

Service Experience Team

Conflict of Interest Policy

I. Purpose

Effective governance requires deliberate, thoughtful and unbiased feedback by Service Experience Team (SET) members. The purpose of this Conflict-of-Interest Policy is to help inform the members about what constitutes a conflict of interest, assist the SET members in identifying and disclosing actual and potential conflicts, and help ensure the avoidance of conflicts of interest whenever possible.

II. Policy

The SET team acts as a client advisory group for the Department of Social and Health Services, Aging and Long-Term Support Administration, Home and Community Services Division. This responsibility requires the SET members to recognize and respond appropriately to any real or perceived conflict of interest. A conflict may exist when a member participates in discussions and decisions of any issue on behalf of the SET while the individual has or previously had other professional, business or volunteer responsibilities outside the SET that could cause them to address the issue with less than unbiased intentions.

Circumstances that may result in an actual or perceived conflict of interest include, but are not limited to:

- Outside employment
- Bidding on a Request for Proposal (RFP) related to contracts with DSHS
- Current contractor with DSHS

III. Procedures

Duty to Disclose

In accordance with this policy, all members are required to disclose any actual or perceived conflicts of interest in respect to their duties. At the time of joining and annually every year thereafter, each member shall complete a Conflict-of-Interest Acknowledgment Form that will be maintained by the DSHS SET Program Manager.

Procedures

It is the duty of every member to disclose any conflict of interest or any circumstances that might reasonably give rise to the perception of conflict of interest. Apparent or perceived conflicts of interest can be as damaging as actual conflicts of interest.

The general rule is that disclosure should be made in writing at the time the conflict first arises, or it is recognized that a conflict might be perceived, to the DSHS SET Program Manager. If there is a determined conflict or a perceived conflict, the SET Program Manager will disclose to the HCS division director or designee. A member may seek guidance as to whether a particular activity or relationship constitutes an actual or perceived conflict of interest.

When presented with the agenda item before the meeting if there is a potential conflict, the SET Program Manager or the member themselves, will make a determination if the member should participate in the conversation. If a conflict arises during the meeting the member may recuse themselves from the conversation.

This may include:

- Request the SET member not to engage in any conversation on the agenda topic from that point.
- Request the SET member to refrain from active conversation on the item but may be available to answer questions on the item.
- Confirm when appropriate for the SET member to actively engage in the discussion on the agenda item.

Failing to inform the SET program manager of a potential conflict of interest or providing misleading information about a conflict of interest, may result in a letter requesting removal from the SET.

Approved by:

Kelli Emans, Integration Unit Supervisor *Kelli Emans* Date: 08/22/2022

Kristin Byrne, Interim HCS Director *Kristin Byrne* Date: 08/22/2022

Bea Rector, DSHS Assistant Secretary *Bea Rector* Date: 08/25/2022

