

## STEERING COMMITTEE MEETING SUMMARY JULY 25, 2023, 3:00-4:30 PM CENTRAL TIME

### Summary of Meeting Themes:

- Mathematica presented the new name for the CBS redesign project – Hope and Opportunity in Many Environments (HOME). Committee members said the new name is more intuitive and aligned with the goals of the project.
- Mathematica provided a recap of the waiver redesign survey, committee members' feedback, survey outreach methods, and the current number of survey responses. Mathematica asked the steering committee to remind their networks that the survey closes on July 28.
- Mathematica shared an update on the case management interviews and asked steering committee members who participated in the practice interviews to provide reflections.
  - The goal of the interviews is to learn about the quality of the trainings case managers receive and understand case managers' daily work.
  - Committee members felt the questions were good and made providing straightforward and honest answers easy. They thought the interviews would gather helpful information.
- Next, Mathematica overviewed the roadshow, explaining the goals, logistics, and proposed promotional approach.
  - Committee members said it is important to get more people with physical disabilities to attend the roadshow events, noting that is a challenge in the state. They suggested providing gas cards or having a virtual event option.
    - Mathematica is planning for hybrid events.
  - Committee members noted that it's important that communities have good representation for a fruitful discussion. Factors to consider include time of day, public transportation options, and working with care giving agencies to encourage participation.
  - Committee members asked about the target audience for the roadshow.
    - The roadshows will be public events, open to individuals receiving services, caregivers, providers, and other community members.
  - Committee members asked if there would be a registration process for the roadshow.
    - This is still being decided; Mathematica asked members for their thoughts. Members noted that there were pros and cons to requiring registration.
  - Committee members asked whether interpreters would be at the events.

- Mathematica plans to have ASL interpreters at all events, and Spanish interpretation at a few events.
  - Committee members shared that many people fear change, so IA HHS needs to clearly communicate how it is trying to make improvements and fill system gaps on an ongoing basis. Highlighting process improvements to make it easier for everyone to access the waiver will help set the tone for the roadshow.
- Committee members also responded to the following questions:
  - 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?
    - Build trust by acknowledging that the CBS system is flawed.
    - Use a signup sheet to learn how attendees would prefer to be reached for future updates or engagement.
    - Give people an honest time frame for when they can expect to start seeing changes.
  - What time of day should roadshow events be scheduled to support community participation?
    - Transportation is limited in the evenings, but people might also have work during the day. Consider offering a few different times for the events. Maybe during the lunch hour or around 4:00 so people can get off work early, and then in the evening after work hours.
  - Are there event spaces that would be ideal for Roadshow events?
    - Libraries, city halls, Area Education Agency (AEA) central offices, universities, community colleges, and provider spaces are options.
    - Consider parking and physical and transit access.
  - What trusted communications channels would you recommend for promoting roadshow events?
    - HCBS groups on Facebook, a Facebook event, the Developmental Disabilities council, Disability Rights Iowa, vocational rehabilitation counselors, case managers, and Managed Care Organizations (MCOs).
    - Consider making the Zoom meeting available on Facebook live as an additional virtual participation option.
  - How far in advance of the event should promotional materials be distributed?

- Start promoting the roadshow 30 days prior to the event so individuals have enough time to plan to attend and resend materials again one week before the event.
- Send emails, mailers, and text messages through MCO networks to promote the roadshow.
- Any additional thoughts or suggestions?
  - Promotional materials should:
    - Ask for community members' help and stress their voice is important to creating change. For example, naming the roadshow something like Community Conversation, Medicaid Listening Tour, or Community Connections would emphasize that IA HHS is traveling to meet people across the state and listen.
    - Use plain language and be easy to read.
    - Use more descriptive words like "In Home Medicaid Services" because not everyone uses the term HCBS.
  - Consider other competing local events when scheduling.
  - Create ground rules for the events, with limits on speaking time, so all individuals that want to speak get a chance to be heard.
- Mathematica closed by confirming the next steering committee meeting on Tuesday August 29, from 3:00-4:30. Mathematica will send the agenda and slides in advance.