

# Community-Based Services Evaluation

December 9, 2022



# What is the CBSE?



- The Iowa Department of Health and Human Services (Iowa HHS) contracted researchers to conduct a systemwide assessment of community-based behavioral health, disability and aging services across the state.

# Iowa Medicaid CBSE Priorities

1. Services should be accessed equitably by all
2. High-quality care should meet the needs of people living in the community
3. Service delivery should be well-coordinated, without gaps in or duplication of services
4. System providers should have clearly defined roles and responsibilities
5. The workforce should be well-trained, including paid staff and family members
6. Available services should have demonstrated value to improve health and quality of life



# What will be included in the Recommendations?



An analysis of state programs and policies to support community based behavioral health, disability and aging services, including Medicaid waivers.

Discussions with professionals working to deliver community-based behavioral health, disability and aging services, ranging from Medicaid administrators to frontline staff who work directly with consumers.

Reviews of system redesign in other states like Iowa to understand the opportunities and challenges of future recommendations.

Analyses of available data about Medicaid waiting lists, enrollment, and service use.

Input from invested Iowans across the state through conversations and an online feedback form.

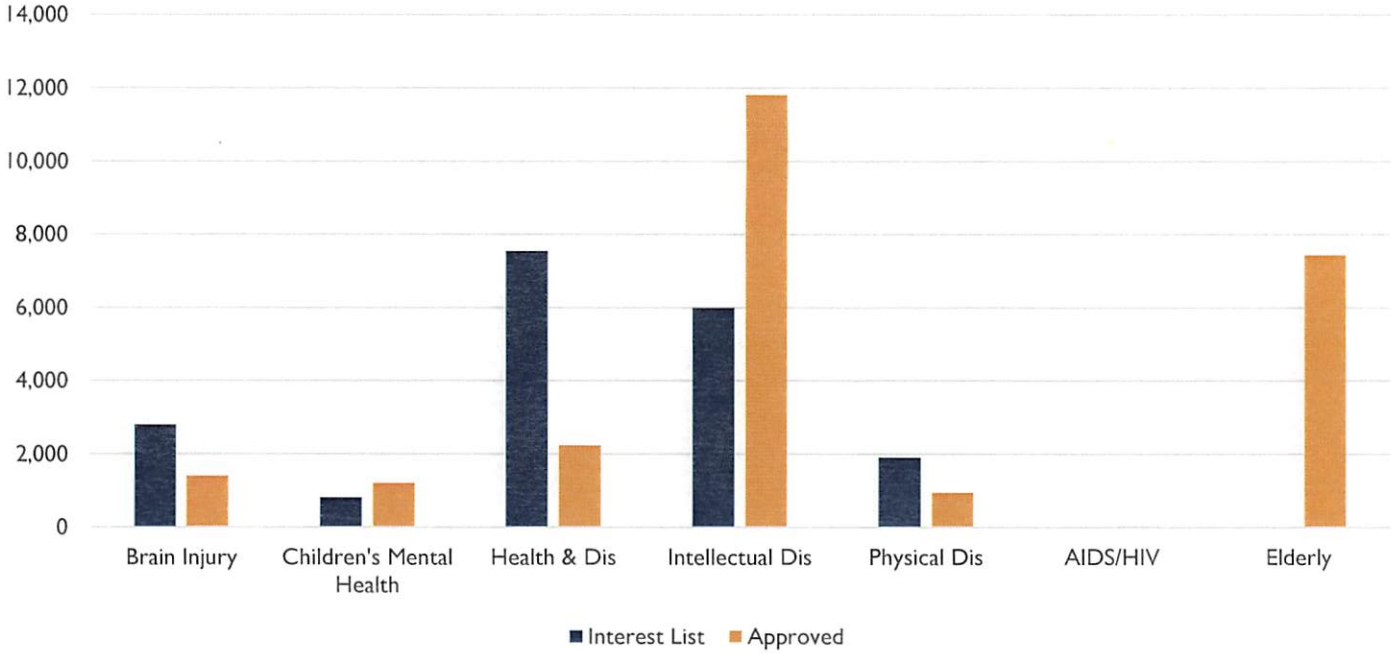
# What's been done so far?

- **45 interviews** with key stakeholders
- **Review of 8.5 million claims records**
- **46 conversations** with members, family members, caregivers and providers
- **379 feedback responses**
- Represented **68 counties** in Iowa
- Worked with **15 experts** on the Community Advisory Committee
- **Review of 300+ policy and program documents**



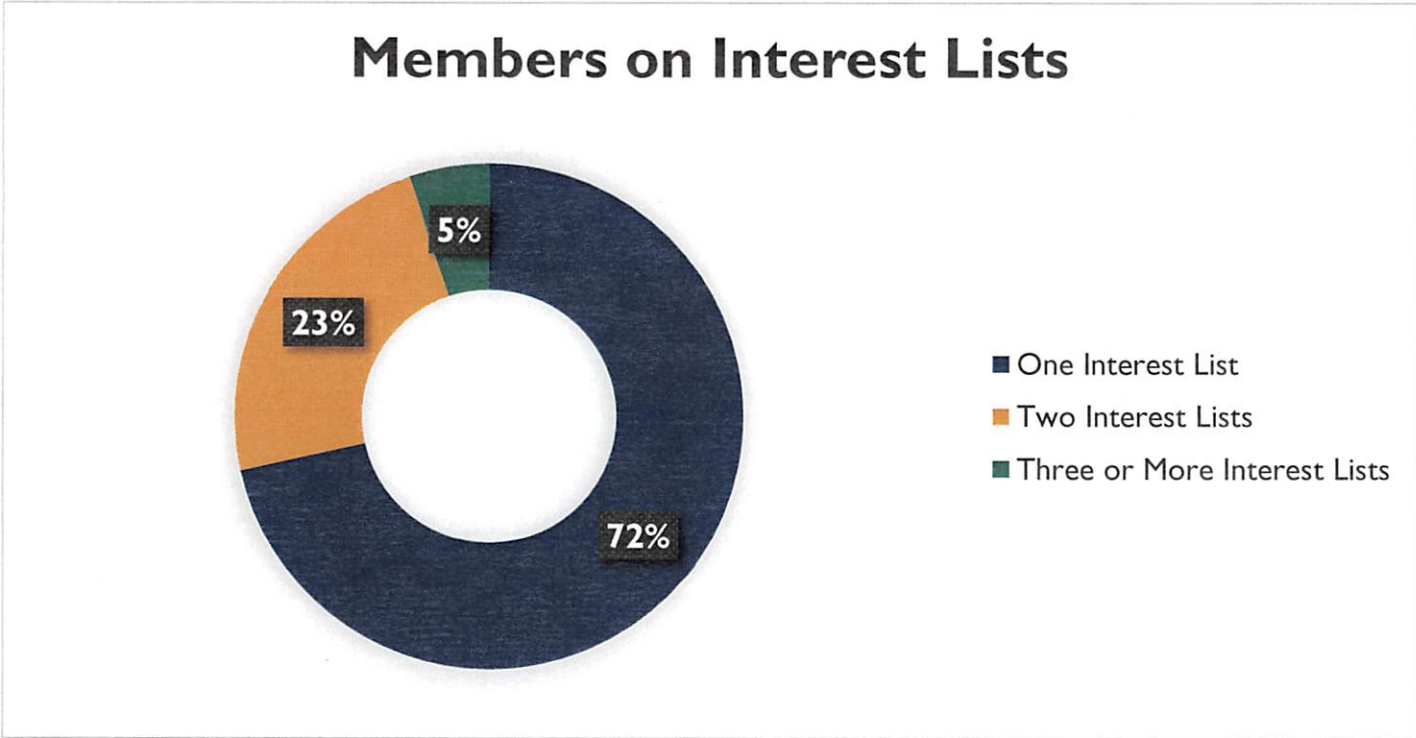
# Current Interest Lists

- Iowa's 1915(c) waiver capacity does not support those who request HCBS.
- All waiting lists, except for CMH, have grown by at least 50 percent since 2019, with the ID and BI waiting lists experiencing the fastest growth, each approximately doubling in size over the last three years.



# Current Interest Lists

- Many people are on more than one waiver interest list. Right now, nearly 1/3 of the members on HCBS waivers are on more than one waiver program.



# Challenges and Successful Solutions

## Defining scope and data needs

Hosted visioning sessions to identify guiding principles and priority areas of analysis.

## Capturing complexities and nuances of Iowa's CBS system

Gathered quantitative and qualitative data and considering interdependencies among workstreams.

## Engaging diverse perspectives and addressing low attendance at listening sessions

Facilitated virtual listening sessions and one-on-one interviews and used an online feedback form to collect input.

## Balancing recommendations and relative impact and feasibility

Facilitated pre-conferences and conferences with HHS, the advisory committee, and managed care organizations (MCOs) to gather consensus on priority recommendations.



# Next Steps



# Supporting Iowans entering the HCBS System

**Barrier:** Iowa's process for managing waiver waiting lists does not support timely, efficient, or needs-based access to appropriate services.

**Recommendation:** Develop streamlined screening and processes to better understand and align services and supports with people's needs.

# Redesigning Waiver Assessments and Structure

**Barrier:** Iowa's current Medicaid HCBS waivers do not provide equitable access to HCBS aligned with need.

**Recommendation:**  
Redesign Medicaid HCBS waiver services to align with member need.

# Redesigning Waiver Assessments and Structure

**Barrier:** Even after entering a waiver, waiver services and supports as well as those in the broader CBS system may remain out of reach.

**Recommendation:** Maximize access to Medicaid HCBS and other CBS supports for people with long-term services and supports needs.

# Questions?

