



What's Ahead at Results Washington January 2022

Our vision is to be a:

Collaborative partner championing the best results for the great state of Washington.

Our mission is to:

Improve state government by approaching complex issues through collaboration, performance management, and continuous improvement.

Results Washington – Vision, Mission, and Core Values

Our vision is to be a:

Collaborative partner
championing the best
results for the great state
of Washington

People Matter

We foster an inclusive culture that sees diversity as integral to success along with humility and respect for each other. We recognize the importance of the lived human experience of our partners, their clients and customers, and our team.

Resources Matter

We are accountable and transparent and serve as good stewards of state resources – our own and those of our partners. We are committed to managing our resources in a way that is consistent with expectations for any state agency.

Our mission is to:

Improve state government
by approaching complex
issues through
collaboration, performance
management, and
continuous improvement

Ideas Matter

We value innovation, creativity, and resourcefulness as well as fact-based decision-making in our work while also capitalizing on those efforts and approaches that have proven effective over time.

Teamwork Matters

We do everything we can to build trust with our partners and across our team by fostering teamwork, demonstrating open communication, and remaining flexible and adaptable to meet our partner and team needs.

2021 Highlights

- Engaged with agency leadership to inform the development of the Results WA Strategic Framework released in December 2021
- Collaborated with over 125 subject matter experts and provided project management expertise for seven cross-agency project teams to deliver all Public Performance Reviews for 2021
- Implemented a Project and Portfolio Management approach leveraging multiple disciplines and best practices
- Continued our commitment to DEI within our team and within our work
- Hosted the 10th Annual Washington State Government Lean Transformation Conference in 2021 in a virtual format for the second year in a row
- As a collective, Washington State was recognized by Results for America as a Leading State in December 2021

Our Strategic Framework

The Future Vision – *Results WA is known as:*

- **A *trusted convener*** seen by the Gov's office, OFM, and agencies as an entity that can take a problem set or set of requirements, pull the right people together, scope and charter the project, get it going, and get it to done.
- **A *trusted partner*** in highlighting agencies' performance.
- **A *champion*** of and a ***partner/resource*** within the Lean/Continuous Improvement space.

Our Strategic Framework

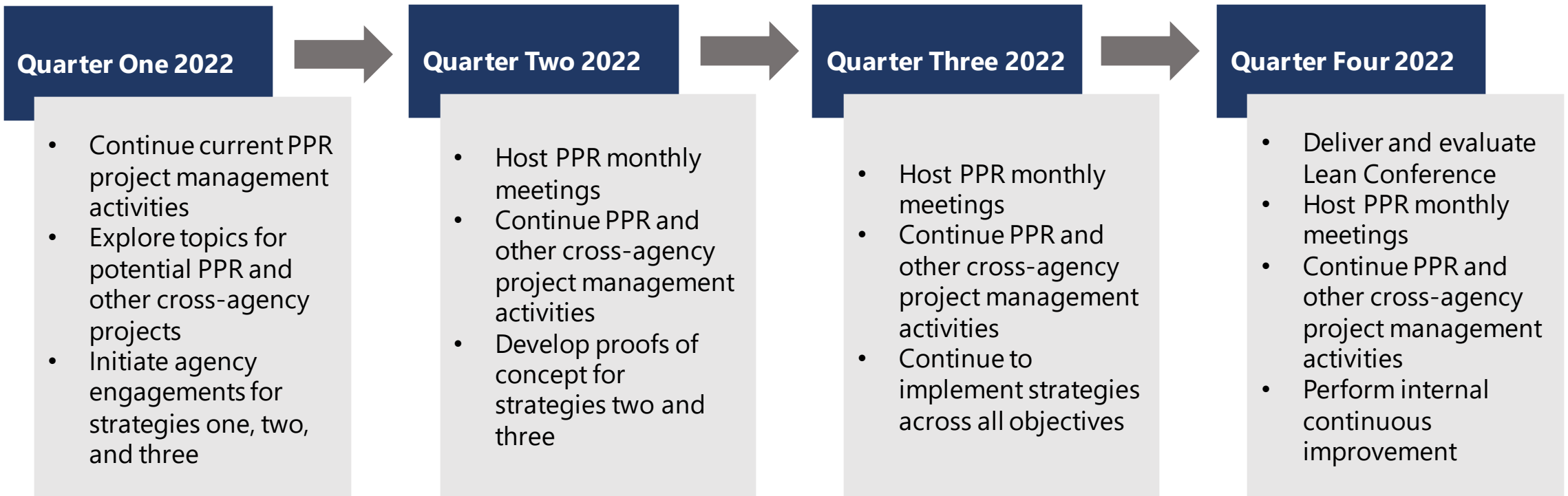
<p>1. Position RW to serve as a small-scale PMO (PMO “lite”) within the Gov’s office. Leverage successes we have achieved in the PPR space as a facilitator, coordinator, and project manager to support additional projects and/or requirements aligned both with the Governor’s and agency priorities.</p>			
<p>1.a: Continue with PPR process. Close-out current projects. Identify next round of projects.</p>	<p>1.b: Accept new projects/requirements from GOV/OFM leadership as they arise.</p>	<p>1.c: Intake projects at the request of agencies.</p>	
<p>2. Highlight agency performance in partnership with agency experts and in line with agency strategic priorities.</p>			
<p>2.a: Develop a place on our website where we can “point” to strategic plans, metrics, and dashboards already posted on agency sites. •Can be used by anyone for accessing publicly available information across state government.</p>		<p>2.b: Develop a way for agencies to tell their own success stories/highlight results. This storytelling capability allows agencies to highlight successes and results most important to them.</p>	
<p>3. Focus intentional effort on Lean/Continuous Improvement for modern times and modern needs.</p>			
<p>3.a: Convene intentional and specific Communities of Practice.</p>	<p>3.b: Explore internal (external?) webpage that serves as a library for available training, tool, and method resources around the state.</p>	<p>3.c: Develop approach for consultative assistance around specific concepts or skills.</p>	<p>3.d: Continue with Lean Transformation Conference. Determine best format moving forward.</p>

Implementing our Strategic Framework

Here is how we plan to engage with your agency as our team works to implement our strategic framework:

Strategy	Anticipated Engagement
1. Position RW to serve as a small-scale PMO (PMO "lite") within the Gov's office.	<ul style="list-style-type: none"> • Collaborative project management • Opportunities for input, such as surveys, focus groups and other participatory methods
2. Highlight agency performance in partnership with agency experts and in line with agency strategic priorities.	Opportunities for input, such as surveys, focus groups and other participatory methods
3. Focus intentional effort on Lean/Continuous Improvement for modern times and modern needs.	

Timeline and Next Steps



Project Management

1. Position RW to serve as a small-scale PMO (PMO “lite”) within the Gov’s office.

- a. Continue with PPR process. Close-out current projects. Identify next round of projects
- b. Accept new projects/requirements from GOV/OFM leadership as they arise
- c. Intake projects at the request of agencies

Public Performance Review Projects



Goal 1. World Class Education

- 1.1 Early Care and Education Workforce
- 1.2 Career Connect



Goal 2. Prosperous Economy

- 2.1 Economic Recovery: Equity Lens
- 2.2 Economic Recovery: Digital Equity



Goal 3. Sustainable Energy and Clean Environment

- 3.1 Combating Climate Change



Goal 4. Healthy and Safe Communities

- 4.1 Reduce Homelessness
- 4.2 Peer Bridger



Goal 5. Efficient, Effective, and Accountable Government

- 5.1 and 5.2 Diversity, Equity, and Inclusion (paused)

Highlight Agency Performance and Successes

2. Highlight agency performance in partnership with agency experts and in line with agency strategic priorities.

- a. Develop a place that “points” to strategic plans, metrics, and dashboards already posted on agency sites
- b. Develop a way for agencies to tell their own success stories/highlight results most important to them

Continuous Improvement

3. Focus intentional effort on Lean/Continuous Improvement for modern times and modern needs.

- a. Convene intentional and specific Communities of Practice
- b. Explore webpages that serves as a library for available training, tool, and method resources around the state
- c. Develop approach for consultative assistance around specific concepts or skills
- d. Continue with Lean Transformation Conference

Results Washington Team



Mandeep Kaundal



Tammy Firkins



John Cooper



Jessica Dang



Cathy Holder



Alissa Julius



Charice Pidcock



Kristy Snow



Brittany Wilhelme

Thank you!

Results Washington is excited to be partnering with you as we move forward.

For questions or more information, please contact:

- Mandeep Kaundal, Results Washington Director
Mandeep.Kaundal@gov.wa.gov