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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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