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| **Service Experience Team Meeting****ALTSA, Home and Community Services****Holgate Office** | **September 23, 2019****Emerald City Conference Room****9:00 am to 12 noon** |

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| **Attendees:** |
|[x]  Biswell, Ashley (HCS) |[x]  Emans, Kelli (HCS) |[x]  Loose, Nathan (Member) |
|[x]  Carlstrom, Brenda (Member) |  [x]  | Erkkinen, Meghan (HCS) |[x]  Mance, Pearl (Member) |
|[ ]  Carson, Suzanne (Advocate) |  [ ]  | Fitzharris, Karen (HCS) |[x]  Marshall, Kaye (Member) |
|[ ]  Claffey, Carolyn (Member) |[x]  Graham, Alec (HCS) |[x]  Peterson, Isaac (Member) |
|[ ]  Collens, Jesse (Member) |[ ]  Harshman, Daniel (Member) |[ ]  Plummer, Robert (Member) |
|[x]  Collens, Joann (Member rep) |[x]  Hayward, Heidi (Member) |[x]  Rector, Bea (HCS) |
|[x]  Conner, Kim (Advocate) |[x]  Johnson, Debbie (HCS) |[x]  Rodriguez, Kristian (HCS) |
|[x]  Dronen, Nicole (HCS) |[x]  Kennedy, Kris (Member rep) |[ ]   |

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| **No** | **Agenda Items**  | **Time** | **Presenter** | **Summary Meeting Notes** |
|  | Welcome and Introductions | 15 min | Bea/Kelli | Bea joined us via Skype, all attendees introduced themselves and we reviewed their purpose for being on the SET. Two new members, Brenda Carlstrom and Joanne Collens. We discussed ground rules from the charter asked group if there were any missing. The group suggested adding the following ground rules to our handbook:* Announce name when speaking (provide name tags at future meetings)
* Treat with respect
* Speak clearly and slowly
* No acroynms
* Facilitator manage time
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|  | Review and approve minutes from May meeting/webpage updates | 10 min | Nicole | Mays meeting minutes were approved.Request from the group to send minutes out promptly after the meeting. Facilitators agreed to do so within 2 weeks of meeting. |
|  | Consumer facing webpage discussion | 60 min | Megan | After creating the complaints/grievances resource, we discovered a place on the website did not exist to logically house this information. The group in their purpose stated they want to educate others through the work of the SET. Meghan from HCS communications came to present the idea and ask for the groups feedback.Group discussed Webpage Suggestions: (see picture attached in email)1. Regional resources and information
2. “For consumer use” link
3. Links to program specific policies
4. Program specific definitions
5. Consumer role vs Provider role
6. Map or diagram showing the different agencies and how they are related
7. Contact list reflecting roles and responsibilities – so that clients can call the correct person and minimize getting bounced around
8. Include a Search Function
9. Include a Live Chat Function or Help Desk
10. Add option for large font
11. 508 compliant
12. Ombuds contact information
13. PDN Escalation path
14. ADA Accessibility rights/compliance
15. Links to WAC (Washington Administrative Code), add instructions for reading WAC’s
16. FAQ (Frequently Asked Questios)
17. Add Acronym Sheet

Action: Meghan will take this information back to HCS and work with Webteam. Will come back to the group at the next meeting with a model or more questions. This will be a standing item on the agenda until completed. |
|  | Break | 15 min | All |  |
|  | WAC Accessibility discussion  | 20 min | Debbie | Debbie presented a number of questions to the group:The questions included:* Do you access ALTSA rules (WAC)?
	+ Responses: Yes – 4 No – 4
* If yes, how?
	+ Internet -3
		- Members stated they would use the internet if they knew where to find the rules
	+ Local Home and Community Services (HCS) or Area Agency on Aging (AAA) office - 1
	+ Public library
	+ Care Manager
	+ Family/friend
* Do you think that they are accessible?
	+ “somewhat” was the consistent response
	+ Other feedback – it takes time to learn how to read a WAC.
* What would make them more accessible to you?
* Responses included the following:
	+ Using plain talk for people with cognitive disabilities
	+ Provide instructions or helpful hints on how to read WAC
	+ Make sure it is 508 compliant
	+ Contact information if you need the WAC in an alternate format
	+ On the proposed new consumer website add links to the WACs for specific programs/settings such as COPES, ALFs, Self-directed, AFH, etc.
	+ Must be easy to access and quick to find (not too many clicks to drill down to location of WAC)
	+ Add a link to specific WAC from any Q&A or Frequently Asked Question section of website.

Debbie will take feedback to her group regarding accessibility for WAC and rules.  |
|  | NCI-AD Survey results | 20 min | Kristian | We reviewed the PowerPoint showing the Survey Results in which the SET team helped develop the state specific questions. The group provided feedback regarding a specific question on training. IP hiring, HCA training and what training is available or applicable to in home. This topic ran over time. For follow up: * Nicole will send out a list of state specific questions and ask for feedback regarding the questions
* How to potentially clarify the questions
* And if the questions make sense to the consumer
* Nicole will send this email out by 10/2/19 and will ask that feedback be due by 10/16/19
 |
|  | EVV/CDE Update | 25 min | Alec/Andrew | Alec began providing an update on EVV. Did not have time to go through presentation and pose questions to the group.* The group quickly realized that there was not enough time for this topic as other presentations had exceeded their time.
* The group was concerned that there was not enough time for this topic and they had multiple questions.
* Look at other opportunities for stakeholder meetings. Nicole will send the CDE/EVV listserv and links to the CDE public webinars
* Alec explained that DSHS is requesting a good faith extension of one year for implementation
* One member did state that the IP stated they would no longer work with the client if EVV is implemented.

The group had a lot of interest in this topic and facilitators agreed to allocate more time on the next agenda for this topic so presenters could get feedback from the group. |
|  | Future topics discussion | 15 min | All | Due to time restraints the team did not get to this section . The next topics will be the Consumer Facing Website, and the EVV & CDE Project follow up. There were suggestions to have only 2 topics per meeting and to increase frequency of meetings  |

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|  | **Action Items/Decisions** |
| **#** | **Action Item** | **Assigned To:** | **Date Assigned:** | **Date Due:** | **Status** |
| 1 | Group requests that meeting minutes be distrubted in a more timely manner. | Kelli/Nicole | 9/23/19 | 10/4/19 |  |
| 2 | Addition to Ground Rules: * Announce your name each time you speak.
* Treat with respect
* Speak clearly and slowly
* Do not use acroyrnms
* Facilitator manage time
 | Kelli/Nicole | 9/23 | 10/2/19 | Done |
| 3 | Provide Area Agencies on Aging contact information to all members – also add to consumer facing webpage | Nicole | 9/23/19 | 10/2/19 |  |
| 4 | Megan will take the groups ideas for the Consumer Facing Webpage to the Webmaster  | Megan | 9/23 | 1/20/20 |  |
| 5 | Email NCI-AD state specific questions to group and solicite feedback | Nicole | 10/2/19 | 10/16/19 | complete |
| 6 | Email the CDE/EVV webpage along with links to the listserv and webinar sign up page | Nicole | 10/2/19 | 10/2/19 | complete |
| 7.  |  |  |  |  |  |
| 8. |  |  |  |  |  |