

Service Experience Team Meeting

ALTA, Home and Community Services

November 29, 2022
Microsoft Teams
10 am to 11:30 AM

Attendees:					
<input checked="" type="checkbox"/>	Anderson, Shelley (Member)	<input checked="" type="checkbox"/>	Fredell, Rick (Member)	<input checked="" type="checkbox"/>	Thompson, Cora (Member)
<input checked="" type="checkbox"/>	Kinnaman, Cathy (HCS)	<input checked="" type="checkbox"/>	Kennedy, Kris (Member rep)	<input type="checkbox"/>	
<input checked="" type="checkbox"/>	Carlstrom, Brenda (Member)	<input type="checkbox"/>	Leslie, Kim (HCS)	<input type="checkbox"/>	
<input type="checkbox"/>	Conner, Kim (Advocate)	<input checked="" type="checkbox"/>	Lind, Alice (RDA)	<input type="checkbox"/>	
<input type="checkbox"/>	Dickens, Roland (Member)	<input checked="" type="checkbox"/>	Peterson, Isaac (Member) 2257	<input type="checkbox"/>	
<input checked="" type="checkbox"/>	Dronen, Nicole (HCS)	<input type="checkbox"/>	Plummer, Robert (Member)	<input type="checkbox"/>	
<input checked="" type="checkbox"/>	Emans, Kelli (HCS)	<input checked="" type="checkbox"/>	Sanchez, Jovi (HCS)	<input type="checkbox"/>	
<input checked="" type="checkbox"/>	Erkkinen, Meghan (HCS)	<input checked="" type="checkbox"/>	Snow, Quinn (HCS)	<input type="checkbox"/>	
Main Outcome:					

No	Agenda Items	Time	Presenter	Summary Meeting Notes
1.	Introductions/Approval of September minutes	10:00	Kelli/Nicole	Cathy is the new Director of HCS. She has worked for here for 28 years in all different levels of the organization, including on the frontlines determining eligibility for clients.
2.	Leadership Discussion Brief	10:05	Kelli/Nicole	<p>A lot of what we talked about weren't things leadership could react to, so we didn't get a lot of feedback. It was nice to share the immense amount of input you all provided around the client survey, and how impressive your feedback was. Kelli spoke to policy people, AAA case mgmt. directors, and regional administrators.</p> <p>Something to discuss: What it would look like for someone from SET to present to leadership? When we brought that up, there was a lot of enthusiasm.</p> <p>Another new outcome is that people are thinking about SET a lot more. They're thinking about where you might provide input, how to present information, talking about our work even outside of the organization.</p> <p>Isaac: I hope the people that run the show get acknowledgement (Nicole and team). This team wouldn't be here if it weren't for their leadership.</p> <p>Kelli and Nicole see SET as a partnership and that it's evolved because of all of us.</p> <p>Shelley got a letter from insurance company that stated, "as a Medicare recipient and WA resident you may be eligible to get extra benefits." It looked related to our letters, but it isn't. She called and asked about the program and it sounded like a scam. How can Shelley help intervene to protect others?</p> <p>Kelli requested a copy of the letter. This is unfortunately not surprising. The state alone can't fix the problem- we need federal help as well. We</p>

				<p>regularly meet with Statewide Health Insurance Benefits Advisors (SHIBA) reps, and we are hearing some of the same things from them. It's open enrollment period and it's super confusing for people. We don't have a solution, but we would like you to know we are continuing to engage on this topic, and on more opportunities for feedback around dual eligibility.</p> <p>Shelley will send a copy of the letter to Nicole.</p> <p>Cora has also received letters like that and at least 20 phone calls a day about Medicare Advantage.</p> <p>Office of Insurance Commissioner has a hotline for Medicare fraud (calls goes to SHIBA): Call our Insurance Consumer Hotline at 800-562-6900 or send us a message: https://www.insurance.wa.gov/contact-washington-state-shiba-program</p>
3.	Policy/Rule Change Update	10:15	Jovi	<p>The WSR number is the filing number. You can click on the link to read and review the official language. The contact info for commenting is under PROGRAM CONTACT and NOTES. You can comment on the proposal and expedited stages.</p> <p>Jovi and Nicole can add comment periods if they're not already on the client resource page.</p> <p>The linked PDF (WA ST Budget Process Guide) on page 2 says 2020 but follows the same biennial process. Jovi's document has simplified and up to date information.</p>
4.	Member Roles	10:25	Nicole	<p>We want to start with 1-2 roles SET members can sit in. Members can participate as long as you want. Traditional roles like timekeeper or a chairperson don't fit with our group. We want to provide meaningful roles that don't feel like busy work. We want you to have active participation but also balancing that you have other things in your lives. That's why we need your input.</p> <p>Isaac: What have you come up with so far?</p> <p>Nicole has Communications Chair, which is basically an editor. We try to take what we discuss here and update client resource page. It would be nice if someone on SET reviews the updates and makes sure it's being shown through the right lens.</p> <p>Shelley: Are you talking about the wording on something official? Like wanting someone to go over improvements?</p> <p>Yes, we want to know if the content we put on the website makes sense to you. It would just be double checking our final product to make sure we understood the feedback all SET members provided during the meeting. It would save time compared to having to bring it back to the whole group. Everyone's voices would still be heard.</p> <p>Shelley: I think this would give members a chance to communicate with each other and get to know everyone we're working with. I have a great deal of respect for everyone on the team, and I feel a disconnect which means I may not always understand their feedback.</p>

				<p>This is something Kelli and Nicole have talked about too. Members have been wanting to connect outside the meeting, we don't have a way to do that ourselves. We don't necessarily feel it's right for us to be between the members. Maybe we have a member coordinator?</p> <p>Shelley volunteered to create something on Google as not all members use Facebook.</p> <p>Does whole group want to create that role? We won't run it or be in the middle. It would be a space for you all to collaborate outside of SET meetings.</p> <p>Members agreed.</p> <p>We can break down the responsibilities and bring it back to SET with clear bullet points. The next meeting we can say who would be willing to take on roles and vote.</p> <p>Members agreed.</p> <p>We talked about this for a while. Rick brought it up at one of his first meetings. I'm excited! We can check off one more cool thing we're doing here.</p>
5.	AMMI Client survey questions update	10:45	Alice	<p>Last feedback was so great that we came back to go over the survey letter. Nicole previously sent out the next to final draft to make sure there's nothing we missed after receiving input. If you see anything that needs changes, please send to Nicole.</p> <p>Today our focus is on the letter that comes before the survey. The work is time sensitive because we have to go through an approval process with research board. Paperwork needs to be completed within the next week or two.</p> <p>The first paragraph is important because we are trying to grab attention as to what survey is about and trying to understand what is important to you about choosing an insurance plan.</p> <p>Brenda expressed concerns that it might be another scam letter. Being from DSHS helps, but it's been incredible how many scams there are out there.</p> <p>Kris said sending letters out in the spring is a good idea since it's not during open enrollment.</p> <p>Isaac said that the updated document looks good, and that the changes we requested were by and large accepted.</p> <p>Some specifics requested by SET members are built into bullet points on the letter. We want to make it clear that we're not asking for any changes to your insurance plan. HCA prefers we say "Apple Health (Medicaid)." Does that phrasing make sense?</p> <p>Shelley said the phrasing "you were chosen at random" stood out to her as a concern. Plus, it's right in the middle and takes up two lines. The wording could be changed.</p>

				<p>We could just say “of all the people eligible, we chose 2000 people to take this survey.”</p> <p>Shelley agreed and suggested making the “your participation is voluntary” line a sub-section of the “2000 people” line.</p> <p>That sounds good. Lower on the list, the study number is there so you can call to take the survey yourself and provide the number to confirm who you are.</p> <p>Members suggested rephrasing to “your individual study number” to sound more legit, and to convey you individually matter to us.</p> <p>Rick thought it was strange that number to respond and to opt out of responding is the same number. It seems redundant. If there’s going to be two bullet points, have two numbers.</p> <p>Alice will ask but thinks it’s the same number for calling in for whatever reason.</p> <p>Shelley was glad the letter has HCA’s logo on there. That’s really helpful for someone who is paying attention to scams.</p> <p>Isaac questioned how comfortable people will be with concept of having number to start with. To head off concerns, he suggested some sort of comment like, “we will keep track of your responses, but you won’t be personally identified by that number,” to let people know up front it’s for internal use only.</p> <p>Reach out to Nicole with any other thoughts within next week.</p>
6.	December Planning Meeting	11:10	Nicole	<p>We need to start thinking about topics you’d like to discuss next year as the agenda is built by the SET team. Everyone agreed to extend meetings out to 2 hours. Nicole will send updated invites.</p> <p>Cathy is working on workgroup that lets WA citizens know about our action plan. Its focus is on trying to figure out where people get hung up in the application process and establishing a human-centered designed practice across coalition agencies. Cathy would like to be able to bring that to SET and get your thoughts if you are interested.</p> <p>Nicole and Cathy will discuss when would be a good time to add that to the agenda.</p>
7.	Webpage Updates	11:15	Meghan	<p>https://www.dshs.wa.gov/altsa/stakeholders/service-experience-team-set</p> <p>Meghan and Nicole are revamping the SET webpage to reflect what SET is now as it was very out of date. This page is live.</p> <p>Shelley mentioned it took some effort to get to the page and is not easy to find. She hopes the update will help people find the correct link and understand what they’re looking at.</p>

				<p>We can take a look at how it's organized and find a more intuitive way to get to the webpage. Meghan often finds it by using the search bar, but that only works if you know what you're looking for.</p> <p>The meeting minutes will be moved to its own page and will be interactive with drop down menus. Upcoming meetings will be updated to include more info.</p> <p>The "who we are" page doesn't have much at the moment and needs the fact sheet to be updated. We were thinking about adding bios of SET members that are interested in sharing (including pictures if willing). We want to show the diversity of the team so people viewing the website feel represented. It would give general public a better understanding of who SET members are. People hear "advisory board" and think members have to be experts instead of people willing to advocate for themselves.</p> <p>Members can contact Nicole offline if they are interested. If you need help writing a bio we can help.</p>
8.	Next Steps/Discussion/Webpage Updates/ January Meeting	11:25	Nicole/ Kelli	<p>Next meeting is 1/24. WACares is requesting your feedback on The Long-Term Care Act. The act may not pertain to any of you but there are still areas where you can provide feedback, and we know you have people around you that might be able to use those benefits.</p> <p>Shelley reminded us that SET members could end up being the people that are able to use that in the future.</p> <p>Brenda asked if anyone was having issues with Consumer Direct and requested having a representative come speak.</p> <p>Other members spoke up about issues caregivers are having with not being paid and struggling to take continuing education courses. There has been a lot of confusion and difficulty communicating with CDWA. Isaac was supposed to be contacted by CDWA last spring and still hasn't heard from them. Case worker says they're on it, but they aren't.</p> <p>I would be good timing because emergency rules around continuing ed require that everybody has those credits. They are due at the end of Jan 2023, if they are not up to date they can't be paid. It would be terrible if your providers were impacted by that. This needs to be discussed before end of January. Nicole will make it a priority getting someone from CDWA.</p> <p>Nicole will send invite for December planning.</p>

Action Items/Decisions					
#	Action Item	Assigned To:	Date Assigned:	Date Due:	Status
1	Consolidate leadership brief	Nicole	9/27/2022	11/1/22	Complete
2	Send invite for December planning meeting	Nicole	11/29/22	12/01/22	Complete

3	Have someone speak in January about CDWA	Nicole	11/29/22	12/10/22	Complete
4	Shelley will send a copy of the letter to Nicole	Shelley	11/29/22	11/29/22	Complete
5	Jovi and Nicole can add comment periods (if they're not already on the client resource page)	Jovi/Nicole	11/29/22		
6	AMMI Client Survey feedback (if you think of anything else)	SET Members	11/29/22	12/6/22	Complete
7	Discuss adding workgroup to agenda	Cathy/Nicole	11/29/22		
8	Contact Nicole if interested in having a bio on the SET webpage	SET Members	11/29/22		
9					
10					