



Goal 2: Prosperous Economy 2.2 Reducing Homelessness

Project Title: Connecting to the Social Safety Net through Digital Inclusion

This project will work to ensure that Washingtonians have equitable access to information about Washington state government services by developing agency standards for digital equity and digital inclusion. This includes developing best practice guidelines by 2022 for state government websites and online forms to be compatible with mobile devices.

✓ IN SCOPE

- Demonstrated progress can be made in the short term; opportunity for longer term improvement
- Leverages existing agency resources and data
- Reduces risk for clients, agency, etc.
- Demonstrated impact for clients, employees, and/or agencies
- Strategy driven – in line with agency priorities and Governor’s Goal and Focus Areas
- Providing Washingtonians information and resources for gaining access to the internet and internet-enabled equipment

✗ OUT OF SCOPE

- Requires funding or legislative action as only solution
- Requires additional staff as only solution
- Requires IT work as only solution
- Shifts work to others as only solution
- Mobile-first redesign of agency website (this is often a significant investment and can take several years)
- Affordability of internet access or internet-enabled equipment
- Providing internet access to areas with unstable or no internet service
- Providing internet-enabled equipment to Washingtonians

Objectives	Target Dates
Project Charter submitted for sponsor approval	6/17/2021
Project Plan finalized including strategies for stakeholder and lived experience engagement	6/24/2021
PPR meeting with the Governor	6/24/2021
Draft Best Practices Guidance for state agencies	10/1/2021
Gather customer feedback including consultation with people with lived experiences	2/1/2022
Finalized draft that identifies areas that could be accomplished without additional resources	8/1/2022

Involved Agencies

- Department of Children, Youth, and Families
- Department of Financial Institutions
- Department of Health
- Department of Veterans Affairs
- Office of Financial Management
- Department of Licensing
- Employment Security Department
- Health Care Authority
- Washington Technology Solutions
- Department of Revenue
- Department of Labor and Industries
- Office of Minority and Women’s Business Enterprises
- Department of Transportation

Executive Sponsor Agencies

- [Department of Commerce](#)
- [Department of Corrections](#)
- [Department of Social and Health Services](#)

Information about the Public Performance Review (PPR) process, to view previously held PPR meetings, or to read one pagers on other PPR projects, please visit www.results.wa.gov/measuring-progress/public-performance-reviews

For any further questions please email results@gov.wa.gov