

Meeting Minutes

Service Experience Team Meeting

May 18th, 2018 9:00-12:00

Location

ALTSA, Home and Community Services Holgate Office

1737 Airport Way S Suite 130; N95-2 Seattle, WA 98134

Emerald City Conference Room

Phone: 206-341-7600

Introductions and Approval of minutes	SET members and staff introduced themselves. Minutes from the January 2018 SET meeting were reviewed and unanimously approved
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SET Webpage

<https://www.dshs.wa.gov/altsa/stakeholders/service-experience-team-set>

NCI Survey Questions Discussion

Karen Fitzharris from ALTSA went over the 10 State specific questions on the NCI Survey. Karen discussed:

- The survey will be released in 2019 and the State will contract it out.
- 430 clients across the State will be selected, by program, to do the survey and SET members will potentially provide feedback on marketing materials.
- SET Members liked the questions regarding culture and medical/non-medical transportation and would like the following question: "Do you feel your Caregiver is properly trained?"

Consumer Directed Employer Presentation

Marilee Fosbre from ALTSA gave a presentation on the Consumer Directed Employer (CDE). Marilee discussed:

- The Legislative session bill 6199 that asked DSHS to develop CDE. This will begin July 2020 and involves over 40,000 IPs.
- The state will contract with an entity to become employer of individual providers. Presently, case management staff help to contract with IPs and manage work of IPs, so this will transfer to the CDE.

	Members asked about who asked for this and is it budgeted? Marilee stated that DSHS requested it, the legislature did fund it somewhat and DSHS has savings to fund the rest of it.
10:45 -11:00	Break
Copes and Residential Support Waiver Presentation	<p>Jamie Tong from ALTSA gave a presentation on the Copes and Residential Support Waiver Renewal. Jamie discussed:</p> <ul style="list-style-type: none"> • Waivers have been in place since 1982. • Waivers are five years and due for renewal January 1, 2019. • Jamie stated that there might be transportation for non-medical situations, but not under this waiver. <p>Members asked questions about what Medicaid may or may not fund, such as vitamins and equipment. Karen stated that a guest from Health Care Authority possibly coming to do a Medicaid presentation could be a future agenda item.</p>
New Business discussion and questions	<p>Members discussed new business and asked the following questions:</p> <ul style="list-style-type: none"> • Is it required for an Assisted Living Facility to have Resident Council? Karen stated that she would check with Residential Care Services and let the SET know. • Does the State increase wages for AFH? Karen stated that this goes through the Legislature. She also stated the process might be discussed at a future SET meeting. • Members asked about Social and Therapeutic Leave and 21-day bed hold due to medical purposes (SNF/hospital stays). Brendy stated that she would get information on it and present to SET members. • Member would like to discuss the functional assessment and how often questions do not work for individuals. Karen stated that this might be future agenda item.

Adjourn

The meeting adjourned at 12:00p.m. Evaluation forms will be sent to SET members.

