

Strategic Lean Project Report



For Reporting Period: July 1, 2015 through December 31, 2015

I. General Information:

Lead agency name: Washington State Governor's Office of the Education Ombuds (OEO)

Partner agencies: none

Improvement project title: Data-Driven Outreach to Reduce the Opportunity Gap

Date improvement project was initiated: 10/15/2015

Project type:

Project is directly connected to:

Results Washington performance measure

Agency Strategic Plan

Other

If applicable, specify the alignment:

Goal 1

Goal 1 of OEO Strategic Plan, available at <http://oeo.wa.gov/wp-content/uploads/OEO-Strategic-Plan-2014-2017.pdf>

Report reviewed and approved by: Carrie Griffin Basas, Director

II. Project Summary:

The OEO is in the process of improving outreach strategy by comparing its client demographics from last fiscal year to OSPI student demographics and research about the opportunity gap in Washington State. The OEO is focusing on direct outreach to Limited English Proficient families, as well as homeless and foster care students to reach baseline parity with OSPI's student data by July 2016.

III. Project Details:

Identify the problem:	The OEO understands that students that are Limited English Proficient (or have parents that are) or experience homelessness or foster care are disproportionately affected by the opportunity gap in our state.
Problem statement:	Currently, only 4.9% of OEO's clients are Limited English Proficient, compared to our target of 10.5%, which we want to reach by July 1, 2016. For reaching homeless and foster care students, we currently have no formal partnerships with community nonprofits, but our goal is to establish at least 1 collaborative relationship in the form of a clinic or professional development by July 1, 2016.
Improvement description:	The OEO made improvements in three areas: initiating education rights clinics in communities where LEP families reside; targeting our presentation and outreach efforts to the state's ethnic commissions and nonprofit coalitions focusing on race, homelessness, and foster care issues; and creating new outreach posters in over 20+ languages that can be posted in community hubs.
Customer involvement:	The OEO has strengthened its collaboration and outreach with nonprofits tackling these issues, in some cases leveraging their interpretation and translation resources to dually serve families. The OEO also involved community volunteers and stakeholders to create new multi-lingual outreach posters.

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IV. Project Details:

Improved process as measured by: <i>(Click those that apply)</i>	Specific results achieved: <i>(Complete the narrative boxes below)</i>	Total Impact: <i>(Actuals; Current Reporting Period)</i>	Results status:
<input checked="" type="checkbox"/> Quality	Product/Process: We have changed our outreach strategy to increase our client based from 4.9% Limited English Proficient Families to more than 10% Limited English Proficient Families.	In progress	
<input checked="" type="checkbox"/> Customer Satisfaction	Participation: We have changed our outreach strategy to create one new partnership with an organization serving homeless and foster care youth and to increase our multilingual outreach posters from 1 to 2, expanding the number of languages by 200%.	<input type="checkbox"/> N/A (or) In progress	

V. Contact information:

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