

STEERING COMMITTEE MEETING SUMMARY JUNE 27, 2023, 3:00-4:30 PM CENTRAL TIME

Summary of Meeting Themes:

- Mathematica recapped the May steering committee discussion on waiver redesign and case management tasks.
- Mathematica provided an update on the point-in-time (PIT) screening tool, explaining how the steering committee feedback was used to adjust the tool and previewing next steps.
- Mathematica overviewed a new survey to gather input directly from lowans, describing its purpose, intended audience (case managers, providers, people who use services, and their caregivers), content, and introductory language.
 - Committee members suggested defining services included in the survey up front in the introductory language and explaining that the survey will ask about the specific services that help an individual to live, work, and participate in their community.
 - Committee members underscored that survey language needs to be at an accessible reading level. Mathematica confirmed the language has been reviewed for accessibility considerations.
- The steering committee was then divided into four groups consisting of caregivers, providers and case managers, beneficiaries and IA HHS staff to walk through the survey. Groups offered notes about survey formatting and ordering, and shared the following feedback about content:
 - 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 would be helpful, as some of the questions as currently written would take someone with more experience in Iowa HCBS to answer.
 - Using more age and intellectually appropriate language.
 - Narrowing the question about barriers to becoming qualified providers because as currently written it is too broad.
 - Beneficiaries suggested:
 - Adding a survey option for family members might be helpful because many times guardians, parents, siblings, or neighbors help beneficiaries access supports but they are not a formal caregiver.

- Adding an “other” option to the survey for beneficiaries and family members who know the beneficiary is on a waiver but are not sure of the waiver’s name, with a field for people to describe the waiver in their own words.
 - Adding the former names of waivers.
 - Clarifying between Day Habilitation and Habilitation services.
 - 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.
 - Adding an “other” option with a text box would be helpful to reflect different kinds of case management.
- IA HHS staff also provided feedback on formatting and flow elements.
- Mathematica asked the committee members about the best methods for sharing the survey among lowans. Committee members offered many suggestions, including:
 - Sending postcards with QR codes, distributing through Managed Care Organizations (MCOs), Medicaid town halls, Facebook, local community-based organizations, and posting flyers in high-traffic community centers.
- Mathematica shared that we plan to conduct interviews in July with beneficiaries that receive case manager services, their caregivers and case managers. Mathematica asked for a few volunteers from the steering committee to help pilot the interview questions. Several committee members volunteered, and the Mathematica team said they would select three people and follow-up to schedule appointments.
- Mathematica closed by confirming the next steering committee meeting on Tuesday July 25, from 3:00-4:30pm. Mathematica will send the agenda and slides in advance.