home and community serviceS

Service experience team
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**Introductory Comment**

Aging and Long-Term Support Administration (ALTSA), Home and Community Services (HCS) Division promotes, plans, develops, and provides long-term care services responsive to the needs of people with disabilities and older individuals. HCS helps seniors, people with disabilities, and their families to access long-term care services that maximize independence, dignity, and quality of life. We work with advocates, including the State Council on Aging and Area Agencies on Aging, to ensure a client-focused service delivery system.

**Purpose**

The purpose of the Service Experience Team is to work in partnership with HCS to promote choice, quality of life, health, independence, safety, and active engagement to programs developed and operated by HCS.

**Responsibilities**

The specific responsibilities of the HCS Service Experience Team include:

* Provide feedback and input into ongoing HCS programs and services;
* Review and provide input regarding cutting edge programs;
* Help identify opportunities to improve the quality of services and the client experience, and address gaps in care; and
* Promote community involvement in the support of the HCS mission and vision.

**Membership**

The Service Experience Team shall consist of up to 12 clients representing a diverse cross-section of geography, gender, and programs being utilized, three (3) to five (5) Advocacy Representatives, a Tribal Representative, and the HCS Director. HCS staff will be available to provide support and technical assistance. Vacancies are filled as the Committee requires.

**Meetings**

Three facilitated meetings will be scheduled each year. HCS staff will work with client members regarding transportation and other supports that may be necessary to facilitate participation. A GoToMeeting option will be available for those who cannot travel.

An agenda and any documents or background materials for each meeting will be sent to members at least 10 days in advance.

Minutes will be drafted and will be sent out to all members for review before finalization.