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| **Service Experience Team Meeting**  **ALTSA, Home and Community Services** | **March 28, 2023**  **Microsoft Teams**  **10 am to Noon** |

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| **Attendees:** | | | | | |
| **☒** | Anderson, Zya (Member) | **☒** | Dronen, Nicole (HCS) | **☒** | Moua, Anne (HCS) |
| **☒** | Buchanan, Frank (Member) | **☒** | Emans, Kelli (HCS) | **☒** | Peterson, Isaac (Member) |
| **☐** | Byrne, Kristin (HCS) | **☐** | Erkkinen, Meghan (HCS) | **☐** | Plummer, Robert (Member) |
| **☒** | Carlstrom, Brenda (Member) | **☒** | Fredell, Rick (Member) | **☒** | Sanchez, Jovi (HCS) |
| **☒** | Cooper, Zach (Member) | **☒** | Kennedy, Kris (Member rep) | **☒** | Shipley, Cynthia (HCS) |
| **☒** | Corcoran, Michael (HCS) | **☒** | Kinnaman, Cathy (HCS) | **☒** | Snow, Quinn (HCS) |
| **☒** | Devol, Laura (HCS) | **☒** | Marcella, Amanda (WACARES) | **☒** | Thompson, Cora (Member) |
| **☒** | Dickens, Roland (Member) | **☒** | McNeill, Geri Lyn (WACARES) | **☒** | Turner, Maren (HCS) |
| **☒** | Bischoff, James (HCS) | **☒** | Ruby Pham (HCS) | **☒** | Dawn Shuford-Pavlich (HCS) |
| **Main Outcome:** | | | | | |

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| **No** | **Agenda Items** | **Time** | **Presenter** | **Summary Meeting Notes** |
|  | Introductions/Approval of January minutes | 10:00 | Kelli/Nicole | Introductions skipped due to no new members being present. Minutes approved.  Zya would like to give members a 10-15 minute rundown after the meeting to become acquainted with Discord to use as an outside form of communication between members.  Interest in SET is growing and staff are interested in sitting in on meetings. We let them know this is the SET members’ meeting and the focus needs to be on the SET members. If HCS folks want to join and listen in on the conversation, would you be open to that? Would you like us to tell you when that’s happening and who will be there?  Frank, Isaac, Zya, Roland approved and requested we let SET members know ahead of time when folks are joining and who they are.  Zya: This could be a way for other departments to implement something similar to SET for themselves and learn from how we work together. |
|  | Leadership Discussion Brief | 10:10 | Kelli/Nicole | Kelli: We continue meeting with the Office Chiefs, Unit Managers, Regional leadership, and AAA case management directors. There weren’t any action items this time around, but we continue to receive good feedback.  Nicole: One of the first topics we took to leadership was around assistive technology and concerns around it not being accessible. Leadership created a workgroup that I’m a part of looking at different ways to work through barriers around authorizations. We’re determining the root cause of not having accessibility. We’re still in research phase but you’ll start hearing more about it once we’ve gone through the process further.  Cathy: I would love to bring back recommendations. Broader than assistive tech, we are looking at new types of delivery services (like medication reminders). We’re also looking at ways to open up opportunities to people that want to provide support that cannot work full time.  Kelli: Can we bring this back to SET for feedback?  Nicole: It hasn’t been determined but I will bring back to the workgroup. SET has been talked about throughout.  Kelli: SET had such explicit feedback that I assume that this group would love to review any recommendations.  Cathy: I would need a timeframe by the beginning of May. If they require funding I would need to create DP. I don’t need to know all the details, just that something is needed.  Nicole will bring forward at workgroup on Thursday. |
|  | Legislative Updates/Rule Change | 10:20 | Jovi | Zya: I’d like to set up a channel on our discord server that is specifically for legislative projects. If possible, would Jovi be able to send updates to me so I can keep members fully apprised and see the updates in real time?  Jovi: Sure! I will send contact info to Kelli/Nicole to pass on. Laura Han sends us a tracking sheet of all ALTSA’s bills. Do you want to look at specific bills, bills related to HCS, or all of ALTSA?  Zya: I’d like to hear about what directly affects us. All of us have expressed interest in the past. I participated in House bill 1411 and would like to participate in more bills to come.  Kelli: I love that idea. We will make sure to limit which bills we send updates on so it doesn’t get overwhelming. How do we find the things that you are most interested in?  Cathy: I can suggest two budget bills to look at: the personal needs allowance, and funding to support estate recovery changes. Jovi and her team are tracking all legislative reports. There is a required report for house bill 1541. We will be looking for feedback assuming it gets signed.  Rick: I thought the personal needs allowance for residential was already taken care of. Mine went way up. Is this for people in nursing homes?  Cathy: Last year we raised the allowance for in-home clients. This year we are amending to include nursing homes, adult family homes, assisted living. We’re looking to raise the limit from $75 to $100 and link the bill to future increases.  Rick: I wouldn’t call assisted living “residential.” I think of personal homes when I hear that word.  Cathy: That’s good to know about our phrasing. We use it to mean nursing homes, adult family homes or assisted living facilities.  Frank: I wanted to speak with Cathy before she had to leave on the $75 allowance as someone that lives in that setting. I use those funds for my bus pass, haircuts, and simple things that give you a feeling of humanity like a cup of coffee. I also need to buy some of my own medication. It’s amazing how quickly that money is gone and then you have no resources left. There’s this assumption that everything is taken care of for you in residential settings but it’s not. There are family contributions, but that’s a burden as well. My Orca pass costs $35 a month just to get to my appointments. My haircut $25 plus $5 tip. That alone already adds up to $65.  Isaac: I’d like to piggyback on Frank’s comments. I was in two different adult family homes in the past. At the first home, I was able to get Social Security for disability that started at $750 a month, but participation was $685 a month. Before COVID I was running around the state trying to get a bill passed and going to conferences. Food at events wasn’t good and I had to buy my own food. Later I moved to another home and my retirement Social Security kicked in. Food was worse at second home. They say you get meals, but nothing is edible. The offered rides weren’t reliable, so I spent money on transportation. Every time there’s a cost of living increase, that participation amount increases too. It’s difficult to put aside money for savings. I was always told there’s nothing we can do because funding is determined by legislators. Case managers nor anyone else would provide who to speak with at legislation, where those figures came from, or what could be done. I would have tracked down somebody to plead my case (and others’) if I could. I’m not in the adult family home system any longer, but I care for the sake of people that are where I used to be and want there to be some relief. Really, you’re stuck. |
|  | Supported Employment | 10:30 | Mike/Laura | Laura DeVol - Supported Employment Specialist. Works in region 3, southwest WA.  Mike Corcoran - Employment Program Manager at ALTSA. Works with employment team for clients all across the state.  Laura: Studies have demonstrated that people who are employed are healthier. The idea being that if a person has a job they like to go to, they likely have a better sense of self and purpose. Working just a few hours a week can have a positive impact on someone’s mental and physical health resulting in less visits to the emergency room.  Zya: One of the most important factors is giving us a sense of purpose and something to look forward to, something we believe in or are aligned in interest. It helps us keep track of time and keep minds active so we’re using our reasoning and problem solving. We need to keep alive in us. When we’re stuck in a situation, we have to create reasons to wake up every day. I think there is a solution for that and being able to provide extra help within someone’s home environment to do remote work would go a long way in improving mental health and extending our life expectancy.  Isaac: 3 years ago, Nicole suggested to supportive employment because I had complained about the participation fee. I tried to get started on March 2020, which was the same month as the stay at home order, so intake was postponed. It wasn’t until the end of 2022 that I was finally contacted. In that time, I’ve answered lots of questions and filled out so many forms. Next thing out of the blue, I’m contacted by someone I never heard of at an organization called Morning Sign? I got a call from Tabitha and met in person to go over my resume, abilities, and aspirations. Then I never heard from her again. Apparently, she left the organization. I’ve gone through several different people since then. A month ago, I got contacted to come in to do skill building. We’re 3 years in and I’ve done this before. The people that contact me never know about my history and have to start from the beginning. Before the stroke I was a businessman. I have skills. I called to cancel the skill building and was told that isn’t an option. I was contacted by the Chief of Medical Staff at Molina. I was researching and writing a blog about TBI. They found it and contacted me because they’re interested in having me work at their TBI program. After all this time, it’s somebody outside the system that sees what I can do. I hope my experience wasn’t par for the course. I’m fortunate that I have been able to be resilient and resourceful.  Laura: How can we make Supported Employment services more accessible?  Roland: Prior to personal needs allowance being raised, I thought if I worked, I was going to lose money towards participation. That if I was over a threshold, I would lose Medicare. That’s been the premise all along: we think if we work, we’re going to lose benefits. Now that the allowance has been raised, does that include employment? Do we have to give money back to CDWA, Medicare?  Kelli: What we learned when doing gift cards is that you have very specific concerns that need to be addressed. Roland, where would you look for info to find if something is detrimental to you?  Roland: If there is a program for us to work and acknowledge clearly that I can go to this website that says, “you can work if…” and “you won’t lose benefits if you work here.” It should include contact info to direct concerns.  Mike: Any ALTSA client can use the contact info on slide 6. We have four staff that are certified benefit planners training in the financial system. We can answer many questions for you and support you to understand where you are. We can look at benefits and help give an understanding of them before being enrolled. We are in process this year to get a site up with this info. Many benefits have work incentives that allow people to go to work.  James: Healthcare for Workers with Disabilities is available most, if not all of the time and is a great resource to support our clients who want to work.  Mike: Laura and I will meet with Isaac separately to discuss Supported Employment issues.  Rick: I looked into eligibility with Social Security and, Gainful Activity is $1350 a month. I suggest the same as assistive tech: we should be assessed every year for your services, and informed that these services ARE available. We got our packet today with the COPES renewal. Supported Employment should be in there as well to make people aware that these options are available to them.  Mike: We have question about Supported Employment in the CARE assessment. Including instructions on how to contact us if a client is interested.  Rick: I just did my yearly assessment last week and don’t remember that question. I may have just answered on default.  Kris: My brother is in this program and having a lot of difficulty with Home Care Services saying they will only help during his radio show. SE doesn’t work for people who have remarkable skills and career goals. We need coordination between Supported Employment and Home Services. He receives so many calls from his provider expecting him to work around their schedule rather than his. He is in Eastern WA. The further you get from Olympia, the further they get away from accountability.  Mike: We can support your brother with these issues. Please contact us via phone or email so we can coordinate one-on-one.  Brenda: I wish this information could be accessed by all those who need it.  It's great that you can help individuals currently having an issue, like Isaac, but how do people know what's available for the general public?   The information dissemination is only as good as the person on the other side of Supported Employment and case management.  Mike: This is one of the reasons we came here. We do regular training for case managers and AAAs. Our efforts are currently to get word out through case managers, but how can we get word out directly to clients? We would love to hear what groups you attend and other places where we could reach out to clients directly.  Kelli: We want to add more to our consumer page. Can we follow up with feedback via email in interest of time? |
|  | WA Cares WCF Gameboard | 10:50 | Amanda/Geri Lyn | Full presentation postponed in interest of time.  Amanda: Within next month or so we will have user testing to make sure the site works well and is accessible. Amanda will email info to Nicole to forward to group so they can reach out if interested. |
|  | LTSS Waiver Renewals: COPES and RSW | 11:20 | Maren/Anne | Maren: Office Chief for Home and Community Programs  Anne: Waiver Program Manager for Home and Community Programs  Waivers are up for renewal in 2024. If no input is received today, Anne can provide us timeline to receive feedback.    **COPES Waiver**  Anne: It’s important to note that over 40,000 clients are receiving COPES. Waivers are good for 5 years. We are not expecting major updates or changes but would love to hear feedback. We need to submit our application to CMS by July 1st and need to have our leadership evaluate in early May. We will be open to receiving feedback from SET members in the first couple weeks of April. Have you received services through COPES? Any feedback?  Brenda: I have received most services. It depends on the case manager on how willing they are to implement services. A lot of us don’t know the services we get, have to rely on our case manager.  Zya and Frank never received any of these because they never knew.  Anne: That is important! Case managers would know what clients are eligible for and offer services. There’s a lot we can learn and we can educate case managers to make sure clients are made aware and offered services. Let’s see what we can add to resource page.  Kelli: Would providing a menu like this handout to case managers help start the conversation?  Zya: It would help, but how do clients know it’s available to them? If they don’t know what questions to ask, how do they know where to get information?  Kelli: If we put more info out about services available, there’s always issues navigating to that place. Right now this menu doesn’t even exist. We have two barriers: the resource needs to exist, and then we need to get people aware.  Maren: How do you generally get info about waivers? Is it always through your case manager?  Rick: New freedom allows you to specify budget. I’ve gotten in habit of emailing to my case manager anything I pay out of pocket and ask if it needs to be covered with freedom funds. My case manager provides instructions on what needs to be done. Some fees might need a doctor justification letter. That’s how I find out.  Zya: I have an awesome care coordinator that tells me about programs and services. If she had access to more info, she would make sure clients know. Care coordinators are an awesome resource.  Brenda: I’ve never heard of a care coordinator.  Kelli: Zya is in program called Health Homes. Clients must meet certain criteria to access a care coordinator. We can have the Health Homes team come talk more about this.  Nicole: Every year I check everyone for HH eligibility. If you qualify, I will let you know.  Maren: Are there individuals outside of case managers and care coordinators that could direct clients to services?  Kelli: Folks often look to primary care providers as well, but they aren’t very aware of services.  Feedback due April 7th, 2023.    **RSW Waiver**  Anne: This waiver is only available in residential settings, not in in-home settings. Smaller groups receive this, approximately 2,000 clients. Do you have any feedback?  Roland: Rick touched on this earlier, but “residential setting” phrasing is confusing. Residential sounds like my residence, like in-home. This could confuse people looking to get help for services.  Kelli/Anne: Great feedback! This is eye-opening for people working in policy.  Nicole will email reminder for feedback. Positive feedback, questions and concerns welcome.  Zya: I am a former caregiver. We used to say facility residents and used residential for in-home clients. Terminology has changed over the years. “Facility” is used for places that provide services to more than one client. |
|  | Next Steps/Discussion/May Meeting | 11:50 | Nicole/  Kelli | Come up with process to provide relevant legislative information to Zya for the discord channel.  Brenda: Maybe every 4-5 months we can provide SET info in the wellness flyer?  Nicole: Cynthia and I have discussed this to make sure it continues to get out.  Nicole: The May agenda has Communications looking for feedback on rebranding the DSHS logo. Will follow up and make sure it’s still relevant. There’s also gameboard and WA Cares, potentially SHIBA, maybe orientation and safety training for homecare aides. This is rough outline and the agenda may change.  Zach: I wanted to comment on the allowance mentioned earlier. It doesn’t go far. Call dropped. Nicole will follow up.  Roland: I would like to discuss CDWA and how they treat pay periods with months that have 5 weeks. We are supposed to manage our hours for our workers, yet we’re told that they only have a set amount of hours regardless of the number of weeks in a month. How are we supposed to cut back our needs to fit? If you work 5 weeks in a month you should get paid for 5 weeks. Is it an issue with funding or CDWA?  Kelli: If you want a specific answer please help us with phrasing. We can ask the question to CDWA. We are hoping for a public-facing resource.  Brenda: The issues are across the board. I’m experiencing that with my providers. They feel like they have to falsify their hours and it cuts into quality care. It’s a major problem.  Nicole will send email with more specific CDWA feedback to pass along.  Rick: The flipside is February only has 28 days and I’m not able to use all hours available. Caregivers that are living paycheck to paycheck are hurting. |

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|  | **Action Items/Decisions** | | | | |
| **#** | **Action Item** | **Assigned To:** | **Date Assigned:** | **Date Due:** | **Status** |
| 1 | Contact Nicole if interested in having a bio on the SET webpage | SET Members | 11/29/22 | 4/30/2023 | In process |
| 2 | Send Nicole provider issues to forward to CDWA/DSHS | All members | 1/24/2023  3/28/2023 | 3/14/2023 | In process |
| 3 | Nicole will bring forward interest in SET providing feedback to assistive tech workgroup | Nicole | 3/28/2023 | 3/30/2023 | In process |
| 4 | Send contact info to Kelli/Nicole to give to Zya to coordinate more frequent legislative updates | Jovi | 3/28/2023 | 4/14/2023 | In process |
| 5 | Meet with Isaac to discuss Supported Employment issues | Mike and Laura | 3/28/2023 | 4/7/2023 | Complete |
| 6 | Provide Supported Employment feedback via email | SET members | 3/28/2023 | 4/14/23 | In process |
| 7 | Provide Kris with contact information to Mike and Laura to discuss issues with brother’s Supported Employment. | Kris | 3/28/2023 | 4/10/2023 | Complete |
| 8 | Email WA Cares info to Nicole to forward to group so they can reach out if interested. | Amanda | 3/28/2023 | 4/7/2023 | Complete |
| 9 | COPES and RSW Waivers feedback due 4/7/23 | SET Members | 3/28/2023 | 4/7/2023 | Complete |
| 10 | Confirm DSHS Logo Rebrand is still needed for May agenda | Nicole | 3/28/2023 | 4/07/2023 | Emailed waiting on response |
| 11 | Follow up with Zach for comment | Nicole | 3/28/2023 | 3/28/2023 | Complete |
| 12 | Email specific feedback to CDWA | Nicole | 3/28/2023 | 4/14/2023 | Email sent waiting on feedback |
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