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| **Service Experience Team**  **ALTSA, Home and Community Services** | **January 16, 2023**  **Microsoft Teams**  **11 am to 1 pm** |

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| **Attendees:** | | | | | |
|  | Buchanan, Frank (Member) |  | Emans, Kelli (HCS) |  | Shipley, Cynthia (HCS) |
|  | Byrne, Kristin (HCS) |  | Ikerd, Kat (HCS) |  | Shuford-Pavlich, Dawn (HCS) |
|  | Carlstrom, Brenda (Member) |  | Kennedy, Kris (Member rep) |  | Thompson, Cora (Member) |
|  | Chappell, Lisa (Member) |  | Kinnaman, Cathy (HCS) |  | Williams, Zya (Member) |
|  | Churchill, Tim (HCS) |  | Otten, Heather (HCS) |  |  |
|  | Cobbs, Jacqueine (HCS) |  | Pidcock, Charice (CSD) |  |  |
|  | Dickens, Roland (Member) |  | Peterson, Isaac (Member) |  |  |
|  | Dronen, Nicole (HCS) |  | Sanchez, Jovi (HCS) |  |  |
| **Main Outcome:** | | | | | |

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| **No** | **Agenda Items** | **Time** | **Presenter** | **Summary Meeting Notes** |
|  | Introductions/Approval of November minutes | 11:00 | Nicole | Introduced new member Lisa to the team and introduced guests on the meeting today.  Approval of the November meeting minutes- Isaac motioned to approve and Cora seconded. Minutes approved |
|  | Review ground rules | 11:10 | Nicole | Ground rules are reviewed yearly. We want to make sure that they still make sense for the team. Is there anything that should be removed, added, or changed?   * Isaac – adding in guidelines to remind us to stay on topic * Zya-There are occasion I have ideas or solution that come to mind, you can email Nicole any time of day in between meeting, she is very responsive and give you feedback and can also set up time in the next meeting, ideas are valued and important. * Nicole – How about adding in a parking lot for topics that are not relevant to discussion * Heather-Idea sharing doesn't have to only occur during our meetings.  You are welcome (and encouraged) to email your ideas and feedback to Nicole anytime * Nicole will add in and bring back next meeting for approval |
|  | Brainstorm SET Participation | 11:15 | Nicole | SET participation has not had a full team for a long time and we are looking to solicit membership in a different way then we have in the past. We are looking at getting creative on how to solicit SET membership. One of the ways that we are doing this is to do something similar to DCWC and use listerv and social media to gain membership. When talking with the communications team it was suggested that we try and come up with a catchy phrase that would draw someone in to open a social media post for more information. If you had 4 seconds to talk about SET what words would you use to draw someone in to apply?  In 4 seconds to talk about S.E.T what words, phrases that’s catchy enough for someone to open it and want to read more.  Heather-Looking for key words phrases that quickly grabs attention.  Zya-You can make a difference, I know everybody would like opportunity to make difference, use some form of that phrase you can make a difference in group or position I think it would closing statement.  Cynthia-Also, we would love to hear your thoughts around images that could grab someone's attention when browsing through our social media channels.  Issac-Do you have what it takes, that sounds like marine core requirement, make your voice heard, what I had was along those lines.  Roland – Be informed, get involved, make a difference. S.E.T.  Isaac - Making DSHS better one member at a time.  Heather - Ready S.E.T. Make a difference. |
|  | ALTSA Decision Packages | 11:30 | Cathy | Cathy Kinneman, Director of Home and Community Services provided an update on Decision packages in the 2024 legislation session  Multiple decision packages put forward by HCS did not make it into the governor’s budget  Still live is couple thing was to get increase day adult, come up to increase 30% lacked behind all the other rate increase, that did not get picked up but doesn’t mean off table completely, there is a lot of interest in it. Keen to more forward is remote support difficulty  Zya-adult day provider? Cathy-day care and provide adult day health, get help therapy meet with other folks then head home, incredibly popular, we lost a 15 state wide was over 30 loss huge impact to client who want and need services  Zya-Rebuild program. Cathy-Federal government to offer some adult day service through remote, obviously can’t all be done remotely, main thing adult day providers, can’t afford to maintain or pay staff, that why trying to get increase. Zya-Get my contact from Nicole  Cathy-Remote supports what were thinking benefit community workforce program, it’s not much 600$, one is looking at contracting with provider to do training for case managers, what would be recommended based on each, same provider would be able to go in help setup, use and train equipment. Length of time its taking qualified providers is some regions have waiting lists or no compacity to providers at all, others taking months to find or folks who want to be providers through CDWA, if someone comes to us needing long term support they need them immediately, what are types of support we can put in place for safety till a provider can be given, monitoring program safe in home and done remote. Monitoring that individual taking medications, getting up bathroom, making sure they haven’t fallen, that decision package not picked up by legislative, assistant secretary can move forward without, hopefully we can move forward without having to follow up next year, we didn’t ask for but got 7.1 million dollars, efforts made from last year, this funding works with how many meals this could provide and how to get access. Asked for did get, GOSH Program for not only maintain housing like state psychiatric hospitals, but we’ve also always been at cap for GOSH housing budget. Open slots who need that housing support, couple smaller things I’d also like to let you know request legislation making sure folks have access to training certification requirements Senate House bill 1969, I testified last Wednesday and passed through the house and hopefully senate this morning. Bill 1694 addressed, change definition of a family member, more members can be exempt to 45 hour/70 hours training, barrier to get through that training, a lot of providers get through to testing, sibling, aunts, uncles, grandchildren and they missed adding parent or children by marriage would now have to in laws. Add 12 hour require and family that exempt to, we think 3000 people that meet in law that it would impact.  Cathy-Plan to implement it, 80k on cope or community first choice, test it, it wants to expend it can we make some CSC plan to, there is a meeting on it Thursday and then can share where we are at.  Kris-I like hearing about family member that was me and there was not many options. Cathy-CDWA before 1694 passed going through after and current 15k, we have that don’t have to do training Issac-Once I was caregiver for a woman who family weren’t willing to look after her, I ended up taking care of her the last year of her life. Is there a way to designate someone like that, they wanted her to go in nursing home she broke out but I wasn’t a family member by any stretch but wanted to do it.  Cathy-Did you have to do the 70 hour training or were you paid? Issac-Totally unpaid.  Cathy-Unpaid caregivers, neighbors, loved one, statue sit if you want to paid then have to go through the 70 hour training and 5 hour safety training. Thank you for doing that, the backbone is done by unpaid providers/family members.  Nicole-Anyone else have question or comments for Cathy  Zya-Going back to adult day provider, how you describe what they do there are a lot of people currently receiving care giving hours that are only doing …they are capable doing these thing on own, they need more less monitoring or, a lot of people needing that over here in Eastern WA, and can be moved over to their program Cathy-  Zya-Several people submit paperwork don’t hear back, contact or follow-up from CDWA.  Cathy-Started because a lady wanted to open a new adult day care and the requirements, we expressed hard to keep providers because rates are so low, why we provided that data and numbers, we haven’t heard anything back.  Nicole-I want to be mindful of the time and hopefully be back once things start going through.  Cathy-Thank you for inviting me, I appreciate you giving me the time. |
|  | Human Centered Design work at ALTSA | 12:00 | Dawn | Dawn-Human center design primary reason is you; you are the inspiration. Human center design learned over the years is to listen to our client’s needs, find out pain point and challenges, we state workers have always come up without talking with clients to find out needs and challenges. Its statewide effort to incorporate to systems, statewide project integrated eligibly enrollment statewide coalition, to have a system accessible to citizen to go to one portal can apply, it evaluates and can see what benefits clients are eligible for. what kind of changes need to be addressed and then improve it. I got a 2 min video and then do a presentation on our work and if have questions.  Dawn-Product one hopes to continue to come back updates  Issac-Learning on the fly, does that mean whatever program or if needs change?  Dawn-  Presenting, concept is nothing about us without us. Building the system as we go, focus groups and surveys and making those changes on the fly. Should be of the people, by the people and for the people. Trying to get the system built for easier enrollment to find out what clients are eligible for and links all the websites. Washington state action plan for removing barriers to health and human services.  Roland- I like the collaboration!  Kris-It’s going to help with wasting time and save money.  Roland-This all sounds great and glad the direction we are going, this is what we have been doing here with S.E.T, happy to see other departments and agencies working that way. Dawn-A lot of support from executive and funding from private and non-private. Have you Nicole said what you have been working on?  Nicole-In March I think I’ll have that conversation. We have been doing work here in S.E.T for a long time and the work I’m doing and Dawn, Cres and come back.  Dawn-Thank you for your honest feedback and if you have anything please reach out to Nicole |
|  | AMMI Updates | 12:30 | Kelli | Kelli-Thanks for letting me come back. I’m here to provide an update and outcomes what we asked you to participate in feedback client survey a lot of discussion Medicare medic plans. We conducted the survey in process gathering all feedback 300 traditional Medicare, 300 Medicare advantage, 300 duel special needs plans. Next month or March, in March hopefully we will have more data and share what some of the responses were, some were surprising, and some were not. One coming back in March but wanted you to hear we conducted the survey, and it was a success. I believe someone from SHIBA Medicaid team, they need help understand this stuff too, collaborate with SHIBA team more option to come available becomes harder to understand the changes, we put a lot of effort for people to understand duel eligible people, help better understand choices, working with plans to be clearer what is offered and not as many options for duel eligible people. One thing might be interesting to know some of communication, after heard from SHIBA how we help people help people with duel.  Lisa-I don’t know what SHIBA is or duel eligible people? Kelli-SHIBA community organization is individual who eligible for Medicare and duel eligible individual is eligible for both Medicare and Medicaid, I try to connect them and people trying to get both. Open enrollment just ended I know most of you are eligible for both, what still frustrates  Roland-Commercials and media thrown for few years, I’m part of it now and glad there’s good added benefits. I have few friends similar both eligible and hesitant to do it, change is hard and afraid to go through change and go through process, until I mention the befits, he was afraid, don’t know how to break that barrier this could be good change.  Kelli-We asked a question around that in survey. Most people are like I don’t know if I want something better and you saying could be better but, system already doesn’t work well together and other thing I would say as you are navigating those convos is I would be interested to know what are they thing that can make that change or think about it, people don’t go to SHIBA they go to friends and family and if they have option they will most likely go with that opinion.  Zya-Part of the reason is people being afraid to lose what they already have in the process, we are already getting so little so loosing anything has a greater impact on us the people might understand, biggest hurdle here is info is not out there, or know where to go, so explaining that as being a state advocate I think we can do a little more to help get the word out and I’m willing to be a part of a marketing team so we can help get that out and for who people can go to, people who don’t have any family or resources.  Kelli-Totally Medicare plan finder, I went out to select a plan and there so many options, I don’t know how people do it, I think coming back here to hear feedback, people who help people but first have to get them to understand it.  Kris-Most people do not know what SHIBA is and I told them what it is  Kelli-And what government to talk to and what one does what. So, when I come back in March, I’ll do a deeper dive into the client survey and then based on some of what we gather we may have additional question for you. If between now and then have additional feedback I welcome it any time. |
|  | Next Steps/March Meeting | 12:55 | Nicole | Zya – created a facebook group for the Service Experience Team |

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|  | **Action Items/Decisions** | | | | |
| **#** | **Action Item** | **Assigned To:** | **Date Assigned:** | **Date Due:** | **Status** |
| 1 | Look into policy/law around care plan requirements. | Nicole | 9/19/23 | 1/31/24 | In process |
| 2 | Bring back template idea. | Joe | 9/19/23 | 01/01/24 | In process |
| 3 | Ongoing rule change updates | <https://www.dshs.wa.gov/sesa/aging-long-term-support> |  |  |  |
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