



## Governor's Results Review Agenda Customer Experience: Agency Design Challenge

Date: November 20, 2019

Time: 10:30-12:00

Location: Helen Sommers Building, 106 11th Ave, Olympia, WA 98504, Room G015

| Time          | Topic   | Participants  |
|---------------|---|---|
| 10:30 – 10:40 | Welcome   | <ul style="list-style-type: none"> <li>• Inger Brinck, Results Washington</li> <li>• David Postman, Chief of Staff, Office of the Governor</li> <li>• Jessica Dang, Results Washington</li> </ul> |
| 10:40 – 11:15 | Agency Design Team Concept Presentations <ul style="list-style-type: none"> <li>• Liquor and Cannabis Board</li> <li>• Office of Administrative Hearings</li> <li>• Department of Commerce</li> </ul> | <ul style="list-style-type: none"> <li>• Agency Design Challenge Team Members</li> <li>• WorkFirst Customers: Wendy Stennett and Jasmine Griffin</li> </ul>                                       |
| 11:15 – 11:20 | Q&A   |   |
| 11:20 – 11:40 | Gallery Walk: Insights and questions  | <ul style="list-style-type: none"> <li>• Jessica Dang, Results WA</li> <li>• Everyone participates!</li> </ul>  |
| 11:40 – 11:55 | 2018 Design Challenge Follow-up <ul style="list-style-type: none"> <li>• Department of Licensing</li> <li>• Department of Agriculture</li> </ul>  | <ul style="list-style-type: none"> <li>• Debbie Sander and Candria Rauser, DOL</li> <li>• Nichole Garden, AGR</li> </ul>  |
| 11:55 – 12:00 | Closing Remarks   | <ul style="list-style-type: none"> <li>• David Postman, Chief of Staff, Office of the Governor</li> <li>• Jessica Dang, Results Washington</li> </ul>   |