

# Iowa Hope and Opportunity in Many Environments (HOME)

## Steering Committee

Tuesday October 31, 2023

# Agenda for today

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**Case management ratios**

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**Waitlist policy and procedures**

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**HOMEtown Conversations**

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**Next Steps**

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# Case Manager to Member Ratio Update

# What we looked at

- **Completed interviews with:**

- 7 people receiving case management
- 13 family members and/or caregivers of people receiving case management
- 22 case managers
- 4 case management supervisors
- Leaders at 3 MCOs

- **Analyzed data from the MCOs**

- **Analyzed information collected in the HOME waiver survey**

# What we learned

- **The need for case management services does not align with diagnosis or waiver.**
  - The need for case management can change over time.
- **Satisfaction with case management is related to levels of need for case management.**
  - People with lower case management needs are generally happy with their case manager.
  - People with higher case management needs are less happy with their case managers.
- **Connection with case managers matter.**
  - Regular, consistent contact with a case manager builds connection and trust, which improves perception of case management services

# Our next steps

- **Work with HHS to define the current ratios and how potential program and policy changes could impact the ratio**
- **Better understand potential overlap between managed care HCBS case management and case management from other entities, such as Integrated Health Homes.**



**Questions?**



# Waitlist Policy and Procedures



# Features of Desired Future Waitlist

- **Eligibility screen upon waiver application**
  - Not a full level of care assessment, shorter pre-screen to flag key elements of eligibility.
- **Waitlist prioritization by risk of institutionalization**
  - Moving away from optional self-screening to screening that is provided at waitlist entry by an independent party.
- **Improved communication between applicants and HHS during waitlist process**
  - Transparency about where folks are on the waitlist, when and how they can expect to receive communications from HHS and clarifying language.

# Feedback from Stakeholder Interviews on Communication

- **Notice of denial is very confusing for applicants, many think they or their loved one is denied completely as opposed to being placed on the waitlist.**
- **Would like to have a way to receive updates on a regular basis (even if no movement, just to know they're still on the waitlist etc.)**
- **Notices with information about waitlist should be sent in mail that appears important (not easy to disregard or throw away). Suggestion to send in a larger envelope.**
- **Include with denial/waitlist notice a list of services for consideration while waiting.**
- **Would like HHS to confirm documents were received.**
- **Would like eligibility criteria to be described on the application so people know whether to apply or not. Front loading the eligibility work would save time when slots become available and reduce people on the waitlist who shouldn't be.**



**Questions?**



# HOMEtown Conversations

# Next Steps

- We will send the October meeting summary in about one week
- Meetings will be held on the last Tuesday of every month
  - Next meeting is TBD.



**Other questions?**