

Service Experience Team Meeting

AL TSA, Home and Community Services

May 14, 2020
9:00 am to 10:00am

Attendees:					
<input checked="" type="checkbox"/>	Leslie, Kim (HCS)	<input type="checkbox"/>	Joann Collens (Member rep)	<input type="checkbox"/>	Jesse Collens (Member)
<input type="checkbox"/>	Carlstrom, Brenda (Member)	<input type="checkbox"/>	Erkkinen, Meghan (HCS)	<input type="checkbox"/>	Mance, Pearl (Member)
<input type="checkbox"/>	Carson, Suzanne (Advocate)	<input type="checkbox"/>	Fitzharris, Karen (HCS)	<input type="checkbox"/>	Marshall, Kaye (Member)
<input type="checkbox"/>	Claffey, Carolyn (Member)	<input type="checkbox"/>	Graham, Alec (HCS)	<input checked="" type="checkbox"/>	Peterson, Isaac (Member)
<input checked="" type="checkbox"/>	Conner, Kim (Advocate)	<input type="checkbox"/>	Harshman, Daniel (Member)	<input checked="" type="checkbox"/>	Plummer, Robert (Member)
<input checked="" type="checkbox"/>	Dronen, Nicole (HCS)	<input type="checkbox"/>	Hayward, Heidi (Member)	<input type="checkbox"/>	Rector, Bea (HCS)
<input checked="" type="checkbox"/>	Emans, Kelli (HCS)	<input checked="" type="checkbox"/>	Kennedy, Kris (Member rep)	<input type="checkbox"/>	Rupert, Clotilde "Gabbie" (Member)
<input type="checkbox"/>		<input type="checkbox"/>	Loose, Nathan (Member)	<input checked="" type="checkbox"/>	Byrne, Kristin (HCS)
Main Outcome:					

No	Agenda Items	Time	Presenter	Summary Meeting Notes
-	Welcome and Introduction		Nicole	Bea Rector had a call with the Governor and Kristin Byrne, Deputy Director of Field Operations will be speaking on her behalf.
-	Kristin's Background		Kristin	Has been with HCS for 21yrs, starting as a case manager in the field and has worn different hats within HCS overtime. She is now the HCS deputy director of field operations and oversees the three regions, which includes how HCS administers and delivers their services and supports in the community.
-	AL TSA Response to COVID-19		Kristin	<ul style="list-style-type: none"> We are in week 11 of the pandemic, and a great deal of our focus since our first reported case of CoVid19 late February has been on obtaining Personal Protective Equipment (PPE) and cloth face coverings. At the end of February individual/personal care providers were prioritized as tier 4 which was the lowest level of the Tiering system to receive Personal Protective Equipment, with priority going to tier 1 which was hospitals and Skilled Nursing Facilities, and our hardest hit at the time with the virus. Bea led AL TSA in the effort to move individual providers to a higher tier priority for Personal Protective Equipment and as of the middle of May, they were added to Tier 1. In addition to re-tiering of individual providers, Adult Family Homes, and Assisted Living facilities AL TSA has obtained through donation and purchase face cloth coverings that are being distributing from Aging and Long-Term Support Administration (AL TSA) to all (approximately 45,000) individual providers. Each packet includes two face coverings for the individual provider and two for every in-home client they assist. AL TSA has worked closely with the federal government, Centers for Medicare and Medicaid, for flexibility approval to be able to do business safely during the pandemic. The federal approval we received is allowing AL TSA to complete initial

				eligibility, annual eligibility and care change assessments telephonically.
-	Question		Kim Conner	We are hearing a lot about caregivers being turned down for personal protective equipment are you hearing the same?
-	Answer		Kristin	Early on we did hear about this and to date, there is still a shortage on Personal Protective Equipment, and items like N95 masks, surgical masks, and gowns. PPE is available through Local Health Jurisdictions for cases of suspected or positive.
-	Question		Isaac	Are Adult Family Homes considered Providers?
-	Answer		Kristin	Yes, Adult Family Homes are considered Providers
-	Question		Isaac	Is testing required prior to transitioning to an Adult Family Home?
-	Answer		Kristin	It really depends on the facility and situation. We know that some testing is happening from hospital and or skilled nursing facilities to community settings, such as adult family homes, and we have heard of situations where adult family homes are requiring testing before accepting.
-	Question		Isaac	A new candidates wanting placement in an Adult Family Home how do they know if it is safe to transition to the home, and there is not anyone with COVID-19 there?
-	Answer		Kristin	Adult Family Homes must disclose this to any one transitioning into the home. In addition, AL TSA has contracted with 5 Skilled Nursing facilities that have a dedicated unit/wing within their facility that will provide care for folks diagnosed with COVID-19. These contracted units serve the purpose of reducing contact ad virus spread for Skilled Nursing Facility, Adult Family Homes or Assisted Livings where someone tests positive and there is concern for other residents and caregivers. We now have a temporary setting to meet this need, with the expectation that CoVid+ residents will return to their residential setting.
-	Question		Isaac	Do Adult Family Homes have access to Personal Protective Equipment?
-	Answer		Kristin	Adult Family Homes are being instructed to contact their Local Health Jurisdiction for assistance with Personal Protective Equipment.
-	Questions		Isaac	If a resident tests positive for COVID-19 is there a mandate that they have to report it?
-	Answer		Kristin	Providers have been instructed to notify Residential Care Services when someone, whether resident or caregiver, is suspected or tested as positive. Which is under Aging and Long-Term Support Administration oversee and licenses all Long Term Care settings and they do require all facilities to report positive cases to their Complaint Resolution Unit (CRU) within 24/48 hours.
-	Question		Robert	How do we as clients get face masks?
-	Answer		Kristin	I AL TSA is in the process of mailing out cloth face coverings to individual providers, and in that shipment, each provider will be given two masks for themselves and two masks for each of their clients.
-	Question		Kristin	What has it been like for you all during this pandemic, your services, are you able to contact our staff, etc.?
-	Answer		Robert	No change for me. All of my services are in place and good. I had my annual assessment a while ago and it was still in person.

-	Answer		Isaac	No special needs since this fun trip has started. My assessment was fairly recent. Last Adult Family Home where I lived there was incorrect information on my assessment. In new home since December and new case manager communication has not been the greatest but new and will give benefit of the doubt as we get to know each other and contact more often. I don't fit the typical stereotype of Adult family home resident and sometimes that throws off communication with case managers. I need help but I am not helpless. (Isaac can reach out to Kristin if any assistance or future follow-up is needed)
-	Answer		Kris	Switched provider for my father a few weeks ago and there was no masks worn, which was concerning. We are awaiting test results and if suspected providers should be wearing proper Personal Protective Equipment while in home. Providers from an agency can contact their supervisor and then in return that supervisor will contact the case manager for the having the Personal Protective Equipment delivered.
-	What's Next		Nicole	Next meeting will be July 14 th and most likely a virtual meeting.

Action Items/Decisions					
#	Action Item	Assigned To:	Date Assigned:	Date Due:	Status