



# Iowa Hope and Opportunity in Many Environments (HOME)

**STEERING COMMITTEE MEETING**

**Wednesday May 1, 2024**

# Agenda

- ▶ Concept paper
- ▶ Systems navigation
- ▶ Public engagement

# Concept paper updates



Health and  
Human Services

# Concept Paper

Describes proposed changes to home and community-based services (HCBS) waiver system and opportunities for feedback.

**The concept paper is [available on the HOME website](#) and open for public comment.**

- ▶ Email: [iowahcbs@mathematica-mpr.com](mailto:iowahcbs@mathematica-mpr.com)
- ▶ Respond to a feedback form: <https://mathematica.questionprogov.com/a/TakeSurvey?tt=Fu1wIGHp1YA%3D>
- ▶ Attend a member listening session May 6 or May 9



# System navigation



# Systems Navigation

- ▶ HCBS “System Navigator” role background
- ▶ **Navigator role goal:** support current or potential Medicaid members with LTSS needs
  - Learn about Medicaid HCBS options
  - Get connected to Medicaid HCBS programs that align with their needs
- ▶ **Navigator role scope:** provide support to lowans before they receive a waiver slot or a case manager (early stages of the journey to receiving Medicaid HCBS)
  - Potential to define two roles: Hub & Spoke navigators

# Steering Committee Navigator Input

## Hub Navigators:

- ▶ Q1: What do you think are the most important knowledge and skills for a “Hub Navigator” who provides more in-depth information and support to lowans in the early stages of connecting with the Medicaid HCBS system?
- ▶ Q2: How do you think the Hub navigator role should be structured to provide lowans with the right level of support in learning about and connecting to Medicaid HCBS?
- ▶ Q3: Who could be trained to provide more in-depth support for lowans with LTSS needs who are new to the Medicaid HCBS system to guide them through the process of connecting to benefits and services?
  - Are there organizations that are currently doing a good job of providing this type of information and support?

# Steering Committee Navigator Input

## Spoke Navigators:

- ▶ Q1: What do you think are the most important knowledge and skills for a “Spoke Navigator” as an Iowans’ first point of connection to the Medicaid HCBS system?
- ▶ Q2: how could the Spoke navigators support the Hub navigators?
- ▶ Q3: Who could be trained to provide information and connections to Iowans with LTSS needs who are new to the Medicaid HCBS system?
  - Are there organizations that are currently doing a good job of providing this type of information and support?

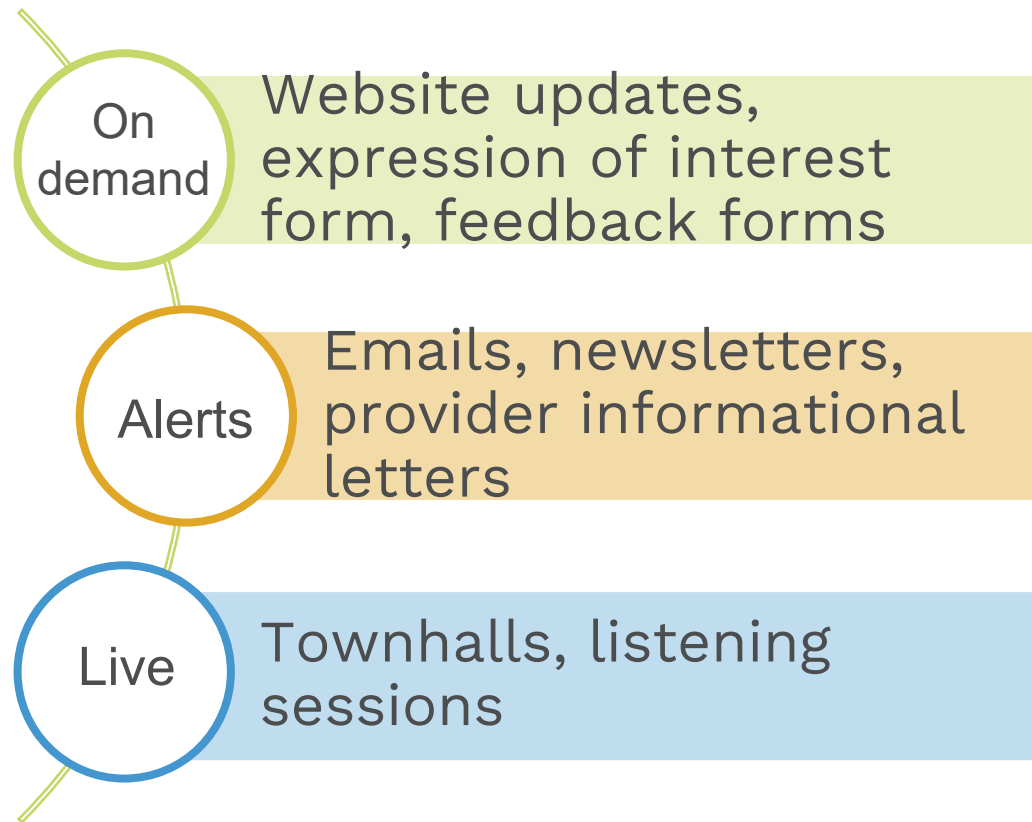


# Public engagement

# Public engagement

Our goal is to share the opportunities to stay informed, learn about, and provide insights on the future of Iowa's community-based services.

**Variety of  
modes to share  
and solicit  
feedback**



# Input on reaching lowans



How effective have these **modes** been in reaching people?



How have we been doing with the **frequency**?

- Website: monthly
- Emails: As needed.
- Newsletter: bimonthly



What can we do better to engage **hard to reach** populations?

- Non-English speakers
- Limited or no computer access
- Others



How else can we **reach people better**?

# Questions?



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# Next steps

- ▶ Meetings will be held on the last Tuesday of every month
  - Next meeting is Tuesday, May 28.
- ▶ We will share agendas about a week in advance, slides usually the morning of the meeting
- ▶ We will send the May meeting summary in about one week