

HOME AND COMMUNITY SERVICES SERVICE EXPERIENCE TEAM CHARTER

Introduction

Aging and Long-Term Support Administration (AL TSA), Home and Community Services (HCS) Division promotes, plans, develops, and provides long-term care services responsive to the needs of people with disabilities and older individuals. HCS helps seniors, people with disabilities, and their families to access long-term care services that maximize independence, dignity, and quality of life. We work with advocates, including the State Council on Aging and Area Agencies on Aging, to ensure a client-focused service delivery system.

Purpose

The purpose of the Service Experience Team is to discuss, educate, and provide feedback representing individuals who are receiving Home and Community Services. Participation helps to promote choice, quality of life, health, independence, safety, and active engagement to programs developed and operated by HCS. The Service Experience Team members will be a voice for people receiving Long Term Support Services across the state.

Responsibilities

The specific responsibilities of the HCS Service Experience Team include:

- Provide feedback and input into ongoing HCS programs and services;
- Review and provide input regarding cutting edge programs;
- Help identify opportunities to improve the quality of services and the client experience, and address gaps in care; and
- Promote community involvement in the support of the HCS mission and vision.

Membership

The Service Experience Team shall consist of up to 15 clients representing a diverse cross-section of geography, gender, and programs being utilized, this must include at least one (1) Health Home recipient, one (1) MFP recipient, one (1) in an Adult Family Home, one (1) in an assisted living facility, one (1) receiving in home care, one (1) tribal community member, two (2) Advocacy Representatives, a Tribal Representative, and the HCS Director. HCS staff will facilitate the meetings. Vacancies are filled as the Committee requires.

Meetings

Six facilitated meetings will be scheduled each year. The meetings will be held in January, March, May, July, September and November. HCS staff will work with client members regarding supports that may be necessary to facilitate participation. All meetings will be facilitated via Microsoft Teams with a call in option. An agenda and any documents or background materials for each meeting will be sent to

members at least 10 days in advance. Minutes will be drafted and will be sent out to all members for review before finalization.

HOME AND COMMUNITY SERVICES SERVICE EXPERIENCE TEAM CHARTER CONTINUED..

SET Member Roles and Responsibilities

Members will allocate approximately 1 to 2 hours, 6 times per year doing any of the following:

- Prepare for and attend Service Experience Team meetings
- Review materials shared, ask questions, and provide feedback
- Provide input based on personal experience and ideas to improve services.
- Work with staff to find creative ways to understand the needs of other members
- Focus on solutions that benefit a wide range of members

HCS Staff Roles and Responsibilities

Staff will provide SET members with the following:

- Information on HCS, ALTA, Service Experience Team roles and responsibilities
- Notice of meetings at least one month prior to the meeting
- Agendas and meeting materials at least two weeks prior to the meeting by email or mail
- Assistance to support member involvement, such as accessible materials and transportation

Code of Conduct

Service Experience Team is asked to respect the following Code of Conduct

- Maintain the confidentiality of personal information shared in the meeting;
- Treat each other with dignity and respect
- Avoid being aggressive when you disagree with a decision or statement
- Work collaboratively with others to further DSHS's mission and goals
- Do not make statements or assumptions based on race, ethnicity, gender, sexual orientation, gender identity, age, disability, or any other personal characteristics and
- Disclose potential conflicts of interest, real or perceived, before participating in discussions.

For more information or to refer a potential member contact:

Nicole Dronen, Service Experience Team Program Manager Nicole.dronen@dshs.wa.gov