

Board of Industrial Insurance Appeals

Operational Plan for Strategic Goals			2023
Activity	Description	Results Expected and Targets	Resources
Facilities	<p>Sponsors: Bob Liston and Anita Booker-Hay</p> <p>Evaluate workplace needs regarding the Seattle Office and assess future needs of Olympia office.</p>	<p>Results: Relocate the Board's Seattle office by establishing two offices in north and south Seattle, respectively</p> <p>Targets:</p> <p>1st Quarter</p> <ul style="list-style-type: none"> • Temporary extension of current Seattle lease • Secure two leases <p>2nd Quarter</p> <ul style="list-style-type: none"> • Build out and planning in consultation with previously selected PAAC team members • Meet with architects and start build out • Finalize remodels including signage and orchestrate moves <p>3rd Quarter</p> <ul style="list-style-type: none"> • Prepare for moving the Seattle Office (coordinate between three offices) <p>4th Quarter</p> <ul style="list-style-type: none"> • Complete final preparations and move • Begin discussions about other expiring leases and Olympia office space requirements 	<p><u>Board Members and Managers:</u> Support efforts and encourage participation.</p> <p><u>PAAC Subcommittee:</u> Provide input about hearing space and other requirements for Dispute Resolution.</p>
Court Reporting	<p>Sponsors: Bob Liston, Beth Blue, and Chris Swanson</p> <p>Implement new contract</p>	<p>Results: To implement a new court reporter contract while maintaining appropriate levels of service</p> <p>Targets:</p> <p>1st Quarter</p> <ul style="list-style-type: none"> • Select a contractor • Identify start date and any changes to BIIA Process • Educate staff ahead of the switch <p>2nd Quarter</p> <ul style="list-style-type: none"> • Continue transition to new contractor <p>3rd Quarter</p> <ul style="list-style-type: none"> • Start the new contract • Monitor performance <p>4th Quarter</p> <ul style="list-style-type: none"> • Maintenance 	<p><u>Court Reporter Committee, Admin Services:</u> Provide data and analysis as well as staff.</p>

BAIS Replacement	<p>Sponsor: Bob Liston, John Hanson, and Team 2</p> <p>The replacement of our case management systems (e.g. BAIS, eFile, BESS, Internet Portal Applications)</p>	<p>Results: Replacement of case management systems</p> <p>Targets:</p> <p>2nd Quarter</p> <ul style="list-style-type: none"> Hire and onboard project manager <p>3rd Quarter</p> <ul style="list-style-type: none"> Open Request for Bid Evaluate bids and select the apparent successful bidder <p>4th Quarter</p> <ul style="list-style-type: none"> TBD 	All BIIA
PEAR	<p>Sponsors: Christy Sterling and Anita Booker-Hay</p> <p>Comply with EO 22-04, Implementing the Washington State Pro-Equity Anti-Racism (Pear) Plan & Playbook</p>	<p>Results: Complete the PEAR Team, statement, video and policy for compliance with Executive Order</p> <p>Targets:</p> <p>1st Quarter</p> <ul style="list-style-type: none"> Complete PEAR Team Continue work on the Equity Impact Review (obtain feedback from customers, review data, etc.) <p>2nd Quarter</p> <ul style="list-style-type: none"> Draft PEAR Policy Conceptualize video <p>3rd Quarter</p> <ul style="list-style-type: none"> Finalize and adopt administrative policy Work with contractor to create video Prepare to launch video Submit PEAR Annual Performance Report by 9/1 	<p>PEAR Team</p> <p>Board Members and Managers: Support PEAR efforts</p> <p>IS: Provide data and support for internet updates as needed.</p>
Succession Planning	<p>Sponsors: Anita Booker-Hay, Christy Sterling, and Bob Liston</p> <p>Explore opportunities to develop leaders through informational sessions, etc. and memorialize key processes within the agency.</p>	<p>Result: To ensure that the BIIA continues to promote employee growth and leadership within the agency while helping to retain institutional knowledge</p> <p>Targets:</p> <p>2nd Quarter</p> <ul style="list-style-type: none"> Discuss ways to expose interested employees to information about leadership development opportunities Identify positions where a sudden loss may result in agency disruption Discuss key aspects of the position that might require extensive guidance upon replacing an employee Discuss time table to start memorialize key processes <p>3rd Quarter</p> <ul style="list-style-type: none"> TBD 	<p>Managers</p> <p>PAAC</p>