

HOMEtown Conversations Feedback

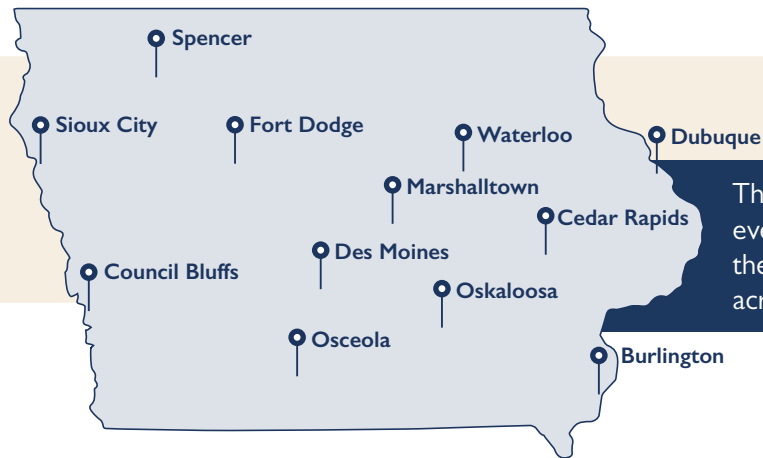
In Fall 2023, Iowa HHS leadership met with Iowans in communities across the state. They shared the vision for the Hope and Opportunity in Many Environments (HOME) project, received input, and answered questions regarding the community-based services redesign.

15 Events

23 Legislators

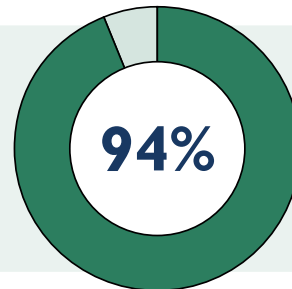
1,169 Attendees

- lowans who use services
- Family caregivers
- Advocates
- Providers
- Case managers

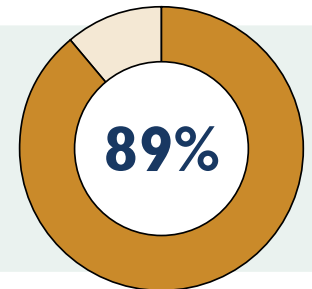


There were 3 virtual events in addition to the in-person events across the state

From the HOMEtown Conversations Feedback Survey



reported learning valuable information from the events



felt that HHS will use their input to improve Iowa's community-based services system

“Iowans who receive long-term services and supports should be able to live and thrive in a place that feels like home – where they receive services that support their ability to work, be active and enjoy life with people they love.”

Elizabeth Matney | Medicaid Director

Recommendations on key elements of the home project



Streamline screening and enrollment

- ✓ Reduce wait times for services, particularly for lowans with higher levels of need
- ✓ Improve communications and support for lowans on waitlists
- ✓ Ensure future assessments are efficient, accurate and appropriate for all disability types, and are not re-traumatizing

“ I hope that the simplification is helpful... a friend of mine [is] also a quadriplegic with very different needs. So that's where we might be on the same waiver because of the same diagnosis but we have very different needs at the end of the day. So being able to address those and apply those is what gives me hope.”

lowan who uses community-based services



Align program design to meet lowans' needs

- ✓ Restructure waivers to simplify options, provide a broader service array, and better address the needs of all age groups and disability types including children, older adults, and lowans with autism
- ✓ Support for transitioning from diagnosis-based to needs-based waiver structure
- ✓ Address provider capacity issues alongside waiver changes to ensure lowans can access needed waiver services

“ As a caregiver I feel there is a lack of cohesiveness of providers and information sharing... The case managers can be hard to reach and change frequently and the lack of consistency is difficult to navigate and stay informed with current resources and contacts.”

Family caregiver



Improve access to services and supports for lowans

- ✓ Provide clear and easy to find information about what benefits and services are available
- ✓ Create a one-stop shop where lowans can learn about service options and completing applications
- ✓ Increase case manager capacity to support members and strengthen training

“ As a provider, we have the same passion as you all in wanting to achieve these goals. A big part of the outcome will be on provider shortage. If you want access, you need providers, if you want quality you need good providers... It's hard to find and keep good staff.”

Provider