

A photograph of a man with a beard and short brown hair, wearing a grey t-shirt, smiling and looking down at a baby he is holding. The baby is wearing a blue patterned onesie and is wrapped in a light pink blanket. The background is a bright, slightly blurred outdoor setting with a white building and some greenery. The image is partially obscured by a white, torn-edge graphic on the left side.

Community Access and Eligibility Update

HHS Council

Erin Drinnin, Director, Community
Access and Eligibility, HHS

Juliann Van Liew, Administrator,
Wellness and Preventive Health

November 22, 2024



Topics

- ▶ Community Access and Eligibility Division
- ▶ Benefits Delivery Modernization Roadmap
- ▶ Economic Mobility Project
- ▶ Women's Health Strategic Plan
- ▶ Questions

Community Access and Eligibility Division

- ▶ Child Support Services
- ▶ Economic Assistance
- ▶ Community Services
- ▶ Volunteer Iowa
- ▶ Wellness and Preventive Health

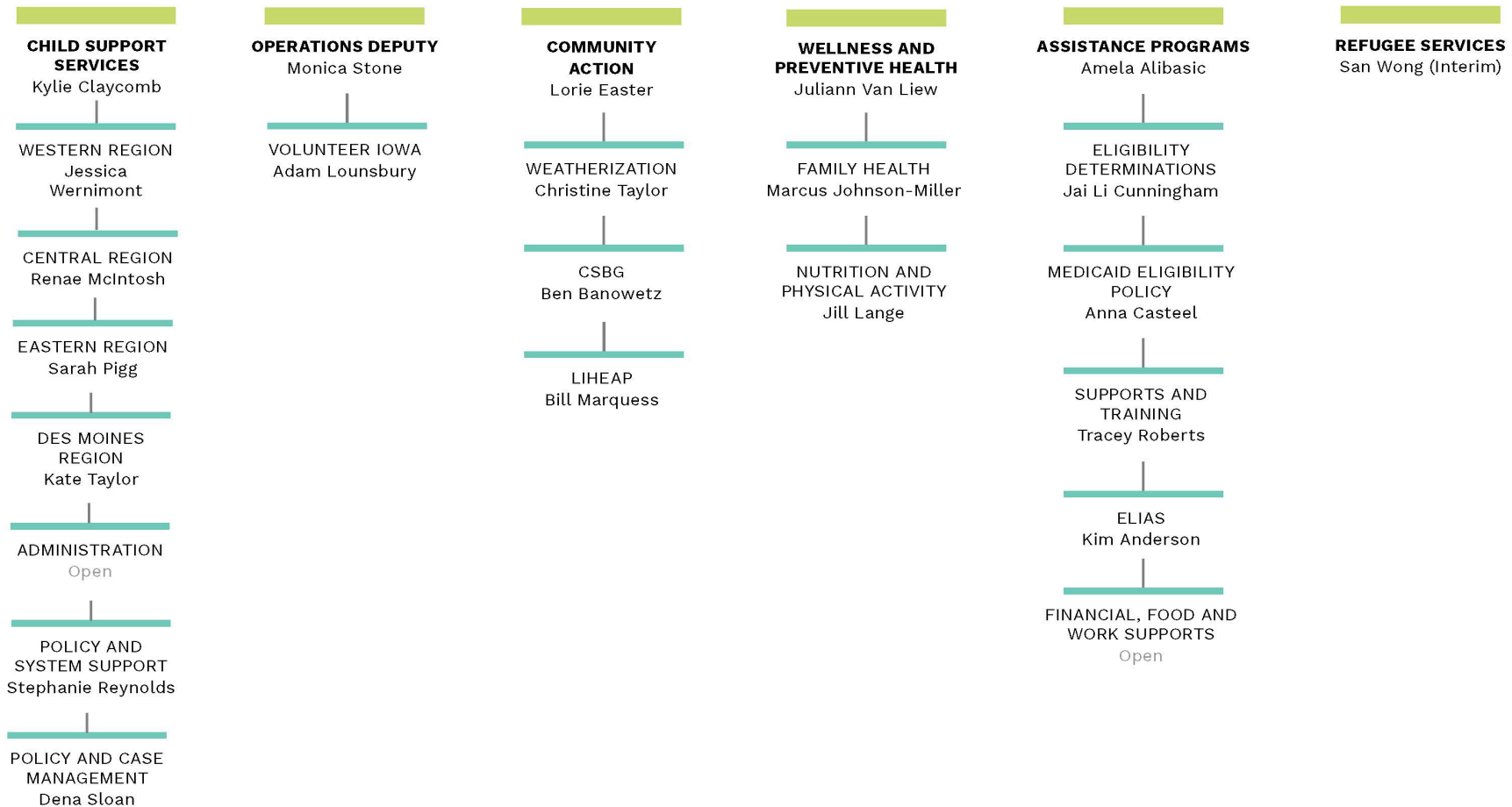
Table of Organization

Division of Community Access and Eligibility

Erin Drinnin
Community Access and Eligibility Director

Matthew Uthoff
TANF Director

Amy Hill
Executive Assistant



Benefits Delivery Modernization Vision

- ▶ Enhance Public Services
- ▶ Increase Accuracy
- ▶ Improve Efficiency
- ▶ Modernize Technology



== Past ==

Disconnected team

no focus on eligibility performance



Antiquated and no statewide phone system



Unwelcoming office spaces



Long wait lines on the phone



Duplicate applications



Frustrating customer experience:

Not mobile friendly



Inconsistent policies and practice

which varied region to region



Antiquated IT systems with limited functionality



Present

Work distributed more equitably Statewide



Statewide phone system and customer service

Active Case Improved Accuracy with < 6% error rate

as of September 2024



Improve program integrity through Public Assistance Oversight



Our SNAP Corrective Action Plan is Fixing SNAP Accuracy



Business Process Redesign



Easy to use online portal



AI assistance with documents automation



Modernized IT

Streamlined eligibility system



Streamlined Child Support referrals



Chat bots and texting



Increased no touch processing



One unified team aligning policy and practice

Future



Reform our customer service



Integration of presence with community partners



A trustworthy system online, in-person, and on the phone



Wider implementation of Modern Technology



Quick and simple access to benefits



Upward economic mobility for Iowans

Purpose of Fostering Economic Mobility Project

- ▶ Long-term, multi-generational goal to change income and wealth over time
- ▶ Create foundations for families to thrive, and prepare our future workforce
- ▶ Identify barriers to physical, emotional, and financial stability
- ▶ Develop multi-sector and public/private solutions



How Are Iowa Families Doing?

Current State



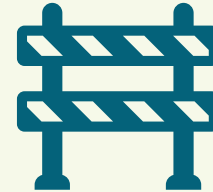
More than one-third of Iowans are **struggling to make ends meet.**

Measured by Federal Poverty Level (FPL) and Asset Limited Income Constrained and Employed (ALICE)



Of the 20 most common occupations in Iowa in 2022, **65% paid less than \$20/hour.**

Iowa Workforce Development 2022



Nearly 20% of those not participating in work requirements have **mental health, substance use, or disability barriers.**



Of all substantiated reports to **child protection, half are for neglect.**

Workgroup Solutions

- ▶ **Better program delivery** through community-based hubs
 - Fatherhood-focused prototype
- ▶ **Better information to make good decisions** for customers and within HHS
 - Individual financial planning
 - Understanding what happens to people in our programs
- ▶ **Better partnerships with employers** that lead to economic stability and growth
 - Deploying innovative financial technology to enhance employee benefits



Economic Mobility Summit

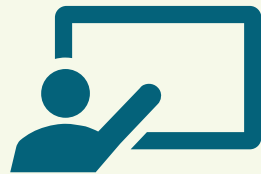
December 11 – Des Moines



Keynote Speaker

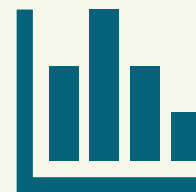
Dr. Chan Hellman

- ▶ [The Science of Hope](#)



Better Program Delivery

- ▶ Restore Hope; 100 Families Arkansas
- ▶ Thrive
- ▶ Tennessee Department of Human Services



Better Information for Better Decisions

- ▶ Iowa State University Extension



Better Partnerships With Employers

- ▶ Sunny Day Fund
- ▶ Fin Fit



Iowa HHS Women's Health Strategic Plan

Juliann Van Liew

Director of Wellness & Preventive Health

November 21, 2024

Women's Health Planning

- ▶ Goal: To create a comprehensive set of women's health strategies that collectively improve the health of all Iowa women.
- ▶ Why?
 - Many women's health indicators are moving in the wrong direction (maternal mortality, cancer, obesity, chronic disease, intimate partner homicide, STI rates, substance use, and others).
 - The newly aligned agency has a unique opportunity to leverage its collect work to make change for women in Iowa.

Process

- ▶ Women's Health Strategic Planning Team
 - 45 members representing 20+ programs
 - July – November 2024
- ▶ Reviewed existing plans, gaps, data, and what we know about women's health needs.
- ▶ Identified existing and new objectives and strategies.
- ▶ Prioritized them based on the impact of the problem, availability of data, health equity, capacity, and effectiveness of the strategy.

HHS Women's Health Strategic Plan

Comprehensive but with a focus:

- Women's cancer
- Chronic disease
- Maternal and Reproductive Health
- Behavioral Health
- Violence Prevention
- Aging for women
- Data for action



Next Steps

- ▶ Committing to collaboration
 - Internal HHS teams
 - External stakeholders
- ▶ Managing the plan
 - 7 workgroups
 - Progress monitoring
- ▶ Ensuring capacity and leadership
 - Hiring a Women's Health Director

Questions

Juliann Van Liew
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Health and
Human Services