

Welfare Reform, Thrive Iowa, ADRC

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Topics

- ▶ Welfare Reform
- ▶ Thrive Iowa
- ▶ Aging and Disability Resource Centers (ADRC)

Welfare Reform

Iowa HHS Goals

Increase Accuracy

Improve Efficiency

Modernize Technology

Promote Work

Support Economic Mobility

Current State



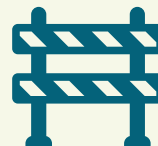
More than one-third of Iowans are **struggling to make ends meet.**

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.**



Nearly 14% of Iowans typically work 15 - 34 hours per week, while almost 5% work 1 - 14 hours per week, **limiting access to employer sponsored insurance coverage.**

American Community Survey 2023 [S2303: Work Status in the Past ...](#) - Census Bureau Table

== 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



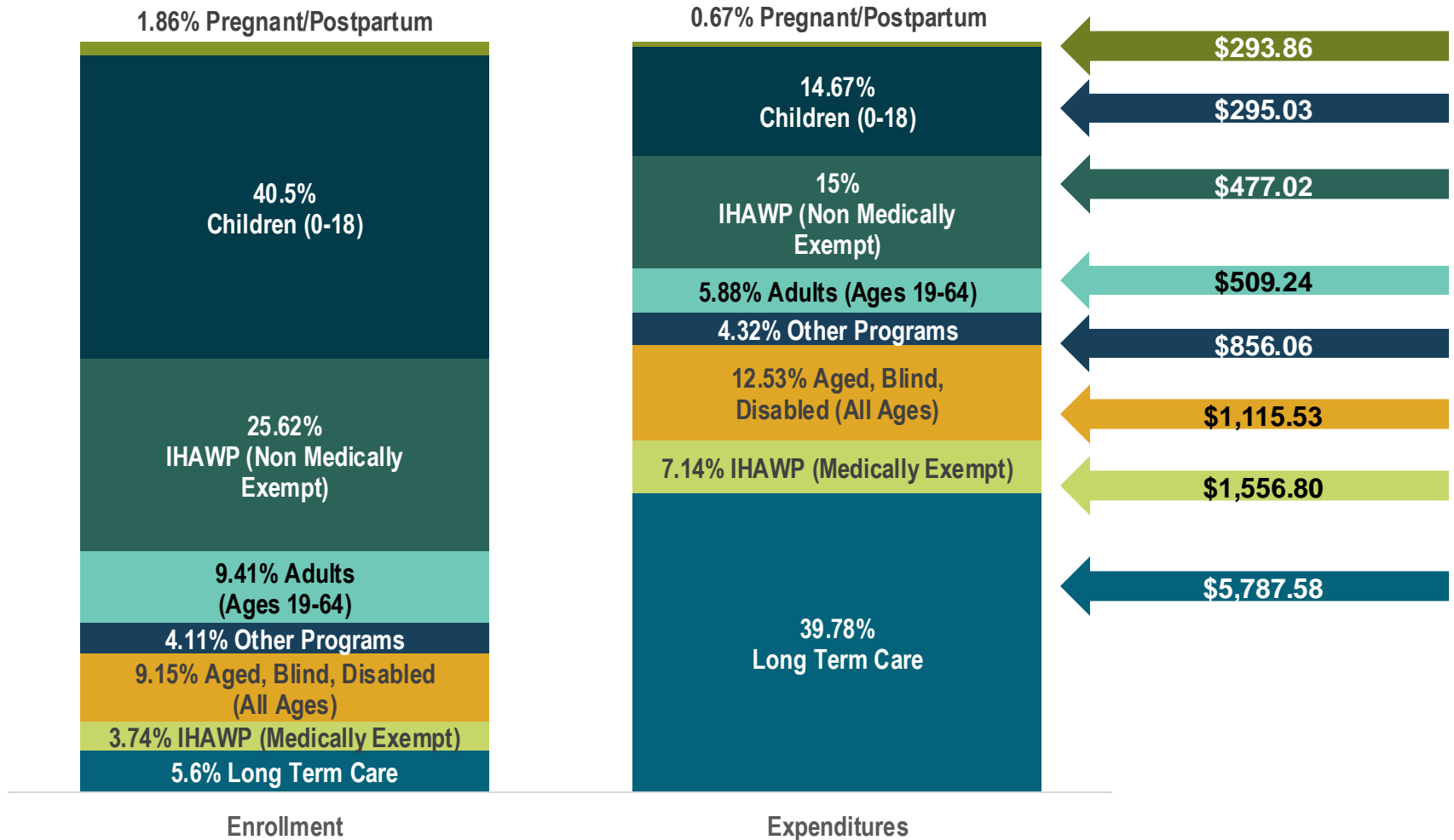
Upward economic mobility for Iowans



Efficient, accountable access to benefits

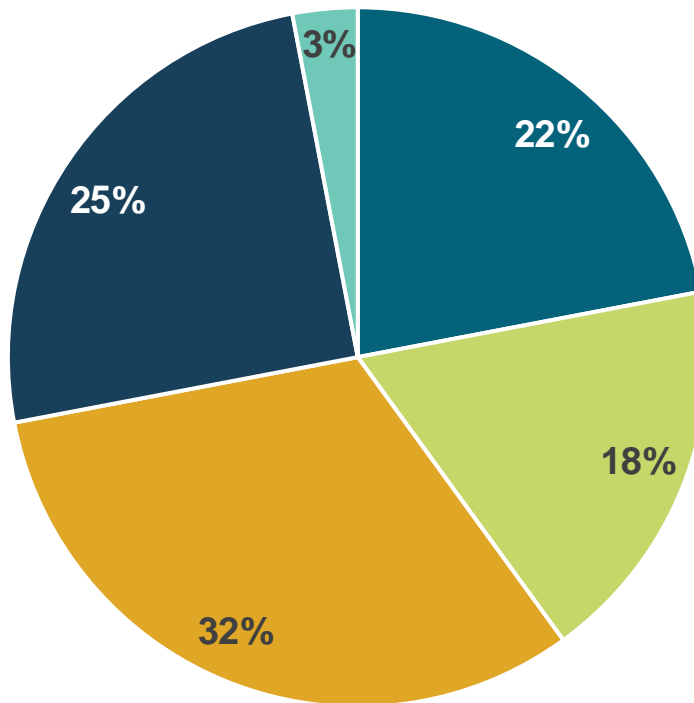


Medicaid Population



SNAP Population

Households Receiving SNAP Benefits



- Receiving SNAP are Elderly Aged over 60
- Receiving SNAP are Disabled under 60
- Receiving SNAP had Children under aged 18
- Receiving SNAP aged 18-54
- Receiving SNAP are non-elderly/disabled

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

Economic Mobility Strategies

1

**Better
program
delivery**

2

**Better
information
to make good
decisions**

3

**Better
partnerships
with
employers**



Supporting Iowans through navigation

Early Childhood Iowa Pilot Sites

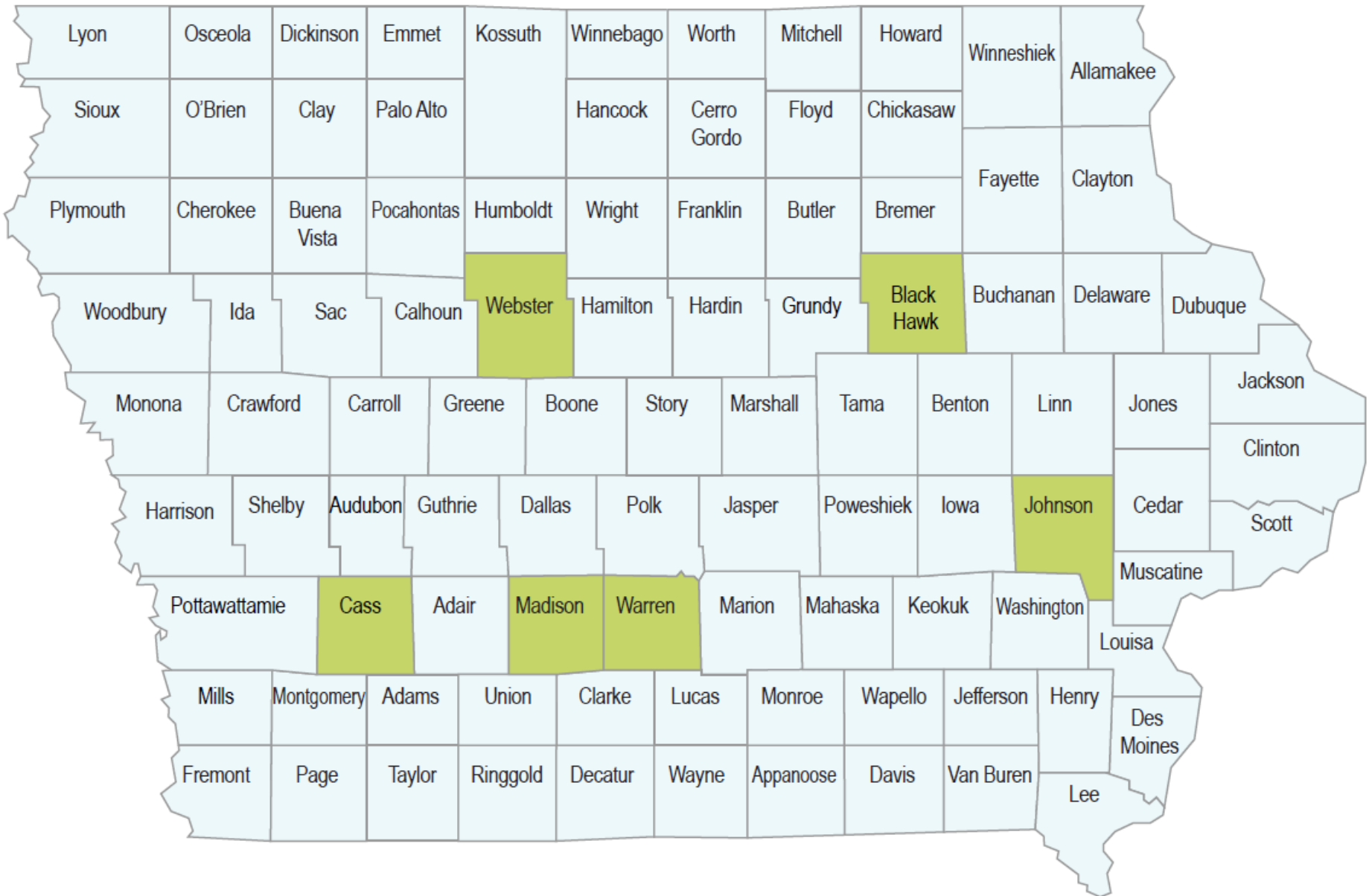
Thriving Families Alliance

4 R Kids ECI Area

Cedar Valley's Promise

Johnson County Empowerment

Linking Families and Communities



Key Implementation Partners



I2D2: Data Collection and Analysis



211 United Way of the Midlands: Network Development



Iowa HHS: Community Health Worker Training and Americorps Vistas



ACES 360: Lemonade for Life Training

Progress



Data collection began November 1, 2024.



As of January 31, 2025, **9 Navigators** have entered intake information for **241 clients**.



The ECI areas active with THRIVE are **Black Hawk, Johnson, Madison, Warren, and Webster** counties.

Measures of Success



Common Needs

Understanding the needs will support the future of services provided to lowans.



Reason for Seeking Assistance

Evaluate Iowa's programs and services to see if we are meeting the needs of lowans and whether they are aware of available services.



Stress Level

Use stress level data to understand what prevention supports need to be in place and how we can increase stability of clients.

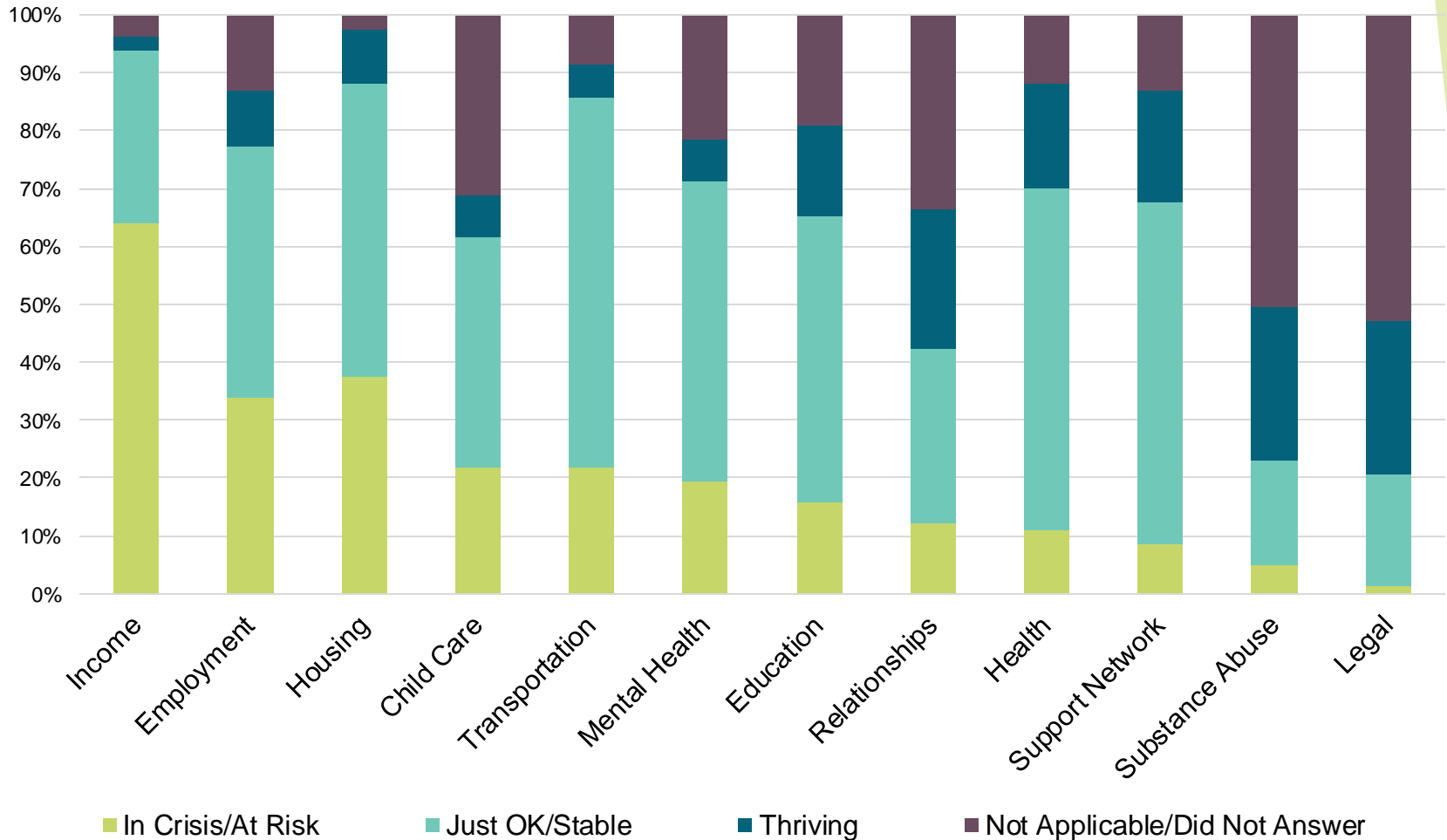


Hope

Use goal-setting data to identify how the services promote self-sufficiency and wellbeing.

Client Reported Needs

Where do you feel you currently are in these life areas?



Examples of Support



Assistance with
water bill



Housing and
financial
assistance



Rent assistance



Transportation

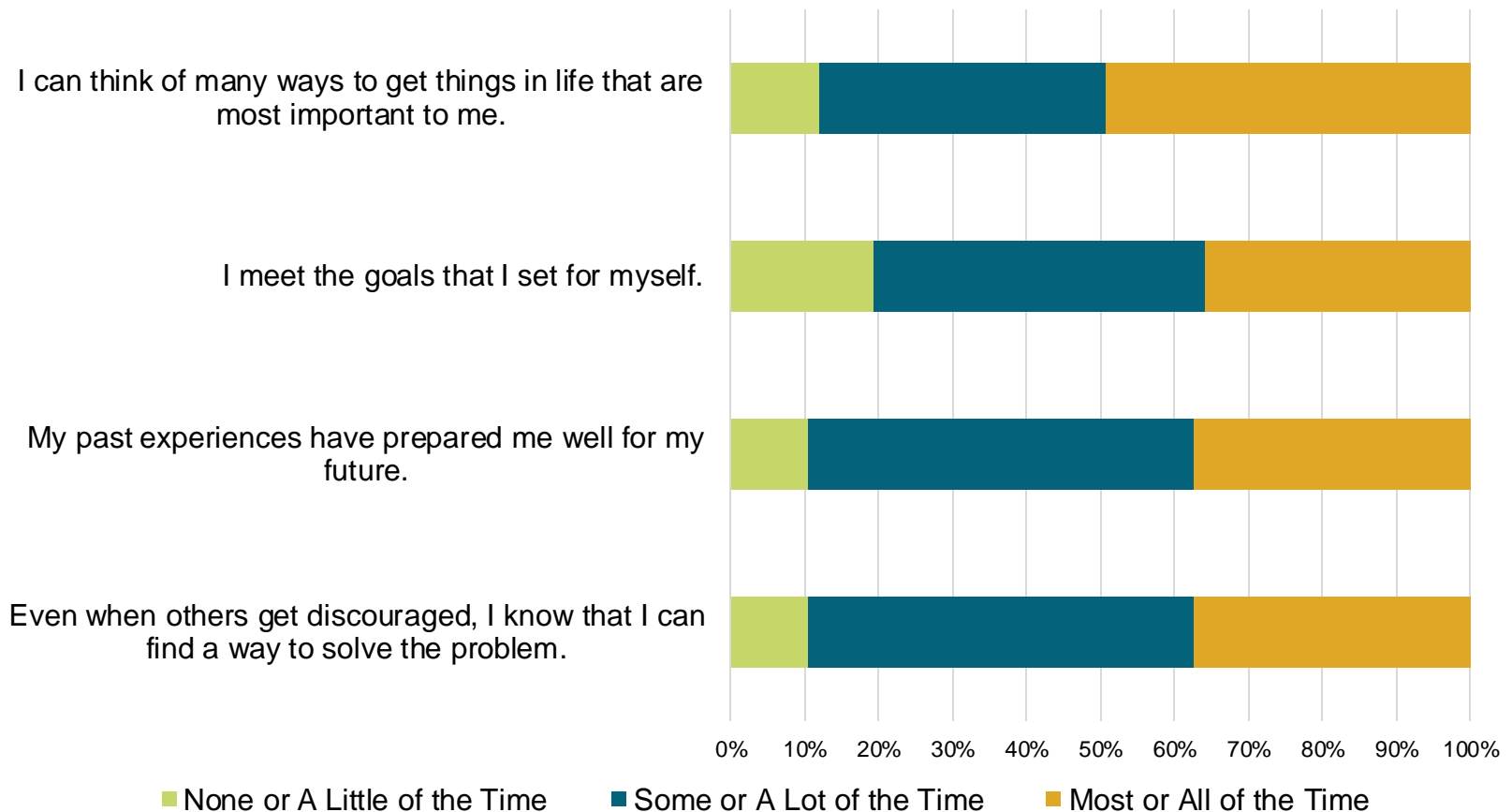


Child Protective
Services support

Stress and Hope:

Clients report a relatively high stress level at intake (7.92 on a scale of 1-10)

Reported HOPE at Intake (n=67)



Deeper Dive: One County's Data

As of 1/13/25, this county served 24 clients, with 20 of these clients providing follow-up data.

- 70% of clients are proceeding with follow-up via coaching.
- 20% identified as having their needs resolved since the initial intake.
- These clients also reported a decrease in average stress (from 7.95 at intake to 6.85 at follow-up).

Next Steps

- ▶ Iowa HHS plans to expand the program and enhance the model to include:
 - Building local alliances that identify community-specific challenges and work together to solve them.
 - Continued data collection and analysis using an IT platform that also enables real time collaboration among partners
 - Enhanced training and technical assistance for navigators, non-profit partners, and community leaders



Aging and Disability Resource Centers (ADRC)

What is an Aging and Disability Resource Center (ADRC)?

Hope-centered service navigation.

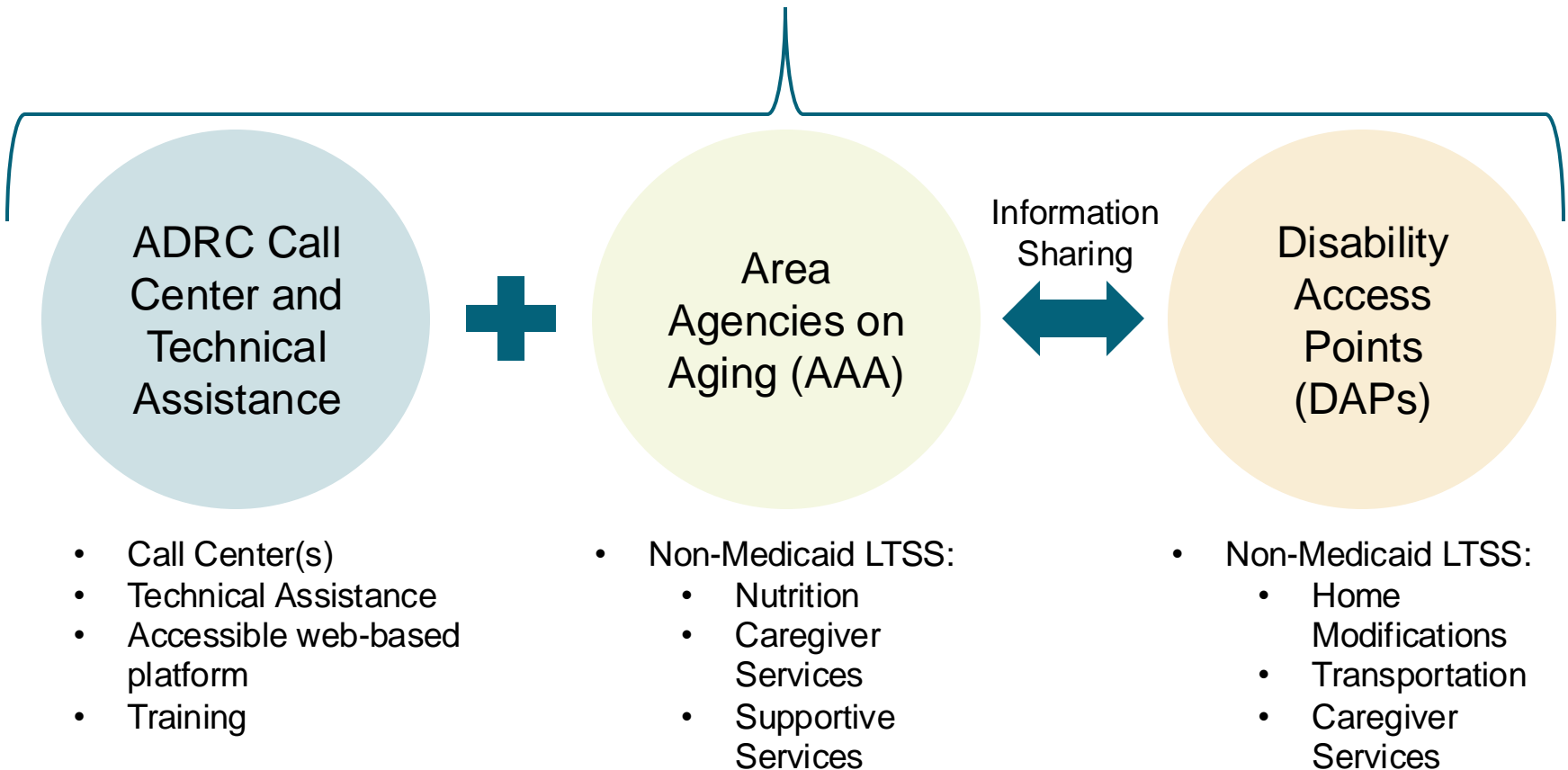
Provides objective information, advice, and counseling on Long-Term Services and Supports (LTSS).

Helps people apply for programs and benefits.

Empowers people to make informed decisions about their LTSS.

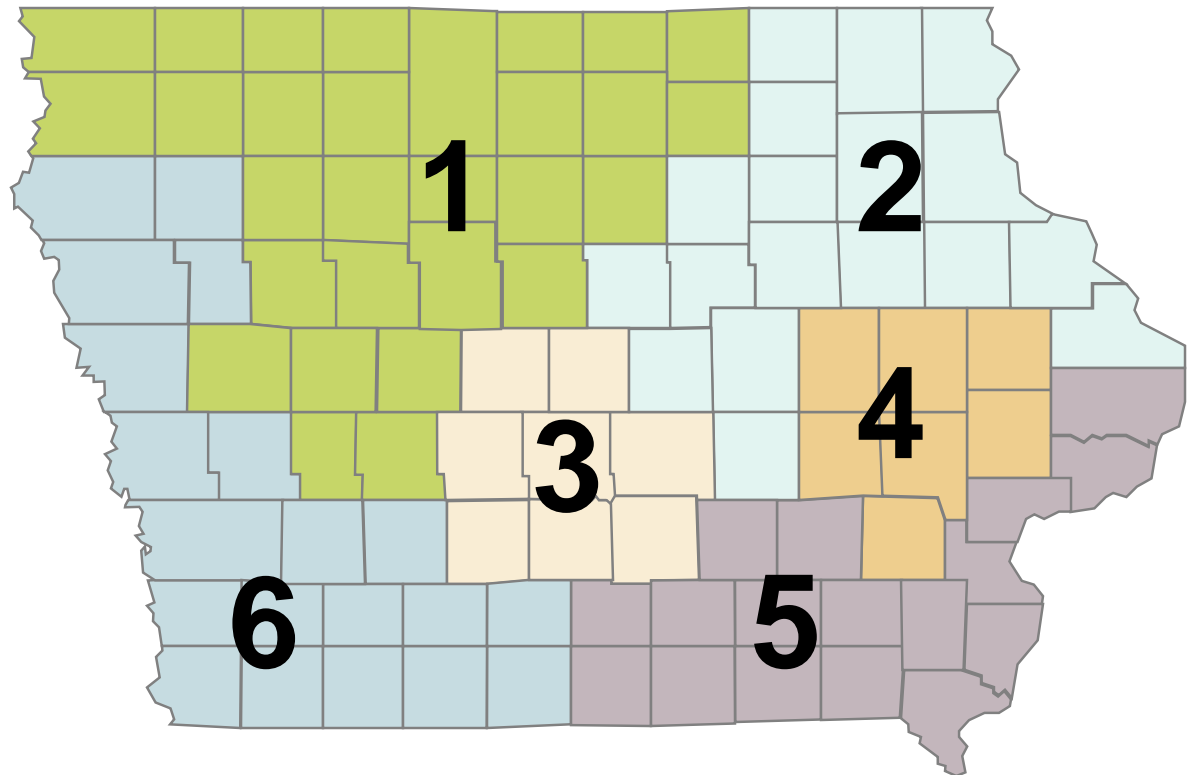
Coordinated Aging and Disability Services Network

Person-Centered Planning

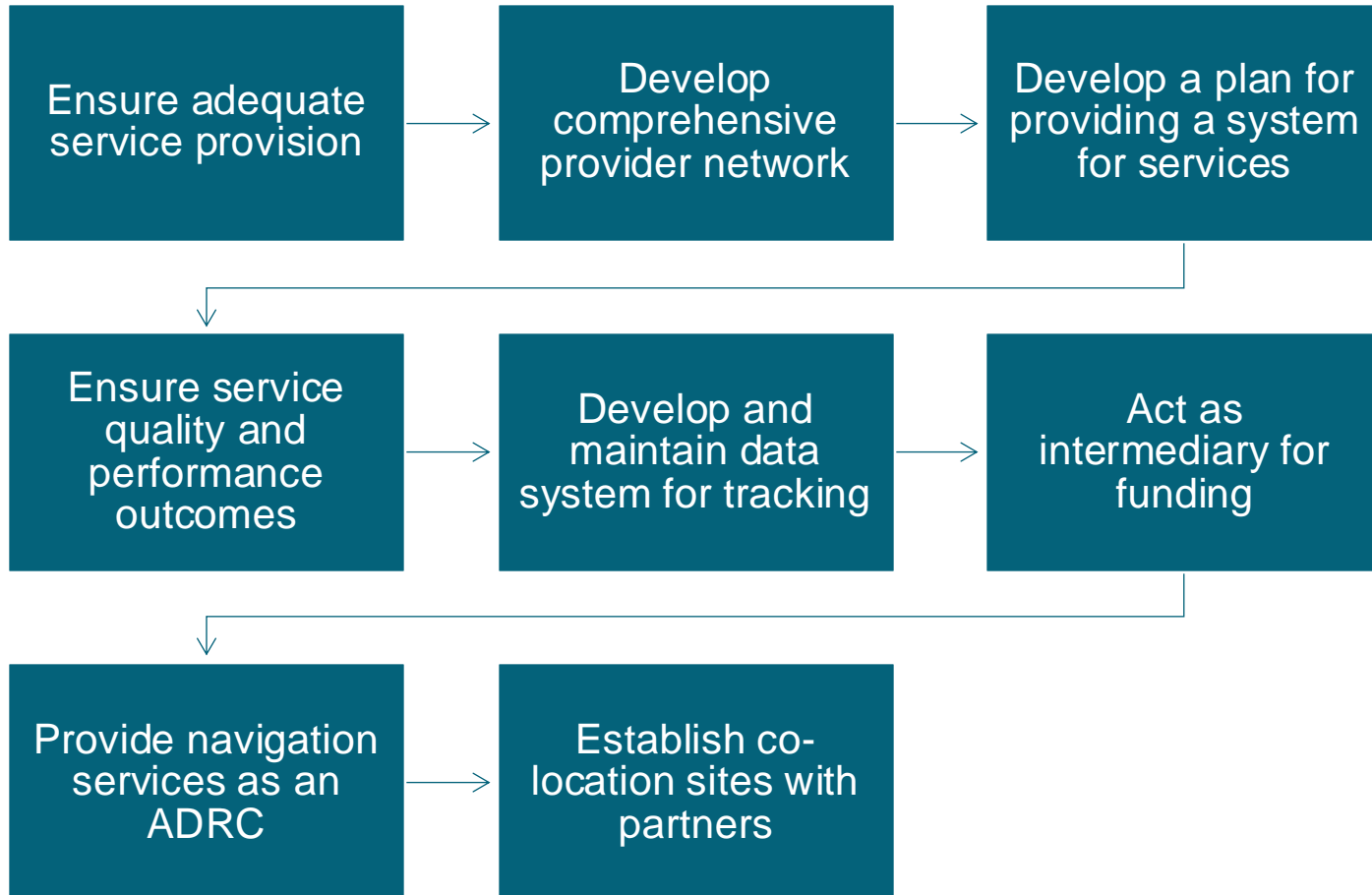


Current State

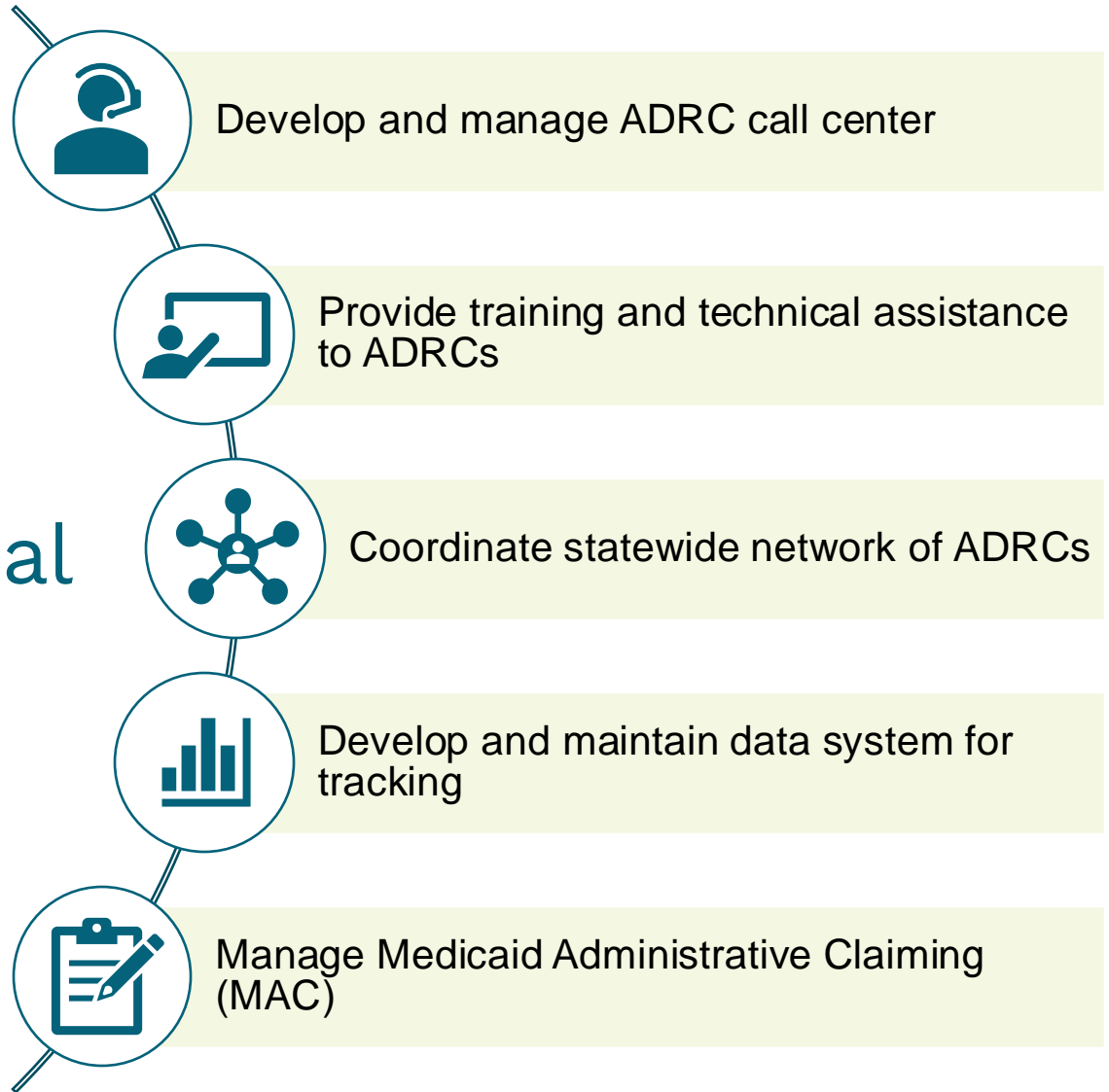
- ▶ Iowa Area Agencies on Aging (AAAs) (six) are designated as the ADRCs.
- ▶ Lack of funding and ability to serve lowans with disabilities under age 60.
- ▶ Aging focused expertise.



ADRC Responsibilities (AAAs and DAPs)



ADRC Call Center and Technical Assistance



Estimated Disability Funding

	One-Time Federal for Start-Up (Year One Only)	State Appropriation	Total
ADRC TA Call Center	\$1,000,000.00	\$1,000,000.00	\$2,000,000.00
Disability Access Points	\$1,000,000.00	\$14,100,469.00	\$15,100,469.00
Total	\$2,000,000.00	\$15,100,469.00	\$17,100,469.00

Questions

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Health and
Human Services