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| **Service Experience Team Meeting**  **ALTSA, Home and Community Services** | **September 19, 2023**  **Microsoft Teams**  **10 am to Noon** |

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| **Attendees:** | | | | | |
|  | Anderson, Zya (Member) |  | Dronen, Nicole (HCS) |  | Childs, De’Shanel (CDWA) |
| ☒ | Buchanan, Frank (Member) |  | Kahn, Jasmin (CDWA) |  | Otten, Heather (HCS) |
|  | Byrne, Kristin (HCS) |  | Erkkinen, Meghan (HCS) |  | Peterson, Isaac (Member) |
|  | Carlstrom, Brenda (Member) |  | Fredell, Rick (Member) |  | Sanchez, Jovi (HCS) |
|  | Cooke, Samuel (HCS) |  | Hickman, Joe (CDWA) |  | Shipley, Cynthia (HCS) |
|  | Cooper, Zach (Member) |  | Jones, Laura (CDWA) |  | Shuford-Pavlich, Dawn (HCS) |
|  | Declet, Sonya (HCS) |  | Kennedy, Kris (Member rep) |  | Snow, Quinn (HCS) |
|  | Dickens, Roland (Member) |  | Kinnaman, Cathy (HCS) |  | Thompson, Cora (Member) |
| **Main Outcome:** | | | | | |

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| **No** | **Agenda Items** | **Time** | **Presenter** | **Summary Meeting Notes** |
|  | Introductions/Approval of July minutes | 10:00 | Nicole |  |
|  | Leadership Discussion Brief | 10:15 | Nicole |  |
|  | Rule Change/Leg Updates | 10:25 | Jovi | <https://www.dshs.wa.gov/sesa/aging-long-term-support>  Continuing to find out the best way to get members information on rule change and legislative updates. Would it be best to do this through email? What rules need to be commented on and updates? Through email and that would allow us to see what is changing if interested in that email we can find out more information. Zya agrees with Brenda and Cora also agrees. Jovi will get information from Laura and send to Nicole and she will get the information out via email in between meetings. |
|  | Long-Term Care Worker Orientation Training Manual | 10:35 | Samuel | Samuel Cooke has been working on a long-term care workers orientation manual. This is setting the standard for all training that all entities might provide.    Orientation and training and safety – first 5 hours of training before they can start working with clients. May be the only training they may receive for the first 120 days.  This includes:   * Environmental safety * Communication * Caregiver burnout   Zya – two part develop something like the MMPi that could be administered to incoming caregivers to get training. To identify psychological identifiers that could be a red flag and then a follow up the two way questionnaire on mental health/feeling the last few weeks. Could be adapted to the caregiving industry check off when submitting hours. This would help to keep track of fatigue. Supervisors know when a situation could be developing that would make their ability to care for their client. Training on simple tasks – moving things around at their home is a really bad idea and not rearrange things in the home. This is not ok. Iit throws our lives off and dealing with pets and not letting out of kennel or giving the animals direction or what not. Especially service animals.  Isaac – what is the motivation for the caregiver? Is there a specific incident that made you want to be a caregiver? The why! This is just as important as doing the thing is the why? And then using the values to connect the dots and incorporating that into the training.  Excellent feedback. Samuel will continue to work on the training manual and take feedback. If there is any other feedback on documents please reach out to Nicole and let her know. |
|  | CDWA Update | 11:10 | Sonya | Jasmin Khan, Joe Hickman and De’Shanel Childs from CDWA provided an update from the last time they joined the SET meeting in January 2023.  Jasmin: We’ve done a lot in past 5 months to improve accessibility. We launched a hiring line. Admins are set up as back office only processing applications and do outreach when needed. IPs originally didn’t have direct access to them, but now with the hiring line gives direct access to admin coordinator. They assist through the application process, provide status updates, and explain next steps. We’re taking them as far as possible trying to get a one touch resolution. We’re also providing Zoom support with Zoom hiring sessions. IPs can still visit office locations for in person support as well.  In addition to all this, we have made process improvements for accessibility. Some were corrective, some collaborative with DSHS. We improved the website for IPs to navigate. We were told the site was confusing, but now it simplified and more user friendly: <https://www.consumerdirectwa.com/careers/>  We created a one pager explaining the 7 steps of becoming an IP. There’s also an IP hiring checklist located on careers page:  <http://www.consumerdirectwa.com/wp-content/uploads/2022/07/7-Steps-to-Becoming-an-Individual-Provider-20220712.pdf>  <http://www.consumerdirectwa.com/wp-content/uploads/2023/08/New-IP-Hiring-Checklist-20230823.pdf>  We also created a tutorial located on the careers website:  <https://stagingcdwa.wpengine.com/ip-hiring/>  After the IP submits an application, there are lots of improvements on the backend as well to get them hired quickly. We are sending weekly follow up reminders via email for all stages of the hiring process. There have been noticeable improvements and received great feedback.  There’s been a lot of efficiency gains as well. IPs get hired quick and 85% of our calls have one touch resolutions. Last month 99% IPs were hired in 5 business days and we’re aiming for this every month going forward. Once info reaches CDWA, it is processed within 1 business day.  We are putting clients and IPs at forefront and will continue to make improvements.  Zya: Thank you, this is very encouraging.  Joe: All materials and support we offer in a variety of non-English languages. 12 languages for translated materials, 120 over the phone. IPs that can’t use self-service resources can contact us.  Clients and IPs have assigned service coordinators, making it easier for you to reach them directly.  We reconfigured the phone tree. Before 5/22 on an average day we had 2500 callers, many of which were repeat calls. Calls are now 1015 a day, and there are less repeat calls. Before hold times were 2-10 minutes range depending on day. Now we push to your assigned coordinator less than 10 seconds. We were getting 50k calls a month, now we receive 30k and much less repeat calls. We’re working to get service to clients and IPs quicker and resolved on the first call.  We have In-office and virtual appointments available. Ideally, we don’t want to you have to come in. if you’re comfort with Zoom you can meet virtually, Monday through Friday. You can schedule virtual appointment from contact page: <https://www.consumerdirectwa.com/contact/>  Brenda: The hours recorded when caregivers dial in and dial out are not matching up when you go online. They’re not getting all of their hours recorded. They’re constantly being told they’ll be terminated if they’re going over their hours. Everything is the way it was before, so I’m not sure why it’s issue now. They’re being denied hours and being told that’s just the way it is. The other day I tried to get ahold of my rep and was on the phone for 42 minutes. I had to leave a message and they called back 4 days later. Providers are waiting a week for call back. People are working hours they’re not getting paid for. This was never a problem before. There was a time we could find each provider had designated hours, that is now being told they can’t do anything about that. Yet if someone is being denied hours, they’re saying another provider is taking those hours. But that’s not happening. Providers are working paycheck to paycheck and the system is not working. It sounds like hiring is going great, but what about retention? Also continuing education (CE) hours are being recorded from SEIU and taking up to 4 weeks to get it reported. I don’t understand that problem.  Laura: Brenda, if you could send us those specifics we would like to look into that. We want to make sure what we are putting in place is working. Specific examples help us troubleshoot areas that are not working properly. We would love to get info from you.  Brenda: I’m concerned because it’s a systemic problem. I do appreciate that, but it’s been going on for a long time.  Laura: I’m hoping if we can look at what is happening to you, we can identify what is happening to others as well. For CE, we are working with the SEIU Benefits Group (training is done with them). We’re looking to get that data over. It’s a challenge, there’s a lot of it. Again, specific examples are helpful so we can find where the data issues are. We want everyone to get paid. This has been a topic for the past few weeks and we are still working with Benefits Group.  Cora: My providers are still having trouble getting through. They have been on the phone for hours waiting to talk to someone. My caregivers have had that problem with CE also.  Isaac: This is outside my area of concern, but I was signed up to receive services April last year. My CM said I needed to do it to keep my benefits even though I don’t really need the services. Come August 2023, I still haven’t heard from anyone. I don’t need the services. I worked hard on being self-sufficient. It frees it up to give someone else the attention they need. But I wanted to bring it up that I never heard from anyone.  Zya: I'm having the same experience with my providers. I had a hard time finding someone. I've gone 3 months or more without a provider more than once over the last 3½ years.  Jasmin: If your CM determined you need care, we can help through Carina services. We can have someone call you and obtain details from you. We can always post the jobs in Carina and find a suitable IP.  Isaac: That’s great, but there is no harm for me since I’m pretty high functioning. My concern is that I have this habit of falling through the cracks of various services. I just wanted to bring this up so someone else doesn’t fall through the cracks. I’m bringing this up in case my negative experience could help someone else out.  Jasmin: What we can do is work closely with CMs and let them know they can reach out to us to find an IP.  Zya: Carina’s website could be more user friendly. One point my AAA CM mentioned is when a Carina rep helps a client place an ad, it's important to not put their name on the ad. It's a privacy thing.  Laura: Are there any other specific issues or examples? You might not be the only one with the issue but your example can help us find out what is happening. Please pass those along if you can.  Rick: I only have one issue with CDWA. My provider lives with me and puts his hours in on the website. He does the same tasks every day. And every day he has to go in and click the same thing 12 times. With P1 there was a template they could upload. The current system is time consuming and error prone. Is there a way we can implement a template?  Joe: I’ve heard of the template before. How did it work?  Rick: Basically right now you select the day, a window pops out, and there’s a list of tasks. He does 12 tasks every day, and then a few extra tasks every so often. Instead of clicking all those tasks, he used to just select “load profile 1” and it would automatically fill in 12 tasks. Then he could add extras as needed. That would cut down on errors.  Joe: We will take that one back. I can’t make any guarantees but will see what we can do about personalized templates for repeating tasks.  Frank: When I moved into independent care I had no problems getting an IP through Carina. |
|  | Next Steps/Discussion/November Meeting | 11:45 | Nicole | Next meeting is November 21st. We’ll talk about DPs, integrated enrollment tracker feedback, and the planning meeting we hold in December. Roland is receiving care every Tuesday during this meeting, so time change would be nice. The change wouldn’t take effect until next year. Please think about if a different time would work for you. |

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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 |  |
| 2 | Look into policy/law around care plan requirements. | Nicole | 9/19/23 | 10/15/23 |  |
| 3 | Contact Samuel with any thoughts about training documents. | SET Members | 9/19/23 | 10/15/23 |  |
| 4 | Bring back template idea. | Joe | 9/19/23 | 01/01/24 |  |
| 5 | Think about a different day/time to meet. | SET Members | 9/19/23 | 01/01/24 |  |
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