

Service Experience Team Meeting

ALTA, Home and Community Services

May 24, 2022
Microsoft Teams
10 am to 11:30 AM

Attendees:					
<input type="checkbox"/>	Anderson, Shelley (Member)	<input checked="" type="checkbox"/>	Emans, Kelli (HCS)	<input checked="" type="checkbox"/>	Thompson, Cora (Member)
<input checked="" type="checkbox"/>	Brower, Grace (HCS)	<input checked="" type="checkbox"/>	Erkkinen, Meghan (HCS)	<input type="checkbox"/>	
<input type="checkbox"/>	Byrne, Kristin (HCS)	<input checked="" type="checkbox"/>	Fredell, Rick (Member)	<input type="checkbox"/>	
<input checked="" type="checkbox"/>	Carlstrom, Brenda (Member)	<input checked="" type="checkbox"/>	Kennedy, Kris (Member rep)	<input type="checkbox"/>	
<input type="checkbox"/>	Conner, Kim (Advocate)	<input checked="" type="checkbox"/>	Leslie, Kim (HCS)	<input type="checkbox"/>	
<input checked="" type="checkbox"/>	Cope, Julie (HCS)	<input checked="" type="checkbox"/>	Nuesca, Victoria (HCS)	<input type="checkbox"/>	
<input checked="" type="checkbox"/>	Dickens, Roland (Member)	<input checked="" type="checkbox"/>	Peterson, Isaac (Member)	<input type="checkbox"/>	
<input checked="" type="checkbox"/>	Dronen, Nicole (HCS)	<input type="checkbox"/>	Plummer, Robert (Member)	<input type="checkbox"/>	
Main Outcome:					

No	Agenda Items	Time	Presenter	Summary Meeting Notes
1.	Introductions/Approval of March minutes	10:00	Kelli/Nicole	Bea Rector has taken an Interim position as Assistant Secretary for ALTA, Kristin Byrne has replaced Bea as Interim Director of HCS. Kristin had a previous engagement that she could not change, so she could not make this meeting but will attend future meetings.
2.	Client Training/Assistive technology	10:05	Julie/Grace /Victoria	<p>Slide presentation and time for feedback/comments</p> <p>Rick made a suggestion that information be provided yearly at annual review rather than only at the beginning of services. Things change and clients are not always aware of what could be available to assist them.</p> <p>Other comments:</p> <ul style="list-style-type: none"> - New CM's do not always know what services could be available to the client. How to find out information and services at each annual assessment - CMs not presenting options that are available to them. How to fix this? <p>CM should know what your needs are and suggest assistive technology at your yearly assessment. If they don't know what is available, they should be able to ask a supervisor.</p>
3.	Rule Change/Leg updates	10:50	Kelli/Nicole	<p>We had Angel Sullivan present Legislative updates last month, group expressed a lot of interest in ongoing information about status and how/when to provide feedback and get engaged. Discussed with Angel and he agreed to come to SET meetings and provide regular updates, Angel has taken another position with HCS and so we are waiting to see who replacement is to attend our SET meetings regularly.</p> <p>Also discussed changes and providing information about proposed Washington Administrative Code changes and timelines for feedback. This will be a regular agenda item going forward as well. The purpose is</p>

				to provide information on when to advocate and/or share your opinions on the changes.
4.	SET Enhancement Update	10:55	Nicole/ Kelli	<p>As part of ongoing SET enhancement efforts Nicole/Kelli have been meeting with various leadership groups to talk about the purpose of SET and request time on their agendas to talk about the feedback SET provides as part of their regular agendas. SET will now be on each Leadership meeting agendas for HQ and for regional leadership so we can provide updates in real time about the work happening in the SETa. This includes:</p> <ul style="list-style-type: none"> -AAA case management directors -Regional Administrators -Office Chiefs at Headquarters <p>We will provide feedback to the SET about our engagements with leadership and what meetings we attended.</p>
5.	Consumer Facing Webpage Updates	11:10	Meghan	<p>Thank you for your feedback on navigating the website and that it is complicated to find, your input is very helpful.</p> <p>Biggest change we are working on is getting the page accessible from the main page. Must get the change from DSHS IT and we are currently working with them to make this change, once there is room.</p> <p>Also, working on regular and timely updates of information from the SET meetings including just adding CDWA, and the following information is slated to be added – Assistive Technology</p>
6.	Gift Card Options	11:15	Nicole	<p>Discussed electronic gift cards and the ease of using them. Members provided feedback that utilizing Target is not always feasible due to not having one in their area.</p> <p>Nicole will send out a survey monkey to determine the best way to utilize gift cards. Having the physical card and to which store the gift card will be for.</p>
7.	Next Steps/Discussion/ July Meeting	11:20	Nicole/ Kelli	<p>Will there be a forum for discussion outside of SET meetings – at this time there is not a forum that HCS can implement but could look at options to assign to a member to follow up. Will discuss at next meeting on who would like to be involved and how this would work outside of regular scheduled meetings.</p> <p>Follow up on workforce development. Finalize Gift Card options Overview of a new authority 1915i</p>

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	In progress
3	Building out FAQ out in the webpage	Nicole/Meghan	3/25/2022	9/1/22	In progress

	CDE on the webpage – links to the information and the work week limits and OT.				
4	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	In progress
5	Resend Target Gift Card to members not received	Kim	5/25/2022	6/10/2022	In progress