

Service Experience Team Meeting

ALTA, Home and Community Services

November 10, 2021
Microsoft Teams
10 am to 11:30 AM

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

No	Agenda Items	Time	Presenter	Summary Meeting Notes
1.	Welcome/Introductions/Agenda review/Approval of September minutes	10:00	Kelli/Nicole	Group motions to approve the minutes
2.	Workforce Development	10:05	Kim Maki	<ul style="list-style-type: none"> More exiting than entering the caregiving workforce. Half of the workforce will retire in the next 5 years Working to develop a partnership with OSPI that gives the students the opportunity to take the Home Care Aide test How to help with retention. <ul style="list-style-type: none"> If anyone would like to participate in the focus group, contact Kim Maki – Shelley would like to be involved Shelly – I want to help with recruitment, this is a subject I am passionate about, will contact you after. Heidi – googled how to be a caregiver in WA and WAcarecareers and didn't come up, provided that feedback for Kim. Also noted that caregivers need to be paid more as that is how she receives better care. Movement from SEIU to have minimum wage higher for caregivers <ul style="list-style-type: none"> Potential for higher wages for those who do work that is hard on their body. I.e. Lifting etc. Group will look at the marketing video Would like to have Kim Maki come back at a future meeting and provide update on progress
3.	Webpage Updates	10:35	Meghan	<ul style="list-style-type: none"> Meghan reviewed the purpose of the consumer facing webpage. How feedback from the group has gotten us to this point and what we would like to continue to see moving forward. First was adding information from Noah Sidels presentation on the Legislative process and how information was translated and added into the webpage. Do you feel like this is enough information/too much information or anything missing?

				<ul style="list-style-type: none"> ○ Isaac – want to keep it as simple as possible. As soon as you get inside the process, people will help you navigate the system. could be bloated if you put too much information on the webpage. ○ Shelley – are you wanting to have help with the graphics? Or do you want it to stand out more, so it catches people’s eye. Will take a look and follow up with Meghan. ○ Heidi – simple graphics and more graphics could be better with simple graphics would add to it. Being a visual learner graphics would be better. Torn between keeping it simple and also providing the information. Making it accessible is important but also being realistic. Which bills are interesting? ○ Kelli – this is a complicated topic and remember when we have topics through SET, we want to be able to populate the webpage to create snippets to educate other clients with these things and then point them to where they can go to get more information. ○ Space where we can put information that will point them to the resources. Landing place and then if interested we can point in the right direction. ● How to participate in the leg process – <ul style="list-style-type: none"> ○ Heidi – Disability Rights Washington can we add that information in? Cross disability Network – network to support each other and if a bill that comes up that would affect this population, then it gives us a chance to network. Good group and always looking for more people. ○ Isaac – advised to write proposal in the form of a bill. Would this be something that could be recommended. When we showed up to testify to committees the leg already had the bill in their hand. Draft of the proposal. Maybe a template on the website that would help the client be able to zero in on the important parts of the bill and why it is necessary that the bill becomes a law. ○ Heidi – are you talking about a 1 pager that would give the leg information on the bill. Isaac- not entirely but is kind of like that. This is what we hope to accomplish. This is the problem; this is how we propose to solve the problem? Isaac has done this before. will reach out to Lori Jenkins leg aide and see if they have something like a template or something. Copy of a bill that was successful and can formulate a template. ● Heidi – if interested in joining the cross-disability network reach out to Heidi.
4.	December Brainstorming Meeting	11:10	Nicole	<ul style="list-style-type: none"> ● Will schedule time in December to brainstorm for the next year and what that will look like. The 10 to 1130 timeframe works for most

