

PUBLIC PERFORMANCE REVIEW

Goal 2.2 – Economic Recovery Post Covid

July 28, 2021

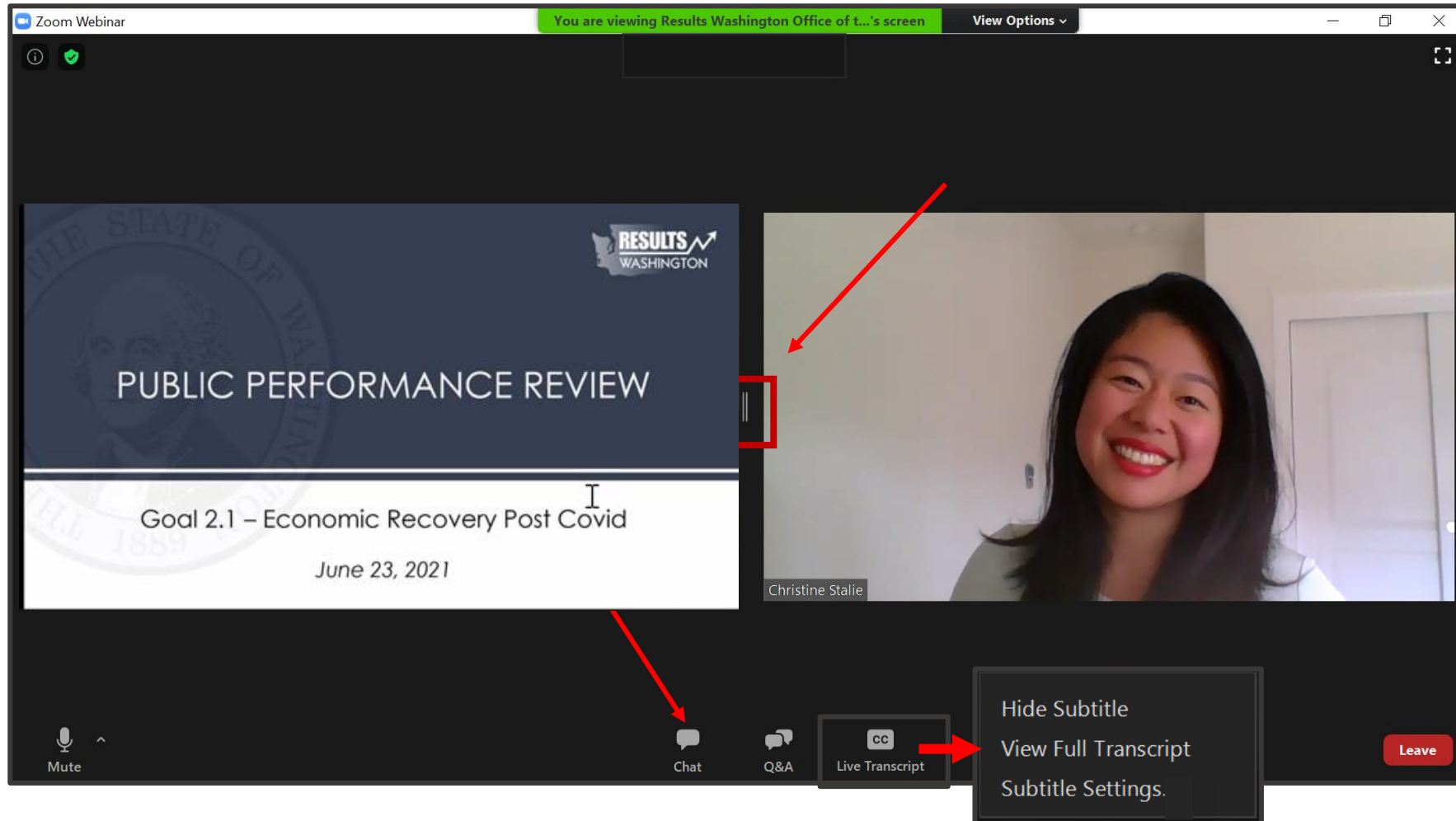


WELCOME

PRESENTED BY:

- CHRISTY BEZANSON, DIRECTOR, RESULTS WASHINGTON

Zoom Overview



The screenshot shows a Zoom Webinar window. At the top, a green status bar reads "You are viewing Results Washington Office of t... 's screen". The main content area is split: the left side displays a presentation slide titled "PUBLIC PERFORMANCE REVIEW" with the subtitle "Goal 2.1 – Economic Recovery Post Covid" and the date "June 23, 2021". The slide features the Results Washington logo and a faint seal of the State of Washington. The right side shows a video feed of a woman, Christine Stalie, smiling. A red arrow points from the top of the video feed to a red-bordered box containing a vertical ellipsis menu icon. Another red arrow points from the bottom of the presentation slide to the "Live Transcript" button in the bottom toolbar. A third red arrow points from the "Live Transcript" button to a dropdown menu that lists "Hide Subtitle", "View Full Transcript", and "Subtitle Settings...". The bottom toolbar includes icons for Mute, Chat, Q&A, Live Transcript, and a red "Leave" button.

Zoom Webinar

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View Options

RESULTS WASHINGTON

PUBLIC PERFORMANCE REVIEW

Goal 2.1 – Economic Recovery Post Covid

June 23, 2021

Christine Stalie

Mute

Chat

Q&A

Live Transcript

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Zoom Overview



Public Performance Review Purpose

The Public Performance Review is our monthly meeting with the Governor, leaders, agency experts, and community members designed to:

- Focus on a cross-agency project tied to the Governor's priorities
- Hear from those impacted by the project – those with lived experiences and those who are customers and process partners in the community
- Engage in discussions and problem-solving on these complex topics

Public Performance Review Project Selection



1. Held agency meetings to finalize improvement project recommendations for each Goal area topic.
2. Agencies self-selected their participation and designated subject matter experts (SMEs) for each improvement project based on RASCI criteria.
3. Facilitated agency meetings to finalize improvement project focus for each Goal area.
4. RW and agency SMEs have been actively working to define project scope and develop charters and project plans.

Project Focus

Create agency standards for digital equity and digital inclusion, including:

- Develop best practice guidelines by 2022 for state government websites and online forms to be compatible with mobile devices
 - Accessibility
 - Language access
 - Digital literacy support
 - Human-centered design

Project Team

Sponsoring Agencies

Department of Commerce, Department of Social and Health Services, Department of Corrections

Support, Consulted, and Informed Agencies

- Department of Children, Youth and Families
- Department of Financial Institutions
- Department of Health
- Department of Licensing
- Department of Revenue
- Department of Veterans Affairs
- Employment Security Department
- Health Care Authority
- Labor and Industries
- Office of the Governor
- Office of Financial Management
- Office of Minority and Women's Business Enterprises
- Washington State Department of Transportation
- WaTech
- Workforce Training Board



Opening Remarks

The background of the slide features a large, faint, dark blue seal of the State of Washington. The seal is circular and contains a portrait of George Washington. The text "THE STATE OF WASHINGTON" is arched across the top, and "1889" is at the bottom.

PROJECT INTRODUCTION

PRESENTED BY:

- KENDRICK STEWART, DEPARTMENT OF COMMERCE

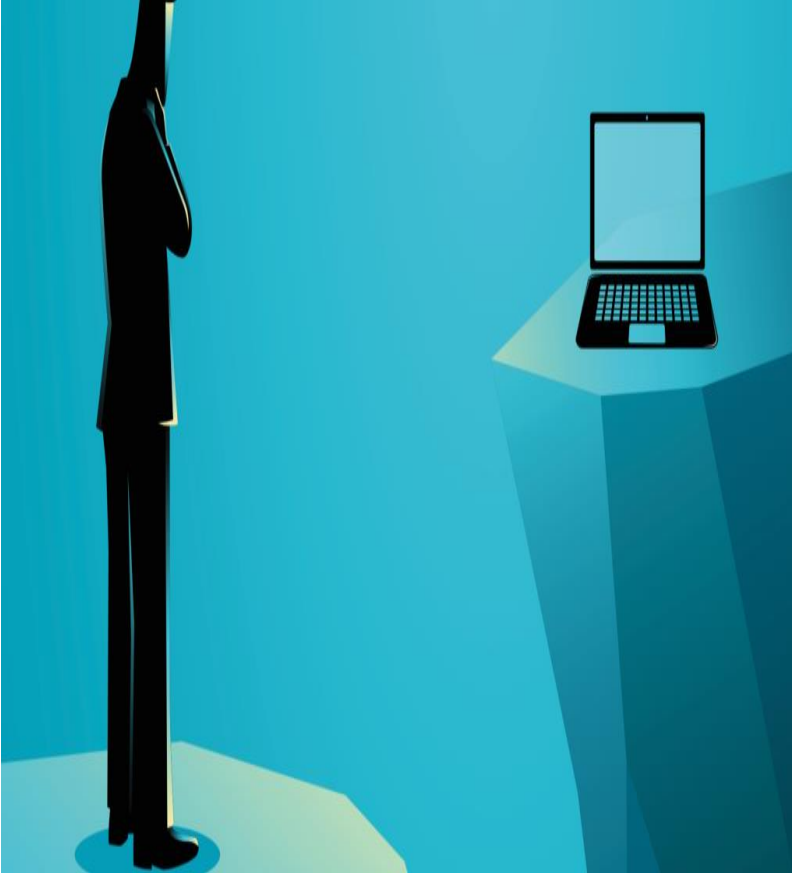
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OPPORTUNITY & PROJECT OVERVIEW

PRESENTED BY (IN ORDER OF PRESENTATION):

- EMILY GROSSMAN, DEPARTMENT OF COMMERCE
- BABS ROBERTS, DEPARTMENT OF SOCIAL AND HEALTH SERVICES

Addressing the digital divide

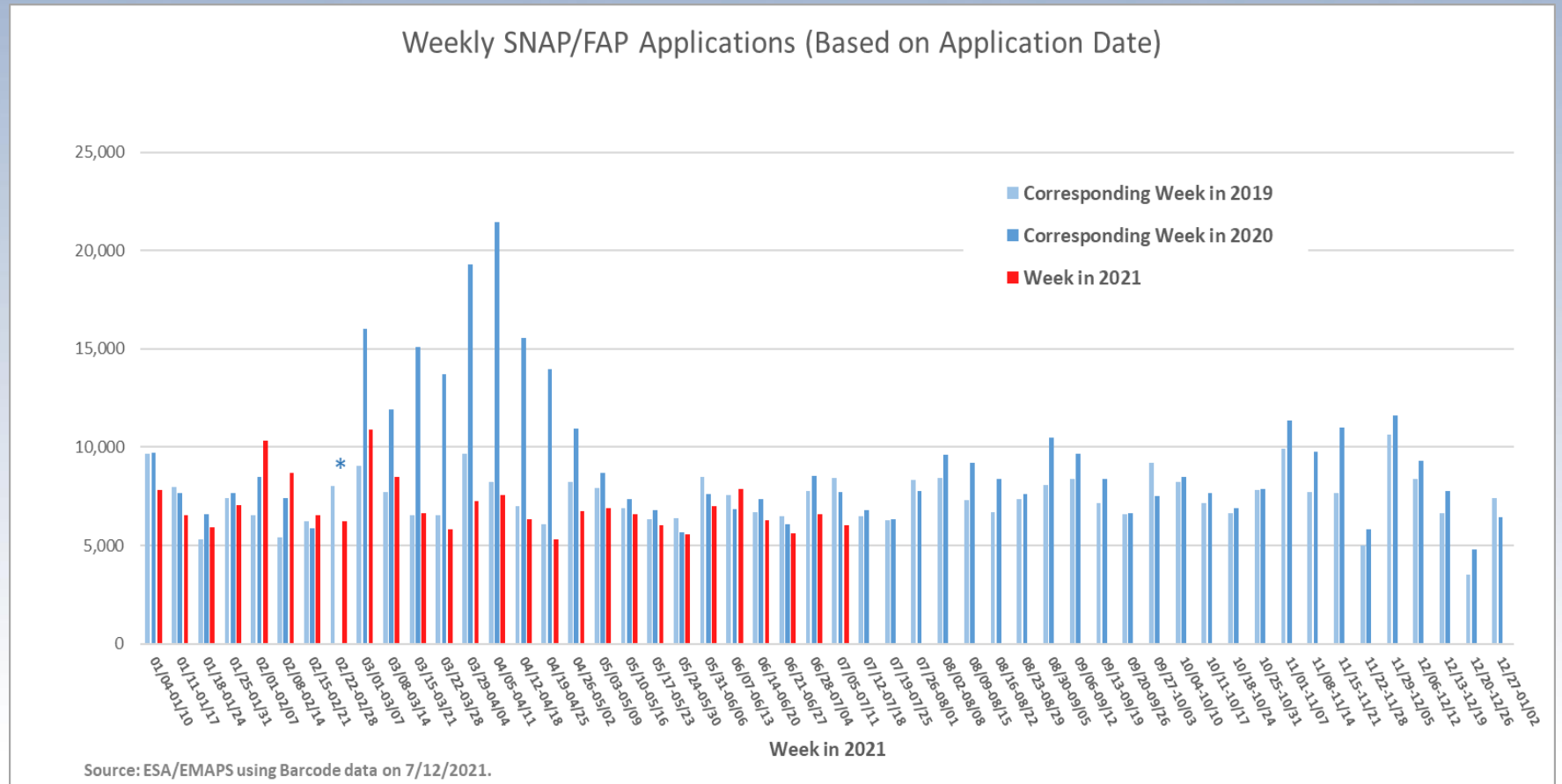


- 1) Affordable, robust broadband internet service
- 2) Internet-enabled devices that meet the needs of the user
- 3) **Access to digital literacy training;**
- 4) **Quality technical support**
- 5) **Applications and online content designed to enable and encourage self-sufficiency, participation and collaboration.**

Why is expanding digital equity so important?



- Average SNAP/FAP applications between 5 and 10 thousand
- More than 156,000 applications for DCAP
- Only 89% of public assistance caseload lists English as their primary language



Why is expanding digital equity so important?

Transforming
Lives

A Deeper Dive:

- 10.3 % report as homeless
- 6.7% report an immigration status
 - 2.0 % report refugee or asylee status
- 29.7% report a disability status
 - Aged 10.3%
 - Physical health 17.1%
 - Mental health 2.3%



Governor Q&A

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CURRENT WORK & FUTURE COMMITMENTS

PRESENTED BY (IN ORDER OF PRESENTATION):

- LISA YANAGIDA, DEPARTMENT OF SOCIAL AND HEALTH SERVICES
- CAROLYN COLE, CHIEF OF ACCESS AND INCLUSION PLANNING, DEPARTMENT OF SOCIAL AND HEALTH SERVICES

Access and Inclusion Highlights

Carolyn Cole, J.D., CDE
Chief, Access & Inclusion Planning
Office of Equity, Diversity & Inclusion (OEDI)

Institutional Commitment to Access & Inclusion



Written Translation Services

- DSHS Document Translator Test (certified languages only)
- Communication Assistance Available Translated Tagline Document
- [DES Master Contract 04218](#)
- Off-contract purchasing for languages of lesser diffusion in the U.S.
- Master Language Codes
 - Client letters, forms, and other documents
 - 87+ languages encountered
 - Crosswalk cleanup

Spoken Language Interpreting Services

- In-person, over-the-phone, and video remote
- Pre-scheduled and on-demand
- Multiple contracts available and utilized to meet demand
- DSHS Medical Interpreter and Social Service Interpreter Tests (certified and screened languages)

DSHS Website

- Top 17 encountered language pages (accessible via website footer)
- Translated Nondiscrimination Policy
- Translated COVID-19 vital information documents
- COVID-19 vital information American Sign Language (ASL) [video](#)
- DSHS Publications Library
- ADA/OCIO Policy 188 Accessibility Statement

Questions? Comments?

Carolyn Cole (she/her)

Chief, Access & Inclusion Planning

carolyn.cole@dshs.wa.gov

(360) 902 – 7807

TRS: 711 or 1-800-833-6384

Transforming
Lives





Governor Q&A



CUSTOMER VOICE

KATIE LEWIS

SHE/THEM

FAMILY RESOURCE CENTER EMPLOYMENT CASE
MANAGER, NEIGHBORHOOD HOUSE



Digital Literacy & Tech Inequity

Katie Lewis – Family Resource Center Employment Case Manager

A little about Neighborhood House

Mission

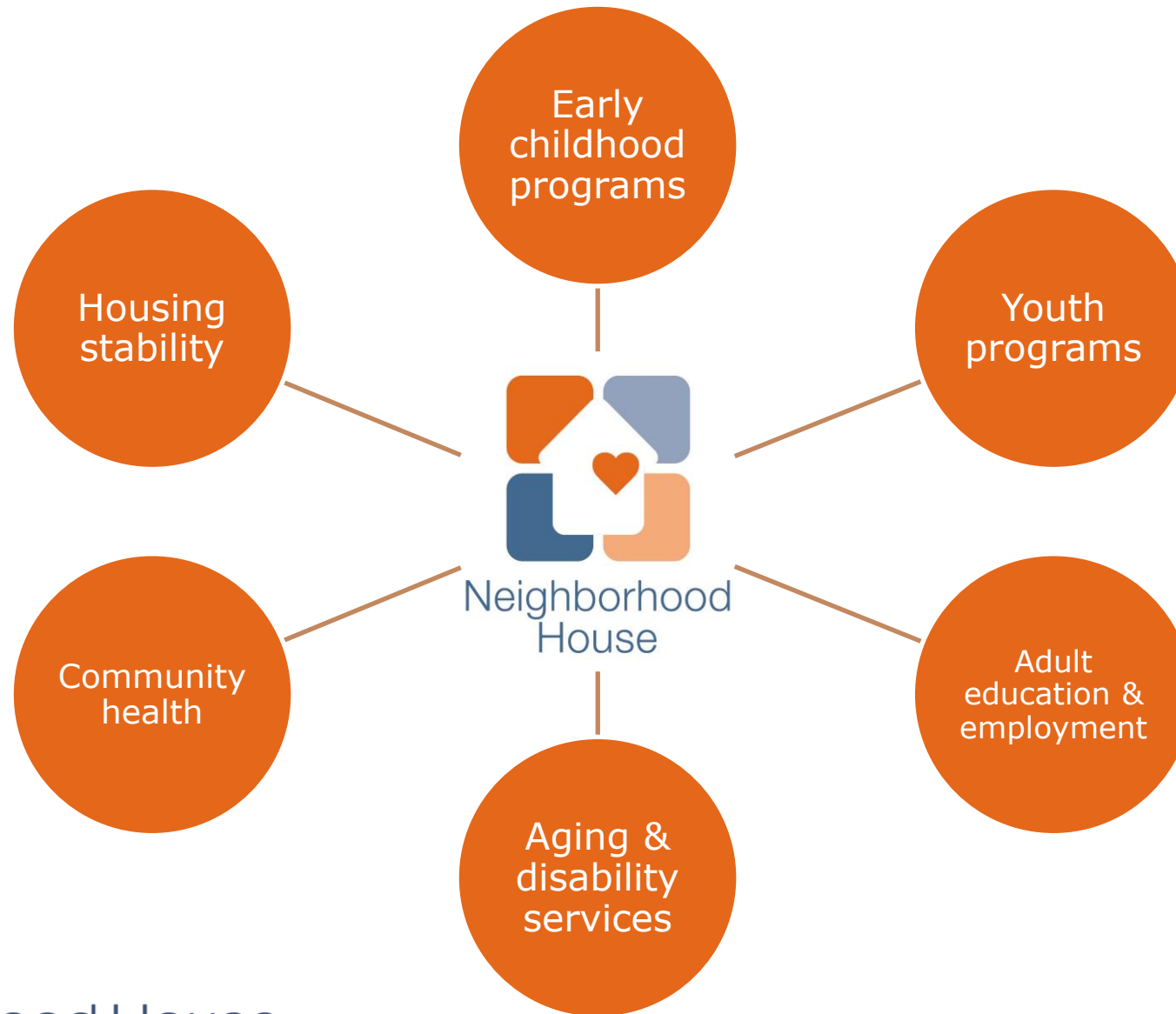
Neighborhood House builds community and increases access to housing, health, education, and economic opportunity.

Vision

A healthy, diverse, and welcoming community, free of poverty and racism, where all people thrive.

Our work

- We work with 15,000+ community members annually
- Focus on low-income communities, public housing residents, immigrants, and refugees
- 90% of our clients are Black, Indigenous, and People of Color



Ready To Work (RTW)

- Partnership between the City of Seattle, HomeSight, Asian Counseling and Referral Service, Neighborhood House and Literacy Source.
- Intensive English to Speakers of Other Languages (ESOL) class 12 hours per week.



A Ready to Work outreach flyer in English.



A Ready to Work outreach flyer in Amharic.

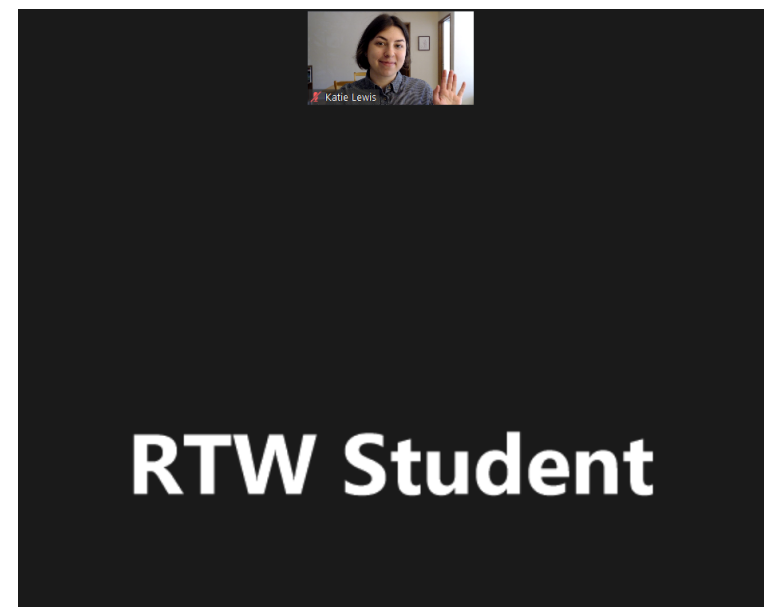
Ready to Work Students

- RTW students must live in Seattle, be 18 years or older to participate, and have an interest in learning English and getting a job and/or enrolling in higher education.
- Our clients speak Amharic, Oromo, Tigrinya, Somali, Vietnamese, Spanish, Cantonese, Cambodian and several other languages.
- Most clients are parents with school-age children.



Prior to the pandemic, class was in-person.

Now class and one-on-one meetings are held on Zoom.



Broadband and Technology

- 70% of current students that do not own their own computer.
- 90% of current students need hotspots or other supports to fully participate in class.
- 100% of students have made digital literacy gains in 2020.

Our clients access all kinds of social safety net services and state websites:

- Food stamps/ TANF/ Cash assistance
- Unemployment insurance
- MERIT/ Child Care Provider licensure
- Washington Application for State Financial Aid (WASFA)
- Paid Family and Medical Leave
- Disability services

Client Requests

- “I don’t remember my password.”
- “The food stamps office didn’t tell me I sent the wrong documents and now I have to reapply.”
- “They sent me an email but that was two months ago and I don’t know how to find it.”
- “I tried to call the P-EBT office but I never got to talk to a real person.”
- “I can’t find the website.”
- “They sent me a link but I still don’t understand.”

Digital Literacy

- A high level of coaching is needed for clients to utilize technology, websites, and digital tools
- Students struggle with digital literacy skills that we take for granted:
 - password keeping
 - detecting fraud attempts
 - digital vocabulary
 - website interactivity

This slide was taken from a recent workshop on the recently reinstated Unemployment Insurance job search requirements. Many students do not know what “screenshot” means.

Screenshot: A picture of your job search activity

A “**screen shot**” is a digital picture of your computer screen.

How to take a screenshot:
google search your device name
+ how to screenshot.

For example:

“Chromebook how to screenshot”

WorkSource	Participate in WIOA Title I-B on-the-job training.	Name of activity, date, and where completed.
Other	Do labor market research at esd.wa.gov/labormarketinfo .	Take a screen shot of the information.
Other	Watch an online video, for example a YouTube video, on a job search topic (for example: how to write a cover letter, resume writing or interview skills).	Link to the video or a screen shot of the video launch page.
Other	Prepare a 30-second “elevator speech” to use at job fairs or during an interview.	Screen shot or document.
Other	Set up a new account or update the one you have on job search sites (Indeed, LinkedIn, Glassdoor, CareerBuilder).	Link to or a screen shot of your profile and job openings.

Ready to Work Home Screen

Ready to Work 1/2
Summer 2021

Monday - Thursday
10:00 - 12:00



[Zoom](#)



[Check-In](#)



[Typing](#)



[YouTube](#)



[Email](#)



[Google Classroom](#)

Recommendations for Digital Inclusion

- Comprehensive customer service
- Screen sharing on Teams or Zoom
- Websites with pictures as links
- Highly visible translation tools
- Websites without walls of text
- “How to” videos in first languages



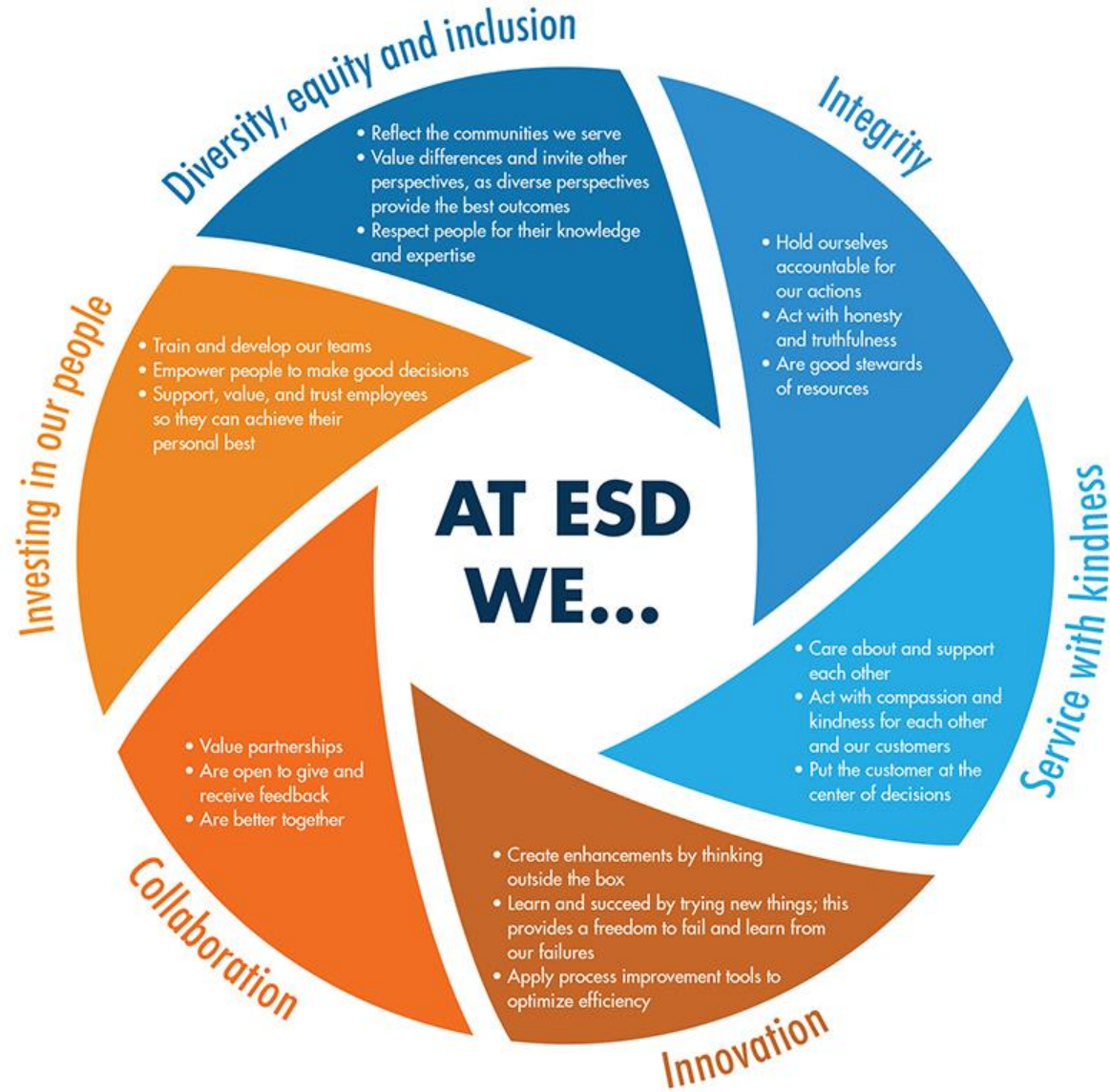
Governor Q&A

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CASE STUDY AND PROJECT MILESTONES

PRESENTED BY (IN ORDER OF PRESENTATION):

- MATT LAPALM, PRODUCT MANAGER FOR CUSTOMER EXPERIENCE, EMPLOYMENT SECURITY DEPARTMENT
- BABS ROBERTS, DEPARTMENT OF SOCIAL AND HEALTH SERVICES

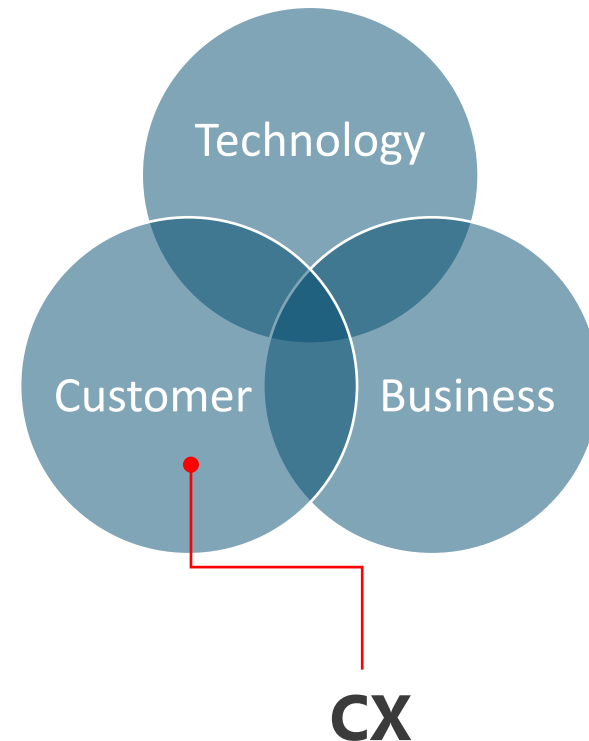


Customer Experience Team

Disciplines

- User experience research
 - Gathering and amplifying the voice of our customer.
- User experience design
 - Creating successful experiences based in research.
- Access
 - Removing and reducing barriers to marginalized customers.

Role in development



Moving Forward

Transforming
Lives

Milestone Description	Target Completion Date
Project Charter submitted for sponsor approval	June 7, 2021
Public Performance Review with the Governor	July 28, 2021
Project Plan finalized including strategies for stakeholder and lived experience engagement	August 6, 2021
Draft Best Practices Guidance for state agencies	October 1, 2021
Gather customer feedback including consultation with people with lived experiences	February 1, 2022
Finalized draft that identifies areas that could be accomplished without additional resources	August 1, 2022



Governor Q&A



Closing Remarks



THANK YOU FOR ATTENDING TODAY!

PLEASE TAKE A MOMENT TO COMPLETE OUR BRIEF SURVEY

YOU CAN VIEW THE RECORDING OF TODAY'S MEETING AT:

[HTTPS://RESULTS.WA.GOV/MEASURING-PROGRESS/PUBLIC-
PERFORMANCE-REVIEWS](https://results.wa.gov/measuring-progress/public-performance-reviews)