

Quality Improvement and Assurance Subcommittee Meeting

Jenny Erdman, HHS

January 28th, 2026



Health and
Human Services

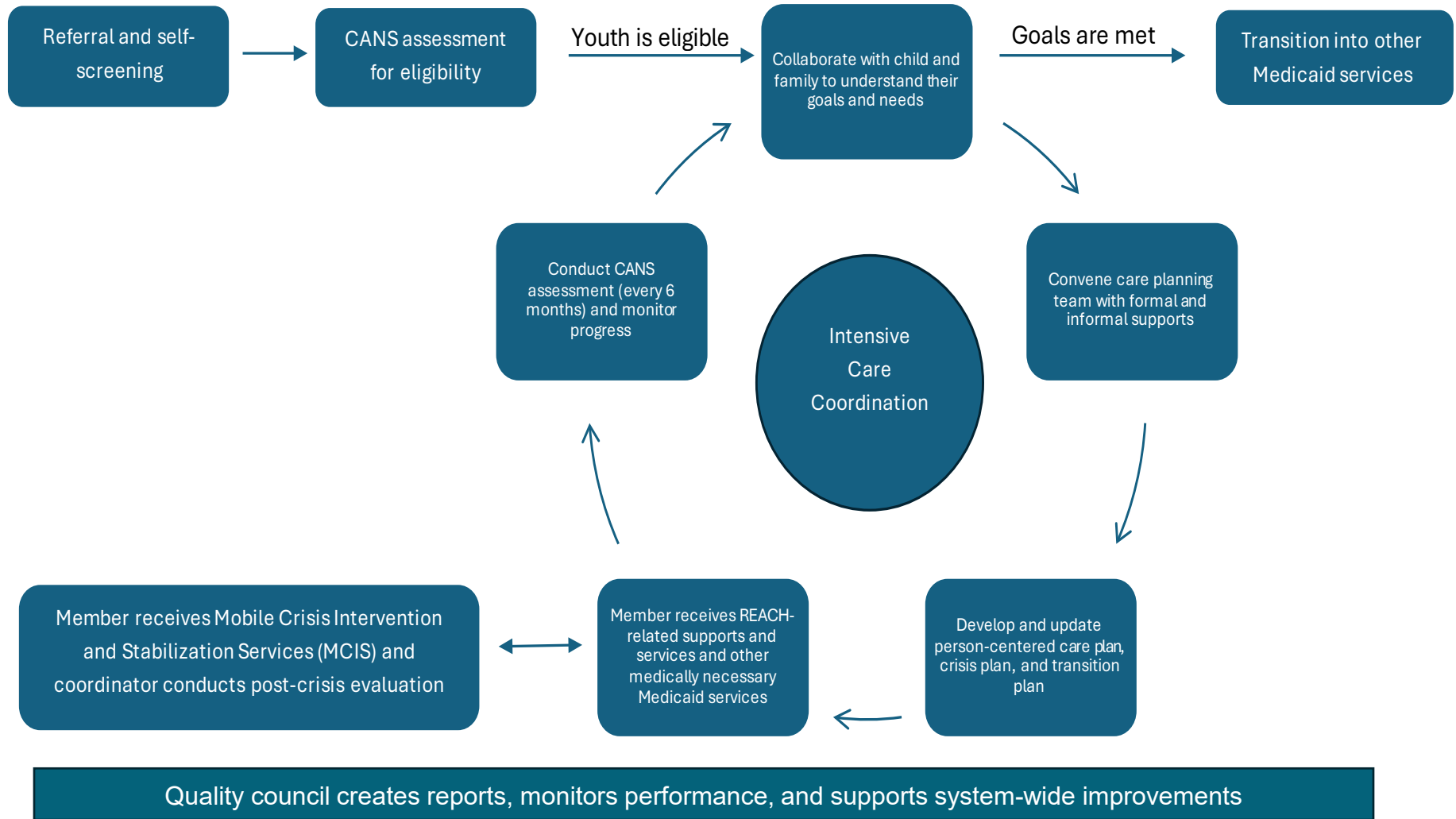


Agenda

- ▶ REACH Service System Design
- ▶ Department Initiatives
- ▶ Discussion
- ▶ Public Comment

REACH Service System Design

REACH Service System Diagram - Draft



Key Principles

Each subcommittee developed key principles to guide their recommendation, informed by the Settlement Agreement and their knowledge of Iowa's system

Assessment

- Strengths-based
- Customizable
- Incorporates youth and family voice
- Secure, accessible data storage

Services

- Child and family centered and led
- Reflects and builds provider capacity
- Aligns the behavioral health system

Coordination

- Fosters strong provider-family relationships
- Enhances cross-system coordination
- Clear provider roles

Quality

- Child and family centered
- Fosters accountability for HHS and providers
- Accessible and relevant to a variety of audiences

Family and youth engagement and system alignment is central to each recommendation

Quality Subcommittee Recommendations

- ▶ Proposed 9 new key performance indicators to ensure high-quality care, focusing on
 - Member engagement with services
 - Improvements in outcomes measured by the CANS
 - Service availability in less restrictive settings

- ▶ Suggested reports to improve engagement with quality metrics, including
 - County-level reports
 - Quality scorecards
 - Personal conversations with families related to their care goals

Quality Improvement and Accountability (QIA) Plan

- ▶ The subcommittee's recommendation acts as a draft QIA Plan
- ▶ Per the Settlement Agreement, the QIA Plan will "establish the approach and expectations for continuous quality improvement and accountability and identifies key performance measures"
- ▶ The formal QIA Plan will launch on **July 1, 2026**

Next Steps

- ▶ To prepare for the QIA Plan launch, HHS will
 - Work collaboratively with child-serving agencies, state agencies, counties and providers to prepare for launch
 - Improve data quality and processes for collecting and analyzing key performance metrics
 - Develop templates for quality reporting
 - Engage the quality subcommittee and other stakeholders

- ▶ As HHS prepares for implementation, we plan for the Quality Subcommittee to meet every other month

Discussion

- ▶ As the state begins to define the key performance indicators, which partners should the state engage to ensure
 - Metrics are aligned with existing systems?
 - New metrics reflect existing needs?

- ▶ How can the state begin preparing partners for the QIA plan launch?
 - Have certain informational materials or meetings been helpful for improving quality reporting in the past?

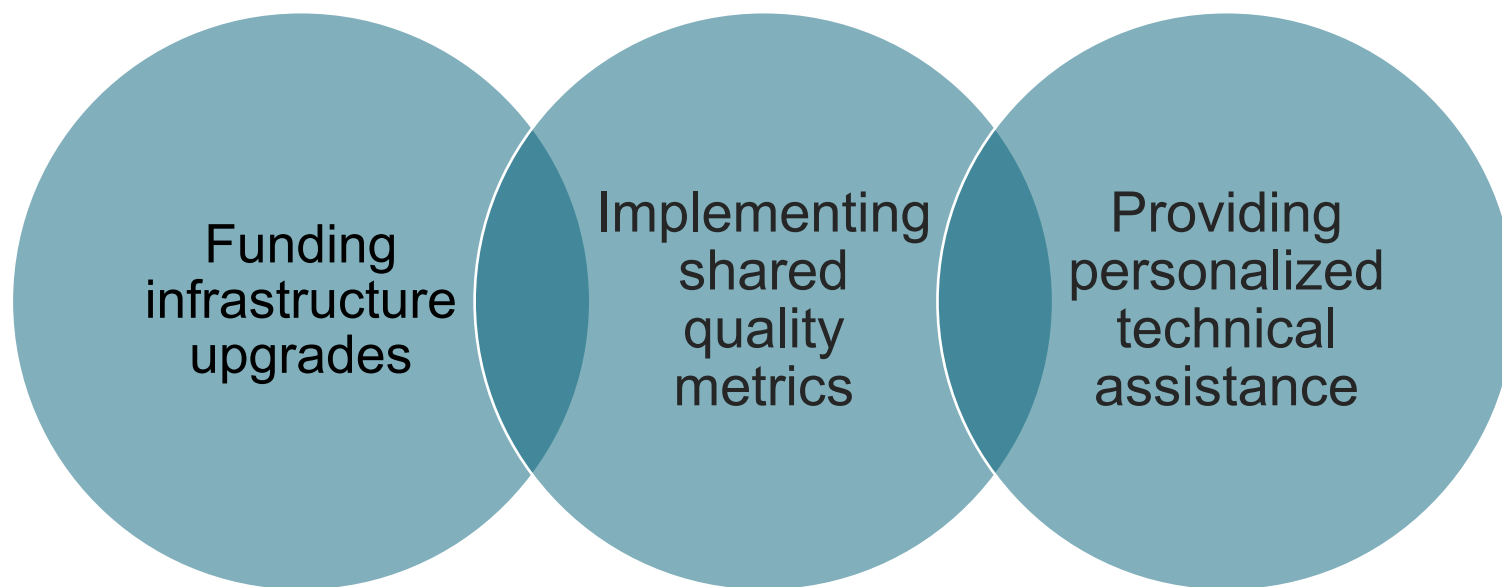
Department Initiatives

Healthy Hometowns

- ▶ Iowa has been awarded \$200 million from the federal government for investments related to our Rural Health Transformation Program, Healthy Hometowns
- ▶ Healthy Hometowns has several initiatives to improve rural healthcare

Healthy Hometowns Health Hubs

The Health Hubs may provide quality improvement support through



Hope and Opportunity in Many Environments (HOME) Project

- ▶ The HOME project is a statewide initiative to transform Iowa's Medicaid-funded Home and Community-Based Services (HCBS) system
- ▶ The goals of HOME are to enhance services, support people to remain in their communities with their loved ones and make it easier for people to access the supports they need.

Hope and Opportunity in Many Environments (HOME) Project

- ▶ Currently, there are 6 diagnosis-based waivers and one elderly waiver to access services
 - Members have expressed concerns about long waitlists and limited information about services under the current system
- ▶ HOME is streamlining the current waivers by replacing them with three age-based waivers
 - The new waiver system is designed to deliver consistent support based on needs rather than diagnoses

Quality Changes Under the Waiver

- ▶ Under the new waiver, there will be changes to quality metrics and processes
- ▶ Select quality metrics include
 - Number and percent of service plans addressing member needs, including risks and personal goals
 - Number and percent of members whose services were delivered according to the service plan, including type, scope, amount, duration, and frequency
- ▶ Quality processes include a Quality Committee who directs workgroups, monitors performance, and designs quality improvement strategies

Waiver Public Comment Period

► What is a public comment period?

- Iowa HHS operates HCBS using Medicaid waivers. The federal Centers for Medicare & Medicaid Services (CMS) requires states to have a public comment period for waiver changes.
- A public comment period is a set amount of time when anyone can share their feedback on a proposed change before it's finalized.
- This process makes sure the people who might use the services, and their families and communities, get a chance to share their thoughts and concerns.

► You can submit feedback by mail or email.

- Written comments may be addressed to Long Term Services and Supports Bureau, Department of Health and Human Services, Iowa Medicaid, 321 East 12th St., Des Moines, IA 50319-0114. Comments may also be sent via electronic mail to: HCBS_Public_Comment@hhs.iowa.gov
- **All comments must be received by: February 13th, 2026, at 11:59pm CT.**

Discussion

- ▶ Do you have any concerns or questions about these other initiatives?



Public Comment



Health and
Human Services