

# THE BLAST



## ENTERPRISE-WIDE LEAN & CONTINUOUS IMPROVEMENT COMMUNITY OF PRACTICE

ISSUE NO. 5 | MARCH 2023



### WHAT YOU MISSED

At our March CoP meeting, Garrett Landram shared a project on Human-Centered Design for Human Services. Jessica Dang walked us through an engaging activity using Design Thinking. See the recapped stories on page 2!

### LOOKING AHEAD

Mark your calendars and take a look on page 2 at what we have in store for our April CoP meeting!

### QUESTIONS?

For questions on The Recap or for the CoP, contact:

**Talia Mazzara**, Results WA  
Senior Performance Advisor

**Theresa Dew**, Results WA  
Senior Performance Advisor

### ONE MORE QUESTION!

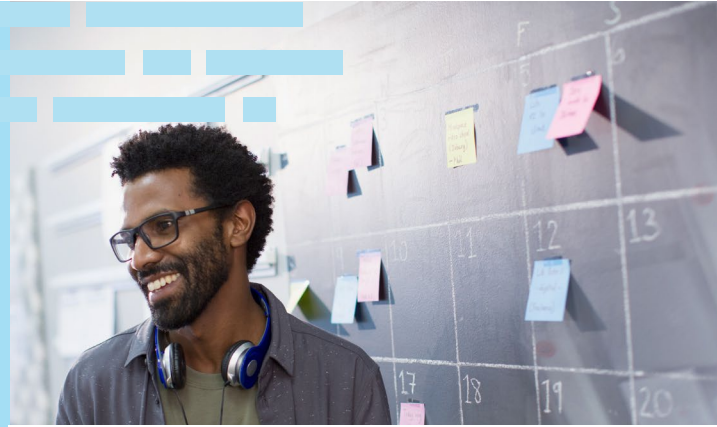
Our last CoP was quite engaging, as we learned about a relatable project share from the Division of Child Support (DCS) using Human-Centered Design (HCD), as well as a useful activity to implement in future meetings. We had an unanswered question for Garrett's project share, to which he responded after the meeting, and we wanted to get that response to you here.

**Q.** *In approaching communication, are there studies or statistics indicating customers/members with internet access vs those without internet or with unreliable internet access, meaning primary communication needs to be by phone or email?*

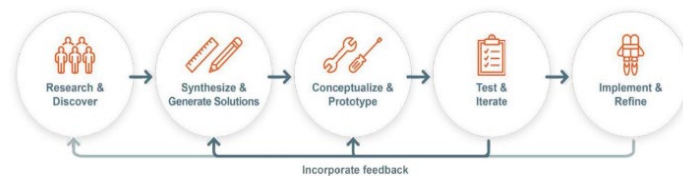
**A.** *Awesome question! I am not aware of any studies or statistics from DSHS. I did a little digging and visited one of my favorite websites, United States Census, and I found some figures. [Here](#) is a link to a report with data from 2018. Some aggregate data from 2017 – 2021 is available [here](#).*

## PROJECT SHARE: Human-Centered Design for Human Services

Garrett Landram with DCS presented an awesome overview of how their HCD project helped to incorporate customers' ideas into their work for continuous improvements, and finding ways to better engage parents for the support their children need. He walked us through the project while identifying each stage of the HCD process they were in, giving a great example of how to use this methodology in the realm of Government/State work and Customer Service. With many wins and lessons learned noted, one of the creative ideas shared was how they helped set ESA up with a gift card incentive for lived experience interviews! Check out the recording on our CoP page!



### Human-Centered Design Process



*"Fall in Love with the Problem.  
not the solution."  
-Uri Levine*

Visit our [CoP Mural](#) to add your name and skills/areas of expertise to our CoP Skillset Matrix! And while you're at it, throw your favorite Lean tool on the board too! There's a section, especially for it.

## COMING UP NEXT

Join us next month as we dive into data management.

April 18, 2023  
10:30am – 12:00pm

Topic Teaching & Project share:  
**Let's Game the Data**

Presenters:  
Tammi Leclerc  
Byron Mukai  
Brian Mark

## Activity: Reimagining Meetings

In this activity, Jessica Dang with the Liquor and Cannabis Board (LCB) walked us through a thoughtful meeting planning exercise that focused on intention and creating an experience to better address the needs of your meeting's attendees. During this time, she highlighted the following steps:

- Identify a Meeting
- Create a POP (Purpose & Outcomes)
- Address Emotions and Behaviors
- Create "How Might We" (HMW) Questions
- Explore Ideas and Activities
- Outline your Meeting

You can find the materials to this month's presentations on our CoP page!