Iowa HHS

HOPE AND OPPORTUNITY IN MANY ENVIRONMENTS (HOME)

Screen & Enroll

Program Realignment

Access to Services

1 Streamline screening and enrollment

2 Align program design to meet Iowan's needs

3 Improve access to services and support for Iowans
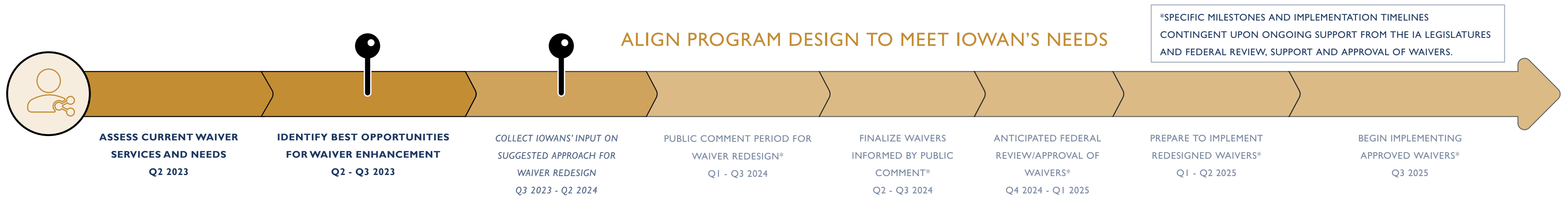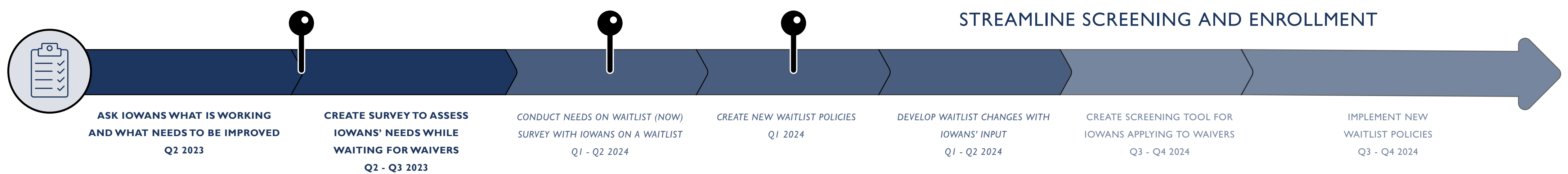

Streamline screening & enrollment

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

Align program design to meet Iowan's needs

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

Improve access to services and support for Iowans

- Enhance how people navigate the system
- Improve case management

STREAMLINE SCREENING AND ENROLLMENT

| ASK IOWANS WHAT IS WORKING AND WHAT NEEDS TO BE IMPROVED Q2 2023 | CREATE SURVEY TO ASSESS IOWANS' NEEDS WHILE WAITING FOR WAIVERS Q2 - Q3 2023 | CONDUCT NEEDS ON WAITLIST (NOW) SURVEY WITH IOWANS ON A WAITLIST Q1 - Q2 2024 | CREATE NEW WAITLIST POLICIES Q1 2024 | DEVELOP WAITLIST CHANGES WITH IOWANS' INPUT Q1 - Q2 2024 | CREATE SCREENING TOOL FOR IOWANS APPLYING TO WAIVERS Q3 - Q4 2024 | IMPLEMENT NEW WAITLIST POLICIES Q3 - Q4 2024 |

ALIGN PROGRAM DESIGN TO MEET IOWAN'S NEEDS

*SPECIFIC MILESTONES AND IMPLEMENTATION TIMELINES CONTINGENT UPON ONGOING SUPPORT FROM THE IA LEGISLATURES AND FEDERAL REVIEW, SUPPORT AND APPROVAL OF WAIVERS.

| ASSESS CURRENT WAIVER SERVICES AND NEEDS Q2 2023 | IDENTIFY BEST OPPORTUNITIES FOR WAIVER ENHANCEMENT Q2 - Q3 2023 | COLLECT IOWANS' INPUT ON SUGGESTED APPROACH FOR WAIVER REDESIGN Q3 2023 - Q2 2024 | PUBLIC COMMENT PERIOD FOR WAIVER REDESIGN* Q1 - Q3 2024 | FINALIZE WAIVERS INFORMED BY PUBLIC COMMENT* Q2 - Q3 2024 | ANTICIPATED FEDERAL REVIEW/APPROVAL OF WAIVERS* Q4 2024 - Q1 2025 | PREPARE TO IMPLEMENT REDESIGNED WAIVERS* Q1 - Q2 2025 | BEGIN IMPLEMENTING APPROVED WAIVERS* Q3 2025 |

IMPROVE ACCESS TO SERVICES AND SUPPORT FOR IOWANS

| ASSESS CASE MANAGEMENT PROCESSES AND CHALLENGES. Q1 - Q3 2023 | ASSESS IOWANS JOURNEY THROUGH SYSTEM, INCLUDING WAITLIST EXPERIENCE Q2 - Q4 2023 | MAKE CASE MANAGEMENT RATIO RECOMMENDATION Q4 2023 | CASE MANAGEMENT TRAINING ROADMAP Q1 2024 | IMPLEMENT COMMUNITY-BASED CASE MANAGEMENT RATIO AND REPORTING REQUIREMENTS Q1 - Q4 2024 | DESIGN, BUILD AND DEPLOY SYSTEM IMPROVEMENT Q1 – Q4 2024 | DEVELOP PLAN TO INTEGRATE CASE MANAGEMENT TRAININGS INTO STATE LEARNING MANAGEMENT SYSTEM Q1 2024 - Q1 2025 |

Streamline screening & enrollment

- Mapped out current waitlist journey of Iowans
- Launched Needs on Waitlist (NOW) Survey
- Identified future waitlist management priorities

Align program design to meet Iowan's needs

- Engaged Iowans through HOMEtown Conversations to improve waiver design
- Developed proposed changes to waiver structure, eligibility, and service definitions based on Iowans' input, summarized in a concept paper

Improve access to services and support for Iowans

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