

Service Experience Team Meeting

ALTA, Home and Community Services

July 26, 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"/>	Byrne, Kristin (HCS)	<input checked="" type="checkbox"/>	Kennedy, Kris (Member rep)	<input checked="" type="checkbox"/>	Joseph, Michelle (HCS)
<input checked="" type="checkbox"/>	Carlstrom, Brenda (Member)	<input type="checkbox"/>	Leslie, Kim (HCS)	<input checked="" type="checkbox"/>	Clark, Denise (HCS)
<input type="checkbox"/>	Conner, Kim (Advocate)	<input checked="" type="checkbox"/>	Morris, Christine (HCS)	<input type="checkbox"/>	
<input type="checkbox"/>	Dickens, Roland (Member)	<input checked="" type="checkbox"/>	Peterson, Isaac (Member)	<input type="checkbox"/>	
<input checked="" type="checkbox"/>	Dronen, Nicole (HCS)	<input checked="" type="checkbox"/>	Plummer, Robert (Member)	<input type="checkbox"/>	
<input checked="" type="checkbox"/>	Emans, Kelli (HCS)	<input checked="" type="checkbox"/>	Snow, Quinn (HCS)	<input type="checkbox"/>	
<input type="checkbox"/>	Erkkinen, Meghan (HCS)	<input checked="" type="checkbox"/>	Terry, Tavares (HCS)	<input type="checkbox"/>	
Main Outcome:					

No	Agenda Items	Time	Presenter	Summary Meeting Notes
1.	Introductions/Approval of May minutes	10:00	Kelli/Nicole	<p>Bea accepted Assistant Secretary position. Kristin will attend future meetings.</p> <p>Quinn Snow will be taking over Kim Leslie's responsibilities for SET support.</p> <p>May's minutes were approved.</p>
2.	Leadership Discussion Brief	10:10	Kelli	<p>We took last meeting's minutes and brought them to AAA case managers. CMs agree with SET feedback. They are doing work right now in their assessment system to provide more information about different programs and services. This includes information about assistive technology to help clients chose the right devices and services. Minutes were also brought to the regional administrator meeting and office chief/unit managers meeting. Their response was agreement and appreciation for SET feedback.</p> <p>Shelley: Can we have a better understanding on how to interact with new applicants when they are doing the assessment? There was a problem recently where a CM declined an 80-year-old client saying, "I just think you're lazy."</p> <p>There is a website that has contact information for submitting feedback.</p> <p>Hiccups:</p> <p>We thought we could provide feedback at meetings and have a good conversation but were met with blank stares. It was a lot of information to take in. Going forward, we will have a visual for people and provide info ahead of time.</p>

				<p>When sharing information and asking for feedback, they felt like they were being asked for something to be done right now rather than receiving feedback for future policies.</p> <p>Overall, SET feedback was met with appreciation.</p>
3.	Workforce Development Update	10:20	Christine	<p>Slide presentation and time for feedback/comments</p> <p>We are hoping to create a one-stop guide for people interested in a career in caregiving.</p> <p>We need to create best practices to make sure high schools are able to streamline their process to participate in the program.</p> <p>WA Cares Career website: Caregiver Video Project- one video completed, second one in progress.</p> <p>Shelley was concerned about feedback she received from a couple of caregivers that have been working 10 years or more. One got a pay cut after registering with CDWA and is considering leaving the profession. Have we been getting feedback from providers? Are caregivers happy with the change? If not, we are losing workforce.</p> <p>Christine and Tavares have not heard from providers. There were not any reductions in overall pay, but there were things allocated due to COVID. It may have the appearance of rates being reduced but they aren't.</p> <p>We are creating a resource guide and would like SET members to provide feedback if they are interested. Kelli proposed sending out the resource guide with a deadline for feedback. Members agreed.</p>  <p>CDWA_Who_to_Call_20220609.pdf</p>
	1915i Brochure	10:40	Kelli	<p>We are working on new services to provide support for clients with significant behavioral health needs so they can live in the community.</p> <p>Initial reactions:</p> <p>Brenda: Who is this going to be given to? The brochure is very wordy and confusing at times. It could be hard to understand for someone with behavioral health needs.</p> <p>This is an option for potential candidates.</p> <p>Isaac said the words "remain safe" aren't clear without context. He described an experience where the owner of the facility he stayed at was dismissive over a roommate's health problems.</p> <p>Often there are clients that need help taking medication, redirection if angry, and help with activities. Specific behaviors can be redirected or deescalate to lessen risk. The focus of the services is to provide support for these behaviors, not catching health issues.</p>

			<p>Shelley described a situation with a schizophrenic client that avoids taking her medication and then takes them all on one day. There were times when caregivers didn't feel safe around her when she was off her medication. Do we have any position for somebody as DSHS that can be a liaison to help interact with these clients that need coaching on how to treat their caregivers, and vice versa?</p> <p>This is meant to provide that additional support. It lays on top of personal care and focuses on helping clients remain stable. It could be someone that works 1:1 to prevent hospitalization.</p> <p>Any ideas to improve phrasing?</p> <p>Robert suggested sections of the brochure should have links so they can learn more about different services while it's fresh in their mind. If you reach out to a case manager, by the time you talk to them you can't remember what you were going to ask. Kris agreed that the brochure needs more detail and links would be a good way to do it.</p> <p>Support is tailored around individual needs, so maybe we should have less detail and do a better job explaining what's on there. Links can also have confusing language as well.</p> <p>Brenda suggested speaking with in group homes for feedback. Go to the source.</p> <p>That would be ideal, but we currently aren't able to do that.</p> <p>How do we make the protective supervision section make more sense and not sound scary?</p> <p>Brenda requested a copy of the brochure to go over later. Easier to go over a hardcopy for editing. Other members agreed. We will send out a copy to all SET members. Please suggest better language to the best of your ability. You can also ask questions for sections you don't understand.</p>
Consumer Facing Webpage Updates	11:10	Meghan	<p>CDWA has been updated on the consumer facing webpage and is available. Work Week Limits and Overtime information should be on the website shortly. The communications team is working on posting information regarding Assistive technology and also information on workforce development.</p>
Next Steps/Discussion/ September Meeting	11:20	Nicole/ Kelli	<p>Gift card update:</p> <p>We received your survey monkey responses which included concerns around e-gift cards. Moving forward we will mail physical gift cards and will contact you once they are sent out. Quinn will send the gift cards during the first week of August. We will use Walmart gift cards because they cover a broad range of items. Isaac and Brenda were not happy with Walmart, but willing to go with the flow. Kelli will continue to find a better solution but for now Walmart cards are approved.</p> <p>September meeting:</p> <p>Client survey questions AMMI project</p>

				Potential for having roles for SET members We are looking for regular attendants to keep us up to date on legislative changes and leadership discussions.

Action Items/Decisions					
#	Action Item	Assigned To:	Date Assigned:	Date Due:	Status
1	Adding Phone/internet resources to client facing webpage	Meghan	3/25/2021	Ongoing	In Progress
2	Follow up with CDWA and send out communication to the group.	Nicole	3/25/2022	4/10/2022	Complete
3	Get Feedback from group on other retail gift cards -electric or hard copy –can only be one way due to policy.	Nicole	5/25/2022	7/1/2022	Complete
4	Send workforce materials and CDWA contact info to SET members	Christine	07/26/2022	8/4/2022	Complete
5	Send link for DOH/DSHS partnership meeting to Shelley and Kris	Nicole	07/26/2022	7/26/2022	Complete
6	Email brochure to SET members to provide feedback from group and edits	Kelli	07/26/2022	8/10/2022	Complete
7	Send Shelley website address to submit feedback about the caregiver that received a pay cut	Nicole	07/26/2022	07/26/2022	Complete
8	Contact Denise to discuss interested schools	Shelley	07/26/2022	7/26/2022	Complete
9	Remove Shelley's gmail account from contact info	Nicole	07/26/2022	7/26/2022	Complete