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| **Service Experience Team Meeting**  **ALTSA, Home and Community Services**  **Holgate Office** | **May 23, 2019**  **Emerald City Conference Room**  **9:00 am to 12 noon** |

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| **Attendees:** | | | | | |
|  | Carson, Suzanne (Advocate) |  | Hayward, Heidi (Member) |  | Nichols, Gracie (Member) |
|  | Claffey, Carolyn (Member) |  | Holden, Ed (Advocate) |  | Peterson, Isaac (Member) |
|  | Conner, Kim (Advocate) |  | Kennedy, Kris (Member) |  | Plummer, Robert (Member) |
|  | Dronen, Nicole (HCS) |  | Loose, Nathan (Member) |  | Rector, Bea (HCS) |
|  | Emans, Kelli (HCS) |  | Mance, Pearl (Member) |  | Rupert, Clotilde “Gabbie” (Member) |
|  | Harshman, Daniel (Member) |  | Marshall, Kaye (Member) |  | Visintainer, Brendy (HCS) |
|  | Barb Hanneman (HCS) |  | Jamie Tong (HCS) |  | Mark Towers (HCS) |
| **Main Outcome:** | | | | | |

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| **No** | **Agenda Items** | **Time** | **Presenter** | **Summary Meeting Notes** |
|  | Welcome and Introductions | 15 min | Kelli |  |
|  | Review and approve minutes from January meeting | 10 min | Nicole |  |
|  | SET Handbook | 40 min | Nicole |  |
|  | Break | 15 min | All |  |
|  | Complaint Procedures | 40 min | Jamie |  |
|  | New Freedom Waiver | 20 min | Mark |  |
|  | Rule Accessiblity to Washington Administrative Codes (WAC) | 15 min | Barb |  |
|  | Open discussion   * Format of meetings * Topics * SET Nominations * Sharing Emails | 30 min | All |  |
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|  | **Action Items/Decisions** | | | | |
| **#** | **Action Item** | **Assigned To:** | **Date Assigned:** | **Date Due:** | **Status** |
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