

Iowa Community-Based Services Evaluation Redesign

Steering Committee

Tuesday July 25, 2023

Agenda for today

HHS update

Project updates

Roadshow Overview

Discussion

Next steps



Iowa
HHS

HOPE AND OPPORTUNITY IN
MANY ENVIRONMENTS (HOME)



Project updates

Recap: Purpose of the waiver redesign survey

- **Gather direct input from lowans 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

Recap: Survey feedback

- **Caregivers suggested:**
 - Adding a section to the survey about future needs to account for the sudden unavailability of a family caregiver, natural supports, or other changing needs.
- **Providers and case managers suggested:**
 - Adding more definitions for some of the questions.
 - Using more age and intellectually appropriate language throughout.
- **Beneficiaries suggested:**
 - Adding a survey option for family members might be helpful because many times guardians, parents, siblings, or neighbors help beneficiaries access supports.
 - Breaking down the Consumer Choices Option (CCO) questions into specific services rather than categories because a beneficiary may receive more than one service in a category but have different opinions based on the service type.
- **IA HHS staff also provided feedback on formatting and flow elements.**

Waiver redesign survey responses

- **The waiver redesign survey launched on July 17 and will close on July 28!**
- **Current response rate:**
 - 47 people who use services
 - 135 caregivers
 - 110 case managers
 - 212 providers
- **Summary of survey outreach:**
 - Emailed to everyone who filled out the EOI form earlier this year
 - Emailed to MCO points of contact
 - Emailed through HHS list serves
 - Emailed to Harkin Institute contacts, including Veridian and many services providers
 - Announced at HHS member town hall meeting and MCO combined operational meeting
 - Emailed to the steering committee

Case management task follow-up

- **In July and August, we are conducting 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 worked with three volunteers from the steering committee to give us feedback on the interview questions by letting us review with them.
 - Volunteer reflections?



Roadshow overview

Why host a Roadshow?

- Iowa HHS leadership needs to connect with Iowans across the state to share information and hear community voices to inform the HOME redesign.
- Iowa HHS would like to increase their presence in communities across the state.
- Iowa HHS values the perspectives and feedback of Invested Iowans to inform their decision making.

Goals of the Roadshow

- Connect agency leadership to communities and Invested Iowans across the state to provide HOME project implementation updates.
- Address Invested Iowans' questions and concerns related to community-based services.
- Collect feedback from Invested Iowans to ensure that HOME redesign decisions align with the needs and priorities of the people of Iowa.

Roadshow logistics

- **Around 12 hybrid in-person/virtual events across Iowa. Sites under consideration:**
 - Northeast: Dubuque, Cedar Rapids, Waterloo or Cedar Falls, Marshalltown
 - Southeast: Davenport, Burlington, Oskaloosa
 - Southwest: Des Moines, Council Bluffs, possibly Red Oak, Atlantic, or Creston
 - Northwest: Fort Dodge, Spencer, Sioux City
- **Event schedule**
 - September & October 2023

Roadshow promotional approach

- We will work closely with local Invested Iowans and Iowa HHS communications to promote Roadshow participation in communities across Iowa.
- We will use flyers, social media, email, and possibly press releases/media kits to promote Roadshow events and maximize participation.



Questions?



Steering Committee Input/Discussion

Strategies to ensure Roadshow goals are achieved

- **Roadshows will include a presentation from HHS leadership including an update on the Redesign**
 - What information should Iowa share to help achieve the goals of connecting with Iowans, building trust, sharing stories of the importance of community-based services, and ensuring transparency in the HOME redesign process?

Input on Roadshow logistics

- **What time of day should Roadshows be scheduled to support community participation in Roadshow events?**
- **Are there event spaces that would be ideal for Roadshow events?**

Input on promotional approach

- **What trusted communications channels would you recommend for promoting Roadshow events?**
- **How far in advance of the event should promotional materials be distributed?**
- **Would Steering Committee members be willing to promote Roadshow events with their networks?**

Final Roadshow questions and recommendations

- **Please share any additional thoughts or recommendations we should keep in mind as we plan Roadshow events.**

Next Steps: Meeting cadence and materials

- **We will send the July meeting summary in about one week**
- **Meetings will be held on the last Tuesday of every month**
 - Next meeting is on August 29 from 3-4:30 pm (CST)



Other questions?