

HOMEtown Conversations

A series of forums for people receiving long term services and supports to talk with Iowa Medicaid leaders





AGENDA

Welcome

Stories of HOME

HOME Project Overview

HOME Project Activities

Facilitated Discussion and Q&A

Wrap-up



Hope and Opportunity in Many Environments (HOME)



THE STORY OF 'HOME'

“Iowans who receive long-term services and supports should be able to live and thrive in a place that feels like home – where they receive services that support their ability to work, be active and enjoy life with people they love.

Elizabeth Matney | State Medicaid Director, Iowa Department of Health and Human Services

How will we achieve HOME?

- Iowa HHS is redesigning its community-based services (CBS) to make maintaining health, social connection and quality of life possible.
- HOME is focused on ensuring that Iowa's CBS system works for everyone, so all Iowans can access high-quality services in their communities.
- We need to work together and hear your input to make the right changes to the CBS system.

Iowans Working Together To Build A Better HOME

Hope and Opportunity in Many Environments



Exploration
Iowans share their experiences and feedback to help create improvement

Installation
Iowans review proposed changes and provide feedback to make them better

Initial Implementation
Iowans help finalize changes that will go into practice. Some Iowans experience these changes and help make them better

Continuous feedback loop: The team continues to gather feedback about implementation and address as needed

Full Implementation
Iowans experience changes in community services policy and programs.

Iowa
HHS



HOME PROJECT OVERVIEW

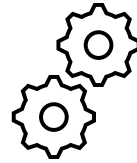
HOME guiding principles



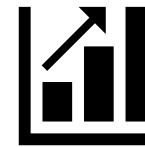
**Equitable
access**



**High quality
service**



**Coordinated
across systems**



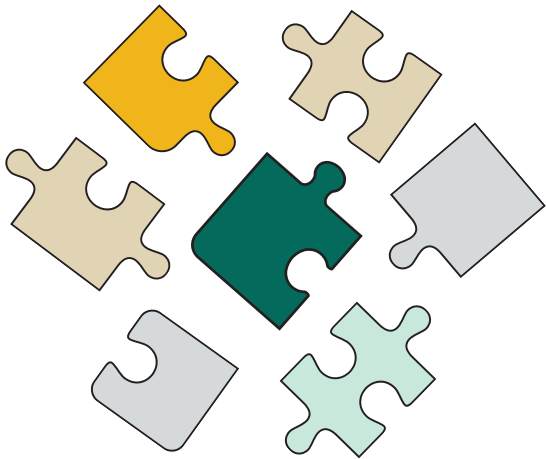
**Proven
valuable**



**Effective and
accountable**

CBS evaluation

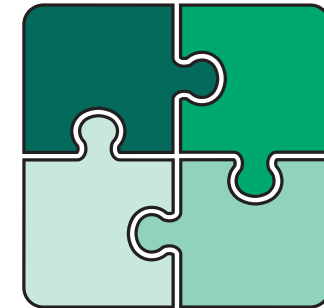
Iowa's community-based services (CBS) system is working better for some people than others.



We evaluated the parts of the system to learn what works well and what does not.



We found that Iowa could better align services with people's needs to help the system work well for everyone.



HOME activities



Streamline screening and enrollment



Align services to needs, goals and preferences

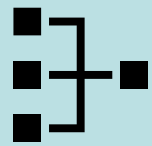


Improve access to services and supports for lowans

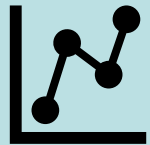
Streamline screening and enrollment



Interview lowans on waitlists

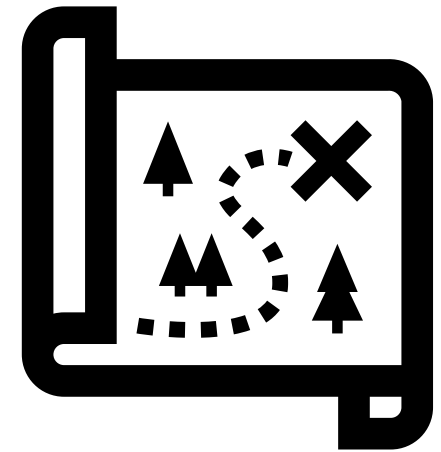


Identify opportunities to streamline processes



Use data to identify needs and solutions

Create a straightforward process to access services



Needs On Waitlist (NOW) Survey



Survey for waitlist members



Outreach happening this winter



Participating will help build a better system

Your survey participation informs changes that will help lowans get the services they need



Align services to needs, goals, and preferences



Conduct interviews

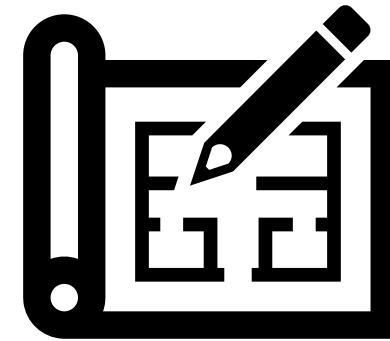


Analyze data to understand what services are being used



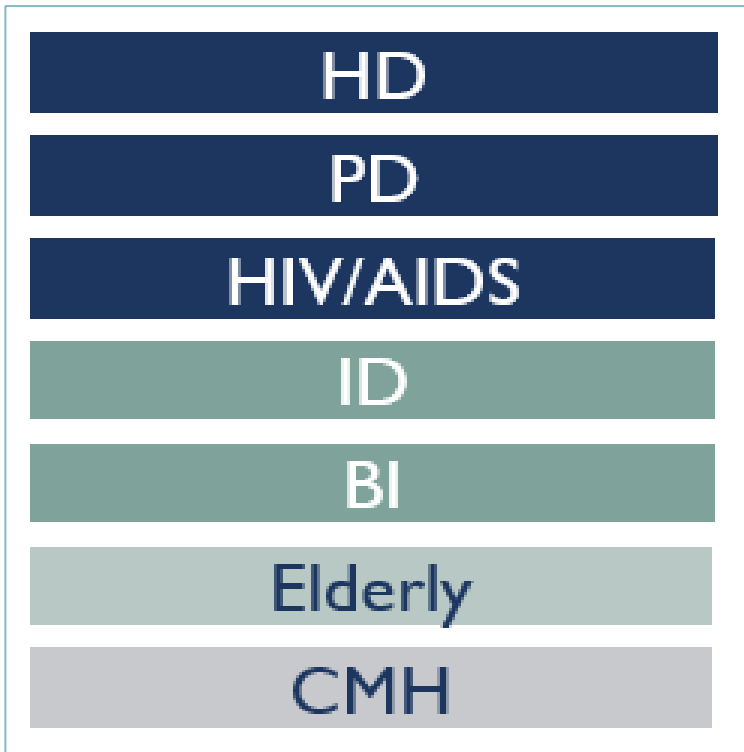
Survey lowans about what services are and aren't working

Needs-based waiver system

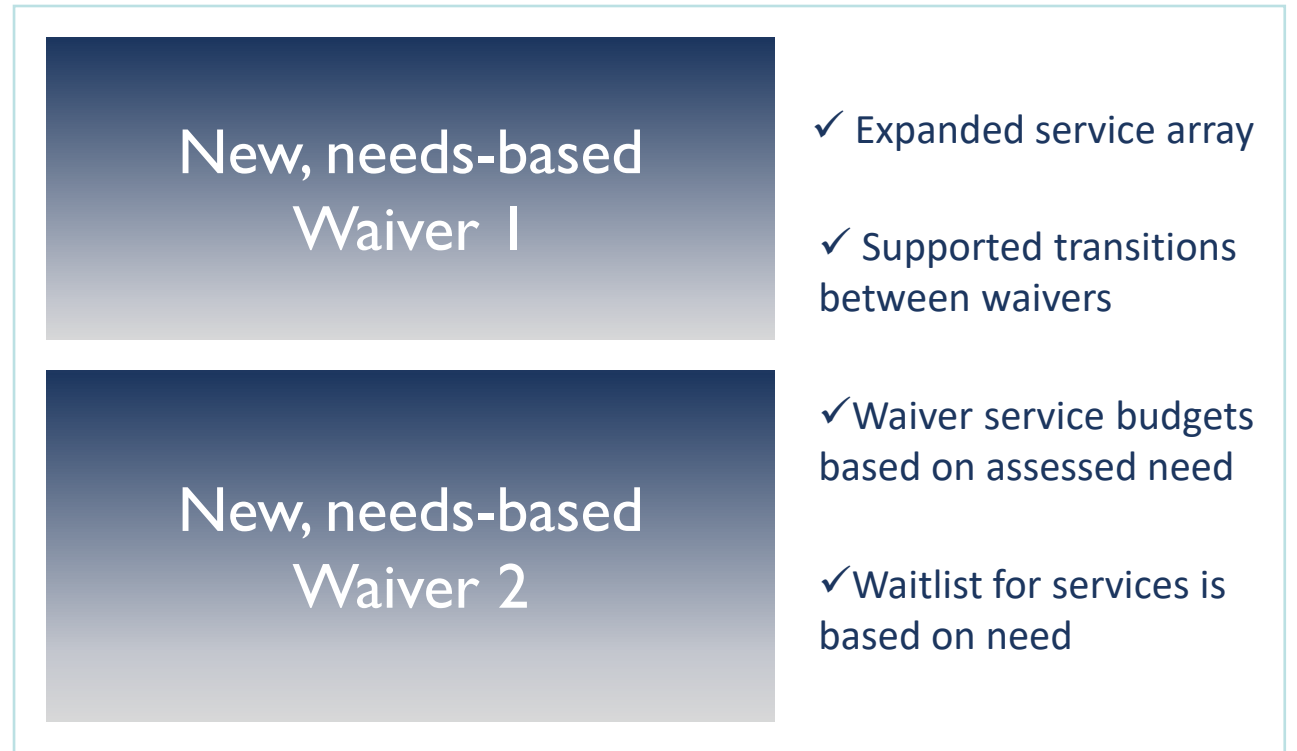


Waiver redesign vision

Current diagnosis-based waivers



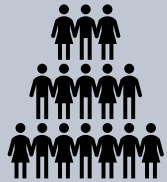
Future needs-based waivers



Improve access to services and supports for lowans



Analyze and improve training



Use data to understand impact of case managers



Identify resources that help lowans find services

Improved case management and easier connection to services



Monitor Quality of Services



Monitor system performance



Track compliance with federal requirements



Support lowans receiving care

Ensure lowans receive quality services



DOJ Consent Decree & Class Action Lawsuit Update



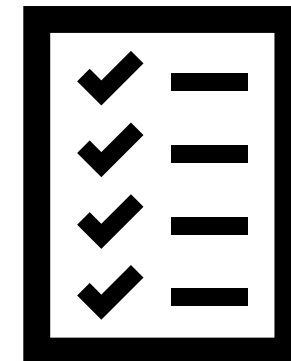
Case management



Increased access



Quality monitoring and oversight




“ We would be in serious distress as a family without the Brain Injury waiver, Medicaid, and our child’s residential facility. Our child’s care, health, and quality of life have all been positively impacted because of these services.”
-Caregiver


HOW TO HELP

WE CAN'T CREATE HOME BY OURSELVES.

We're glad you're here to learn more about what Iowa is doing to create integrated community-based services across the state.

Iowans receiving community-based services can help guide the future of HOME by sharing their thoughts through virtual and in-person feedback opportunities.

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 <https://hhs.iowa.gov/programs/welcome-iowa-medicaid/current-projects/home>

 www.facebook.com/iowaHHS

 www.twitter.com/iamedicaid



DISCUSSION AND Q&A



We need your input!

Facilitated Discussion Norms

- Listen with an open mind
- Be ready to engage, using your experience to reflect the diverse views of Iowans
- Be respectful of other's views
- Aim for a balanced conversation
- Focus on forward-looking solutions rather than past challenges



DISCUSSION TOPICS

1. Waitlists
2. Waiver redesign
3. Accessing services

THANK YOU

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Please fill out our feedback survey!