

# Steering Committee Meeting Summary

**DECEMBER 10, 2024, 3:00 – 4:30 PM CENTRAL TIME**

## **Attendee List:**

Mathematica: Kimberly Aguillard, Amy Wodarek-O'Reilly, Victoria Wible, Maddie Vincent, Claire Pendergrast, Daniel Van Sant (Harkin)

Iowa Health and Human Services (HHS): Christy Casey, Kimberly Grasty, Latisha McGuire, Bob Schuleter, LeAnn Moskowitz

Committee members: Kay Marcel, Garret Frey, Shelley Jaspering, Leah Price, Ruth Wilson, Araceli Vazquez, Jean Shelton, Jack Mescher, Anne Crotty, Bill Stumpf, Elaine Gartelos, Chris Burrows, Darci Alt, Faraji Hubbard, Alex Watters, Mary Beth O'Neil

## **Summary of Meeting Themes:**

- Mathematica reviewed Public Engagement activities during 2024, including Steering Committee meetings, Medicaid townhall meetings, listening sessions, focus groups, a concept paper survey with 227 individual responses and a newsletter. Mathematica has also engaged providers and managed care organizations through operational meetings and webinars.
  - Steering Committee members shared a need for clarity around what changes have been approved and what changes are simply proposed, as well as what entity the changes fall under (HOME waiver redesign, class action lawsuit, etc.)
  - Steering Committee members expressed concern that shortages in the direct support professional's workforce and limited legislative funding for the proposed home and community-based services (HCBS) changes might hinder the effectiveness of HOME initiatives.
    - Members recommended creating a written statement summarizing the need for HCBS changes and services that advocates can share with their representatives.
  - For further communication efforts, Steering Committee members recommended:
    - Engaging with Disability Rights Iowa and connecting to smaller support groups to broaden outreach.
    - Communicating with hospital discharge planners, integrated home health providers, supportive housing workers and hospital social workers.
    - Communicating with those most impacted while also identifying those who are not anticipated to be impacted.
    - Leading conversations with goals of the project and a "Definition of Success" to manage expectations.
    - Creating documents that are easy to share with links for more information. Materials should include a table of contents linking all resources in one location, page numbers, visual examples of "persons in various situations" case studies, and separate FAQs for members with current waiver services and their crosswalks.
    - Archiving not essential or outdated items from the website.
    - Hiring systems navigators with lived experience.
    - Requiring all service providers and state contracted service providers to complete a training and pass a test as a condition of participation.

- Mathematica reviewed systems navigation work during 2024. The goal of systems navigation is to make it easier for current and potential members with long term support needs to access the right Medicaid HCBS program.
  - Steering Committee members underscored a need for a No Wrong Door Approach for systems navigation. Members recounted experiences of not knowing where to get help and being turned away.
  - Steering Committee members asked for clarification between systems navigators and case managers.
    - Mathematica clarified that systems navigators help members prior to joining an HCBS waiver and a variety of entities could provide systems navigation support, including the Aging and Disability Resource Center access point.
    - Members recommended requiring systems navigators to vet or confirm their resources before connecting someone to that resource.
    - Mathematica shared that case managers reported they try to have conversations around Consumer Choice Option (CCO) as early as possible to help members self-direct. This is why the CCO handbook was included in the informational materials review and refresh.
  - Steering Committee members recommended trainings to educate and raise awareness of brain injury.
    - Iowa HHS shared that their goal is to ensure that there is a training module for all recommended topics in the HHS Learning Management System.
- Mathematica discussed 2025 steering committee engagement activities and next steps.
  - Kimberly Aguillard will reach out to all current Steering Committee members for 2025 activities and to recruit new members.
  - Steering Committee members preferred the keep future Steering Committee meetings the same length, time and cadence.
  - The next meeting will most likely occur in February.

### **Additional Resources:**

Email for Rebecca Curtiss, interim Medicaid Director: [Rebecca.Curtiss@hhs.iowa.gov](mailto:Rebecca.Curtiss@hhs.iowa.gov)

Link to [HOME website](#):

- Includes a timeline that shares the work on HOME since 2022
- Steering Committee slides and summaries are toward the bottom of the page.

Link to sign up for the [HOME newsletter](#):

- HHS sends the newsletter every other month. It shares information on the HOME project and a spotlight on our partners, like you!

Link to [Facebook post about HOME FAQs](#):

- Please feel free to share this post with your networks
- There will be more Facebook posts in the future, and we will share those with you.