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| Agenda Service Experience Team MeetingSeptember 21st, 2017 9:00-12:00 | LocationALTSA, Home and Community Services Holgate Office1737 Airport Way S Suite 130; N95-2 Seattle, WA 98134Bear Creek Room Phone: 206-341-7600 |
|  | Welcome, Introductions, Setting the Stage * Introductions
* Ground rules
* Review charter
* Team why
 |
|  | Consumer Survey* What does it cover?
* When does it happen?
 |
|  | Legislative Handout* Review of plans for next legislative session
 |
|  | ALTSA Programs and Services HandoutBrief review of handout |
|  | Electronic Visitor Verification (EVV)Overview of new rule & opportunities for feedback |
|  | Close of dayWhat’s next for the Service Experience Team?Plus DeltaEvaluations |

## Image result for Nothing About Us without Us

Don’t worry! We will take breaks when needed. ☺