

# Iowa Hope and Opportunity in Many Environments (HOME)

STEERING COMMITTEE  
MEETING

June 24, 2025



# Quick Reminders

- ▶ We record these meetings to help us write high-level meeting summaries.
- ▶ Topics and documents we share and discuss are for internal purposes and should not be shared outside of the steering committee.

# Agenda

- ▶ Person-Centered Quality Management for HOME
- ▶ Communications in Focus
  - HHS Communications tools and updates
  - Ongoing HOME Policy Decisions
  - Waiver Changes for July Public Comment Period
  - Public Comment Period

# Person-Centered Quality Management for HOME

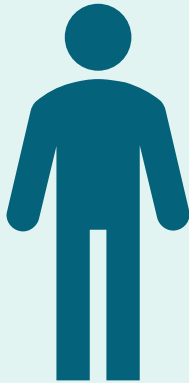
# Overview

- ▶ Introduce the Person-Centered Quality Management Framework
  - What is systemic quality management?
  - Why is it hard?
  - Using beneficiary journeys to make it easier
  - Using beneficiary journeys to identify quality measures
  - Discussion
- ▶ Provide opportunity for Steering Committee questions and input

# The Big Challenge

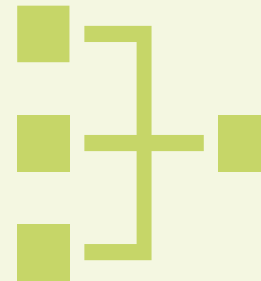
How do we determine how well the HOME system is operating so that we can make it work better when and where we need to?

# What is systemic quality?



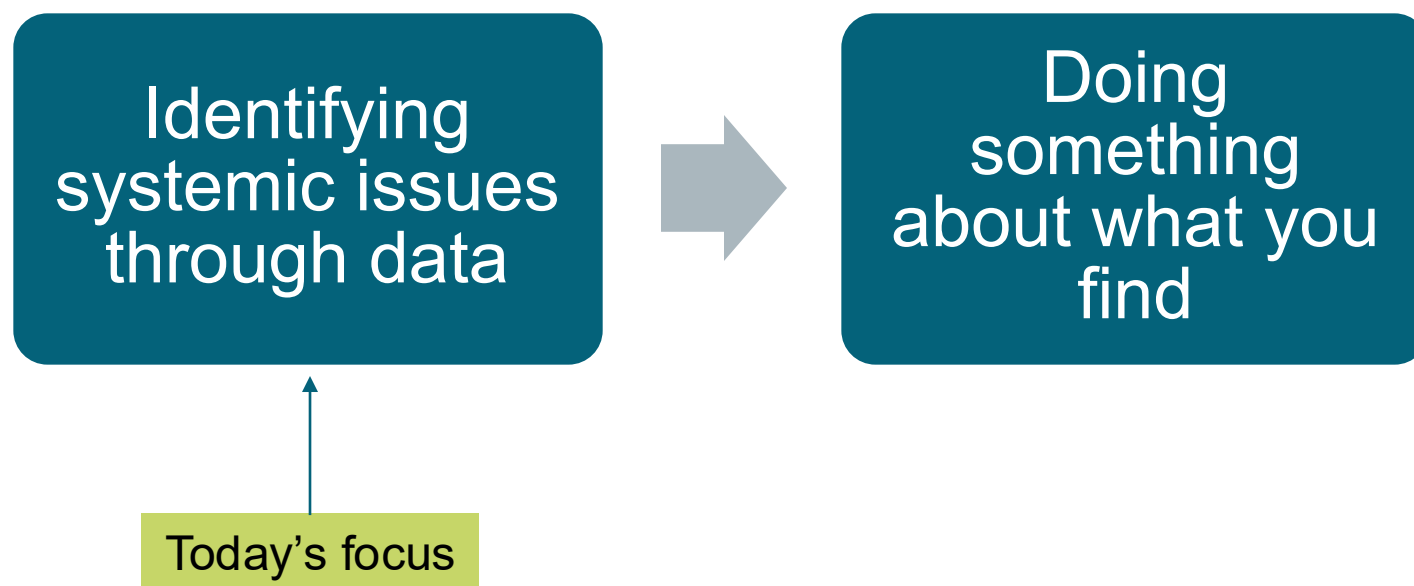
*Individual* has an issue, such as their case manager not responding to them

Today's focus



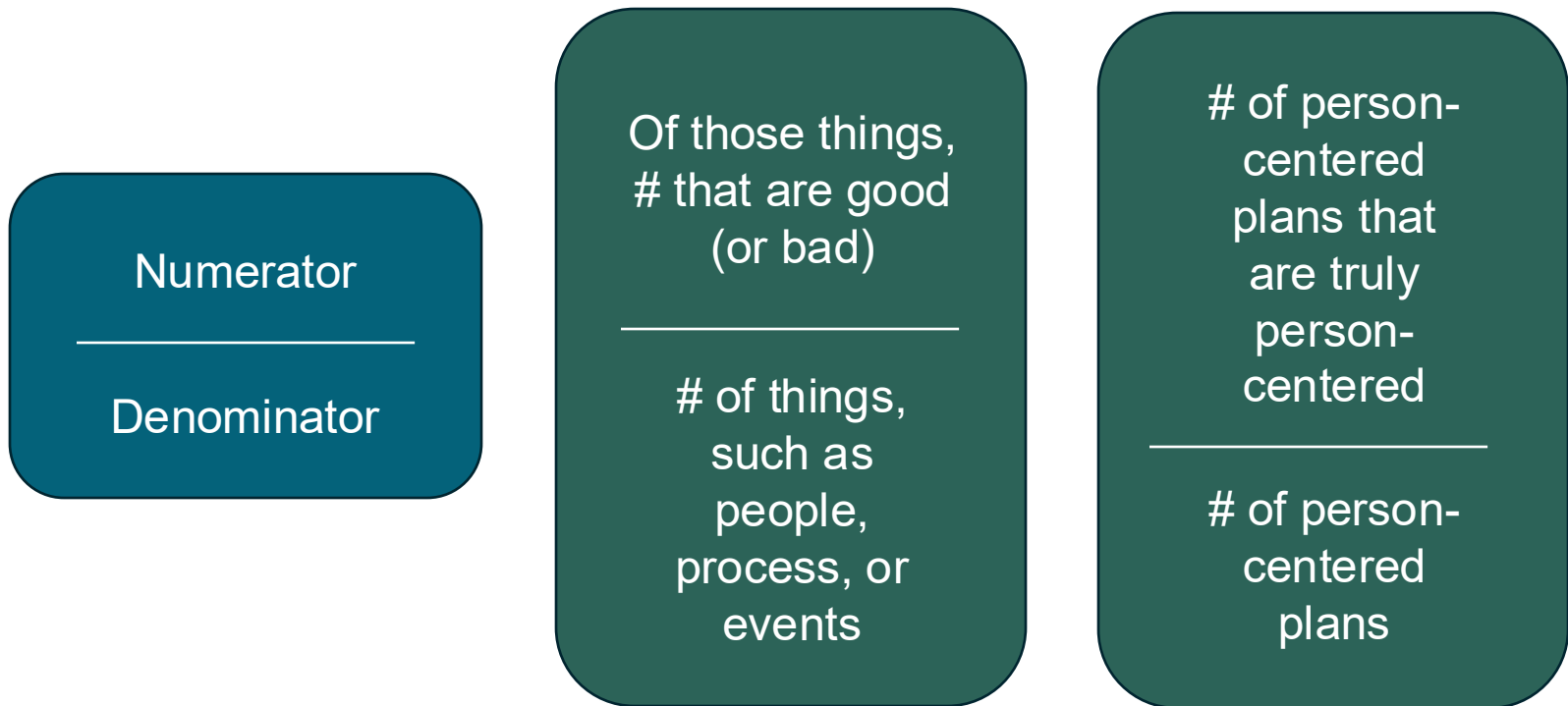
**HOME** is a system  
*System* has an issue, such as not enough case managers statewide

# What is systemic quality *management*?





# What is systemic quality *data*?

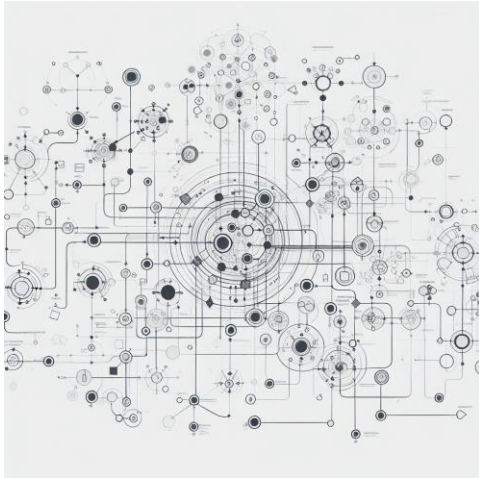


Percentages like these are called “quality measures.” They measure the quality and performance of the HOME system as a whole.

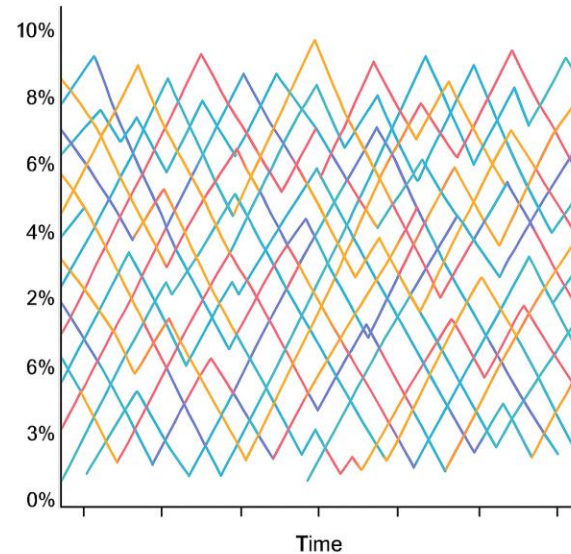
What systemic quality data  
should we look at to improve  
the way HOME works?

Well, that's a hard question ...

# Why is the right data hard to find?



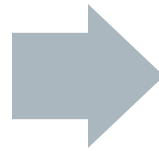
The system is complex; there are MANY actors.



The system generates a LOT of data; how do you choose what to look at?

# In an ideal world, what data would be most important?

Data on whether the things that the system needs to do help them achieve their goals are happening



Data on whether the people that HOME serves are having success

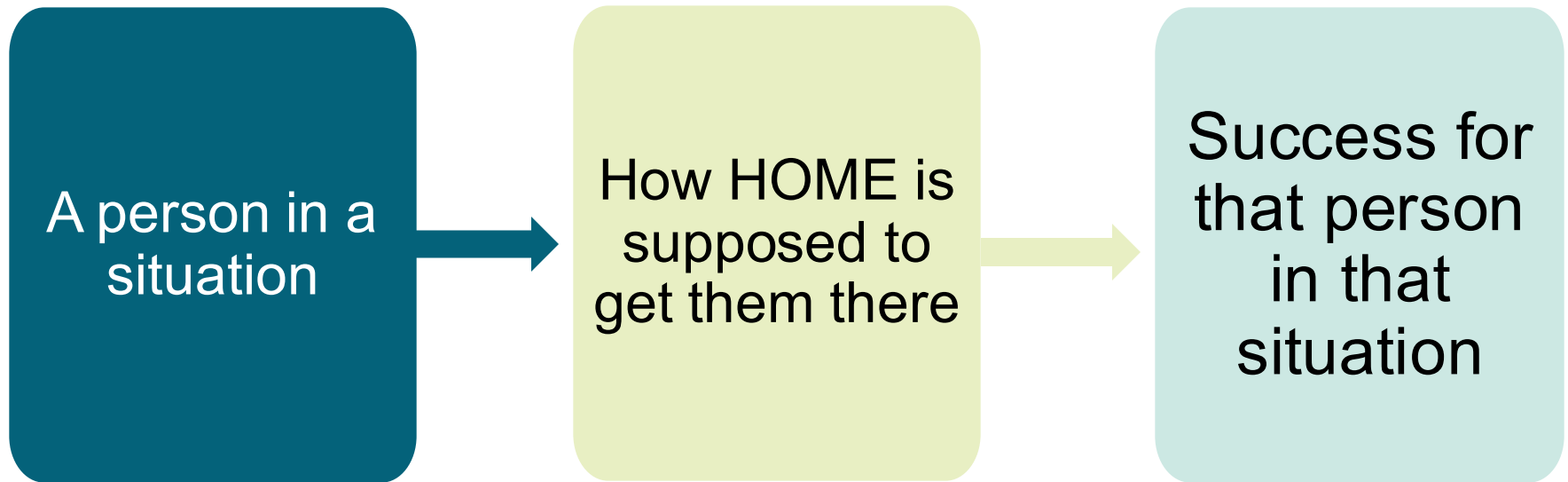
OK, but *how* do you find  
the data?

Through beneficiary journeys ...

Remember that the  
complex system serves  
and is made up of *people!*

This is key ...

# What is a journey?

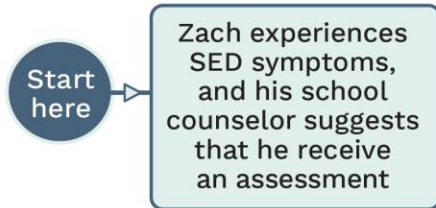


Zack is a teenager with  
serious emotional  
disturbance, or SED.

There are *many* Zacks.

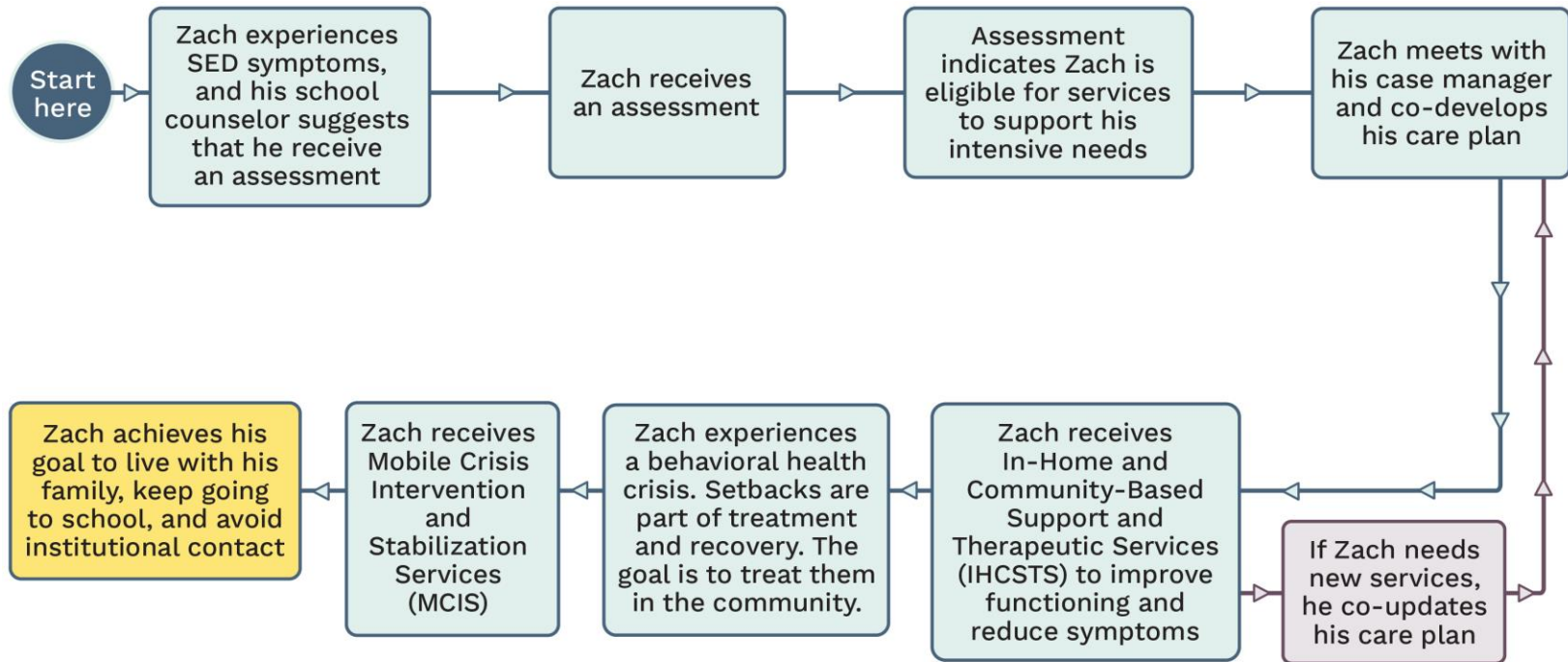


# How do we build a journey?

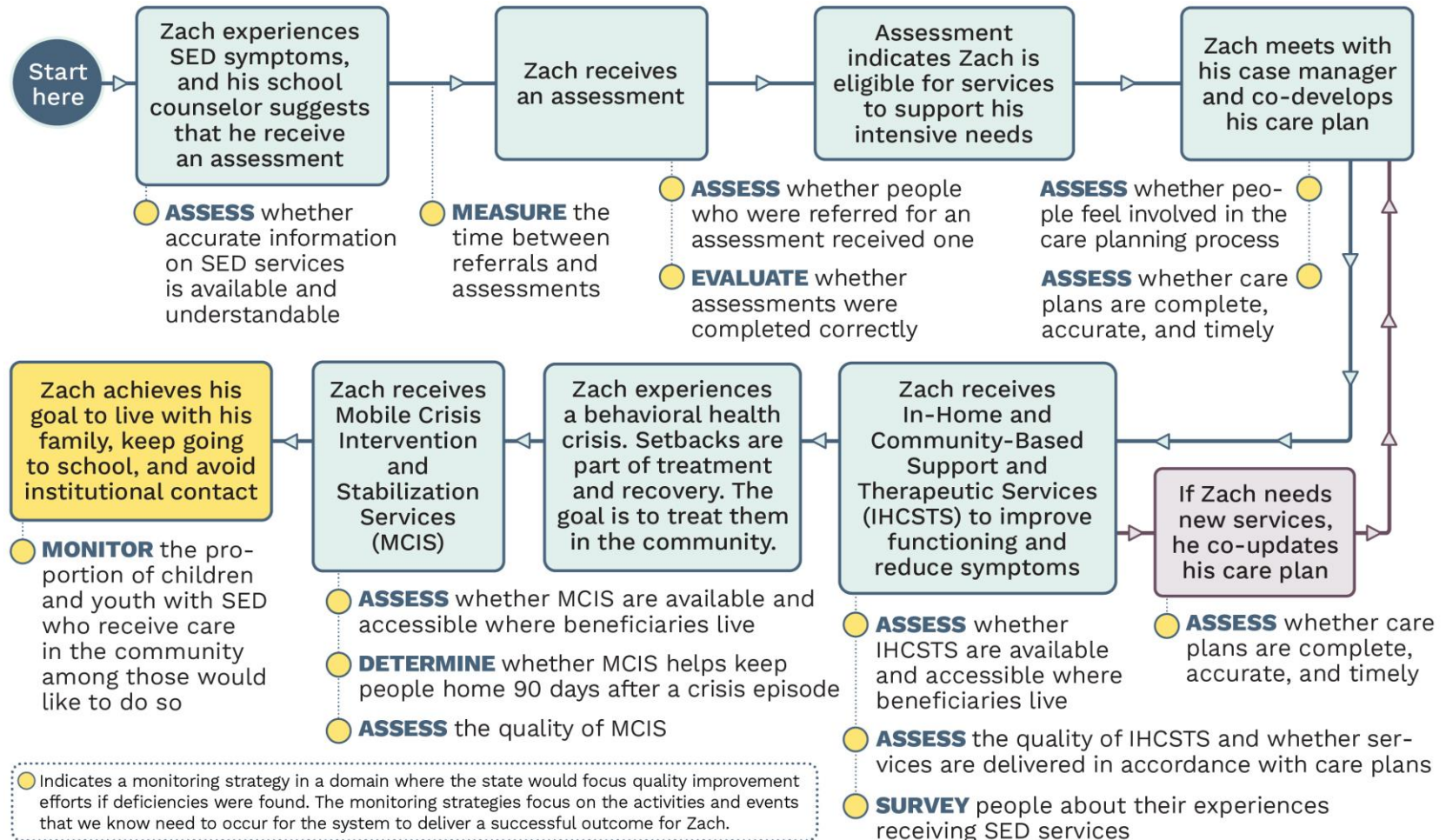


Zach achieves his goal to live with his family, keep going to school, and avoid institutional contact

# Continuing to build ...



# Journey → Measures



Journeys keep HOME quality management laser-focused on people, their success, and what it takes to get them there.

# Discussion

# Discussion Topics

- ▶ What questions or comments do you have about the motivation behind the quality management framework?
- ▶ How do you envision this framework being applied in practice?
- ▶ What suggestions would you make to improve the framework?
  - What other suggestions do you have for improving HOME systemic quality management?

# Discussion Topics (page 2)

- ▶ Which aspects of the quality journey are likely to resonate most with members? For providers?
- ▶ As HHS communicates future changes related to HOME, which parts of the framework should be emphasized or shared?
  - What would help make these communications more effective and engaging?

# HHS Communication Tools and Updates



# Iowa HHS Communications Update

- ▶ Case management subpage
- ▶ Systems improvement update and graphic
- ▶ Updated FAQ
- ▶ Social media updates
- ▶ Medicaid town halls
- ▶ HOME newsletter

# Ongoing HOME Policy Decisions

# HOME Waiver Go-Live Decision

- ▶ HHS is planning a staggered go-live approach for the HOME waivers.
  - Participants would move into the new HOME waivers in phases based on their current waiver enrollment.
  - Smaller waivers would go-live into the HOME waivers first, and the BI & ID waivers would go-live into the HOME waivers later.
- ▶ HHS will provide updates about different phases' go-live dates in future meetings.

# HOME Open Decisions

- ▶ HHS staff and leadership are reviewing fiscal estimates for the cost of HOME for next year's budget ask
- ▶ HHS subject matter experts are considering operational decisions about assessments, eligibility, individualized budget, and other topic areas.

# Waiver Changes for July Public Comment

# About

- ▶ We're sharing these updates to keep you informed about what's coming next.
  - HHS is working on timing and fine-tuning the approach.
  - This is an early preview and some details might change.
- ▶ We'd love your input on what members and providers need to hear—so we can ensure the message is clear, relevant, and responsive to their needs.
- ▶ We'd like your feedback on how to communicate the changes to the public describing the public comment period.

# Waiver Changes for July Public Comment

- ▶ HHS plans to submit amendments to the current HCBS waivers for public comment in July.
- ▶ HHS is targeting approval from CMS for proposed waiver amendments to go-live on January 1, 2026.
- ▶ The goal of making these changes now rather than waiting for the new HOME waiver go-live is to set up structures to ease the transition from the current to new waivers in the future.

# Summary of Waiver Changes for July Public Comment

- ▶ Individual Consumer Directed Attendant Care (ICDAC) transition
- ▶ Move to a single assessment entity
- ▶ Implementation of uniform assessment
- ▶ Use of InterRAI-Early Years for 0-3
- ▶ Implement amended WPNA (waiver prioritization needs assessment)
- ▶ Aligning service definitions
- ▶ Other technical changes, such as:
  - Updating ISB to optional
  - Minor language updates (e.g., “exception to policy” verbiage)



# Waiver Changes Details

- ▶ The next few slides provide more details about two of the proposed waiver amendments:
  - Aligning service definitions
  - Updating amended WPNA (waiver prioritization needs assessment)

# Waiver Waitlist Rollout Plan Overview

Iowa's HCBS waiver waitlists will be updated to:

1

Improve efficiency by reducing duplication across waitlists

2

Expedite waiver services for individuals with higher risk of institutionalization

3

Improve the user experience for waitlist members by increasing transparency and accessibility

# WPNA Updates

The WPNA is an optional questionnaire that members on the waitlist can fill out to describe their needs. The waiver amendment will add two new questions that will help HHS understand a members' risks for institutionalization

## Added new questions

- Risk of institutionalization is a weighted scoring based on the results of confirmatory analysis

Age, overnight hospital stays, and emergency department visits

- Populations of interest are documented without scoring

Age, overnight hospital stays, and emergency department visits

## Clarified language

- Minor updates made to improve clarity and conciseness of questions in response to steering committee feedback

## Updated formatting

- Prompts for narrative description included after each question as opposed to one prompt

# Service Alignment

## ► Two components of service alignment:

- Aligning definitions across the current HCBS waivers
- Updating service definitions to reflect merged services under the proposed HOME waivers

## ► Intended to simplify and smooth the transition from the current waivers to new HOME waivers in the future.

## ► Merging services is intended to help connect members to the right services to best match their needs.

For instance, some waiver services have different names but similar or overlapping service definitions.

### **Example:**

Home and Vehicle Modifications and Environmental Modifications and Adaptive Devices.

# Public Comment Period

# About

- ▶ Last year, we gathered feedback from steering committee members about how to communicate to the public about forthcoming public comment periods.
- ▶ The next slides share information about preparations for and how to participate in the public comment period.
- ▶ We'd like your feedback on the approach and the details to share with the public.

# Preparing for Public Comment

**We'll share information about the chance to provide public comment on the waiver amendment in a few ways:**

- Documents explaining the main proposed changes to share on the public comment website
- Social media posts
- The waiver amendment changes will take effect **January 2026**. The waiver redesign public comment period will happen in 2026.

We will send the Steering Committee an email with this information, that you can share with your networks.

# How do I submit a public comment?

- Public comments are important and HHS wants to include your thoughts.
- Read the summary of the proposed waiver changes (or the full waiver!), which will be posted on the HHS website.
- Write down your thoughts about the waiver changes. The more specific the feedback, the better!
- Comments can be mailed or emailed. These instructions will be on the HHS website.



# Questions?



Health and  
Human Services