BEAS Information Focus Group
June 4, 2009
Meeting Notes

Attendees: Leeann Hilliker, Arlene Kershaw, Dana Michalovic, Maureen Stimpson and Kerri Coons

Notes:

Topic	Discussion
Project Overview	Our goal is to improve the exchange of information from BEAS, both incoming and outgoing. Any non-information, DHHS, or other Division related issues will be passed along to the appropriate party and not tracked in this focus group.
Issues List	The issues list was reviewed. It will be the main document to track open issues, suggestions and resolutions. Issue #1 – More information was discussed related to this issue. All employees, especially anyone answering the main BEAS phone line, should receive additional training to: • Eliminate caller shuffling. • Foster the perception that BEAS is customer service based, that we are here to help, and will ensure the caller has reached the appropriate party. • Direct the caller to the appropriate party but also ask if the caller would like the contract information sent through email or if they would like to have ServiceLink call them back (when appropriate). Forward information to ServiceLink and follow through to make sure client is contacted. • For complicated questions, they would tell the caller that it is a complicated issue that requires research and that they will get back in touch with them within 24 hours. Don't forward the call unless they are sure it is going to the appropriate party. Avoid having the caller talk to multiple people and becoming increasingly frustrated. • If a call is forwarded, introduce the caller or don't hang up the phone until a live connection is made. • Develop a cheat sheet of frequently asked questions so that the person directing the caller can be more informed. Information should be broader than just BEAS, and include simple and difficult scenarios. • Training should start with BEAS but really encompass the entire Department. • A special listening session for clients could be held with the main focus on improving customer service. A new issue will be added to cover Training - #12. Issues #2, 3 and 9 – Information forwarded on to appropriate parties, these issues will be closed. Issue #7 – ServiceLink also receives calls about becoming a provider so whatever information is produced will be helpful and should be shared with the ServiceLink network, so they can direct the caller to the appropriate party. Issue #13 – New issue to be added, Inappropriate Behavior / Discrimination – This is a general issue that applies

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	to all aspects of State Government but can also be attributable to BEAS. Occasionally, clients are treated with disrespect, talked down to, made to feel humiliated or insulted when asking for assistance. This happens by phone or in person when visiting a District Office or talking with employees. This kind of behavior is uncalled for and should be promptly addressed. Frequent trainings should be implemented to reinforce appropriate behavior for all employees. Issue #14 – New issue to be added, Adult Protection Reporter Feedback – After submitting an intake, the reporter never receives any feedback on what happened and are left hanging. Some method of feedback, similar to what is received after submitting a DCYF report, should be instituted. Issue #15 – New issue to be added, Adult Protection Program (APP) Impact – Frustration with the ability of the APP to do anything for some clients. APP should have more authority and latitude to assist clients, such as having them designated as incapacitated and getting a guardian. What the APP is doing now isn't working. Issue #16 – BEAS Brochures/Literature – Font, simplicity and availability on-line need to be improved. Most brochures seem to be only available in hard copy. They should be in a legible font appropriate to the target audience and all information should be posted on-line so that people with screen readers can read and magnify the information. Public information should be simplified so that any consumer can understand the intent. The State always seems to make the literature too complicated and hard to understand for the average citizen.
"How Do I" Web Posting Review	• The catchall bullet, call the BEAS main phone number, should be highlighted at the bottom of the page or put as a footer so it's not missed. • Add another bullet to encourage Caregivers to check the state registry when hiring a private pay worker. • Add another bullet to direct Caregivers to ServiceLink. • Add another bullet to direct visitors to ServiceLink for information on services/programs not funded or related to State or Federal programs. Team members will review the document and propose any additions or suggestions for improvement.
Meeting time	Every second Thursday from 9:00 – 10:00 am. The next meeting will be on June 18th.
Next Steps	Kerri will send out the minutes and updated issues list to the group. In preparation for the next meeting, Team members should: 1. Identify issues encountered with the sharing of information with BEAS. Common complaints are a good place to start. 2. Identify any suggestions for improvement that BEAS could implement. 3. Review the "How do I posting" and make recommendations.