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| **Service Experience Team Meeting****ALTSA, Home and Community Services****Holgate Office** | **May 23, 2019****Emerald City Conference Room****9:00 am to 12 noon** |

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| **Attendees:** |
|[ ]  Carson, Suzanne (Advocate) |[x]  Hayward, Heidi (Member) |[ ]  Nichols, Gracie (Member) |
|[ ]  Claffey, Carolyn (Member) |  [ ]  | Holden, Ed (Advocate) |[x]  Peterson, Isaac (Member) |
|[x]  Conner, Kim (Advocate) |  [x]  | Kennedy, Kris (Member) |[x]  Plummer, Robert (Member) |
|[x]  Dronen, Nicole (HCS) |[ ]  Loose, Nathan (Member) |[x]  Rector, Bea (HCS) |
|[x]  Emans, Kelli (HCS) |[x]  Mance, Pearl (Member) |[ ]  Rupert, Clotilde “Gabbie” (Member) |
|[ ]  Harshman, Daniel (Member) |[x]  Marshall, Kaye (Member) |[ ]  Visintainer, Brendy (HCS) |
|[x]   Barb Hanneman (HCS) |[x]  Jamie Tong (HCS) |[x]  Mark Towers (HCS) |
| **Main Outcome:** |

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| **No** | **Agenda Items**  | **Time** | **Presenter** | **Summary Meeting Notes** |
|  | Welcome and Introductions | 15 min | Bea | SET Members and staff introduced themselves. Bea Rector welcomed the members and thanked them for their participation on the SET.  |
|  | Purpose of the group |  | Kelli | * In a round robin format, Each member stated their purpose for being a part of SET.Represent an under represented group who need support
* Educate people that don’t know they can access services and what is available to them
* Educate HCS on needs of the community.
* Some disabilities are not visable (ME, TBI)
* Need education on TBI and provide training
* Help educate others in AL/AFH
* Health is important ie. Exercise, nutrition, activities
* Focus on health and wellbeing not just funcational limitations

Advocate for improved caregivingThese purposes will help us with guiding principles for our work. |
|  | Review and approve minutes from January meeting | 10 min | Nicole | Minutes from the January set meeting were reviewed and unanimpously approved.  |
|  | SET Handbook | 40 min | Nicole  | Explained the purpose of the SET member handbook and solicited feedback. Explained each page and only feedback was regarding the ground rule page. Members requested the following additions which have been completed.* Don’t speak in acronyms
* Speak clearly and slowly

The team would also like to add in the acrynym and terminology * ADA

The handbook will be distributed electronically to the members unless requested in paper format |
|  | Break | 15 min | All |  |
|  | Complaint Procedures | 40 min | Jamie | At the January SET meeting members asked to have a document created with complaint processes for each agency. Jamie Tong, HCS, created a working document and asked for feedback from the group. Feedback included:* Add regions to the sheet
* Online reporting webpage is confusing and has a lot of acronyms that the user may not understand
* The need to define what is a vulnerable adult and educated on who a vulnerable adult is.
* Questions on clients not yet receiving services would not qualify as a vulnerable adult.
* Area Agencies on Aging (AAA) – what is the difference between case management and in home care services?
	+ What are the guidelines for what must be included in the complaint procedure. Are there requirements to provide information to people who ask?
* Do the AAA’s have the same requirments as HCS?
* What is the expectation if there is no response in the allotted time? Would it go to a supervisor?
* Clarify the Ombuds role to reporting. Are they mandatory reporters or permissive reporters?
* It is hard to navigate phone trees
* What happens when everyone says not my department or not my job?
* Who can coordinate across systems?
* What is the role of case management to resolve issues.
* What is best practice? Understanding the complexity of our systems and don’t make clients try to navigate. Use system experience to help resolve issues.
* Where should the complaint process go?
	+ Web?
	+ Paper copy
	+ SET webpage
* The document was revised based on the group’s feedback and

The group would like to have the complaint process in an accessible place on the internet. HCS will continue this conversation on where the document will live* The document will also be provided to the members electronically unless request in another format.
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 | New Freedom Waiver | 20 min | Mark | Mark provided information on the New Freedom Waiver and explained the classification levels. A member asked if there is anything that the group could do to move the New Freedom Waiver further and get more interest. Mark responded that there is a limited service area currently. Mark was going to follow up with member after meeting to discuss further. |
|  | Rule Accessiblity to Washington Administrative Codes (WAC) | 15 min | Barb | Due to time restraints this topic will be covered at the September SET meeting |
|  | Open discussion* Format of meetings
* Topics
* SET Nominations
* Sharing Emails
 | 30 min | All | The group had a discussion regarding the structures of the meetings. * 9 am is not suitable for all people especially people with disabilities
* The group would like to establish a way to raise their hand when wanting to speak on video conference. The team will discuss this at the next meeting.
* Would like two shorter breaks rather than one longer break.
* Would like to have video capabilitiy in Tri-cities.
* Nicole will put the format of the meetings on the next SET agenda and continue to get members feedback regarding format of the meetings.

Future topics:* HIPAA
* Complaints
* Over the counter medication – Medicaid paid?
* COPES – what additional services are available
* ADA compliance within the ALTSA system
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|  | **Action Items/Decisions** |
| **#** | **Action Item** | **Assigned To:** | **Date Assigned:** | **Date Due:** | **Status** |
| 1 | Jamie to revise the complaint procedure based on groups feedback | Jamie | 5/23/19 | 6/21/19 | complete |
| 2 | Clarify if Ombuds are passive reporters or mandatory reporters | Nicole | 5/23/19 | 7/31/19 |  |
| 3 | Test the complaint procedure and test it for user friendliness | Nicole | 5/23/19 | 7/31/19 |  |
| 4 | Mark will follow up with member regarding New Freedom Wavier | Mark | 5/23/19 | 7/31/19 |  |
| 5 | Distribution of the complaints procedure | Nicole | 5/23/19 | 7/31/19 | complete |
| 6 | Addressing meeting requests | Nicole | 5/23/19 | 7/31/19 | complete |
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