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| **Service Experience Team Meeting**  **ALTSA, Home and Community Services**  **Holgate Office** | **January 28, 2020**  **Emerald City Conference Room**  **9:00 am to 12 noon** |

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| **Attendees:** | | | | | |
|  | Leslie, Kim (HCS) |  | Joann Collens (Member rep) |  | Jesse Collens (Member) |
|  | Carlstrom, Brenda (Member) |  | Erkkinen, Meghan (HCS) |  | Mance, Pearl (Member) |
|  | Carson, Suzanne (Advocate) |  | Fitzharris, Karen (HCS) |  | Marshall, Kaye (Member) |
|  | Claffey, Carolyn (Member) |  | Harshman, Daniel (Member) |  | Peterson, Isaac (Member) |
|  | Conner, Kim (Advocate) |  | Hayward, Heidi (Member) |  | Plummer, Robert (Member) |
|  | Dronen, Nicole (HCS) |  | Kennedy, Kris (Member rep) |  | Rector, Bea (HCS) |
|  | Emans, Kelli (HCS) |  | Loose, Nathan (Member) |  | Rupert, Clotilde “Gabbie” (Member) |
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| **Main Outcome:** | | | | | |

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| **No** | **Agenda Items** | **Time** | **Presenter** | **Summary Meeting Notes** |
|  | Welcome and Introductions | 15 min | Bea/Kelli |  |
|  | Review and approve minutes from September meeting | 10 min | Nicole | September meeting notes approved  We discussed ground rules and added : Speak concise and to the point. |
|  | Consumer facing webpage discussion | 60 min | Megan | Meghan presented outline and displayed what the webpage would look like – the following suggestions were made:  CONSUMER WEBPAGE   * Make the heading more specific than client resources - I have a problem, who do I contact? * Client sometimes can get mixed up with provider or vendor so the use of the word CONSUMER may be more helpful. * Clarify Assistance and contact information * If you receive services you are a consumer (client/consumer) * Informative content under heading   CONTENTS   * ProviderOne issues * Link to that system * Is there a helpline for consumers? * Consumer resources under left had column * Should be on the main tab, less likely to get missed * Information on financial eligibility/resources * Questions who to talk to –Links * Using Client information and reources – * client directed information/ resources was suggested for a clearer direction. * Using “I have a question or concern” reather than Assistance and contact info direction. * **BOLD** **assistance and information**, and a descripotion of where link would go. * Explore more visual document on webpage * Live Chat Feature? * Not enough resources at the moment * Will have internal conversation * Peer support? On webpage? * Link to a blog that consumers use to ask questions on relatable situations? * Would like more opportunities to talk with each other for feedback or questions. * Add something on site stating that you have the right to live your life with dignity and respect. (even though HCS mission, it is not clearly seen by consumers) * Having access to the community * Rights as a citizen/not just a client/consumer * Built into the mission or values of DSHS-do a better job of linking to mission values * Content must have FAQ’s: * What different accomondations are available? * ADA is vague * Expand on client/consumer rights * Fair Hearing process * ADA coordinator what is the process and who to contact * Independent Living Counsel * Rights * Independent living philosophy * IP versus Agency * Link to Independent Living Counsel page * Educate for Independent philosophy   Next steps are Meghan to take questions to webmaster. Email a link or come back to meeting to provide more feedback –once completed, and closer to having what you want, we can go live. Looking a month or so, for the link. Provide feed back at anytime. |
|  | Break | 15 min | All |  |
|  | CDE/EVV Update | 60 min | Karen/  Alec | PowerPoint Presentation was giving by Alec and Karen regarding CDE and EVV, after presentation questions were asked of group of their concerns –due to length and time, group was asked to email any additional questions to Nicole to give to ALEC to find answers and responses would be returned 2 weeks after deadline for questions. (See action items)   * Consumer input? * Are the tech companies speaking to consumers? * What are protections that help protect Health Information? * Violation of HIPPA? * What have other states done in regars to data security? * Can a court supena to get this information other than its orginal use? * Participation fees, where does that come from ?? * Why cannot we use our own phones? Restrict phone use while providing service?? |
|  | Future Topics | 20 min | Nicole/  Kelli | * Training –Caregiver training, curriculum and is looked at * ProviderOne – provider/consumer/billing etc. * Confusion regarding participation –residential/IP/Exceptions? * How calculated? * Medicare Advantage * Participation –cost of care * Challenges with Caregivers (So much turn over) * How to become a Caregiver? * Ombuds for IP’s/Agencies * Accomadations ADA * Severe chronic illness   Topics above were discussed as future topics and the two highlighted items will be the TOPICS OF NEXT MEETING IN MAY. |
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|  | **Action Items/Decisions** | | | | |
| **#** | **Action Item** | **Assigned To:** | **Date Assigned:** | **Date Due:** | **Status** |
| 1 | Explore if more visual documents would work on webpage | Meghan | 01/28/2020 | 02/11/2020 |  |
| 2 | Send resources to HCS of any blogs or sites use for peer support to see if they can be used on website | Group | 01/28/2020 | 02/07/2020 |  |
| 3 | Sending additional EVV/CDE questions to HCS | Group | 01/28/2020 | 02/07/2020 |  |
| 4 | Researching ADA coordinator process and contact information | Kim/Nicole | 01/28/2020 | 02/11/2020 |  |
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