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.

**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.

**Our mission is to:**
Improve state government by approaching complex issues through collaboration, performance management, and continuous improvement
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

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.**

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

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

   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.  
   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.

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

   3.a: Convene intentional and specific Communities of Practice.  
   3.b: Explore internal (external?) webpage that serves as a library for available training, tool, and method resources around the state.  
   3.c: Develop approach for consultative assistance around specific concepts or skills.  
Implementing our Strategic Framework

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

<table>
<thead>
<tr>
<th>Strategy</th>
<th>Anticipated Engagement</th>
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<tr>
<td>1. Position RW to serve as a small-scale PMO (PMO “lite”) within the Gov’s office.</td>
<td>• Collaborative project management&lt;br&gt;• Opportunities for input, such as surveys, focus groups and other participatory methods</td>
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Timeline and Next Steps

Quarter One 2022
- Continue current PPR project management activities
- Explore topics for potential PPR and other cross-agency projects
- Initiate agency engagements for strategies one, two, and three

Quarter Two 2022
- Host PPR monthly meetings
- Continue PPR and other cross-agency project management activities
- Develop proofs of concept for strategies two and three

Quarter Three 2022
- Host PPR monthly meetings
- Continue PPR and other cross-agency project management activities
- Continue to implement strategies across all objectives

Quarter Four 2022
- Deliver and evaluate Lean Conference
- Host PPR monthly meetings
- Continue PPR and other cross-agency project management activities
- Perform internal continuous improvement
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
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<tbody>
<tr>
<td>• 1.1 Early Care and Education Workforce</td>
<td>• 2.1 Economic Recovery: Equity Lens</td>
<td>3.1 Combating Climate Change</td>
<td>• 4.1 Reduce Homelessness</td>
<td>5.1 and 5.2 Diversity, Equity, and Inclusion (paused)</td>
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<tr>
<td>• 1.2 Career Connect</td>
<td>• 2.2 Economic Recovery: Digital Equity</td>
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<td>• 4.2 Peer Bridger</td>
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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:

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