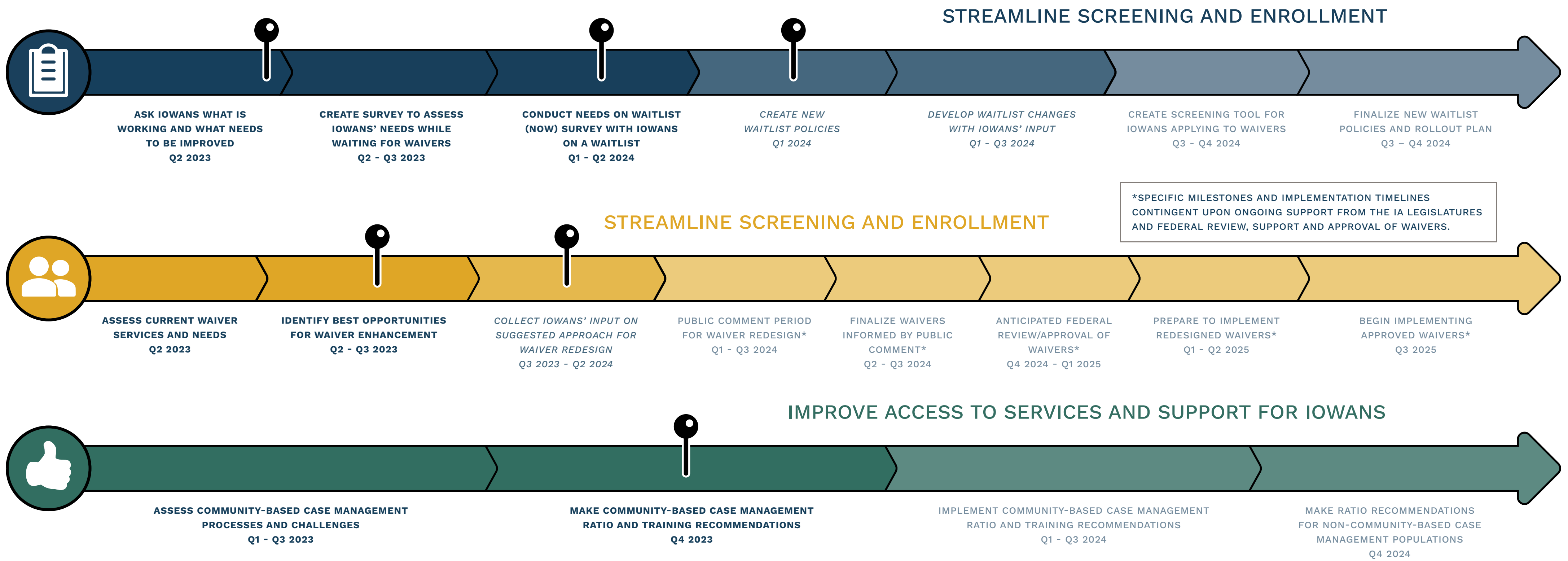
- Screen everyone on waitlist
- Improve screening and enrollment experience
- Develop improved underlying data and IT architecture to support experience

**Align program design to meet Iowan's needs**

- Integrate Iowans' insights into new waiver program design
- Develop uniform services assessment tool
- Analyze options for funding waiver redesign

**Improve access to services and support for Iowans**

- Enhance how people navigate the system
- Improve case management



<b>KEY:</b>	MILESTONES REFERENCED IN TABLES BELOW	<b>DARK BOLD TEXT</b> INDICATE COMPLETED TASKS	<i>MEDIUM ITALICIZED TEXT</i> INDICATE IN-PROGRESS TASKS	<b>LIGHT NORMAL TEXT</b> INDICATE FUTURE TASKS
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**Streamline screening & enrollment**

- Mapped out current waitlist journey of Iowans
- Completed Needs on Waitlist (NOW) survey
- Identified future waitlist management priorities

**Align program design to meet Iowan's needs**

- Engaged Iowans through HOMETown Conversations to improve waiver design
- Developed proposed changes to waiver structure, eligibility, and service definitions based on Iowans' input, summarized in a concept paper.

**Improve access to services and support for Iowans**

- Completed survey of Iowan's experience in accessing waivers and waiver services