



**HCPF/County Directors Monthly Support Meeting**  
**2/21/2023**  
Agenda

- Welcome: 5 minutes
  - Platform: Zoom
  - Meeting Logistics - [Sarah Rogers](#)
  - Opening Remarks - [Josh Montoya](#)
- Discussion Topic: **PHE Communications** - 30 minutes
  - Guest Presenter: [Marc Williams](#)
  - Details: *The dept will review the PHE Communications toolkit.*
- Discussion Topic: **FY 2023-24 County Incentives Program** - 20 minutes
  - Guest Presenter: [Josh Montoya](#)
  - Details: *We will review the changes that came from FY 2022-23 Incentives Program and how these changes will affect the upcoming FY 2023-24 Incentives Program as well as next steps.*
- Discussion Topic: **Customer Service & Complaint Expectations Memo** - 20 minutes
  - Guest Presenter: [Terri Alexander](#)
  - Details: *The dept will discuss the Customer Service Memo ([HCPF OM 23-004](#)) as well as takeaways for Complaints & Escalations.*
- Hot Topics: 10 minutes
- Wrap Up: 2 minutes

**Helpful Resources**

Website	<a href="#">County Administration Resources Webpage</a>
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