

LEADS/PRT | TEAM MEETINGS

Capital Lead Meeting

The Capital Leads team meeting held monthly on the first Thursday of the month from 1:30 - 3:30.

- **Jeremiah Cook** (Dane) primary responsibility to set up the GoTo Meetings and take minutes. **Cortney Kauss** (Dane) backup.
- **April Lee** (Juneau) tracking agenda items.

Note: During the Capital Lead Team meeting, the Help Queue is closed. The following email message will be sent to consortium staff.

Today the Capital Helpline is closed from 1:30 – 3:30, for Capital lead team meeting to better serve you. During our meeting:

- *The PRT email inbox will remain open. We will respond to your question within 24 hours of receipt.*
- *First, do your best to research your problem by using the program policy handbooks, Process Help handbook, previous RAQ from the CARES call center, or using the PRT team responses from the past to help trouble shoot your current issue.*
- *If you still need assistance after your completed research, see your supervisor or the backup supervisor for assistance.*
- *For Dane lobby lead assistance – send one email to this team: Liza Ingrilli/Heidrun Kovach/Kara Ponti.*

Dane Lead Meeting

Dane leads team meeting held monthly on the third Tuesday from 9:00 – 11:00.

- **Jeremiah Cook** - minutes.
- **Patty Porto-Sanchez** - tracking agenda items.