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| **Service Experience Team Meeting**  **ALTSA, Home and Community Services** | **January 28, 2021**  **Zoom call only**  **10 am to 11:30 AM** |

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| **Attendees** | | | | | |
|  | Anderson, Shelley (Member) |  | Leslie, Kim (HCS) |  |  |
|  | Carlstrom, Brenda (Member) |  | Peterson, Isaac (Member) |  |  |
|  | Conner, Kim (Advocate) |  | Plummer, Robert (Member) |  |  |
|  | Dronen, Nicole (HCS) |  | Rector, Bea (HCS) |  |  |
|  | Emans, Kelli (HCS) |  | Thompson, Cora (Member) |  |  |
|  | Filosa, Stephen (Member) |  |  |  |  |
|  | Hayward, Heidi (Member) |  |  |  |  |
|  | Kennedy, Kris (Member rep) |  |  |  |  |
| **Main Outcome:** | | | | | |

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| **No** | **Agenda Items** | **Time** | **Presenter** | **Summary Meeting Notes** |
|  | Welcome/Introductions/Agenda review | 10 min | Kelli/Nicole |  |
|  | Consumer Facing Webpage/Outreach | 35 min | Meghan | How do we get the message out that the website is available?   * Case managers spreading the word about the website * Postcard type mailing, something different from wellness letter and provider letters. Something, short and sweet and to the point. * Email blast * Social media announcements * PSA or Radio announcements * Brochure type announcements left at clinician offices, billboards, etc. * Care Coordination Newletters, see if it can be added in them   Other discussion about website:   * Memebers wanting a client portal type access so they can enter their ID # and find case manger, programs they are on and program available based on their criteria |
|  | Topics for the year | 30 min | Nicole | Changing schedule for topics and moving EVV to next meeting as it is more relevant to pending issues of providers. Members wanting explaination of what are issues and what is being done to fix.  The group would like a discussion regarding:   * Update on EVV and discussion of concerns on the client side * Payment/issues with app * Not policy updates but issues and concerns * Caregivers are not getting paid what is being done to address the issues * Don’t have system to deliver services * Someone from P1 available to answer questions (Dustins team) |
|  | Next Steps/Discussion | 15 min | Nicole/  Kelli | Next meeting is March 25th 10AM  Will continue discussion on topics for the year at a later meeting |
|  | Contact information |  |  | Member information:  Brenda Carlstrom [bjcarlstrom53@hotmail.com](mailto:bjcarlstrom53@hotmail.com)  Heidi Hayward [madronasunrise@gmail.com](mailto:madronasunrise@gmail.com)  Daniel Harshman [dcharshman@hughes.net](mailto:dcharshman@hughes.net)  Isaac Peterson [isaac3rd@gmail.com](mailto:isaac3rd@gmail.com)  Joanne Collens [callings@hotmail.com](mailto:callings@hotmail.com)  Robert Plummer [evergreenaone@aol.com](mailto:evergreenaone@aol.com)  Shelley Williams [reachshellz@gmail.com](mailto:reachshellz@gmail.com) |

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|  | **Action Items/Decisions** | | | | |
| **#** | **Action Item** | **Assigned To:** | **Date Assigned:** | **Date Due:** | **Status** |
| 1 | Send Bio’s to Nicole or call/email her with questions | All member |  | 2/15/2021 |  |
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