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| Meeting Minutes Service Experience Team MeetingJanuary 23, 2019 9:00-12:00 | LocationALTSA, Home and Community Services Holgate Office1737 Airport Way S Suite 130; N95-2 Seattle, WA 98134Emerald City Conference Room Phone: 206-341-7600 |
| Introductions and Approval of minutes  | SET members and staff introduced themselves. Minutes from the September 2018 SET meeting were reviewed and unanimously approvedSET Webpage<https://www.dshs.wa.gov/altsa/stakeholders/service-experience-team-set> |
| SET Webpage Utilization and Updates | Nicole Dronen explained the SET webpage and asked for feedback regarding utilization* Members suggested adding the SET members on the webpage so members could contact each other in between meetings.
	+ Nicole will send out follow up information to members regarding objections
* Members state the SET webpage is hard to find. Asking if there could be a shortcut from other DSHS webpages. Suggested a shortcut from the Disability Support page.
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| Adult Day and Assistive Devices Technology Presentation | Dawn Williams from ALTSA gave a presentation Adult and Assistive Devices Technology. Dawn discussed:Adult Day Health and Adult Day CareProcess Improvement Project and results from the survey. Dawn also spoke regarding the importance to support ADH, how to utilize it in a better way and suggestions from the SET regarding how to get the services to the right people and better utilize the services. This being the survey and results being the first step and that the second step would be creating education and training tools. Would like to create documents and bring back to the SET for feedback and suggestions. Members asked if this was a statewide program and what areas are not being utilized. A current map will be provided |
| 10:15 -10:30 | **Break** |
| Care Tool | Rachelle Ames from ALTSA gave a presentation on the CARE Tool. Rachelle discussed:* The history of the CARE tool
* Classifications on assessment
* CareWeb is the new tool for CARE assessments
* Explained the My Goals and Plans handout
* Phased implementation

Members asked questions regarding non-traditional conditions and not being intuitive for all conditions.  |
| Open DiscussionPlanning for next meetingAdjourn | Members discussed format of the meetings, new topics and nomination for future SET members and asked the following questions:Is it possible for SET members to get on the agenda? Nicole and Karen stated yes to send topics of interest to share with the group formally to Nicole.Caregivers concernsDifficult dischargesCare tool being geared to specific populationsMembers would like to be able to stream via video interactive webinar so that all members can see each other. Nicole will look into if this is possible Ombuds related to in home care. Will look into this further. Karen stated that DDA is receiving a grant to support Ombuds in the home. Will look at evaluation plan for HCSFuture topicsCDEAPS trainingALTSA Client Survey – resultsEVVMandatory ReportingThe meeting adjourned at 12:00p.m. Evaluation forms will be sent to SET members. |

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