

Steering Committee Meeting Summary

MAY 1, 2024, 3:00 – 4:30 PM CENTRAL TIME

Summary of Meeting Themes:

- Mathematica reminded the committee that the concept paper describing proposed changes to the home and community-based services (HCBS) waiver system is available on [the HOME website](#) and open for public comment. There are two ways to provide feedback:
 - Emailing Feedback to iowahcbs@mathematica-mpr.com
 - Attending virtual listening sessions on May 6 and May 9.
- Mathematica facilitated a discussion on the purpose of systems navigation in long term services and supports (LTSS), and worked to define the navigator's role to support current or potential Medicaid members. Committee members provided the following insights:
 - **Role**
 - Define the role of the navigator and clarify that their purpose differs from that of a managed-care organization (MCO) case manager. Avoid duplicating existing roles.
 - Provide navigators with clear goals and defined outcomes to promote ownership and responsibility. Hold navigators accountable to the results.
 - **Model**
 - Connect to or model existing navigation programs, such as Senior Health Insurance (SHIP) programs or Affordable Care Act (ACA) navigators working in community health centers. Educate existing SHIP and ACA navigators about HCBS.
 - Use a peer support program model, training those with lived experience as guides. The ASK family resource center (the state of Iowa's parent training and information center for families of children with disabilities) is a model of those with "lived experience" helping others navigate systems.
 - Place navigators in community centers, libraries, or SHIP spaces, rather than HHS offices. Locating navigators in hospital settings as potential employees would allow for access to interpreters and provide employer-funded liability coverage.
 - **Training/Job aids**
 - Encourage navigators to use clear communication by avoiding acronyms and technical jargon, focusing instead on individual needs.
 - Support multilingual options and promote cultural awareness.
 - Train navigators in trauma-informed care.
 - Make sure navigators have the latest information and encourage them to assist people in signing up for the Iowa Developmental Disabilities Council newsletter and other trusted information sources.
 - Create technology to support navigators and give them access to the same information as case managers.
 - Provide navigators with clear timelines for when people can expect to access services and create a toolbox outlining the next steps to prepare people for moving off the waitlist.

- **Other**

- Prioritize a strong commitment to achieving simplicity at a systems level, aiming to eliminate the need for navigation; "simple systems don't need to be navigated".
 - If setting up system navigator roles requires additional staffing resources apart from the point of service, it's unlikely to improve capacity. Those on referral lists often know about the services they need but cannot access them because of limited capacity. Making sure resources or funding for system navigators does not impact budgets for direct support professionals or transportation is crucial.
- The next Steering Committee meeting will be held on Tuesday, May 28.