

Iowa Community-Based Services Evaluation Redesign

Steering Committee

Tuesday June 27, 2023

Agenda for today

Welcome

Project updates

Survey overview

Discussion

Upcoming interviews

Next steps



Project updates

HHS website update

- Iowa HHS would like to post all Steering Committee slides and summaries on their website.
- If you would like to opt-out and have your name removed from any of these materials, please send an email to: iowahcbs@mathematica-mpr.com

May meeting: Waiver redesign feedback

- **What is working well about waiver services?**
 - Waiver services can sometimes work well when individuals receive help to understand the waivers. But it's difficult when agencies don't have enough staff, and even when they do, it takes a long time to get started.
- **What should we keep in mind as we talk to people about waiver services?**
 - Resources are shared reactively rather than proactively, so it makes it hard to find out what other community resources are available. A bulleted list of available community resources could help individuals and caregivers.
- **What are your thoughts on simplifying the waiver programs into a single waiver or a waiver separated by age or tiered need?**
 - A single needs-based, tiered waiver could work well because not every person needs every waiver service. However, it's important to keep separate services between adults and children, while making sure that the transition between the two is smooth.

May meeting: Case management feedback

- **What are three common reasons that a person reaches out to their case manager?**
 - They need a change or new service that starts with the case manager.
 - For billing issues, for example, a consumer directed attendant care (CDAC) provider is not getting paid.
 - To get help with denials of service.
- **What are the top three things that you think a case manager should be able to do really well?**
 - Be educated on the beneficiaries needs.
 - Have complete information on available local community and state services and how to blend funding.
 - Be able to explain to members why things can't happen or aren't approved.

April Meeting: Point-in-time screening tool update

- **Steering Committee feedback on important aspects of the PIT screening approach:**
 - How a universal screening tool could work
 - Factors to think about when choosing a tool
 - Areas that should be a priority for screening
- **We included parts from other screeners to help target specific sub-domains like behavioral health, intellectual and developmental disabilities (I/DD), cognition, and decision-making abilities.**
- **Our next steps are to:**
 - Test the initial tool
 - Finalize the recommended tool with Iowa HHS
 - Work out the logistical details
 - Involve the Steering Committee and the community in these discussions



Survey overview

Purpose of the survey

- **Gather direct input from Iowans about:**
 - The specific services people need
 - The problems they have getting the services they need
 - Suggestions to make services work better
- **Gather input from three important groups:**
 - People who use services and their caregivers
 - Case managers
 - Service providers

Survey content

- **Respondent characteristics**

- Home zip code, age, gender, race of people who use services, and waivers and/or waitlists they are currently on
- Case managers' caseload size and average time spent per week working with people who need services
- Counties in which providers offer services, and services they can and cannot provide

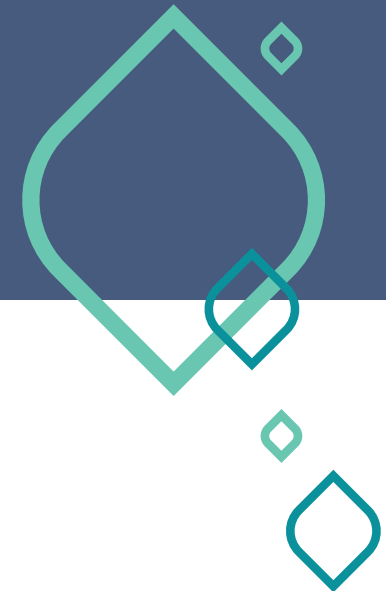
Survey content

- **Service needs and experiences accessing services**
 - Which services do people need but not receive?
 - Which received services don't fully meet people's needs? Why?
 - What obstacles do people face accessing services?
 - What would make accessing services easier for people?

Survey content

- **Specific questions for case managers and providers**

- For **case managers**, which services are most difficult to access for people who need them? Which waivers are less likely to cover services or make accessing services challenging for people?
- For **providers**, what prevents them from becoming authorized to provide specific services? What are their thoughts about requirements for becoming qualified to provide services?



Questions?

Survey introduction language

The Iowa Department of Health and Human Services (HHS) is working with Mathematica to find out how well community-based Medicaid services work for Iowans who need them. When we say community-based services, we mean services Medicaid pays for that you receive in your home or with your job. This could include case management, personal care, and home health care.

We have created a survey to learn more about:

1. The specific services people need
2. The problems they have getting the services they need
3. Ideas you have to make services work better

Mathematica will use the information from this survey to recommend ways that HHS can make it easier for people in Iowa to access services they need to be healthy and independent.

Survey introduction language contd.

Your participation in this survey is completely voluntary, and there aren't any risks from filling out the survey. However, if you feel uncomfortable answering any questions, you can stop filling out the survey at any time. It is very important for us to learn your opinions. Your survey responses will be strictly confidential, and your personal information will not be shared in any reports.

It will take you about 15 minutes to fill out this survey.

If you have questions at any time about the survey or the procedures, you may contact Britta Seifert at 269-967-4610 or by email at bseifert@mathematica-mpr.com.

Thank you very much for sharing your thoughts with us. Please start with the survey now by clicking on the Continue button below.



Discussion

Survey feedback

- **What do you think of the survey design and format? Will the survey be accessible to diverse respondents?**
- **Do the questions make sense? Do we describe services in a way that resonates with your experience?**
- **What are we missing?**
- **What other feedback do you have?**



Survey dissemination brainstorming

Survey dissemination

- **Target reach of survey**
 - 200+ people who use services and caregivers
 - 50+ case managers
 - 50+ providers
- **Outreach strategies**
 - Disseminate through Steering Committee
 - Send to individuals who filled out expression of interest form and/or participated in interviews and indicated we could contact them in the future
 - Share through HHS social media channels, list servs and contacts
 - Share through Harkin Institute social media channels, list servs and contacts
- **How else should we disseminate the survey?**
- **How can we engage a diverse group of people who use services, caregivers, providers and case managers?**
- **What else should we know?**



Upcoming interviews: Case management

Case Management Task Follow-Up

- **In July and August, we plan to conduct 1 hour interviews with people who receive case manager services, their caregivers, and case managers.**
 - These interviews are designed to gather information to inform case manager-to-member ratios and to assess the quality of training case managers receive.
- **We are looking for volunteers from the Steering Committee to give us feedback on the interview questions by letting us review with them!**
 - We would like one volunteer who either receives case management services or is the caregiver of someone receiving case management.
 - We would like one volunteer who is a current case manager (or, has been a case manager in the recent past).
 - We will thank you for your time with a gift card!



If interested, please volunteer by:

- Raising your virtual hand,
- Putting a comment in the chat, or
- Replying to the email from Kimberly Aguillard

Next Steps: Meeting cadence and materials

- **We will send the June meeting summary in about one week**
- **Meetings will be held on the last Tuesday of every month**
 - Next meeting is on July 25 from 3-4:30 pm (CST)



Other questions?