

## WSRC MEETING AGENDA – Day 1

Thursday, February 2, 2017

9:00 am to 5:00 pm

**Best Western Plus Lacey Inn and Suites**  
**8326 Quinault Drive NE**  
**Lacey, WA 98516**

### Quarterly Meeting

- (9:00) 1. Call to Order, Housekeeping, Remarks from the Chair
- (9:05) 2. Approval of Agenda
- (9:10) 3. Approval of October 20-21, 2016 Quarterly Meeting Minutes
- (9:15) 4. Introduction of new members (Krysta, Ivanova, and Laurae)
- (9:30) 5. Customer Satisfaction & Program Evaluation Subcommittee Report (Kathy)
- Report out on DVR intake process
  - Customer Satisfaction Survey Results
  - Demo of Customer Satisfaction Survey Module
- (10:15) 6. Policy and Planning Subcommittee Report (Jerry)  
*Summary of what section 511 is and how this could affect customers.*
- (10:30) BREAK**
- (10:45) 7. Partnership Subcommittee Report (Erica)
- (11:00) 8. Executive Committee Report (Kelly)
- *Summary of actions and recommendations from last quarterly meeting*
  - *Membership/Recruitment Update*
  - *Member Evaluations*
  - *DVR Director Hiring Update*

- *Vote on date change for August Quarterly Meeting from August 4-5 to August 24-25*

**(12:00) Working Lunch and Networking Time**

(1:00) 9. Executive Director Report (Teesha)

(1:25) 10. Strategic Planning (Kelly and Teesha)

(2:45) 11. Public Comment

**Public Forum**

**(3:00) Set-up room for Public Forum (All members)**

(3:30) 12. Public Forum (Kathy)

(4:30) 13. Networking time with DVR Customers

**(5:00) Adjourn**