

HHS System Alignment Assessment Overview

During the summer and fall of 2023, Iowa HHS worked with Health Management Associates (HMA) to study the delivery of health and human service programs in Iowa.

Rationale for the Assessment: With the alignment of public health and human services to a single agency in 2022, HHS had the opportunity to leverage lessons learned from the pandemic to begin addressing challenges and improve the HHS system for everyone who calls Iowa home.

How Iowans access health and human services differ from county to county. With 99 counties in the state, this is a significant challenge for those trying to access services and for the community partners who administer them.

Addressing this issue at a unique moment in time, HHS aims to redefine what service delivery looks like in Iowa. There are endless opportunities to harness the expertise and passion of our health and human services workforce, better leverage existing financial resources, and continue to engage and support our community partners and local stakeholders while acknowledging the evolution of our state's resources and population. An assessment of these services gives HHS a clear understanding of:

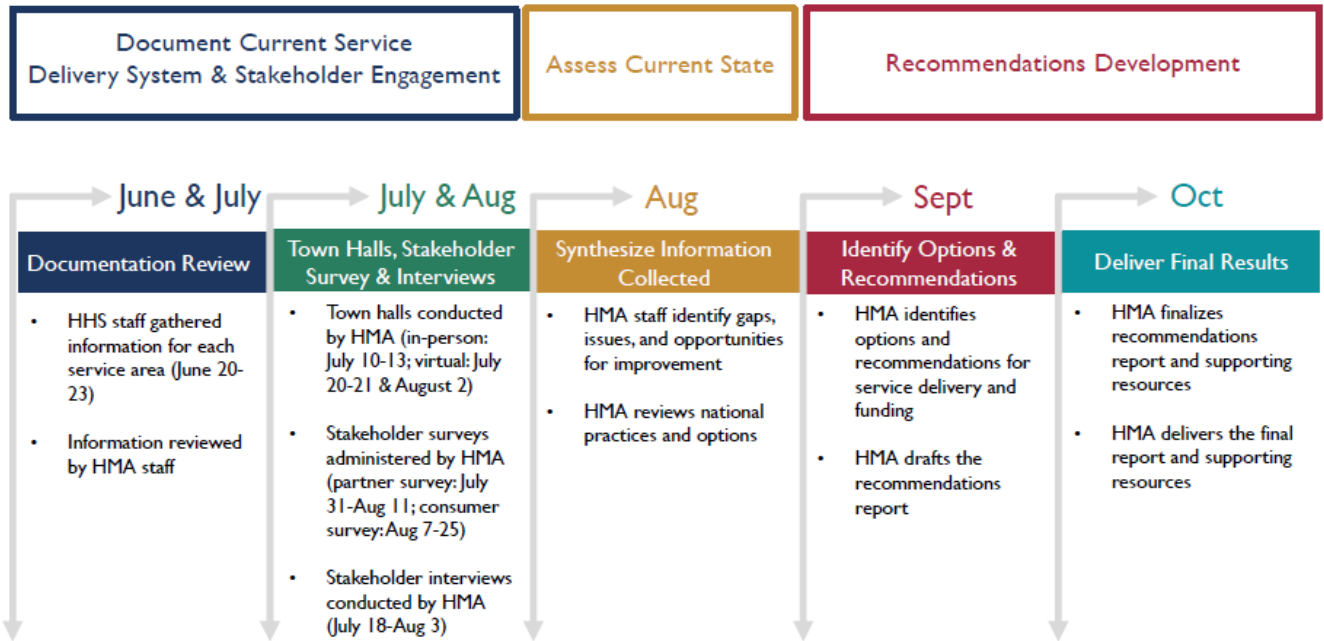
- The purpose, rationale, and historical context of current service delivery systems
- Scan of providers within the service delivery system
- Funding and resources for service delivery systems
- Linkages between service areas in the current delivery system and Medicaid programs
- Target and priority populations, including number of individuals currently being served
- Decision makers and partners involved in service delivery systems
- Operational capabilities and gaps of the state and local system for service delivery system

HHS Areas Included as a Part of the Assessment: 19 service delivery areas were reviewed as a part of the assessment. These areas included:

Local Governmental Public Health	Community Action Agencies	Aging and Disability Resource Centers
Environmental Health	Maternal Health	Area Agencies on Aging
Emergency Preparedness Regions	Child and Adolescent Health	Locally delivered Medicaid services
Mental Health Delivery Regions	Family Planning	Early Childhood Iowa
Integrated Provider Network	I-Smile	Decategorization (Decat)
Tobacco Community Partnerships	WIC	Community Partnership for Protecting Children
Certified Community Behavioral Health Clinics	Family Development and Self-Sufficiency Program	

Assessment Timeline and Activities: A month-by-month overview of the tasks and activities completed throughout assessment are provided below.

Iowa HHS Service Delivery Alignment Assessment June – October 2023



HMA conducts weekly meetings with HHS staff and bi-weekly meetings with the Alignment Assessment Executive Committee throughout the project period.

Stakeholder Input: In addition to a review of service area information provided by HHS staff, stakeholder input was collected. This input came from HHS staff, partners, and consumers in the months of July and August; input was collected through participation in one or more of the following ways:

- Town Halls
 - 7 total – reached approximately 764 people.
 - Four, in-person town halls were held by HMA throughout the state (Keokuk, Waverly, Storm Lake and Atlantic) from July 10 – July 13. HMA also hosted three, virtual town halls July 20, July 21 and August 2.
 - HMA presented information about the assessment process and asked for people’s thoughts around two main questions: “What is working in the current systems that should be maintained?” and “What are the primary issues with the current service delivery systems that should be addressed?”
- Stakeholder Interviews
 - 33 total interviews.
 - HMA gathered information from HHS staff to gain an understanding of each service area. To obtain additional information or ask questions about specific service areas, HMA conducted stakeholder interviews July 18 – August 3.

Interviews took place with HHS staff, HHS contractors, representatives from Iowa State Association of Counties (ISAC), and representatives from each of the three Managed Care Organizations (MCOs).

- Stakeholders Surveys
 - 3,152 completed surveys.
 - HMA conducted two stakeholder surveys, a partner survey and a consumer survey from July 31 – August 25. Completed survey numbers included 860 partner surveys and 2,292 consumer surveys.

HMA Alignment Assessment Report: The HHS Service Delivery Alignment Assessment Report (located at <https://hhs.iowa.gov/initiatives/system-alignment>) focuses on five core functions: Aging and Disability, Behavioral Health, Community Access, Family Well-Being and Protection, and Public Health. Within each service area is an explanation of the relevant service delivery areas reviewed as a part of the assessment and an overview of how other states implement similar work. To conclude each service area, HMA's findings and recommendations, as well their identified implementation considerations, are discussed. Survey tools, aggregate responses from stakeholder input opportunities, and a list of the groups interviewed for the assessment can be found in the appendices of the report.