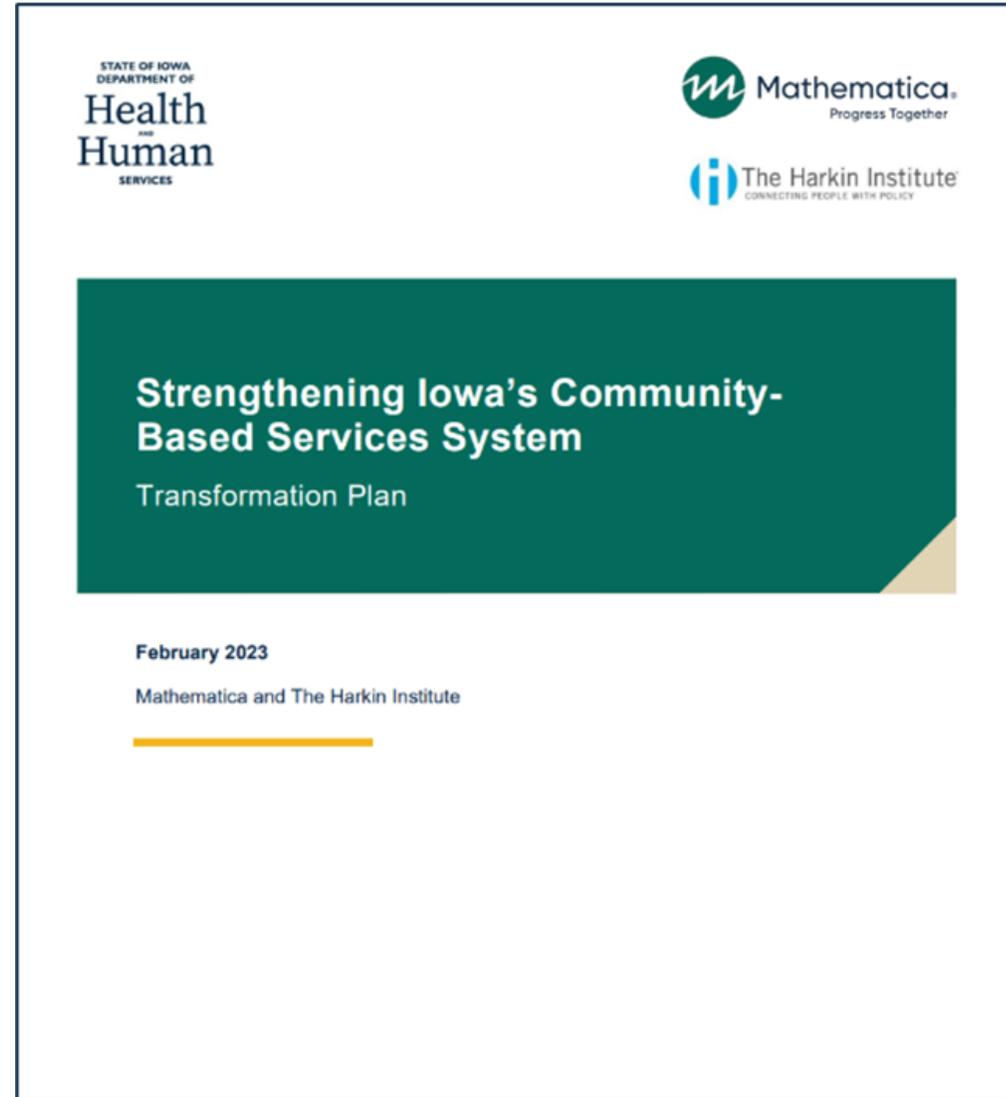


Iowa Community-based Services (CBS) Transformation Plan

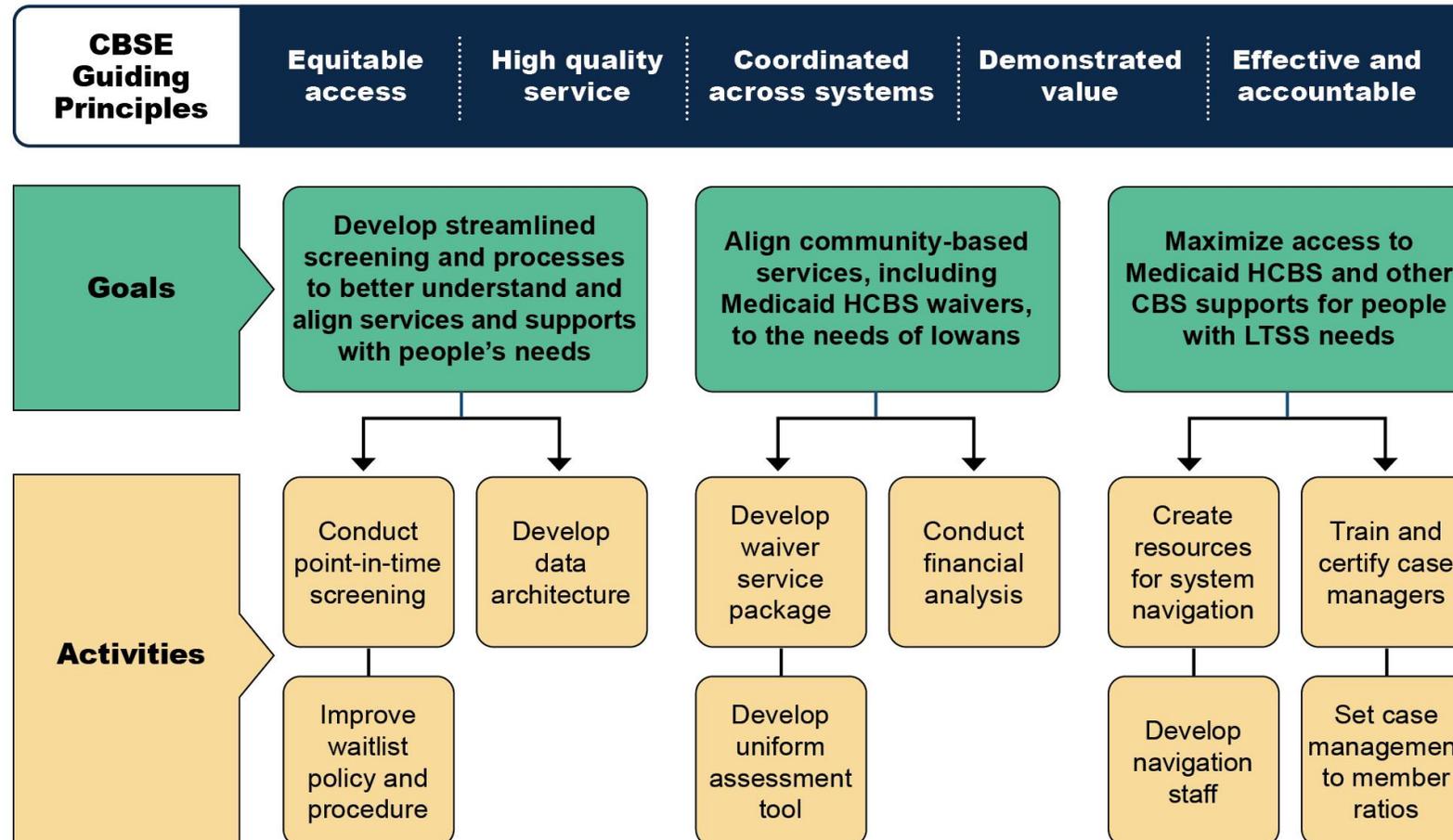
March 31, 2023

An action plan to implement recommendations from the community-based services evaluation

Transformation Plan



Iowa CBS Transformation Plan framework





Using the active implementation framework to guide implementation

Three Key Takeaways

1. Iowa can improve community integration by:
 - Implementing streamlined screening and processes
 - Aligning services to need
 - Maximizing access to supports
2. The implementation team will leverage the expertise of partners and members to create solutions.
3. Implementation activities require accountability.



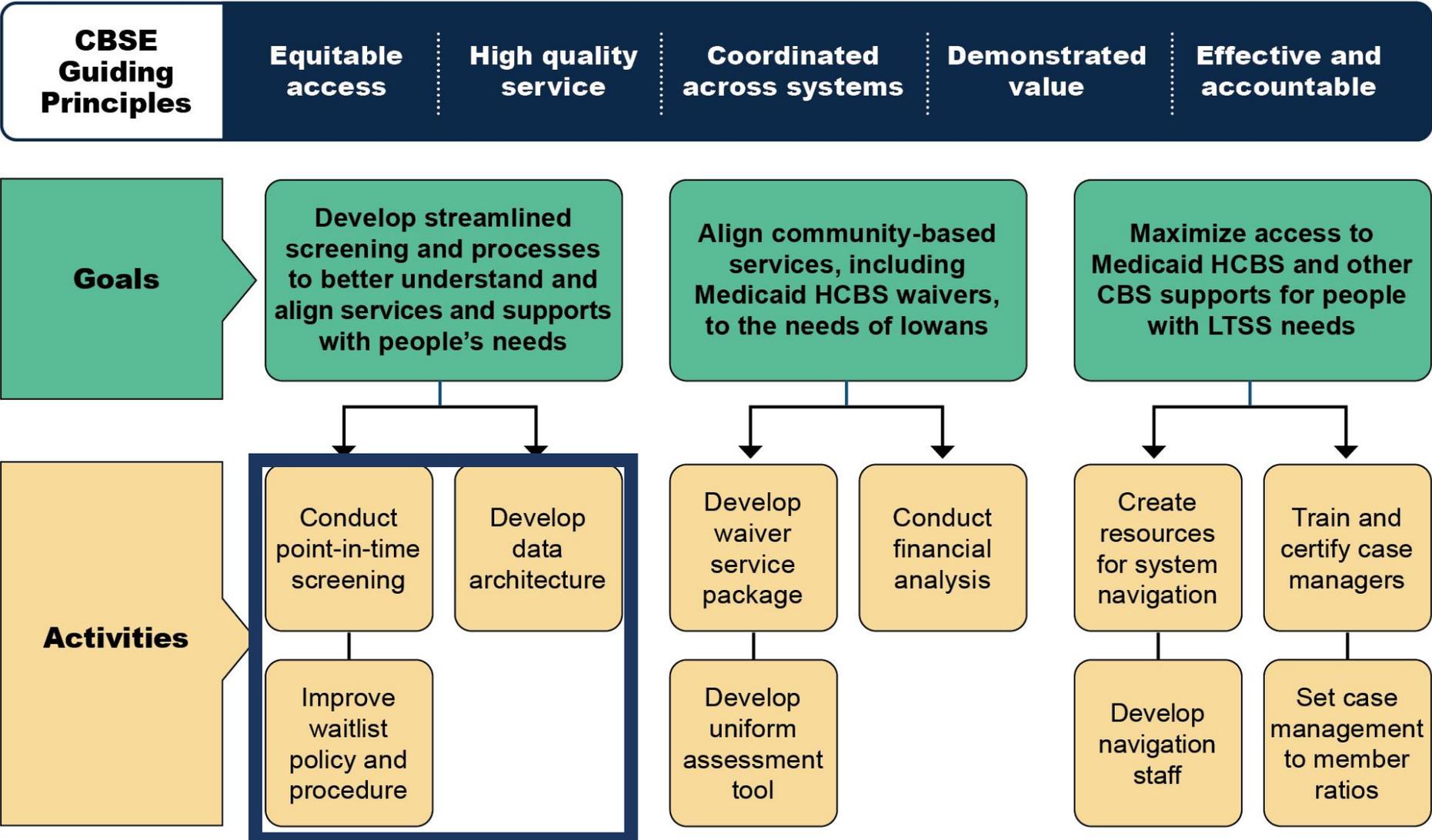
Takeaway 1:

Iowa can improve community integration by

- (1) implementing streamlined screening and processes,
- (2) aligning services to need, and
- (3) maximizing access to supports



Iowa CBS Transformation Plan framework



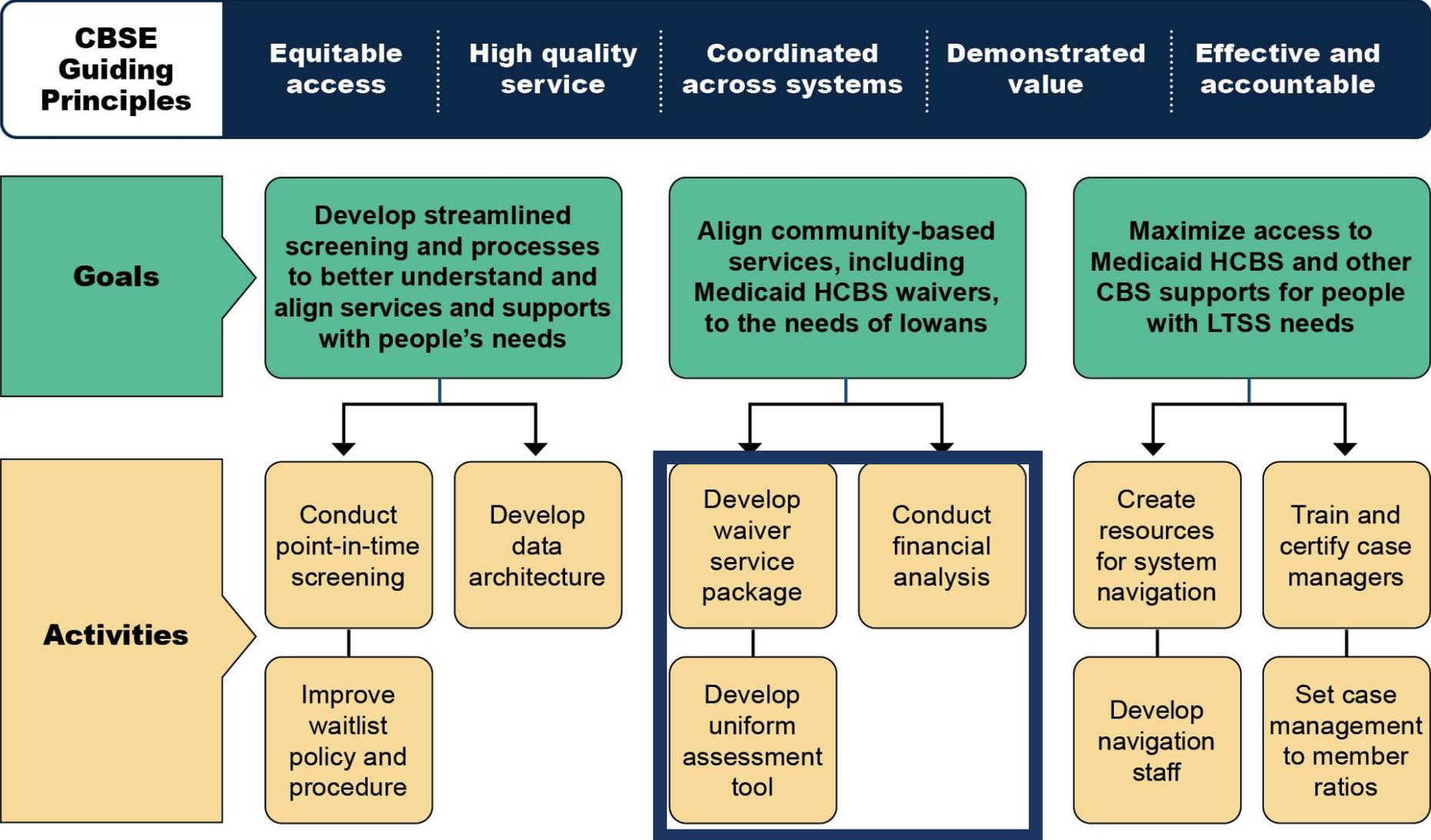


Implement streamlined screening and processes

	Conduct point-in-time screening	Improve waitlist policy and procedure	Develop data architecture
Reason	Missing information about the needs of people on waitlist in order to refer or connect to services	Waitlists are not targeted to support those most in needs of CBS	There is no process for connecting people to services or collect information about need
Description	Conduct a screening of all people on the waitlist to assess need	Develop policies and procedures that define prioritization criteria	Develop data system that can support new waitlist screening and procedures



Iowa CBS Transformation Plan framework



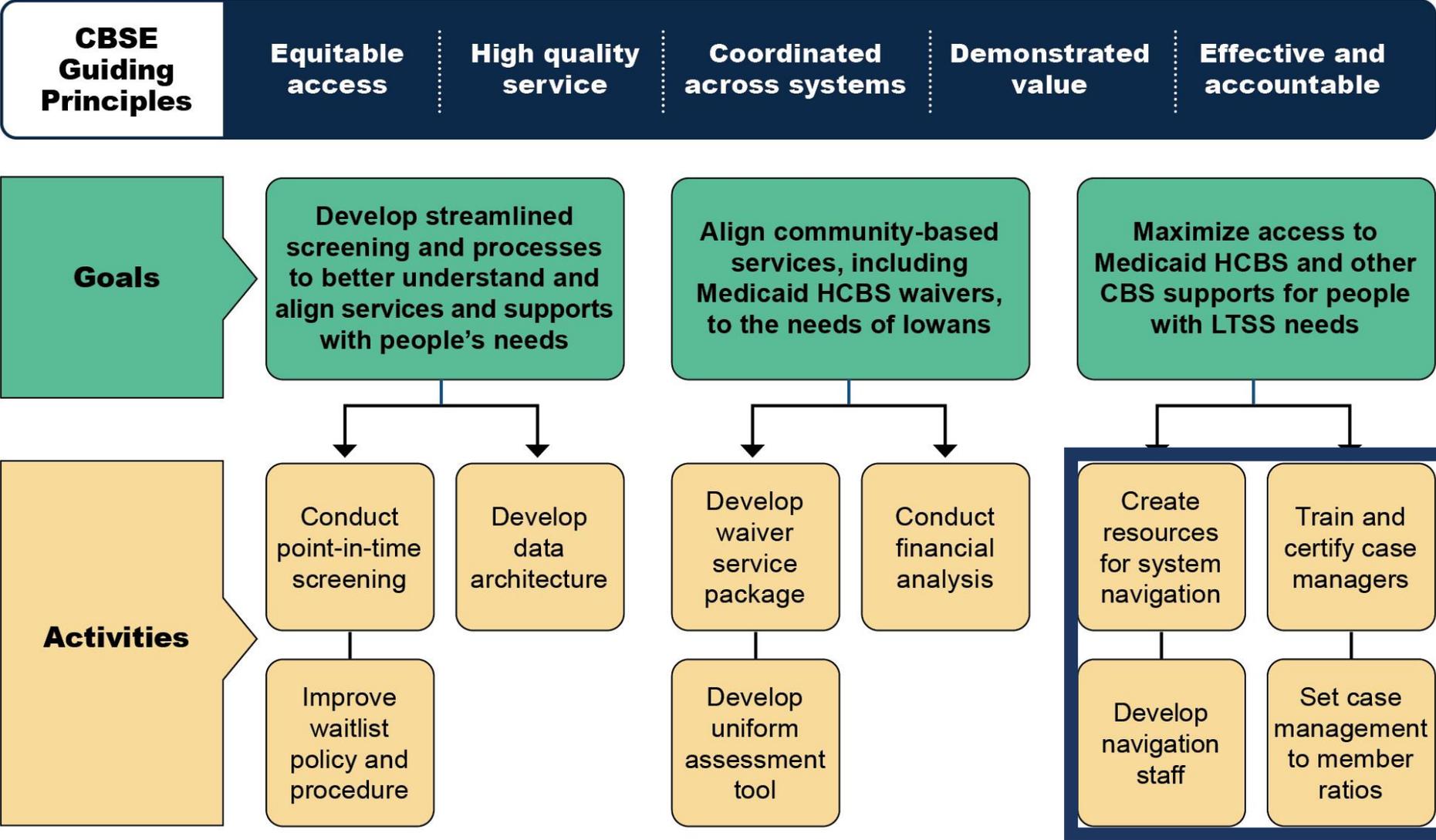


Align CBS to lowans' needs

	Develop waiver service package	Conduct financial analysis to maximize dollars in the system	Develop uniform assessment tool
Reason	Waiver structure based on diagnosis is inadequate to meet people's needs	There are limited resources to serve people, and funding streams lack coordination	Current use of multiple assessment tools does not allow for measuring need across different waiver populations
Description	Identify a package of services that people need to remain in their communities	Assess financial benefits and tradeoffs of changes to the system and identify opportunities for alignment	Identify and prepare to launch a universal assessment tool and process



Iowa CBS Transformation Plan framework





Maximize access to services: System navigation

	Create resources for system navigation	Develop system navigation staff
Reason	Consumers do not have easy access to accurate information about services	Consumers do not have easy access to accurate information about services
Description	Identify tools and resources to improve the content and availability of information about services	Create a system navigator position to help people navigate the CBS system



Maximize access to services: Case management

	Train and certify case managers	Set case management to member ratios
Reason	Case management does not always connect people to needed services or help with transitions	Case managers are not always available to support members when needs arise
Description	Implement training programs for case managers to ensure consistency and quality	Identify and establish case management to member ratios

Takeaway 2:

The team will leverage the expertise among partners and members to create solutions.

Hearing from members and caregivers

■ Purpose

- Collect ideas and feedback through conversations
- Identify and explore solutions for system improvements

■ Opportunities

- Focus groups and listening sessions
- Workgroups
- Interviews



Supporting a Steering Committee

■ Purpose

- Provide input about activities and proposed changes
- Consider how changes will impact people who use services

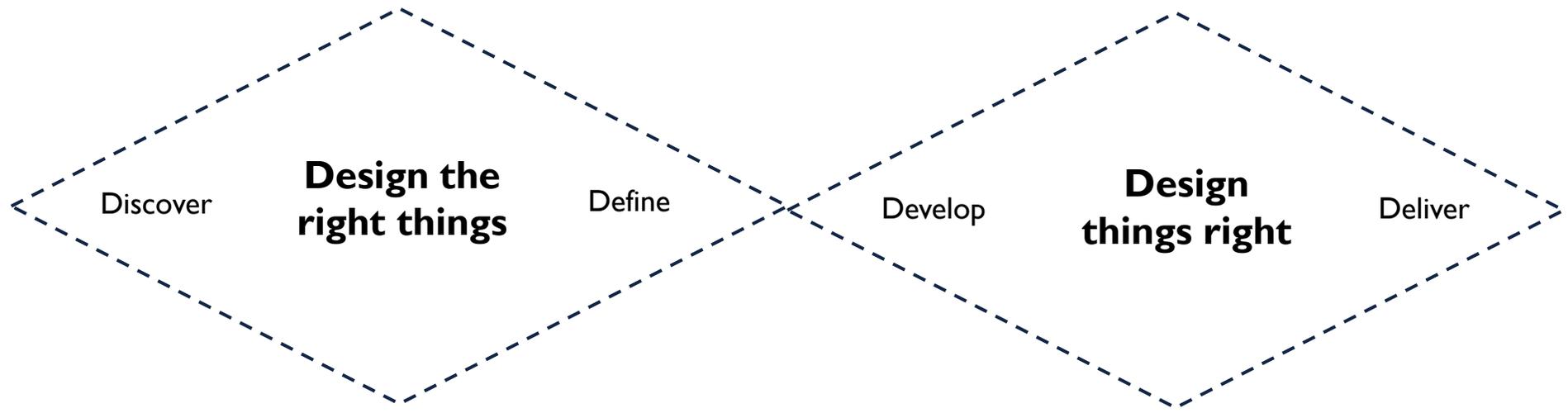
■ Members

- People who use CBS services
- Caregivers of people who use CBS services
- CBS Providers

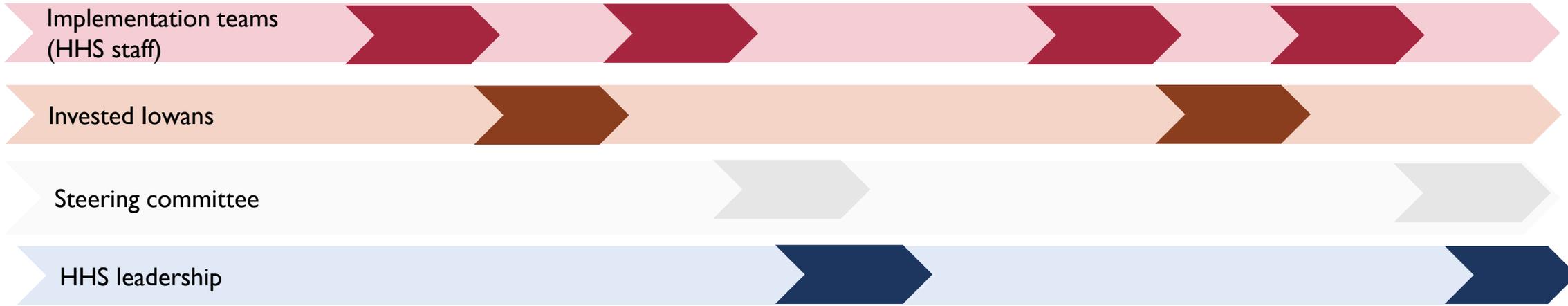




Co-create solutions with Invested lowans

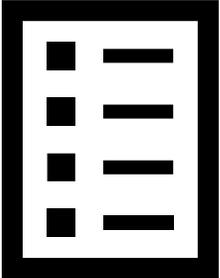


Challenge Unstructured finding Opportunities Many ideas Proposed solution

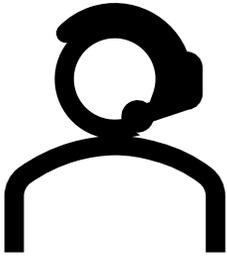




Communication channels to share information



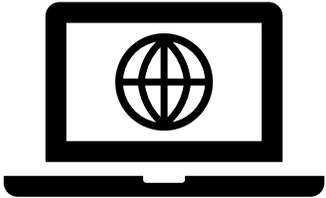
FAQ and summary documents



Townhall and office hours



Newsletters



Website updates



Email updates

Takeaway 3:
Implementation activities require
accountability.



Accountability measures

- Extent to which activities demonstrate progress

Strategic Learning



- Extent to which activities change the system

Systems Change

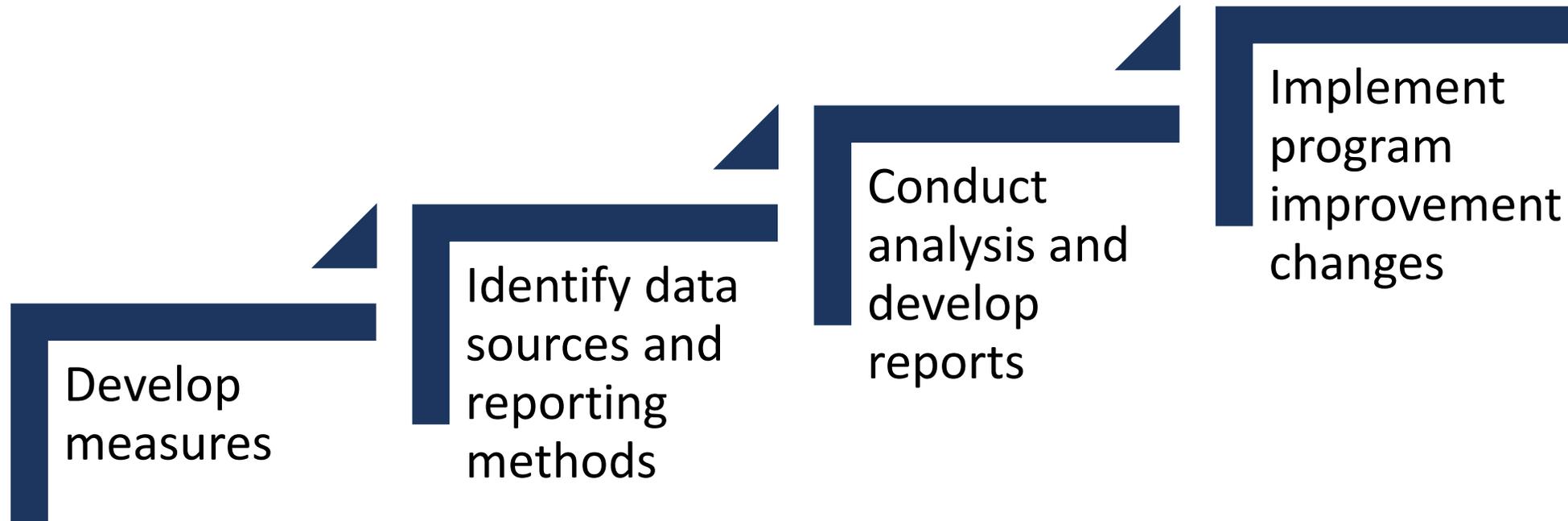


- Extent to which activities help to make lives better

Mission outcomes



Steps for data-driven accountability



Questions

How can you find out more?

Review details about upcoming feedback sessions and submit an [interest form](#) if you would like to take part. Continue to check the [Community-Based Services Redesign web page](#) and Iowa Medicaid's [Twitter](#) and [Facebook](#) pages for updates on progress, decisions, achievement of milestones, upcoming activities, resources and more! We will also include upcoming feedback opportunities on the [Iowa HHS public calendar](#). Contact the Mathematica-Harkin team with any questions: iowahcbs@mathematica-mpr.com.

