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| **Service Experience Team Meeting**  **ALTSA, Home and Community Services** | **Dec 2, 2020**  **10:00am to 11:00am** |

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| **Attendees:** | | | | | |
|  | Dronen, Nicole (HCS) |  | Joann Collens (Member rep) |  | Jesse Collens (Member) |
|  | Carlstrom, Brenda (Member) |  | Erkkinen, Meghan (HCS) |  | Mance, Pearl (Member) |
|  | Carson, Suzanne (Advocate) |  | Harshman, Daniel (Member) |  | Peterson, Isaac (Member) |
|  | Claffey, Carolyn (Member) |  | Hayward, Heidi (Member) |  | Leslie, Kim (HCS) |
|  | Conner, Kim (Advocate) |  | Kennedy, Kris (Member rep) |  | Marshall, Kaye (Member) |
|  | Emans, Kelli (HCS) |  | Plummer, Robert (Member) |  | Harshman, Daniel (Member) |

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| **Summary Meeting Notes** | | | | | |
| * We recently executed a client survey and the last question asked was if they would be interested in joining Service Experience Team, and from that survey approximately 20 people had responded with interested. Nicole interviewed and we will have four (4) new members starting at the beginning of the year. | | | | | |
| * After getting your feedback, we are changing the frequency and length of the meetings. We will be meeting more often and at a shorter time. Meetings will now be every other month for an hour and a half. First meeting will be January 28th, 10:00am to 11:30am. | | | | | |
| * Think about presentations from the past and provide us feedback on how we are providing you information. Is it too much information, are we presenting effectively. It would be helpful to hear back on what works best or if we need to change the way we are presenting. | | | | | |
| * It was brought up by Bob that there needs to be an advocacy for change on client savings requirements…provided example of putting money aside for taxes, dental care needs and having to spend it due to exceeding the cap of resources. After turning 65 changing from SSDI to regular Medicare needs to be reviewed and changes made. * Grass roots organizations, being able to talk with legislature and congress * Disability Rights of WA has trainings and “How To’s” on how to navigate within legislature and congress for change. ALTSA is looking into having them provide the training or provide how we can get the training to SET. | | | | | |
| * It was also brought up by Bob that a client facing program that they could access their information such as Casemanager, Assessment information, programs enrolled. | | | | | |
| * Live Chat option availability on Website | | | | | |
| * The need to get the Client facing website recently created known to clients –how do we get it out there. * Wellness Newsletter * Suggestion of having a card inserted with annual assessment | | | | | |
| * Guest speakers was also suggested i.e. legislators, advocacy groups, etc | | | | | |
| * Voice concern over EVV and how it is effecting clients and providers. | | | | | |
| **ACTION ITEMS** | | | | | |
|  | Action Item | Assigned To | Date Assigned | Due Date | Completed |
| **1** | **Change meeting times to start at 10am** | **Kim** | **12/2** | **12/5** | **12/2** |
| **2** | **Email address to members** | **Nicole** | **12/2** | **12/5** | **12/3/20** |
| **3** | **Ground Rules to members** | **Kim/Nicole** | **12/2** | **12/5** | **12/10/20** |
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