

Service Experience Team Meeting

ALTA, Home and Community Services

July 29, 2021
Microsoft Teams
10 am to 11:30 AM

Attendees:					
<input checked="" type="checkbox"/>	Anderson, Shelley (Member)	<input checked="" type="checkbox"/>	Graff, Stacy (HCS)	<input checked="" type="checkbox"/>	Sellers, Ryan (HCS)
<input checked="" type="checkbox"/>	Carlstrom, Brenda (Member)	<input checked="" type="checkbox"/>	Hayward, Heidi (Member)	<input type="checkbox"/>	Thompson, Cora (Member)
<input type="checkbox"/>	Conner, Kim (Advocate)	<input checked="" type="checkbox"/>	Kennedy, Kris (Member rep)	<input type="checkbox"/>	
<input checked="" type="checkbox"/>	Dronen, Nicole (HCS)	<input type="checkbox"/>	Kersten, Kat (HCS)	<input type="checkbox"/>	
<input checked="" type="checkbox"/>	Emans, Kelli (HCS)	<input checked="" type="checkbox"/>	Leslie, Kim (HCS)	<input type="checkbox"/>	
<input type="checkbox"/>	Erkkinen, Meghan (HCS)	<input checked="" type="checkbox"/>	Peterson, Isaac (Member)	<input type="checkbox"/>	
<input type="checkbox"/>	Filosa, Stephen (Member)	<input checked="" type="checkbox"/>	Plummer, Robert (Member)	<input type="checkbox"/>	
<input type="checkbox"/>	Fitzharris, Karen (HCS)	<input type="checkbox"/>	Rector, Bea (HCS)	<input type="checkbox"/>	
Main Outcome:					

No	Agenda Items	Time	Presenter	Summary Meeting Notes
1.	Welcome/Introductions/Agenda review/Approval of May minutes	10:00	Kelli/Nicole	Shelly would like to review minutes before approving, will let Nicole know if any concerns, otherwise will approve.
2.	Individual Provider Onboarding	10:05	Stacy Graff	 <p>IP onboarding 7-31-21.pptx</p> <p>Stacy presented powerpoint presentation attached. Questions that came up:</p> <p>What happens if an approved IP later has a Domestic Violence issue, does any one review it??</p> <p>If the issue is made aware to Casemanager, they could require a background check and could lead to a disqualifying crime, or a character, competency and suitability (CCS) to be processed if the Casemanager is concerned for the safety of the client. It could also result in the provider not being able to work again.</p> <p>Why is WA state so strict on overtime when there is such a shortage for providers, which forces clients to go without care?</p> <p>We will be inviting Jennifer Karlson to come to our next meeting to discuss work week limits.</p> <p>what happens if provider doesn't give notice and leaves client without care?</p> <p>CM should look into that, maybe APS report or CC&S on that providers.</p> <p>I don't think my CM has ever done that.</p> <p>Outcome could mean the provider could never work again, so CM needs to be really sure.</p>

				<p>Often CMs listen to provider over the client, client is not given a voice.</p> <p>This is helpful information for me as I help training new case manager training, I will incorporate your feedback into my training</p> <p>Are they going to provide medical insurance for dependents?</p> <p>Robert is advocating for coverage, follow up with Christi Pederson on insurance options for dependents.</p> <p>What is the state doing to increase recruiting new IPs?</p> <p>Couldn't figure out how to become a provider without first having a client. Need better information out there for how to become a provider, the Home care referral registry is the only option.</p> <p>We can take that back to discuss. Ips seeking work should be referred to the home care referral registry so they can get contracted and get ready to go when a client needs them</p> <p>Also, takes a long time to get contracted, why does it take so long? How long should it take?</p> <p>We need a lot of documentation and sometimes that is a breakdown, would need to take a look at data and specific scenarios – we have gained some flexibilities with COVID that will stay with us ongoing.</p> <p>IPs get told there is a backup if someone gets sick, they shouldn't be told that, there are no back ups due to shortage and workweek limit.</p> <p>Not aware of training that says that but also understands the concern.</p>
3.	CDWA	10:50	Ryan Sellers	 <p>CDE SET Presentation 7.29.21.pptx</p> <p>I am alarmed why are we putting someone else in the middle, this doesn't work. Heidi voices this as well. We had a SET member who has since passed, but he was dedicated to getting rid of this. Clients are very concerned. People don't know how to use the internet, people will go without care. What is the state doing to ensure there are more caregivers when you lose them through this transition.</p> <p>There are alternatives to internet, can call or email or paper form. Also, we are aware of the provider shortage and there is always work to recruit.</p> <p>Need to update the escalation contact list so people know who to contact.</p>
4.	Next Steps/Discussion/ September Meeting/SET Enhancement Position	11:20	Nicole/ Kelli	<p>Next meeting we will provide more details on the SET Enhancement Position and how envision the position working with you. Jennifer Karlson to discuss Work Week Limits.</p>

