

BEAS Information Focus Group
June 18, 2009
Meeting Notes

Attendees: Leeann Hilliker, Carlissa Huckins, Dana Michalovic, Maureen Stimpson and Kerri Coons

Notes:

Topic	Discussion
Goal	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	<p>The issues list was reviewed. It will be the main document to track open issues, suggestions and resolutions.</p> <p>Issue #1 – The “How do I” posting has been updated and is ready to post on the website. This issue will stay open so we can track if that posting has made a difference or if we need to determine other solutions. We will also develop a second more detailed document to assist other targeted organizations, e.g., ServiceLinks, with contacts to navigate BEAS/DHHS. This document won’t be made available to the public but used to give to other organizations that assist BEAS clients.</p> <p>Issues #4, 7, 8, and 10 – Closed since the “How do I” posting is completed.</p> <p>Issue #5 – No updates.</p> <p>Issue #6 – Partially addressed with the “How do I” posting. The team should think of other suggestions to resolve this issue.</p> <p>Issue #12 – Issue forwarded to Marcia Lamarre, the BEAS Administrative Assistant Supervisor, and Kathleen Otte. Marcia addressed many of the issues in an admin asst meeting the week of June 8th. Kathleen will include customer service reminders in the quarterly BEAS all-hands bureau meetings.</p> <p>Issue #13 – This issue will be addressed with customer service training. It will be closed and rolled into issue #12.</p> <p>Issue #14 – Issue forwarded to Rachel Lakin, Adult Protection Program Supervisor. Rachel has requested BEAS Legal input.</p> <p>Issue # 15 – Issue is not “Information” related. Forwarded to Rachel Lakin and Kathleen Otte as they update program requirements and rules. This issue will be closed.</p> <p>Issue #16 – BEAS Brochures/Literature – Kerri is trying to get electronic copies of brochures to post on the web.</p>

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Topic	Discussion
"How Do I" Web Posting Review	<p>Maureen and Carlissa's proposed updates from earlier in the week have been added to the document. Kerri will have the document posted on the website.</p> <p>After we get more details, additional items will be added in later on:</p> <ul style="list-style-type: none"> • How do I become a Older American's Act or Social Services Block Grant contracted provider? • How do I find a Medicaid Transportation Provider? • How do I become a Home Health/Personal Care provider? <p>The document can always be tweaked and updated on the website as we move along.</p>
BEAS Website	<p>A transportation posting would be helpful for the public. Maureen receives many inquiries regarding transportation and available providers. Carlissa and Kerri will work on getting more information to produce a posting for transportation. Issue #17 will be added to track this transportation item.</p>
Meeting time	<p>Due to summer vacations, the next meeting will be on Thursday, August 6, from 9:00 – 10:00 am.</p>
Next Steps	<p>Kerri will send out the minutes and updated issues list to the group.</p> <p>In preparation for the next meeting, Team members should:</p> <ol style="list-style-type: none"> 1. Review the BEAS website and identify improvements, information to add, changes to the main categories in the left column, and other recommendations. <p>http://www.dhhs.nh.gov/DHHS/BEAS/default.htm</p>