



Detailed Lean Improvement Project Report

For the June 1, 2014, through December 31, 2014, reporting period

Agency name:

Department of Social and Health Services, Economic Services Administration, Community Services Division (CSD), and State Board for Community and Technical Colleges

Improvement project title:

Increasing Successful Outcomes for Educational Activities (WorkFirst Lean Project No. 4)

Date improvement project initiated:

April 21-25, 2014 (Implemented through August 7, 2014)

Summary:

CSD and community colleges around the state created a brochure outlining educational opportunities available to our clients. This publication, with its positive and informative message, will be included in the clients' WorkFirst Orientation packet and will be available in all Community Service Offices.

Details:

Description of the problem: WorkFirst clients historically have underused educational opportunities. The workgroup identified that clients needed a positive and informative message that would encourage them to take advantage of these opportunities.

Description of the improvement: The brochure conveys a positive message about how clients can benefit from educational opportunities

Specific results achieved: The brochure has been designed, but not yet printed nor distributed. We anticipate distributing it beginning February, 2015, and will begin to gather data six months after that.

How we involved customers or stakeholders in this effort:

CSD staff and partners from the State Board of Community and Technical colleges participated in this value stream mapping exercise and in designing the brochures.

Contact person:

Donelle Colón, WorkFirst Program Manager, CSD Headquarters
Colondr@dshs.wa.gov
360-725-4893