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| **Service Experience Team**  **ALTSA, Home and Community Services** | **November 21, 2023**  **Microsoft Teams**  **10 am to Noon** |

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| **Attendees:** | | | | | |
|  | Anderson, Zya (Member) |  | Figoni, Amy (OIC) |  | Peterson, Isaac (Member) |
|  | Aseph, Amanda (HCS) |  | Guy, Teresa (TIA) |  | Sanchez, Jovi (HCS) |
|  | Buchanan, Frank (Member) |  | Hartshorn, Phillip (OIC) |  | Schwartz, Rebecca (HCS) |
|  | Byrne, Kristin (HCS) |  | Ikerd, Kat (HCS) |  | Shipley, Cynthia (HCS) |
|  | Carlstrom, Brenda (Member) |  | Kennedy, Kris (Member rep) |  | Shuford-Pavlich, Dawn (HCS) |
|  | Cobbs, Jacqueine (HCS) |  | Kinnaman, Cathy (HCS) |  | Smolen, Tim (OIC) |
|  | Dickens, Roland (Member) |  | Otten, Heather (HCS) |  | Thompson, Cora (Member) |
|  | Dronen, Nicole (HCS) |  | Perez, Cres (TIA) |  | Ward, Jasmine (OIC) |
| **Main Outcome:** | | | | | |

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| **No** | **Agenda Items** | **Time** | **Presenter** | **Summary Meeting Notes** |
|  | Introductions/Approval of November minutes | 10:00 | Nicole | Isaac motioned to approve the September minutes and Brenda seconded the motion. September minutes approved |
|  | Leadership Discussion Brief/DCWC | 10:05 | Nicole | Leadership brief – sharing information and no feedback to report back to SET for September  Direct Care Workforce Collaborative (DCWC) – Had the orientation/kick-off meeting on November 15th. During the September meeting Isaac suggested that part of orientation training should include asking caregivers their “why”. During the DCWC focus group interviews we asked caregivers what advice they would give someone that was thinking about becoming a caregiver and we heard from the caregivers the same that we hear from you as clients on what caregivers need to be successful in their jobs. Compassion, patience, courage, organized, boundaries, commitment.  Will provide updates as the DCWC starts meeting on a regular basis on the work that they are doing. |
|  | Telephonic Signatures | 10:10 | Rebecca/  Amanda | **Rebecca Schwartz, Financial Policy Analyst**.  Presumptive eligibility is in place to start limited service such as CFC or waiver. Allows clients to receive Medicare sooner and services started. Meets criteria form CMS to allow for telephonic signatures. Basic application will capture the basic info and captures the approval and asset verification, estate recovery information. Moving to expand to in home clients. Phase 3 will move to AFH, ALFs. All phases to be implemented in the next year.  **Isaac:** Anything that can simplify the process is a good thing. Are there ways people can receive hard copies of what they need to agree to help inform clients, so they have time to process the info before they agree to it.  **Rebecca:** That info will be in the PE process and once the telephonic interview is done then this documentation can be sent to them. |
|  | Eligibility and Enrollment Status Tracker | 10:30 | Cres/Teresa | Cres Perez – IE&E Business & Operations Analysist and Teresa Guy – IE&E OCM/Communications Manager  IE&E Background – One Application and WA **State identify benefits that are available to the client. This process will be welcoming and easier, improved and empowering that meets the needs of the customer. This will also be an improved experience for staff and case workers. Modernized technology that reduces duplication and allows staff to better meet the needs of the clients/customers/citizens.**  **The system will be:**   * A singular, familiar experience * An accessible experience for all that addresses physical barriers * An easier experience for Washingtonians in the eligibility and enrollment process * An improved user experience that meets client and community-based assistor needs using human centered design practices * An improved experience for WA State’s eligibility staff   Product 1 – Status tracker that will provide households with an easy to use, service portal to understand their eligibility and enrollment status across multiple programs.  The team explained and provided samples of (see attached PDF):   * Features and benefits * Programs and languages * Requirements |
|  | December Planning Meeting/SET participation | 11:15 | Nicole |  |
|  | SHIBA | 11:30 | SHIBA Team | Brenda – is there a way to alleviate multiple calls per day regarding Medicare Advantage Plans?  Unfortunately, since the market is so vast and the incentive for each company is so large there is not a way for the calls to stop.  Zya – stated that she has tactics that she uses to stop the calls and it has worked.  Cora states she at least gets 20 calls per day.  The best way is to not answer the phone and if it is not potential fraud that the person would hopefully leave you a message and you can call them back.  It is not that someone or Medicare is selling your information to Advantage plans but that they are getting your information public sources |
|  | Next Steps/January Meeting | 11:55 | Nicole |  |

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|  | **Action Items/Decisions** | | | | |
| **#** | **Action Item** | **Assigned To:** | **Date Assigned:** | **Date Due:** | **Status** |
| 1 | Send safety training draft to Isaac. | Samuel | 9/19/23 | 10/01/23 | Done |
| 2 | Look into policy/law around care plan requirements. | Nicole | 9/19/23 | 10/15/23 | In process |
| 3 | Contact Samuel with any thoughts about training documents. | SET Members | 9/19/23 | 10/15/23 | Done |
| 4 | Bring back template idea. | Joe | 9/19/23 | 01/01/24 | In process |
| 5 | Think about a different day/time to meet. | SET Members | 9/19/23 | 01/01/24 | In process |
| 6 | Ongoing rule change updates | <https://www.dshs.wa.gov/sesa/aging-long-term-support> |  |  |  |
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