

## Service Experience Team Meeting

### ALTA, Home and Community Services

September 23, 2021  
Microsoft Teams  
10 am to 11:30 AM

Attendees:					
<input checked="" type="checkbox"/>	Anderson, Shelley (Member)	<input checked="" type="checkbox"/>	Hayward, Heidi (Member)	<input checked="" type="checkbox"/>	Thompson, Cora (Member)
<input checked="" type="checkbox"/>	Carlstrom, Brenda (Member)	<input checked="" type="checkbox"/>	Johnson, Debbie (HCS)	<input checked="" type="checkbox"/>	Woolnough, Mallori (HCS)
<input type="checkbox"/>	Conner, Kim (Advocate)	<input checked="" type="checkbox"/>	Karlson, Jennifer (HCS)	<input type="checkbox"/>	
<input checked="" type="checkbox"/>	Dronen, Nicole (HCS)	<input checked="" type="checkbox"/>	Kennedy, Kris (Member rep)	<input type="checkbox"/>	
<input checked="" type="checkbox"/>	Emans, Kelli (HCS)	<input checked="" type="checkbox"/>	Leslie, Kim (HCS)	<input type="checkbox"/>	
<input checked="" 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"/>	Ferguson, Jennifer (HCS)	<input type="checkbox"/>	Rector, Bea (HCS)	<input type="checkbox"/>	
<b>Main Outcome:</b>					

No	Agenda Items	Time	Presenter	Summary Meeting Notes
1.	Welcome/Introductions/Agenda review/Approval of July minutes	10:00	Kelli/Nicole	May & July Minutes are approved by members Still working on Consumer Facing Website
2.	Work Week Limits	10:05	Jennifer Karlson	<p>Fair Labor Standard Act (FLSA)– required that all Home Care workers be paid over-time if they work more than 40 hours per week. So 4/1/20216 began calculating overtime pay of IP and on 4/18/20216 House Bill 1725 was signed into law. Permanent Work Week Limits notification were sent in May 2016.</p> <p>Contract Actions are letter notifications to IPs letting them know that they overclaimed the number of hours that are allowed. They are used as a reference and resource to educate workers on how to work within the work week limit to reduce chances of receiving termination letters. Resources: <a href="http://www.dshs.wa.gov/ALTA/IPOT">www.dshs.wa.gov/ALTA/IPOT</a></p> <p>OT (Over-time) and WWL (Work Week Limit) are the not same thing: OT: Travel Time, Required DSHS training, Any hours over 40 hours work week., Admin Time. WWL: Service Hour: Personal Care, Relief Care, Skills Acquisition Training, and Respite Care PTO (Paid Time Off) does not include either OT or WWL.</p> <p>Work week is Sunday through Saturday, it will cross months and it will cross pay periods. Focus on Sunday through Saturday- be mindful of the authorized hours and not to exceed those hours.</p> <p>Heidi- Q. who /why did they put limits on overtime? A. 2016 it was required by federal government (FLSA) for states to pay over-time for certain workers. Individual providers were one of those workers. The state legislature created the OT and WWL laws to ensure the state was complying with the new federal laws and staying within the state budget.</p>

				<p>Shelly -Q. Caregiver shortage came after the 2016, demand in this industry has changed, and there is a need for the law to change.</p> <p>Kris – Q. Can a Provider work for 40 hrs for one client and work more hours for a different client, does this count as OT?  A. A providers work limit is their limit, it does not matter how many clients they work for,they must stay within a total of 40 hours per week for any DSHS Medicaid client.</p> <p>Kris- Q Is there a way to know how many hours the provider has with other clients,  A Your case manager should be able to answer how many other clients your provider has and how many hours they have available to work.</p> <p>Q. would you have to check every week with case managers?  A. Authorizations are approved monthly, so typically you should be able to check monthly. It could change within the month, but not typical.</p> <p>Bob – Jennifer to reach out to Bob regarding his situation regarding care givers and extra hours.</p> <p>Cora – Nicole to follow up with Cora on her questions.</p>
3.	Overview of the 1115 Waiver	10:35	Debbie Johnson/ Mallori Woolnough	<p>Purpose of our presentation is to provide an overview of the 1115 Waiver so if you would like to attend the statewide stakeholder meetings coming in October you will have the background of the waiver to provide valuable feedback.</p> <p>Overview of 1115 waiver – is one that is allowed by Centers for Medicare and Medicaid Services, allows states to demonstrate with new funds. In 2017, Medicaid Transformation Waiver, it has grown with 5 initiatives and only approved for 5 years. We have asked Centers for Medicare and Medicaid Services for an extension for 1 year (due to COVID) to better evaluate the services that we have been providing.</p> <p>Presumption Eligibility – getting folks in services while their application is being processed.Previously you would submit an application and wait for your services to begin until the application was finalized. With Presumptive Eligibility, we can get some services started right away, while the full application is being processed and functional/financing eligibility is determined.</p> <p>Expanding the waiver to Acute care Hospital or diversion from community behavioral health hospitals will assist in reducing hospital admissions.</p> <p>Shelly – Q. Hospice patient in my home for 4 months, acute need and it we have waiting for 4 weeks for completion of assessment.</p> <p>Renewal of Waiver – we are hoping the extension will be approved soon,and we are also asking for a renewal of the waiver for another 5 years.</p> <p>We are going to be having conversations to public and we will send the link for the 14 and 15<sup>th</sup> (presentation will be the same on both days) and</p>

				ask for feedback on our initiatives and we will be providing feedback to CMS.
4.	SET Enhancement Position	10:55	Nicole	Department has provided a dedicated position for Service Experience Team, which will really grow and expand the group. We plan to present some ideas to you in November on how the position will work, and how to do we get more members, compensate members, and more involvement.
5.	Next Steps/Discussion/ November Meeting	11:20	Nicole/ Kelli	Discuss the vision of what SET will look like . Discuss Workforce Development – Kim Maki

Action Items/Decisions					
#	Action Item	Assigned To:	Date Assigned:	Date Due:	Status
1	Jennifer K to reach out to Bob	Jennifer K	9/23/2021		Complete
2	Nicole to reach out to Cora	Nicole	9/23/2021		Emailed and waiting on response
3	Nicole to reach out to Shelley	Nicole	9/23/2021		Complete