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| **Service Experience Team Meeting**  **ALTSA, Home and Community Services** | **January 24, 2023**  **Microsoft Teams**  **10 am to Noon** |

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| **Attendees:** | | | | | |
|  | Anderson, Shelley (Member) |  | Emans, Kelli (HCS) |  | Peterson, Isaac (Member) |
|  | Buchanan, Frank (Member) |  | Erkkinen, Meghan (HCS) |  | Plummer, Robert (Member) |
|  | Byrne, Kristin (HCS) |  | Fredell, Rick (Member) |  | Sanchez, Jovi (HCS) |
|  | Carlstrom, Brenda (Member) |  | Han, Laura (DSHS) |  | Shipley, Cynthia (HCS) |
|  | Cooper, Zach (Member) |  | Hickman, Joe (CDWA) |  | Snow, Quinn (HCS) |
|  | Declet, Sonya (HCS) |  | Jones, Laura (CDWA) |  | Thompson, Cora (Member) |
|  | Dickens, Roland (Member) |  | Kennedy, Kris (Member rep) |  |  |
|  | Dronen, Nicole (HCS) |  | Kinnaman, Cathy (HCS) |  |  |
| **Main Outcome:** | | | | | |

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| **No** | **Agenda Items** | **Time** | **Presenter** | **Summary Meeting Notes** |
|  | Introductions/Approval of November minutes | 10:00 | Kelli/Nicole | Minutes approved. Two new members. One member is in an AHF in Spokane and the other member is in an AHF in Monroe. |
|  | Leadership Discussion Brief | 10:10 | Kelli/Nicole | Kelli: We’re still taking feedback from SET to leadership teams. Took to the office chiefs, AAA meeting, state-wide regional admins. Feedback related to survey, concerns around confusing mail communication, had an opportunity to meeting with eligibility folks that will be sending mail. Provided SET’s feedback on what helps feel like it’s not a scam. What you look for to verify a letter is legit. Not much feedback from AAA case managers aside from appreciating having this as an agenda item so they can learn what’s important to consumers. Haven’t gone to RA meeting yet due to misaligned schedules.  Nicole: There is interest to have a few of you attend these meetings with Nicole and Kelli. Feedback is more powerful when it’s coming from you all. |
|  | Legislative priorities | 10:20 | Laura | Laura Han attended and provided a legislative process 101 and the bills that are of interest to ALTSA during this legislative session. She explained how to navigate the legislative website, how to up to testify and other ways to get involved.  Second page is examples, not complete.  Everything is up for grabs right now. Feb first cutoff: bills that haven’t been considered? maybe? die.  HB = House Bill, SB = Senate Bill  More money for people servings Medicaid clients.  Tools:  Legislative Website leg.wa.gov  Find tab is a search engine for bills in your geography  Find > Bills  Bills have a main page- link in pdf  As bills get amended, they get new titles. Make sure you’re clicking the LOWEST link for the most current bill.  Bills have their own rules and structure. Always starts with 1, “An act”  Every bill is adding or amending current law. New text is underlined. Strikethrough means being removed from current law. New section is not underlined but all new language.  Bills contingency clause if it can’t find out how to fund it goes away.  Hearing schedules:  The best way to submit comments is during public hearings.  Click agendas schedules and calendars to search for hearings by topic.  Position noted for record: you give contact info and just say pro or con.  Remote testimony sends a unique Zoom link to you.  Log in from the beginning as agendas don’t always stay on track.  Questions  Isaac: people should be aware of leg process; it doesn’t move quickly. It’s a time investment, many months. I’ve been through the process getting a bill introduced and testifying and meeting leaders. Bill I helped get through it was suggested to give an overview of the bill and submit a draft of the proposal in final bill form. Legislators used it as reference. At one of the committees where I testified I saw legislators refer to the draft I wrote up. Not sure if this is standard procedure, but I think it helped with the instance I was involved in.  Laura: That is good advice. Legislators really appreciate if you write a draft bill. It’ll be vetted by lawyers before becoming law, but having that reference is very helpful for them.  Kelli: SET team members have expressed interest in this process. Are there specific bills that we are trying to move forward that it would be helpful if there were people here that also felt important that they could testify for?  Laura: two bills we are actively trying to push forward are Agency Request Legislation. Laura will send Kelli more information.  Laura: now we’re working to get an increase for residential as well. When this comes up for hearing again, if you can share your experience with the in-home personal needs allowance being increased and speak to how this could support residential as well.  Fiscal testify. Laura can let Kelli know.  ***The residential personal needs allowance has already been heard in the policy committee and was fast tracked as there were concerns so thank you for your support, but we will not need testimony at this time.***  Is there anybody that is feeling passionate about this?  Zach: another option for getting involved is attending these meetings. I don’t feel like it’s essential to know what’s going on unless a bill sounds like a negative thing for people with disabilities.  Brenda: I would like to be able to testify.  Isaac: I’ve testified in person, and I would like to do some more testifying.  Laura: I will do my best to flag concerning bills for Kelli and Nicole to bring up.  Shelley: my mother’s going to have to move to residential. I would appreciate being involved to help my mother be more comfortable.  Cathy: There's a bill that may be interesting to you regarding estate recovery too.  Kelli: If you do testify, please let us know how the process goes so we can learn about how it went for you and ways we can prepare you better. |
|  | CDWA Update | 10:50 | Sonya | Laura Jones:  Joe is director of customer experience  Let you know where we’re at and what is coming up next.  We made it through the transition and the focus now is getting new IPs through the hiring process as easily and quickly as possible.  Process improvements looking at what’s working and what can be improved. Always looking for comments and feedback.  Fall last year started sending out weekly reminders to people in hiring process. For those stuck at I9 stage, let them know they need to submit it and to keep going along in the process. Weekly reminders to those waiting for???. added in December weekly reminders to IPs who had started an application online but hadn’t completed/submitted it. Trying to get as many people in that want to work.  Sticking point was the background check process. Spent a lot of time looking at the process and as of now, we are within 1 business day submitting the BCCU once we receive background check code. Once we get results back they are updated within our system within 1 business day. Should not be a lag in the process anymore.  In client match process, reaching with clients and confirming if you want to work with IP requesting to work with them. Current bottleneck. Step 1 is we reach out by phone to confirm with client. Leave a VM if no one answers, if we don’t hear then step 2 is to call IP to let them know we can’t reach client. (also, phone, VM) third step is reaching out to client by phone again, step 4 is sending email to case manager. Not to get them to call anybody, but letting them know and requesting they verify that the IP and client are a match. All we want from case worker is yes or no on it being a match. We are trying to find better ways to get to contact clients to streamline the process. Any ideas are welcome.  Recruiting is also on everyone’s radar. We have a workforce shortage. Putting together our plan for 2023, currently 2 and looking for a 3rd dedicated IP recruiter for WA. Putting together a multi-pronged approach. Ads in malls, putting flyers everywhere (libraries, day cares, grocery stores, job boards, Facebook, job fairs etc.) constantly evaluating which job boards are most useful. If you know of anywhere in your area, we can advertise to please let us know.  Questions:  Cora: The web site goes so far then shuts down. my care giver has had a lot of trouble with it. and when they call the person they are to talk to, is not there.  Kelli: We’re hearing from members about challenges with provider payment.  Sonya: there’s a performance standard in contract with CDWA regarding timely and accurate payment. CDWA reports to us on a monthly basis on this. For the month of December, they had 100% accurate, 20 claims not paid in a timely manner. I’m concerned to hear that there are payment issues when our reports are showing that they’re being made accurately. More info?  Cora: the provider I had worked for the state for 10 years, came back from retirement. Approved in Nov, she does not know how to use computers and I told her to ask CDWA. They said they’re going to fix it and they haven’t sent it. She hasn’t been paid because they haven’t completed process. She can’t finish registration process. Cora will send provider’s info to Nicole to forward to CDWA team.  Shelley: My comment is feared towards efforts to reach clients by phone. There are so many spam and scam calls. I get about 10 a day. If I don’t recognize a number or no name comes up, I don’t answer it. Many people in our age bracket are aware that scams are comment so we don’t answer the phone. My suggestion is make sure that the numbers you call from are popping up on the screen with legit caller ID name. make sure they’re registered as Consumer Direct.  Joe: we struggle with this because it’s controlled by the telephone providers. Our IT team is aware and constantly trying to get over this hurdle, so we aren’t marked as spam callers.  Kelli: we can provide feedback that the SET team provided previously for a phone survey. We can send to Sonya to share.  Brenda: one provider with payment issues was getting more money before CDWA. The recording of hours- case managers aren’t available for providers; they say that IPs are recording hours wrong. My perspective is that not everyone can work different hours and different ways. I need help every morning and night. People are losing paid hours because reporting is confusion. Person on phone says sorry, that’s just the way it is. We’re losing IPs because of the system and continuing education issues. People are not getting the answers they need. This is a client-driven issue, we should be getting ahold of you requesting a client. We hire the providers, not the other way around. A lot of times people aren’t leaving VMs. Do you reach out to consumers for this feedback? I think we have a lot of feedback because the system isn’t working. All three of my providers are having a hard time but are thankfully still working with me.  Kelli: CDWA is there a forum for gathering feedback from consumers?  Laura: there isn’t a specific forum, but we have been having various meetings. This is a co-employment model, and our clients are our partners in this. The more contact and communication we can have, we are interested.  Kelli: please let me know if I’m wrong, I felt like what I heard from Brenda is that she does not feel involved in the process as a co-employment. Consumers don’t know how to fix problems or navigate the system. They don’t have the information to help their providers.  Shelley: thank you for saying. I’ve had 3 providers quit about their experience with CDWA. This is a really serious issue. They’re good providers that didn’t want to leave their job but needed to provide for their families. Experienced providers with clean records leaving are concerning.  Rick: I’m not sure I fully understand Brenda’s issue. Is it entering hours into CDWA or issue with providers running up against weekly work limit? Those are two separate issues.  Brenda: it’s the first issue. They’re doing the hours they’re allotted to, but based on the way the calendar day lands it looks like they’ve gone over when they haven’t. it’s an issue with the way the pay period lines up.  Kelli: Sonya can we connect and think about how we can use the SET team’s feedback? Making sure clients have the information on how to resolve issues.. I really appreciate feedback and honesty, I think CDWA team does as well.  Brenda: when somebody called CDWA, being on hold for hours and calls being dropped. Not getting answers. People view customer service as taking up their day and not getting the answers they need.  Laura: the more details and specifics you can provide the better. That we can look into what’s going on and provide solutions.  Sonya: during transition we were aware of huge issues with phone calls. Now that 45,000 IPs are not calling at the same time our data shows the calls are much better now. Things have improved. Hour long waits are now a thing of the past.  Rick: I’ve had to interact with CDWA twice with issues, both times I ended up emailing and got responses in a timely manner. I told case manager about the issues, and she got involved with the process as well.  Joe: 3400 calls came in yesterday and we answered within 3 minutes. Emails are responding back within one business day.  Kelli: I know that this has been a really challenging topic and this impacts your life. I appreciate your ability to provide constructive feedback. Thank you, and good job. |
|  | Member roles/vote | 11:15 | Nicole | The bylaws specify that the roles are a two-year commitment.  Communication Liaison Candidates:  Brenda  Isaac  Member Engagement Coordinator Candidates:  Shelley  SET team expressed an interest in teamwork. The team agreed that they will vote for a lead as the point of contact, and other interested members can assist with the work.  Members elected Isaac as the Communication Liaison point of contact.  Members elected Shelley as the Member Engagement Coordinator point of contact. |
|  | HHS Proposal - Marketing | 11:45 | Kelli | Kelli looked at rules put out by federal govt. around scam letters. They are proposing more restrictive rules around marketing.  Ran out of time- will discuss in further detail at the next meeting. |
|  | Next Steps/Discussion/March Meeting | 11:55 | Nicole/  Kelli | AMMI would like to know if SET members are interested in testing with phone calls. It would take one hour.  Volunteers: Shelley, Brenda, Kris, Cora, Isaac  Per feedback from the group, information on the client information and resource page is going out in the wellness newsletter – February edition  Nicole will send more information to Frank and Zach about the survey feedback.  March meeting, we will have WA Cares and the Supportive Employment Team come talk with us. |

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|  | **Action Items/Decisions** | | | | |
| **#** | **Action Item** | **Assigned To:** | **Date Assigned:** | **Date Due:** | **Status** |
| 1 | Jovi and Nicole can add comment periods (if they’re not already on the client resource page) | Jovi/Nicole | 11/29/22 | 1/24/2023 | Complete |
| 2 | Discuss adding CM workgroup to agenda | Cathy/Nicole | 11/29/22 |  | Pending |
| 3 | Contact Nicole if interested in having a bio on the SET webpage | SET Members | 11/29/22 | 2/5/2023 | In process |
| 4 | Send Kelli more information about Agency Request Legislation | Laura | 1/24/2023 | 2/7/2023 |  |
| 5 | Send Frank and Zach meeting notes from November 2022 | Nicole | 1/24/2023 | 1/25/2023 | Complete |
| 6 | Let Michaela know that Shelley, Brenda, Kris, Cora, Isaac, Frank is interested in testing survey phone calls. | Nicole | 1/24/2023 | 1/25/2023 | Complete |
| 7 | Send Nicole provider issues to forward to CDWA/DSHS | All members | 1/24/2023 | 2/5/2023 | In process |
|  | Forward Sonya SET feedback on spam calls | Nicole | 1/24/2023 | 1/31/2023 | Complete |
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