

BEAS Information Focus Group
August 6, 2009
Meeting Notes

Attendees: Leeann Hilliker, 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 #5 – Kerri received information from Mickie Grimes. She will review it and take action for the next meeting.</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 – Kathleen will include customer service reminders in the next quarterly BEAS all-hands bureau meetings in August.</p> <p>Issue #14 – No update.</p> <p>Issue #16 – BEAS has started a more formal process of issuing documents and brochures through general memorandums and policy releases so we should be able to get electronic copies to post on the web more consistently.</p>
BEAS Website Review	<p>Dana had one of her new employees review the website and they had some suggestions:</p> <ol style="list-style-type: none"> 1. Font size is small 2. Too texty and try to make better use of bolding 3. Make sure HCBC-ECI has been updated to Choices for Independence and that Money Follows the Person has been updated to Community Passport throughout the website. <p>BEAS has brought up the issue of text size to the DHHS web team in the past but the site follows ADA requirements and can't be changed. In the future with the website redesign, they are looking at other tools to easily magnify size.</p> <p>Maureen noticed that the DHHS Org Chart is missing the links. Kerri will check with the web team and have them added back in.</p>
BEAS Resource	Issue #1, Kerri was able to get a document from the BEAS Administration Assistants that lists more detailed topics and contacts. The group will use and expand this document. The document is a little out of date so Kerri will disseminate to

Information Focus Group Meeting Notes

Topic	Discussion
Document	the group for feedback. This document won't be made available to the public but used to give to other organizations that assist BEAS clients. After we've finalized the document, Kerri will contact Wendi Aultman and see if it can be added to the ServiceLink Staff Tools.
Transportation Web Posting	Issue #17, Carlissa produced a draft posting for transportation resources. The group will review the posting and send Kerri any updates or changes. If everyone is ok with the posting at the next meeting we will have it added to the website.
Meeting time	The next meeting will be on Thursday, August 20, from 9:00 – 10:00 am.
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: Review the transportation posting and BEAS Resource document to identify improvements, information to add, and other recommendations.</p>