

# Iowa Hope and Opportunity in Many Environments (HOME)

## Steering Committee

Tuesday September 26, 2023

# Agenda for today

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**Point-In-Time Screening**

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**System Navigation**

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**Waiver Redesign**

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**Next Steps**

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# Point in Time (PIT) Screening Recap & Overview

# Implementation activities

## Develop streamlined screening and processes

### *Activities:*

- Screen people on Medicaid HCBS waitlists to understand their needs
- Implement new policies to prioritize waiver slots for people who are most at risk of entering a facility
- Develop data systems to support waitlist processes

## Align CBS to the needs of Iowans

### *Activities:*

- Change waivers and waiver service offerings to meet people's needs
- Assess financial impact of changes to the system
- Create a universal assessment tool to determine whether someone may receive a waiver

## Maximize access to CBS

### *Activities:*

- Share resources to help people identify services they need
- Train people to support system navigation
- Develop a program to train case managers
- Decide how many people each case manager should support

# PIT screening goals

- **Understand the characteristics of waitlist members**
  - Identify healthcare and support needs for planning, budgeting, and making referrals
  - Identify waitlist members with Iowa's Waiver Prioritization Needs Assessment
  - Determine likelihood of HCBS waiver eligibility
- **Collect data to improve prioritization**
- **Contribute to making a better future assessment for when individuals apply for waiver services, so Iowa can plan and prioritize more effectively**

# PIT screening tool

- Developed based on the priority domains identified by the steering committee in April 2023
  1. Demographics
  2. Status, history, and diagnoses
  3. Preliminary screener (including Activities of Daily Living/Instrumental Activities of Daily Living, cognitive skills, caregiver status, stability of conditions)
  4. Behavioral screening (when applicable)
  5. Cognition screening (adults only)
  6. Executive function screening (children only)

# Point in Time (PIT) screening timeline overview

	Activity	Date(s)
<b>Prior to Launch</b>	Develop and finalize PIT screening tool	June – September
	Engage key partners (Steering Committee, HHS, MCOs)	September – October
	Get and organize member contact list	October
	Pilot PIT screening	October
	<b>Send information to waitlist members and caregivers</b>	<b>October</b>
	Train people who will be leading the PIT screenings	November
<b>Launch</b>	<b>Conduct PIT screening</b>	<b>November – March</b>
	<b>Send first follow-up postcard to waitlist members and caregivers</b>	<b>Early January</b>
	<b>Send second follow-up postcard to waitlist members and caregivers</b>	<b>Early February</b>



# Communications Plan Overview



# Target audiences and communications strategies

Target Audience	Strategies
Waitlist members and caregivers	<ul style="list-style-type: none"><li>• Initial mailing to provide information about upcoming PIT screening and non-Medicaid services information</li><li>• Two follow-up postcards as reminders</li></ul>
General public	<ul style="list-style-type: none"><li>• FAQ on Iowa HHS website</li><li>• Information at HOMEtown Conversations</li></ul>
Managed care organizations	<ul style="list-style-type: none"><li>• FAQ document for education and awareness</li><li>• Email/text blasts to MCO members</li></ul>



# Core Messaging

# Messaging: Why participate?

- Iowa HHS is committed to a multi-year effort to better serve individuals seeking and using community-based services. To start, Iowa HHS needs a deeper understanding of the service and support needs of people on a waitlist and their caregivers.
- Your voice is important to inform needed changes!
- Your needs and experiences matter and will help us learn how to improve ways to connect individuals with the services and supports they need in home and community settings.
- Iowa will also use what we learn to form strategies to move people off waitlists and into needed services more quickly.

# Messaging: What screening is/isn't

- Iowa Medicaid has hired Mathematica to reach out to waitlist members and their caregivers. Mathematica is not connected with any case managers or Medicaid health plans, but is an independent organization trained to work with you through a carefully designed information gathering tool.
- It is estimated that this tool will take approximately 45 minutes to complete over the telephone, and you are welcome to skip any questions you do not wish to answer or pause or end your participation at any time.
- Participation in this screening is completely optional and will not impact your waitlist status and does not mean a waiver slot has been awarded.
- For individuals with emergency or urgent needs, we can also talk through and submit Iowa's Waiver Prioritization Needs Assessment.

# Messaging: How to participate?

- **We will reach out to people by phone between November 2023 and March 2024.**
- **We will have a toll-free dedicated phone line that you can call for questions or to complete the screening.**
- **We encourage individuals on waitlists and their caregivers to participate together to provide insights into service and support needs.**
- **Following the survey, we will share the information we hear from you with Iowa HHS and Medicaid health plans (if applicable). We have also included information on non-waiver resources that may be of use to you while you wait for an available waiver slot.**



# Discussion

# Discussion questions

- **How can we be as clear as possible about what the PIT screening is and what we'll be doing with that information?**
- **In what ways might we adjust our messaging or outreach strategy to better encourage participation?**



**Other questions?**





# System Navigation

# Iowa HOME – system navigation

## **What do we mean by system navigation?**

- How an Iowan finds out about what LTSS are available, whether they're eligible, and how to actually start receiving services.

# Exploring existing tools | Compass

**Compass** is a web and phone based resource directory connecting people with disabilities and complex health-related needs to services and supports in their communities throughout Iowa.



## Discussion questions for the Steering Committee:

- Are you familiar with Compass? If so, how did you hear about it?
- How have you used Compass?
- Do you think Compass is a helpful resource?
- Are there resources you use instead of or in addition to Compass?

# LTSS personas

- **Personas are brief narratives (or stories) about a fictional person who represents common experiences and needs that real people have.**
- **The HOME project is developing a series of Personas of Iowans with LTSS needs.**
- **The personas will help the HOME project think about how components of the work would impact or be experienced by different LTSS populations.**

# LTSS personas (continued)

- **Range of characteristics included across the personas:**
  - Personal characteristics (e.g., adult, adolescent)
  - Living arrangement (e.g., lives in community)
  - Natural supports (e.g., does not have natural supports and needs a caregiver)
  - Guardian/Conservator status (e.g., has legal guardian)
  - Transitions (e.g., from institution to community living)
  - Employment status (if working age)
  - Diagnoses (e.g., physical disability)
  - Benefits (e.g., SSDI, Medicare)

**For Discussion:** Are there any other characteristics you think would be important to capture?



**Questions?**



# Waiver Redesign

# Purpose of today's conversation

- **First of two conversations on waiver redesign:**
  - Today = Test two potential options for a future state for delivering waiver services (2025/2026)
    - This information will be used to inform HOMEtown Conversations (Oct/Nov) and Roadmap (Dec)
  - October = Focus on potential changes for 2024
- **Reminders:**
  - These ideas build off the recommendations from Year 1, as well as findings from key informant interviews and the survey conducted in Year 2.
  - These ideas are not final. We will test them with various audiences and identify key opportunities and challenges that we will need to address as we make changes.



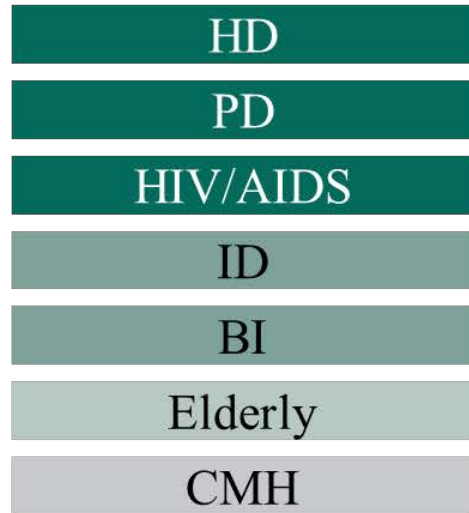
**Current state  
(2023)**

**Two options for future tiered HOME waivers  
(2025/2026)**

Additional services for people on a waitlist

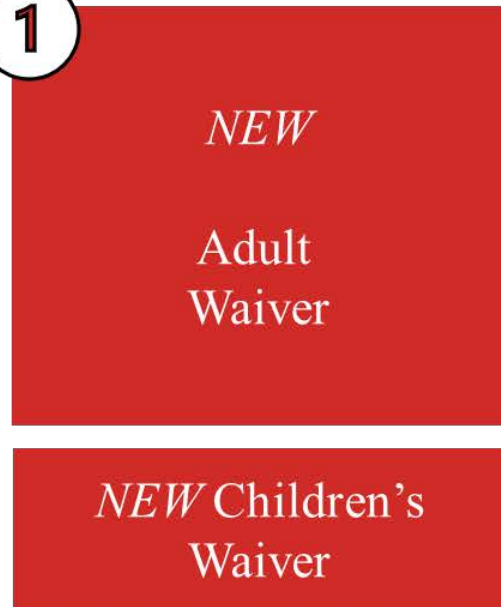
1915(c) waiver services

State plan services for all Medicaid members



Add 1915(k) or 1915(i)?

1



2



State plan home health, nursing; EPSDT for children

# Option 1 (would start 2025/2026)

<b>Waiver Option 1: Focus on Needs Across the Lifespan</b> <b>Two waivers split by age</b>		
Purpose	Life stages influence journeys from infancy, early childhood, and school age to transition to adulthood and aging. The two waivers seek to support Iowans as they experience these different life stages.	
Waiver divisions:	HOME Waiver (Ages 0 to 20)	HOME Waiver (Ages 21+)
Who	<ul style="list-style-type: none"> <li>•Children under age 21</li> <li>•Meeting Nursing Facility (NF), Skilled Nursing Facility (SNF), Intermediate Care Facility (ICF), or Hospital level of care.</li> </ul>	<ul style="list-style-type: none"> <li>•Adults age 21+</li> <li>•Meeting NF, SNF, ICF, or Hospital level of care</li> </ul>
What	Broad menu of waiver services that wrap around the Early, Periodic, Screening, Diagnosis, and Treatment (EPSDT) benefit for children under 21.	Broad menu of redesigned services already available in at least one of the current waivers plus potential new services to address gaps in delivery
Features Across Waivers	<ul style="list-style-type: none"> <li>•Reserve capacity to ensure transition from child to adult waiver</li> <li>•Needs-driven budget levels</li> <li>•Redesigned self-direction options</li> <li>•A focus on care management and support across transition points in life.</li> </ul>	<ul style="list-style-type: none"> <li>•Reserve capacity to ensure transition from child to adult waiver</li> <li>•Needs-driven budget levels</li> <li>•Redesigned self-direction options</li> <li>•A focus on care management and support across transition points in life.</li> </ul>

# Option 2 (would start 2025/2026)

<b>Waiver Option 2: Focus on Needs within Home Settings</b> <b>Two waivers split by setting type</b>		
Purpose	The relationship between housing and services is critically important to a person’s independence and inclusion in their community. The two waivers seek to support Iowans by maximizing service delivery across housing options and offers flexible movement between settings as needs and preferences change.	
Waiver divisions:	HOME Waiver (Independent/Family)	HOME Waiver (Provider Operated or Owned)
Who	<ul style="list-style-type: none"> <li>•Iowans of any age</li> <li>•Living independently or with family</li> <li>•Meeting NF, SNF, ICF, or Hospital level of care</li> </ul>	<ul style="list-style-type: none"> <li>•Iowans of any age</li> <li>•Living in a provider owned or operated residential setting</li> <li>•Meeting NF, SNF, ICF, or Hospital level of care</li> </ul>
What	Broad menu of redesigned services already available in at least one of the current waivers plus potential new services to address gaps in delivery	Broad menu of redesigned services already available in at least one of the current waivers plus potential new services to address gaps in delivery; Includes blended service options for group living
Features Across Waivers	<ul style="list-style-type: none"> <li>•Reserve capacity for transition between waivers</li> <li>•Needs-driven budget levels</li> <li>•Redesigned self-direction options</li> <li>•A focus on partnership between Medicaid and Housing to expand residential options</li> </ul>	<ul style="list-style-type: none"> <li>•Reserve capacity for transition between waivers</li> <li>•Needs-driven budget levels</li> <li>•Redesigned self-direction options</li> <li>•A focus on partnership between Medicaid and Housing to expand residential options</li> </ul>

# Reflection

- **What are your reactions to these options?**
- **Which option do you think better addresses Iowa's current challenges?**
- **If you had to pick an option, which do you like best?**
- **What ideas do you have that could make your preferred option better?**



**Questions?**

# Next Steps: Meeting cadence and materials

- We will send the September meeting summary in about one week
- Meetings will be held on the last Tuesday of every month
  - Next meeting is on October 31 from 3-4:30 pm (CST)



**Other questions?**