

Iowa Hope and Opportunity in Many Environments (HOME)

Steering Committee

Tuesday December 12, 2023

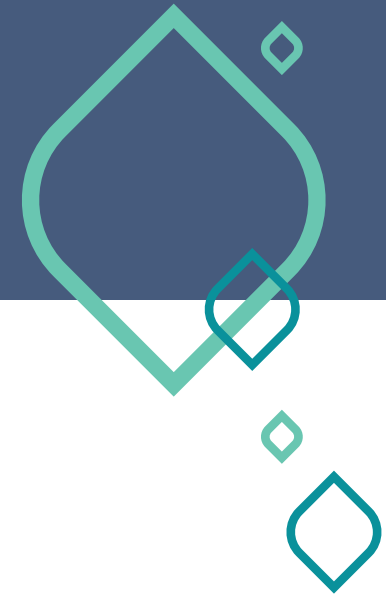
Agenda for today

HOMEtown Conversations Update

Waiver Redesign Update

2023 Reflections

Next Steps



HOMEtown Conversations Update

HOMEtown Conversations goals

- **Engage Iowans and build trust by increasing HHS leadership's on-the-ground presence across the state**
- **Share information about HOME, including redesign goals, timeline, accomplishments, and upcoming activities**
- **Receive feedback from Iowans about the redesign effort to inform decision-making**

Engagement

- **22-118 attendees per in-person event**
- **1169 attendees across all events**
- **24 legislators**
- **>300 written comments**



HOMEtown Conversations Feedback

Provider capacity key issues

- **Capacity to achieve HOME goals**
- **Reimbursement rates**
- **Training**
- **Administrative burden**
- **Recruitment & retention strategies**
- **Rural workforce shortages**

Assessment

▪ **Challenges**

- Inaccuracy and bias in current assessment
- Frustration with assessment frequency
- Request to reduce wait time for assessments
- Limitations of Supports Intensity Scale (SIS) tool
- Concern with IQ in assessments

▪ **Solutions**

- Interest in how assessment will work for needs-based waivers
- Universal assessment must work for all populations
- Suggestion for improved assessment training

System navigation

▪ **Challenges**

- Frustration with current communications and systems navigation
- Lack of support from local HHS offices
- Difficulty learning about non-waiver services

▪ **Solutions**

- Holistic improvements to communications
- Improve communications and referral when diagnoses are made, and during intake process for waiver services
- Local “one stop shop” for systems navigation

Case management

▪ **Challenges**

- Case management turnover
- Case management workforce shortages outside Des Moines
- Conflict-free case management
- Consumer frustration with inadequately resolved service issues and limited case manager knowledge of eligibility

▪ **Support for training and ratios**

- Concern about MCOs implementing ratios

Waitlist

■ Challenges

- Widespread dissatisfaction with current waitlist length
- Frustration with high-need individuals not getting services soon enough
- Frustration with lack of eligibility screening prior to being put on a waitlist resulting in wasted time waiting for the wrong waiver
- General support for considering need in waitlist prioritization
- Suggestion to balance prioritizing high-need individuals on the waitlist with ensuring those with lower levels of need also have access to services
- Question about how changing need levels, moving, and waiver redesign will affect waitlist spot

Other concerns

- **Unclear administrative rules**
- **Improved collaboration with schools**
- **Economic difficulties and underemployment for caregivers**
- **Approach to racial equity**
- **Concerns around privatization**



Questions?



Waiver Redesign Update

Vision from Year 1



Waitlists are not timely, efficient or needs-based



- A single waitlist allows HHS to understand needs and prioritize waiver slots



Services do not align with lowans' needs



- Waiver system is need-based, person-centered and equitable
- Expanded service offerings to address the whole-person
- Tiered budget levels more efficiently uses limited funds



Services and supports are difficult to navigate and access



- System is easier to understand and navigate
- Blended provider networks maximize capacity

Feedback from HOMEtown Conversations

- **Support for need-based waivers**

- Age-based waivers input

- **Messaging**

- Fear of losing slots/waitlist spots/services
- Questions about resources, timeline, & evidence

- **Specific issues**

- Autism
- Barriers to accessing SCL, day habilitation, home mods, transportation
- CCO

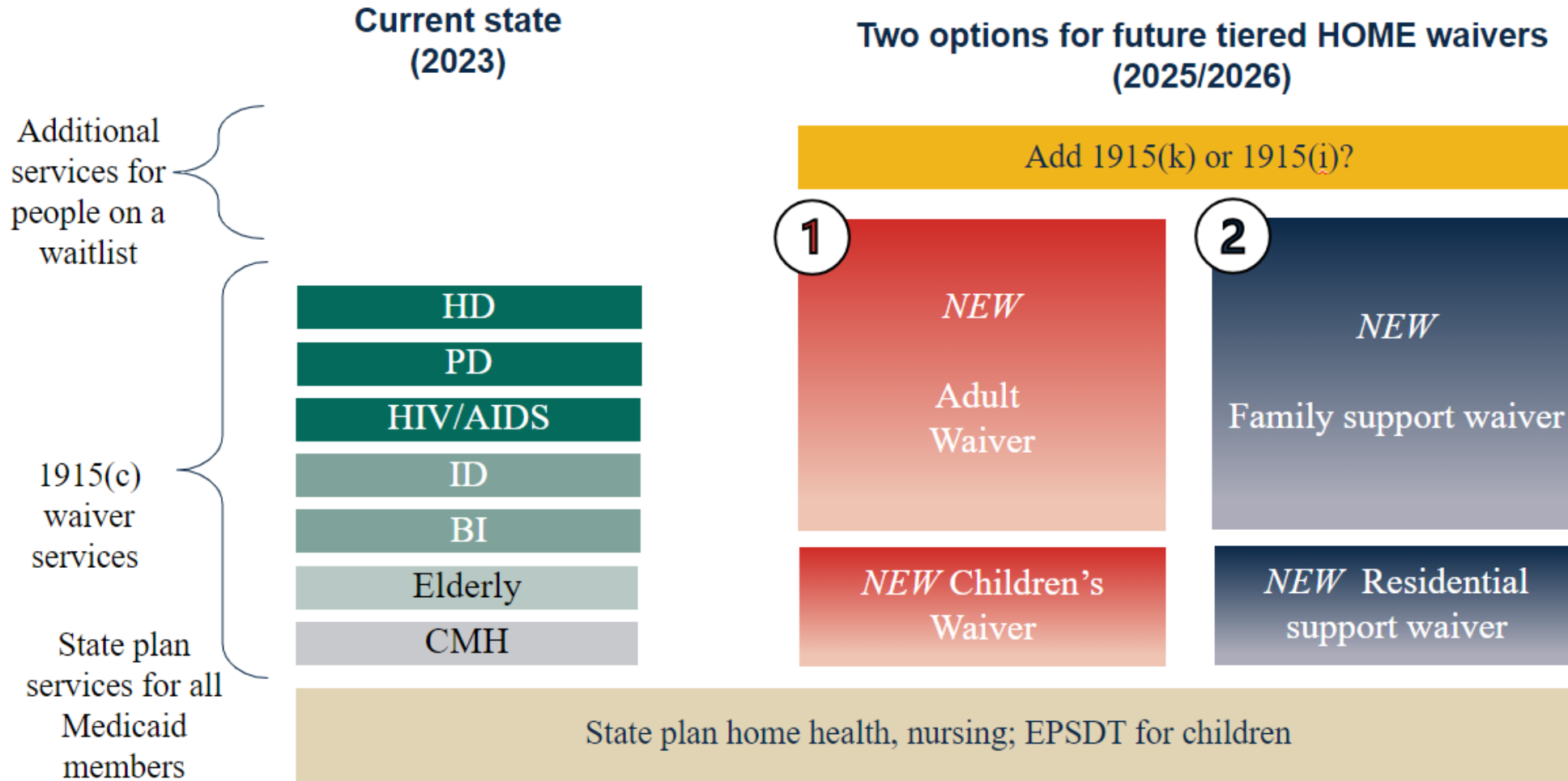


Proposed Waiver Design

Proposed waiver design

- **Each service package will address formal and informal support needs wherever Iowans live**
- **Waiver 1 – Children and Youth**
 - Service package that supports life domains in early childhood, in school, and as youth transition into adulthood
- **Waiver 2 – Adult and Aging**
 - Service package that supports life domains in adulthood and as Iowans age

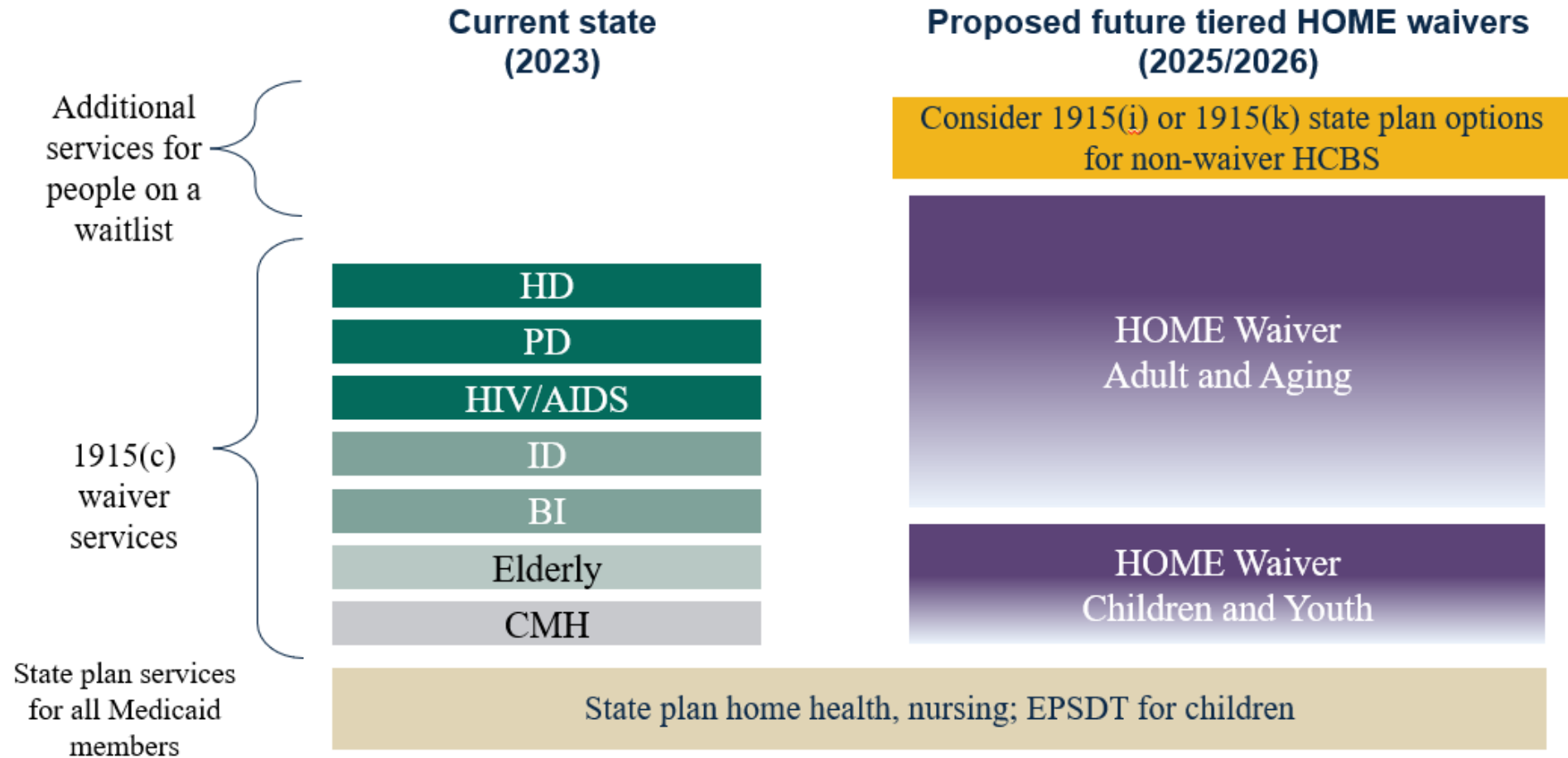
Original proposed waiver design



Feedback from steering committee about proposed options

- **Preferred Option 1 (the age-based waivers) because there was less risk of introducing service disparities based on setting of care or natural supports**
- **Emphasized that tiered budget levels should be set appropriately to ensure all needs are met**
- **Supported a comprehensive, flexible service package that isn't dependent on a person's living situation**

Updated waiver design



Discussion

- **What are your reactions to the proposed waiver structure?**
- **Are there particular issues related to transitioning between waivers that we should consider?**



Questions?



Waiver Eligibility

Current – 7 waivers with potentially overlapping eligibility criteria

	ID Waiver	BI Waiver	CMH Waiver	AIDS/HIV Waiver	HD Waiver	PD Waiver	Elderly Waiver
Target Group or Sub-Group	Intellectual disability (ID)	Brain Injury (BI)	Serious emotional disturbance (SED)	HIV/AIDS	Physical disability (PD)	Physical disability (PD)	Aging
Minimum Age	0	0	0	0	0	18	65
Maximum Age	None	None	17	None	64	64	None
Additional Criteria	Diagnosis of intellectual disability, global developmental delay, or unspecified intellectual disability	Diagnosis from a list of brain injuries	Diagnosis of serious emotional disturbance	Diagnosed by a physician as having AIDS or HIV infection	Blind or disabled as determined by the receipt of social security disability benefits or through a disability determination made by the department	Blind or disabled as determined by the receipt of social security disability benefits or through a disability determination made by the department	None

Future – 2 waivers with non-overlapping eligibility criteria

	Child Waiver	Adult Waiver
Target group or sub-group on both waivers	ID, BI, PD, HIV/AIDS, new: Autism	
Target group or sub-group on specific waiver	SED	Aging
Minimum age	0	21
Maximum age	20	None
Additional criteria		



Services

Adult and aging waiver – preliminary service package

Daily Activities and Care

- Attendant Care (skilled & unskilled)*
- Companion*
- Home-Delivered Meals
- Home Health Aide
- Home Maintenance Support*
- Respite*
- Supported Community Living
- Transportation*

Help with Health Needs

- Positive Behavioral Support and Consultation*
- Family Training*
- Interim Medical Monitoring and Treatment
- Nursing
- Nutritional Counseling

Equipment and Modifications

- Assistive Devices*
- Enabling Technology for Remote Support
- Home and Vehicle Modifications
- Personal Emergency Response Services
- Specialized Medical Equipment

Day Services

- Adult Day Health
- Day Habilitation
- Prevocational Services
- Supported Employment

Residential Services and Supports

- Assisted Living

Self-Direction Supports

- Financial Management Service
- Independent Support Broker
- Individual Directed Goods and Services

Other Services

- **Community Transition Services +**
- **Crisis Planning and Support +**
- **Family & Caregiver Supports +**
- **Independent Living Skills Training +**
- **Supports for Community Inclusion +**

*Updated service definition or merged service
New services are bolded and have a +

Children and youth waiver – preliminary service package

Daily Activities and Care

- Home-Delivered Meals
- Medical Day Care for Children
- Respite*
- Supported Community Living
- Transportation*

Help with Health Needs

- Positive Behavioral Support and Consultation*
- Family and Community Support Service
- In-Home Family Therapy

Equipment and Modifications

- Assistive Devices*
- Enabling Technology for Remote Support
- Home and Vehicle Modifications
- Personal Emergency Response Services

Day Services

- Day Habilitation
- Prevocational Services
- Supported Employment

Residential Services and Supports

- Residential-Based Supported Community Living

Self-Direction Supports

- Financial Management Service
- Independent Support Broker
- Individual Directed Goods and Services

Other Services

- **Community Transition Services +**
- **Crisis Planning and Support +**
- **Family & Caregiver Supports +**
- **Independent Living Skills Training +**
- **Supports for Community Inclusion +**

*Updated service definition or merged service
New services are bolded and have a +

Discussion

- **What are your reactions to the service package? To the new services?**
- **What services are missing from the list?**
- **What are important considerations for services for children and youth? For services for adults and those who are aging?**
- **How well does the current service package support people living in different situations?**
- **Are there additional services and supports that would help Iowans live in the setting of their choice?**



Consumer Choice Option (CCO)

CCO challenges

- **CCO can be inflexible**
- **It can be difficult to make changes to CCO budgets**
- **CCO rates make it difficult to hire staff**
- **Managing CCO can be administratively burdensome for individuals and families**

Discussion

- **What changes would you recommend to improve CCO?**
- **What parts of CCO would you want to remain unchanged?**
- **How can Iowa better support individuals and families who use or would like to use CCO?**



Questions?



Timeline



- 1 Streamline screening and enrollment
- 2 Align program design to meet lowan's needs
- 3 Improve access to services and supports for lowans

Streamline screening & enrollment

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

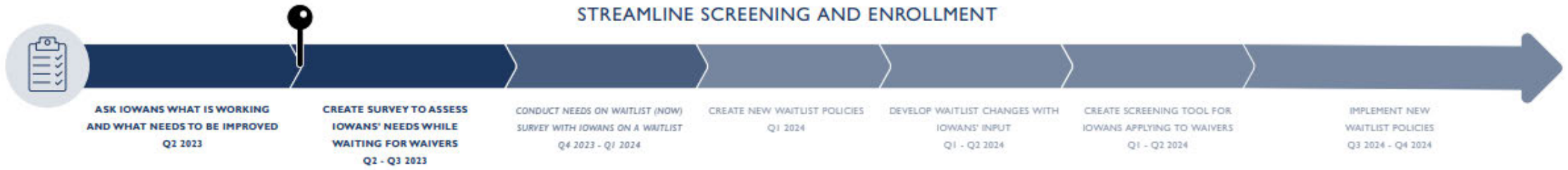
Align program design to meet lowan's needs

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

Improve access to services and supports for lowans

- Enhance how people navigate the system
- Improve case management

STREAMLINE SCREENING AND ENROLLMENT



ALIGN PROGRAM DESIGN TO MEET IOWAN'S NEEDS



IMPROVE ACCESS TO SERVICES AND SUPPORTS FOR IOWANS



Streamline screening & enrollment

Mapped out current waitlist journey of Iowans

Align program design to meet Iowan's needs

Engage Iowans through HOMEtown Conversations to improve waiver design

Improve access to services and supports for Iowans

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



2023 Reflections

Discussion

- **What are your reflections on your role on the steering committee this year?**
- **Do you have suggestions for meeting structure or content moving forward?**
- **What change based on this year's work are you most excited to see implemented in Iowa's community-based services system?**



Next Steps