

Iowa Hope and Opportunity in Many Environments (HOME)

PROGRAM STATUS

July 30, 2024

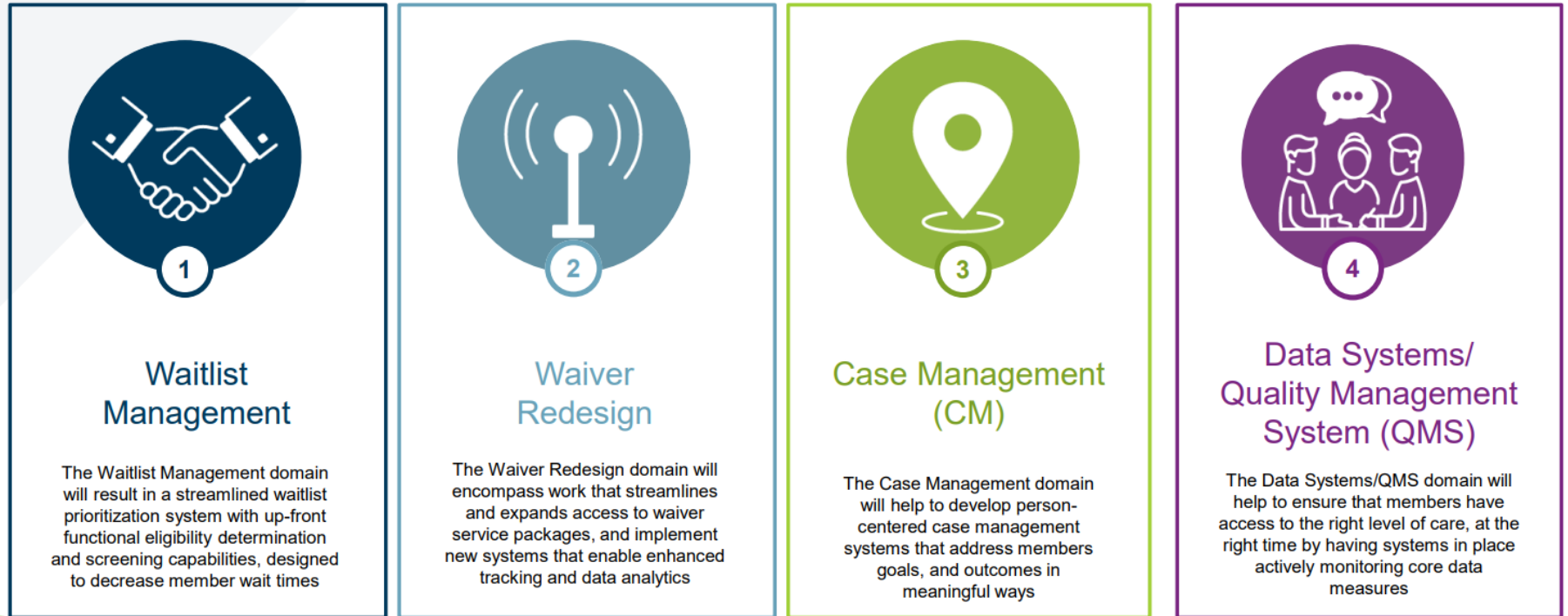


Agenda – HOME

- ▶ Project Domain Overview
 - Domain Overview
 - System Impact Overview
 - Waiver Redesign Overview
 - QMS Overview
- ▶ Responsibilities by Swimlane
- ▶ Functional Project Roles* by Domain
- ▶ DOM/DOIT Resource & Capacity Overview
- ▶ Next steps

HOME: Project Domain Overview

HOME Project Domains

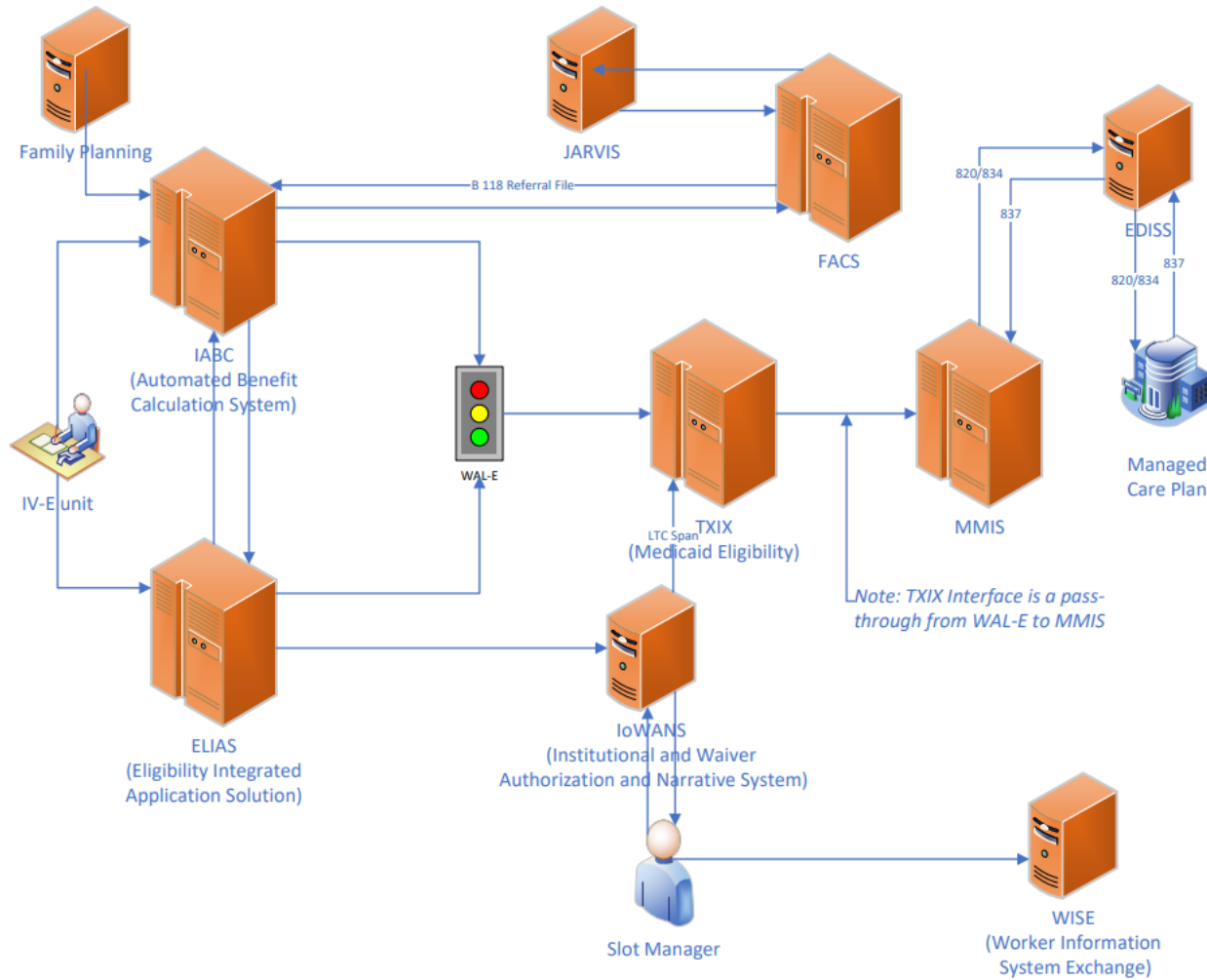


** Data Systems / Quality Management System (QMS) to be removed from HOME as a parallel initiative**

HOME Project Systems Overview

		Business Process	Domain	Domain Description	Related Systems
Quality Management System	Information and Screening	HCBS Waiver Waitlist Prioritization	Waitlist Management	The Waitlist Management domain will result in a streamlined waitlist prioritization system with up-front functional eligibility determination and screening capabilities, designed to decrease member wait times.	IoWANS ELIAS WISE MCO System
	Referral to Services After Prescreen				
	LOC Assessment	Waiver Redesign	The Waiver Redesign domain will encompass work that streamlines and expands access to waiver service packages, and implement new systems that enable enhanced tracking and data analytics.	IoWANS ELIAS OnBase MMIS MCO System IMPA SING	
	Provider Management				
	Case Management (MCO, FFS/Waiver)*				Case Management (CM)
	Grievances and Appeals				
	State Fair Hearings (FFS Appeals)				
	CBS Quality Measurement	Quality Management System (QMS)	The QMS domain will help to ensure that members have access to the right level of care, at the right time by having systems in place actively monitoring core data measures.	IoWANS MMIS MCO Systems CMS	

HOME Project Systems Diagram



Waiver Redesign Overview



ELIGIBILITY & ENROLLMENT | To be eligible, individuals must meet two criteria: **(1)** they need the level of care that would be provided in an institution, and **(2)** their disability fits into one of the categories below.

CURRENT HCBS WAIVERS (2024)

WAIVER	GROUPS SERVED	AGES SERVED
Elderly	Aging	65+
Intellectual Disability	Intellectual Disability	0+
Brain Injury	Brain Injury	0+
AIDS/HIV	AIDS/HIV	0+
Health & Disability	Physical disability; blind or disabled	0-64
Physical Disability	Physical disability; blind or disabled	18-64
Children's Mental Health	Serious emotional disturbance (SED)	0-17



PROPOSED WAIVER REDESIGN (2025/2026)

WAIVER	GROUPS SERVED	AGES SERVED
Children & Youth	<ul style="list-style-type: none"> • Intellectual disability • Brain injury • AIDS/HIV • Physical disability, including blindness • SED • Developmental Disabilities NEW 	0-20
	<ul style="list-style-type: none"> • Intellectual disability • Brain injury • AIDS/HIV • Physical disability, including blindness • Aging • Developmental Disabilities NEW 	21+
Adult & Aging	<ul style="list-style-type: none"> • Intellectual disability • Brain injury • AIDS/HIV • Physical disability, including blindness • Aging • Developmental Disabilities NEW 	21+

Data System / QMS Overview

Responsibilities by Swimlane

HOME Project Domains

	HHS	Mathematica	BerryDunn	DOM-DOIT
<p>1 <u>Waitlist Management</u></p> <ul style="list-style-type: none"> Information and Screening HCBS Waiver Waitlist – Prioritization Referral Assessment 	<ul style="list-style-type: none"> <i>Facilitate and manage requirements gathering*</i> <i>Facilitate and manage system changes*</i> Provide vision, oversight, requirements, process, policy, Stakeholder management, Approvals and decision making 	<ul style="list-style-type: none"> Review, develop, and maintain materials, as needed Identify screening tool, designing process and data requirements Design process and develop business requirements Identify screening tool, design screening process, business and data requirements 	<ul style="list-style-type: none"> Waitlist Modernization Intake Modify existing and/or procure new systems to support new operational/business processes Conduct systems gap analysis <i>Provide solution delivery support*</i> 	<ul style="list-style-type: none"> IT Project Management Business Analysts IT Development Work (Iowans, Title XIX, etc) IT Governance RegSec IT Vendor Management IT Procurement Approval 10.7 Process
<p>2 <u>Waiver Redesign</u></p> <ul style="list-style-type: none"> HCBS Waiver Waitlist – Prioritization Assessment Waiver Case Management Possible Grievance and Appeals Process 	<ul style="list-style-type: none"> <i>Facilitate and manage requirements gathering*</i> <i>Facilitate and manage system changes*</i> Provide vision, oversight, requirements, process, policy, stakeholder management, approvals and decision making 	<ul style="list-style-type: none"> Design waivers, draft, and modify supporting documents 	<ul style="list-style-type: none"> Conduct systems gap analysis <i>Provide solution delivery support*</i> 	<ul style="list-style-type: none"> IT Project Management Business Analysts IT Development Work IT Governance RegSec IT Vendor Management IT Procurement Approval 10.7 Process

HOME Project Domains

	HHS	Mathematica	BerryDunn	DOM-DOIT
<p>3 Case Management</p> <ul style="list-style-type: none"> Information and Screening Referral Case Management (MCO and FFS) Waiver Case Management Possible Grievance and Appeals Process Possible Fair Hearings (FFS Appeals) 	<ul style="list-style-type: none"> Facilitate and manage requirements gathering* Facilitate and manage system changes* Provide vision, oversight, requirements, process, policy, stakeholder management, approvals and decision making 	<ul style="list-style-type: none"> Develop ratios and work with Iowa to implement them into MCO contracts Potentially support business requirements for a CM solution Develop trainings 	<ul style="list-style-type: none"> Identification of data sources, and data sets as inputs for QMS Possible work downstream from Approach Decision Modify existing and/or procure new systems to support new operational/business processes Conduct systems gap analysis Provide solution delivery support* 	<ul style="list-style-type: none"> IT Project Management Business Analysts IT Development Work on internal systems IT Governance RegSec IT Vendor Management IT Procurement Approval 10.7 Process
<p>4 Data Systems + QMS</p> <ul style="list-style-type: none"> HCBS Waiver Waitlist – Prioritization Assessment Possible Provider Management CBS Quality Measurement 	<ul style="list-style-type: none"> Provide vision, oversight, requirements, process, policy, stakeholder management, approvals and decision making 	<ul style="list-style-type: none"> Map systems and develop business requirements Develop HCBS framework, identify HCBS measures, document HCBS data needs, and develop new processes 	<ul style="list-style-type: none"> Conduct QMS Intake Process and options analysis Conduct data source analysis Provide procurement assistance and solution delivery support Provide program and project management oversight Conduct systems gap analysis 	<ul style="list-style-type: none"> IT Project Management Business Analysts IT Development Work on internal systems / staging IT Governance RegSec IT Vendor Management IT Procurement Approval 10.7 Process

Functional Roles by Domain

Functional Roles by Domain

1 | Waitlist Management

HHS:

- Co-Sponsors: Kera & Rebecca
- Business Lead: Latisha McGuire
- Technical Lead: Norm Edgington
- *Product Owner: TBD**
- *Acquisitions Lead: Sara Grier*
- SMEs: Donna Ball (Current Slot Manager) & Kim Grasty (Reporting/ CMS Req)

DOM-DOIT:

- IT Lead/Sponsor: Krystal Van Der Brink
- IT PM: Heath Ruge
- IT Vendor Management (VM): Traci Nelson

2 | Waiver Redesign

HHS:

- Sponsor: Rebecca Curtiss
- Business Lead: Christy Casey
- Technical Lead: Norm Edgington
- *Product Owner: TBD*
- *Acquisition Lead: Sara Grier*
- SMEs: Kim Anderson (ELIAS)

DOM-DOIT:

- IT Lead/Sponsor: Krystal Van Der Brink
- IT PM: Heath Ruge
- IT VM: Traci Nelson

3 | Case Management

HHS:

- Sponsor: Jenny Erdman
- Business Lead: Latisha McGuire
- Technical Lead: Norm Edgington
- *Product Owner: TBD*
- Acquisition Lead: Kathy Harper
- *SMEs: TBD*

DOM-DOIT:

- IT Lead/Sponsor: Krystal Van Der Brink
- IT PM: Heath Ruge
- IT VM: Traci Nelson

4 | Data Systems QMS

HHS:

- Sponsor: Kera Oestreich
- Business Lead: Lisa Cook
- Technical Lead: Norm Edgington
- MEME Program Director: Bob Schlueter
- Product Owner: Michelle Lavallee (Interim)
- Acquisitions Lead: Sara Grier
- *SMEs: Shawna Eganhouse / Darrian Forcier*

DOM-DOIT:

- IT Lead/Sponsor: Krystal Van Der Brink
- IT PM: Heath Ruge
- IT VM: Traci Nelson

DOM/DoIT – Resource & Capacity Overview

Technical Roles by Domain

Waitlist Management

- Product Owner:
- Tech Lead:
- Business Analyst:

Waiver Redesign

- Product Owner:
- Tech Lead:
- Business Analyst:

Case Management

- Product Owner:
- Tech Lead:
- Business Analyst:

Data Systems / QMS

- Product Owner:
- Tech Lead:
- Business Analyst:

** Determine appropriate DOMDoIT support for each Domain **

Questions?



Health and
Human Services

Next steps

- ▶ Program Management: Project Professional Outline
- ▶ Requirements Traceability Matrix
- ▶ Data Governance
- ▶ Technical Analysis
- ▶ Vendor Management & Procurement : QMS
- ▶ Resource Alignment & Capacity Planning