

Washington State Lean and Continuous Improvement Community of Practice

November 14, 2023
10:30 am – 12:00 pm
[Zoom Meeting](#)
 Meeting ID: 864 1246 1726

- Meeting Purpose**
- ✓ Discover ways to engage leadership in process improvement efforts
 - ✓ Learn how CSD is engaging their staff to generate and implement improvement ideas
 - ✓ Share current projects and process improvements

- Community Expectations**
- Treat others with respect and patience
 - Practice the golden rule (treat others how you want to be treated)
 - Be present
 - Show up on time (as schedules allow)
 - Assume good intentions
 - Provide grace as we form a community
 - If possible, turn cameras on when speaking
 - Mute your mic unless speaking

#	Agenda Item	Time	Lead
1	Welcome & Announcements	10:30 – 10:45	Theresa Dew and Talia Mazzara, Senior Performance Advisors Results Washington
2	Topic Teaching Engaging Leadership in Lean	10:45 – 11:05	Cyndee Baugh, Lean Administrator Washington State Department of Revenue
3	Q&A	11:05 – 11:15	All
4	Project Share Engaging Staff in Lean and CI: CSD Process Improvement and Operations Committee	11:15 – 11:35	Clifford Leach, Operations Administrator Washington State Department of Social and Health Services' Community Services Division
5	Q&A	11:35 – 11:45	All
6	Round Robin Activity <ul style="list-style-type: none"> • Project shares • Barriers/assistance 	11:45 – 11:55	Theresa Dew, Senior Performance Advisor Results Washington
7	Wrap Up <ul style="list-style-type: none"> • Attendee survey 	11:55 – 12:00	Theresa Dew, Senior Performance Advisor Results Washington
8	Adjourn	12:00	

IT'S A WRAP!

2023 Washington State Lean Transformation Conference:

Transforming Ideas into Action!

October 17th – 26th, 2023

- 3,613 of total attendees
- Highest average session rating than in previous conference years!
- Governor kickoff and inspiring keynote from Amy Leneker
- 23 wonderful presentations from state agency specialists as well as private sector and out-of-country organizations
- View session recordings and materials on the [Results Washington conference materials webpage](#)
- Please take our [attendee survey](#) to provide your overall feedback



HAPPENING THIS AND NEXT MONTH

November Public Performance Review

When: Thursday, November 30th @ 10:30 am – 11:45 am

Topic: Employee Engagement and Wellness

Speakers: Department of Enterprise Services, State Human Resources, and multiple statewide business resource groups (Diversity Inclusion Network, Blacks United in Leadership and Diversity, Washington Immigrant Network, and Hawaiians, Asians, and Pacific Islanders Promoting an Empowerment Network)

- Importance of employee engagement, wellbeing, and mental health
- Statewide initiatives to address these components as well as connection and community, social support and belonging, and more

December Public Performance Review

• **When:** Wednesday, December 6th @ 10:30 am – 11:45 am

• **Topic:** Employment Opportunities and Support for People with Disabilities

- **Speakers:** Office of Equity, Governor's Committee on Disability and Employment, Department of Social and Health Services' Division of Vocational Rehabilitations, and Department of Services for the Blind
- Barriers in employment and the importance of accessible recruitment and hiring processes
 - State initiatives, partnerships, and collaborations to address these issues

How to Join

In-person:

Helen Sommers Building
106 11th Avenue SW
Olympia, WA 98501
Conference rooms G015 A-C

Virtually:

Live-streamed by TVW