



**DVR State Office- Large Conference Room**  
**4565 7<sup>th</sup> Ave SE**  
**Lacey, WA 98503**

**WSRC MEETING AGENDA – Day 1**

*Thursday, January 18, 2018*

*9:00 am to 5:00 pm*

- 9:00 Call to Order** *Housekeeping* (Jerry)
- 9:05 **Action:** Approval of Agenda (Jerry)
- 9:10 **Action:** Approval of Past Quarterly Meeting Minutes (November 2-3, 2017) (Jerry)
- 9:15 Introductions (Jerry)
- 9:20 Customer Satisfaction & Program Evaluation Subcommittee Report (Kathy)
- *Goals/Progress/Challenges/Objectives*
- 9:40 Policy and Planning Subcommittee Report (Jerry)
- *Goals/Progress/Challenges/Objectives*
- 10:00 BREAK**
- 10:15 Partnerships Subcommittee Report (Erica)
- *Goals/Progress/Challenges/Objectives*
- 10:35 Executive Committee Report (Jerry)
- 11:00 DVR Staff Retention Workgroup (Jerry)
- *Goals/Progress/Challenges/Objectives*
- 11:15 Executive Director Report (Teesha)
- 12:00 NETWORKING LUNCH**
- 1:00 DVR Director Report (Michele Mulhern, DVR)
- 2:00 Client Assistance Program (CAP) Report (Jerry)
- 2:30 Prep/Instructions for Focus Group (Kathy)
- 3:00 BREAK / ROOM RECONFIGURATION**
- 3:30 Customer Forum (Kathy)
- 4:30 Network time
- 5:00 ADJOURN**