

STEERING COMMITTEE MEETING SUMMARY MARCH 26, 2024, 3:00-4:30 PM CENTRAL TIME

Summary of Meeting Themes:

- Mathematica introduced the waiver redesign concept paper, which describes the changes to the community-based services (CBS) waiver system, and promoted the various feedback opportunities, an online feedback form and member/provider listening sessions from April to May.
- Mathematica overviewed the purpose of the needs assessment and key components that will be used to develop the assessment. Mathematica also promoted the upcoming needs assessment focus groups for at providers, members who use services, and caregivers and requested committee members to email iowahcbs@mathematica-mpr.com to express interest or nominate someone to participate. Mathematica gathered the following feedback from committee members on the focus group discussion guide:
 - Reword some questions to use plain language so they are very clear and easy to understand.
 - Reframe some questions to encourage sharing ideas and solutions to current problems.
 - Include examples to narrow the focus of certain questions and provide probes to collect participants' reactions.
 - Reorganize the question order, to make sure to receive feedback on the most important topics.
- Mathematica overviewed the system navigation task, including the purpose and process of reviewing Iowa's existing informational materials on CBS and some initial findings from Iowa and other states. Mathematica gathered the following feedback from committee members during the system navigation discussion:
 - Reference to other states, like [Nebraska](#), that have done a good job of organizing their CBS website.
 - Include a way for people to ask questions and get connected with a real person on the website.
 - Post short videos that explain parts of the CBS system and can be used as a resource for navigation.
 - Make website language more understandable for different reading levels, have written content available in audio, and make content accessible in different languages.
 - Have a system navigator position to be a resource to members using services, caregivers, and case managers.

- Create checklists of questions that lead people to the information they need or add a chatbot or AI assistant to direct people to resources.
 - Have separate but linked webpages for each of the waivers (adult vs. child) as well as for members and providers, so people can view the information most relevant to them but still have easy access to all information.
- Mathematica closed by confirming the next steering committee meeting on Wednesday, May 1, from 3:00-4:30. This one meeting is rescheduled, but all future meetings will continue as previously scheduled, on the last Tuesday of each month. Mathematica will send the agenda and slides in advance.