

Waiver Reimagine community engagement expansion

Overview for Waiver Reimagine Advisory Committee

Dec. 14, 2023

Background:

In Fall 2023, DHS worked with DeYoung Consulting Services to have discussions with people who get waiver services. These discussions aimed to improve the experience for people who receive waiver services. About 75 people could be part of these discussions, even though over 2,000 wanted to join. To include more voices, DHS expanded how they get feedback in two ways:

1. World Café events

DeYoung Consulting Services added four “World Café” events with community members. These are like bigger focus groups, allowing around 50 people to take part.

2. Community engagement survey

DHS will ask people for feedback through an online survey, open to those who use waiver services and their family members. This survey, happening in January 2024, covers similar topics to the focus group discussions.

Survey topics

The survey will ask about experiences with current services, thoughts on proposed changes, familiarity with Waiver Reimagine, and preferences for information and updates. It will also cover feedback on informed choice, factors affecting living situations, and control over budget management.

Survey timeline

The online survey will be open for about two weeks in January 2024. DHS research staff will analyze the results in February 2024, and we expect to have results in Spring 2024.

Discussion Questions

DHS wants input from WRAC on:

- What ideas do you have about how DHS should share the results?
- What other groups, aside from WRAC, might be interested in the results?
- What ideas do you have for sharing the results with community members?