



Service Experience Team Meeting

ALTA, Home and Community Services

March 22, 2022
Microsoft Teams
10 am to 11:30 AM

Attendees:					
<input checked="" type="checkbox"/>	Anderson, Shelley (Member)	<input type="checkbox"/>	Hayward, Heidi (Member)	<input type="checkbox"/>	
<input checked="" type="checkbox"/>	Carlstrom, Brenda (Member)	<input checked="" type="checkbox"/>	Kennedy, Kris (Member rep)	<input type="checkbox"/>	
<input type="checkbox"/>	Conner, Kim (Advocate)	<input type="checkbox"/>	Leslie, Kim (HCS)	<input type="checkbox"/>	
<input checked="" type="checkbox"/>	Dickens, Roland (Member)	<input checked="" type="checkbox"/>	Peterson, Isaac (Member)	<input type="checkbox"/>	
<input checked="" type="checkbox"/>	Dronen, Nicole (HCS)	<input checked="" type="checkbox"/>	Plummer, Robert (Member)	<input type="checkbox"/>	
<input checked="" type="checkbox"/>	Emans, Kelli (HCS)	<input type="checkbox"/>	Rector, Bea (HCS)	<input type="checkbox"/>	
<input checked="" type="checkbox"/>	Erkkinen, Meghan (HCS)	<input checked="" type="checkbox"/>	Sullivan, Angel (HCS)	<input type="checkbox"/>	
<input checked="" type="checkbox"/>	Fredell, Rick (Member)	<input checked="" type="checkbox"/>	Thompson, Cora (Member)	<input type="checkbox"/>	
Main Outcome:					

No	Agenda Items	Time	Presenter	Summary Meeting Notes
1.	Introductions/Approval of January minutes	10:00	Kelli/Nicole	Acknowledged members of the team and went over ground rules. Discussed action taken to ensure accountability to established group rules. Members agreed with action taken. Brenda – motioned to approve, Roland seconded the motion. Approved the January minutes.
2.	SET Goals and Objectives	10:05	Kelli/Nicole	<p>Reminded group that we are continuing work to enhance the SET and that Nicole is now in a position that is dedicated to SET. Reviewed plan for enhancement including 3 objectives with associated goals. Members like the overview and the enhancements, especially having a feedback loop.</p> <p>Objective 1 – Embed the Service Experience Team into policy structures.</p> <p>The group liked the thought of having the information about policy as it is happening and not after the policy is already in place.</p> <p>Objective 2 – To increase empowered participation into the SET meetings</p> <p>Objective 3 – Develop robust communication strategies to create awareness of the role of SET</p> <p>Consumer webpage update for objective 3 - Shelley would like to work with Meghan on the SET webpage offered to provide feedback on useability and design. Group took the action item to Review the webpage on their own time and provide feedback on accessibility and content. Nicole to send out link to the consumer facing webpage and how to access the page with a due date of 3/29/2022 to provide feedback.</p>
3.	Legislative update	11:05	Angel	Angel legislative Coordinator and rulemaking joined the meeting for an update on the end of the legislative session

				 <p>2022 Legislative Session - Bills Impact</p> <p>Reviewed bill 1646, 5529, 5745, 5866.</p> <p>Shelley - several caregivers accessing the training portal and the CDE and slowing down their ability to do their job. Angel will be filing a new rulemaking around deadlines and will file an emergency rule regarding training deadlines. A lot of confusion regarding CDE. And dates and deadlines for CDE. Angel will work with staff on level of detail for rulemaking and clarity on transition of CDE. What does that look like for providers once that transition is complete. No safety net for providers due to CDE. Scared they will get dropped because of access issues and deadlines that cannot meet. CDE must know that this is going to alleviate burden for people but there should be a better transition. Where can this be addressed and heard. Nicole will follow up with CDE and share with the group via email.</p>  <p>2022 PNA one-pager.pdf</p> <p>PNA bill</p> <p>Roland - Participation amount has always been a burden having to decide to pay bills or participation. Where can Roland address his concerns? Nicole will follow up.</p>
4.	Next Steps/Discussion/ May Meeting	11:20	Nicole/ Kelli	<p>May meeting – Assistive Technology and client training. Update on work on website – feedback and actions taken Update on objectives and progress with goals.</p>
5.				
6.				

Action Items/Decisions					
#	Action Item	Assigned To:	Date Assigned:	Date Due:	Status
1	Adding Phone/internet resources to client facing webpage	Meghan	3/25/2021	Ongoing	In Progress
2	One Pager from Bea	Bea	1/27/2022	1/27/2022	Complete
3	Discuss with IT on using Teams Team	Kim	1/27/2022		Complete cannot utilize at this time
4	Nicole to send out email and phone numbers of all members	Nicole	1/27/2022	3/25/2022	Complete
	Follow up with CDE and send out communication to the group.	Nicole	3/25/2022	4/10/2022	In progress
	Nicole will send out webpage and provide a due date to provide feedback in email regarding webpage and experience.	Nicole	3/25/2022	3/29/2022	1 week timeline

	Building out FAQ out in the webpage CDE on the webpage – links to the information and the work week limits and OT.	Nicole/Meghan	3/25/2022		In progress