

# HOME Project Steering Committee - Meeting Summary

Tuesday, March 31, 2026, from 3:00 – 4:30 P.M. CT

## Discussion: Meeting Value and Priorities

Participants discussed what would make meetings more meaningful and effective. Overall, members emphasized the importance of transparency, actionable updates, and a clear sense of purpose.

### Key themes included:

- A desire for regular updates on assessment progress, including data and measurable outcomes.
- Interest in shifting future discussions toward evaluating success as the roadmap becomes clearer, including tracking outcomes and quality metrics.
- The need to address broader systemic challenges—such as reimbursement rates, workforce shortages, and provider participation—as these issues may limit progress in other areas.
- Requests for greater clarity on timelines, committee responsibilities, and when members will be asked to act.
- Emphasis on ensuring meetings feel productive and collaborative, rather than procedural.
- Concerns about maintaining alignment between waivers and administrative code, particularly as policies evolve and references become outdated.
- Interest in contingency planning related to potential external changes and identifying where the committee can provide guidance.
- A request for consistent engagement from all participants during meetings.

Additional concerns raised included reduced service hours, barriers related to administrative code requirements, and ongoing caregiver workforce challenges. There was also interest in sharing external workgroup outputs, such as caregiver training resources, with the committee in the future.

## **Public Comment Process**

### **Overview**

In an effort to increase transparency, , a detailed summary of public comments was shared. It was noted that this level of detail may not be standard practice moving forward. It was also clarified that individual public comments are not responded to directly or publicly, in part to respect privacy.

### **Feedback on the Process**

Participants provided several suggestions to improve accessibility, increase public input and volume of submission, and transparency:

- Instructions for submitting public comments should be clearly explained at the beginning of sessions, not just at the end. Ensure that all instructions regarding how to submit are consistent across sources.
- The comment period felt too short and broader outreach may be needed to increase participation.
- A web-based submission option was suggested to simplify the process.
- Participants requested clearer communication about how comments are reviewed, categorized, and used especially when feedback does not result in visible changes.
- There were concerns about whether all comments were captured accurately in summaries; clarification was provided that all submissions were reviewed, even if not individually reflected.
- Suggestions included sending direct notifications (e.g., email alerts) to waiver participants when comment periods open.
- Additional ideas included offering training on how to submit effective public comments (similar to training on how to provide legislative testimony) and partnering with external organizations to support this effort.

Participants also recommended collecting more direct feedback from waiver participants on their experiences and organizing listening sessions by waiver population to make discussions more relevant.

## Understanding Impact and Missing Information

A recurring theme was the difficulty in translating lengthy, technical application materials into real-world impact. Participants noted:

- Information shared can feel overwhelming and lacks concrete, practical examples.
- Key details such as fee schedules and rate structures are missing, leading to uncertainty and concern.
- There is confusion about how proposed changes will differ from current waivers, particularly when services appear similar.

Participants emphasized the need for clear “current vs. future” comparisons to help individuals and families understand what changes mean for them.

## Communications and Engagement

Participants discussed how to better communicate with individuals who are less familiar with waiver systems.

### Feedback on Current Materials

- Quick guides were seen as inconsistent—some found them helpful, while others found them overwhelming or unclear.
- Materials often present too much information at once without grounding users in what they already know.
- There is a disconnect between simplified materials and more complex waiver applications.
- Information can feel system-focused rather than user-centered.

### Recommendations for Improvement

Participants suggested:

- Using detailed, real-life examples (e.g., showing a current service plan and how it would translate under a new waiver).
- Breaking information down by audience (e.g., children vs. adults, providers vs. members).
- Creating simpler, more focused materials (e.g., “CliffsNotes”-style guides, flowcharts, short videos).

- Providing clearer explanations of services providing examples and explanations that will allow each person to make informed decisions as they collaborate in building out person- centered plans that best fit their unique needs
- Offering more structured training for case managers, providers, and independent service brokers to reduce confusion and errors.
- Clarifying timelines, deadlines, and what actions people should take under current waivers.
- Providing topic-specific resources and organizing website content to make it easier to navigate.
- Developing ready-to-share communication materials for stakeholders, including pre-written social media content.
- Expanding communication channels beyond email, including social media and short, recurring video updates.

Participants also highlighted the importance of ensuring case managers and providers are well-trained, as they play a key role in helping individuals understand and navigate changes.

### **Overall Takeaways**

The discussion reinforced several overarching priorities:

- Increase clarity, transparency, and usability of information.
- Provide concrete examples to demonstrate real-world impact.
- Improve communication strategies to reach broader and more diverse audiences.
- Address systemic challenges that may affect implementation.
- Ensure stakeholders feel heard and that their input contributes meaningfully to outcomes.

The next HOME Project Steering Committee Meeting will be held on **Tuesday, April 28th, 2026, from 3:00pm-4:30pm CT.**