

Results Review

November 20, 2019

**Why are
we here
today?**

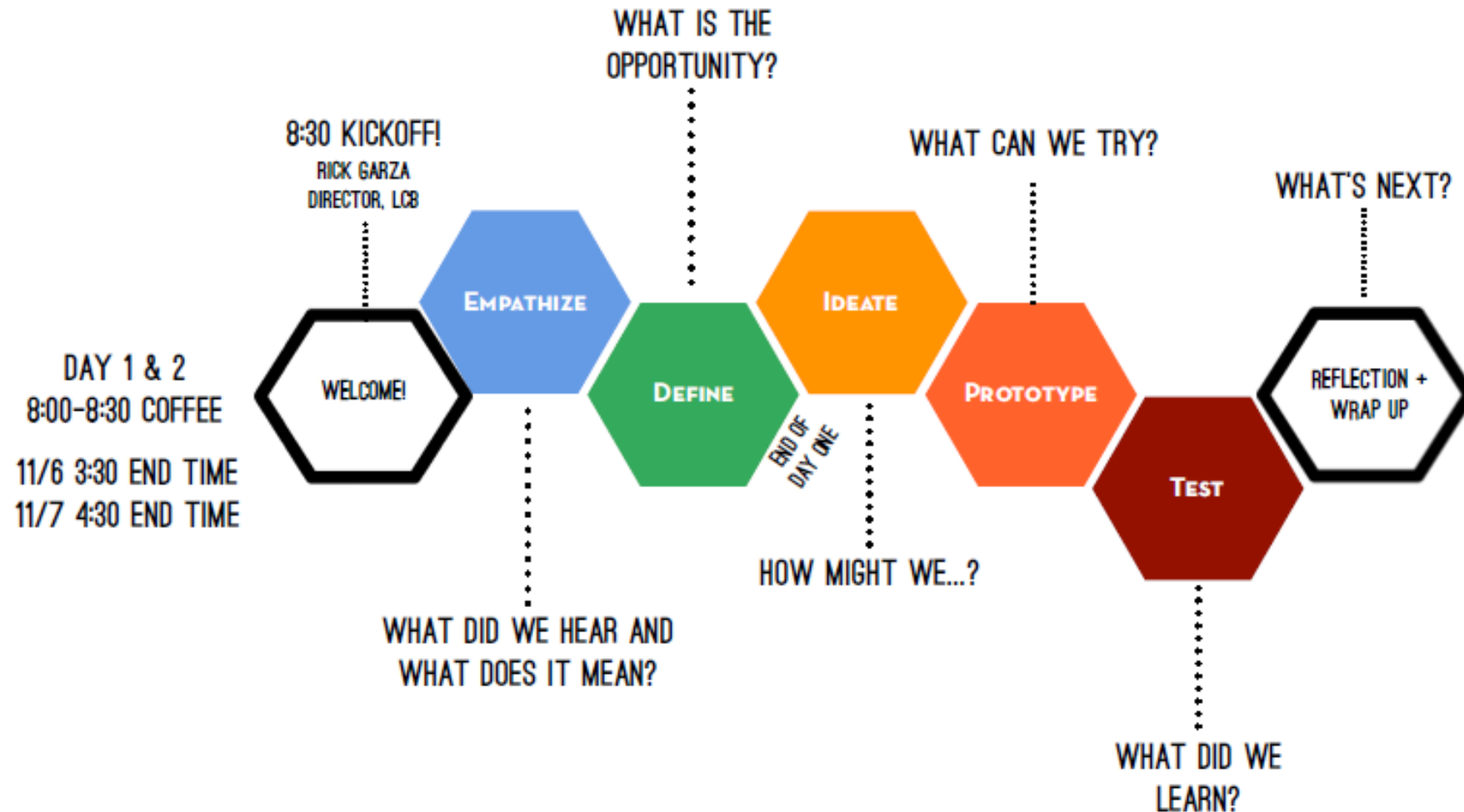
How might we improve the
Washingtonian's experiences with
state government?

How might we make government
more human-centered?

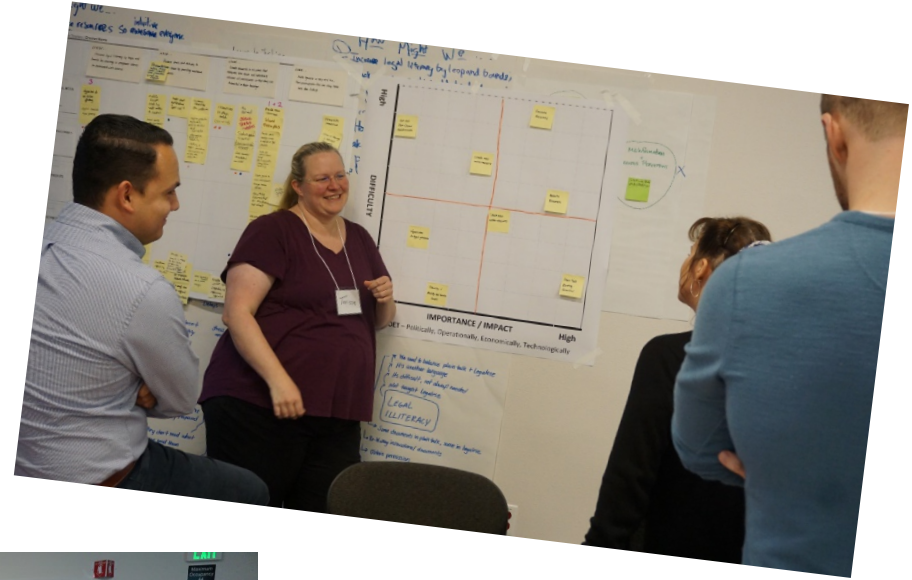
OPENING REMARKS

AGENCY DESIGN CHALLENGE AGENDA

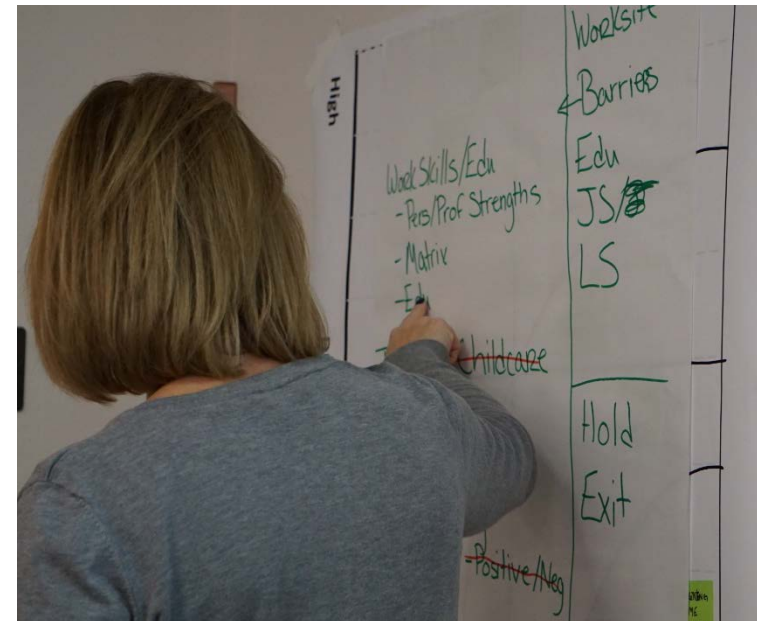
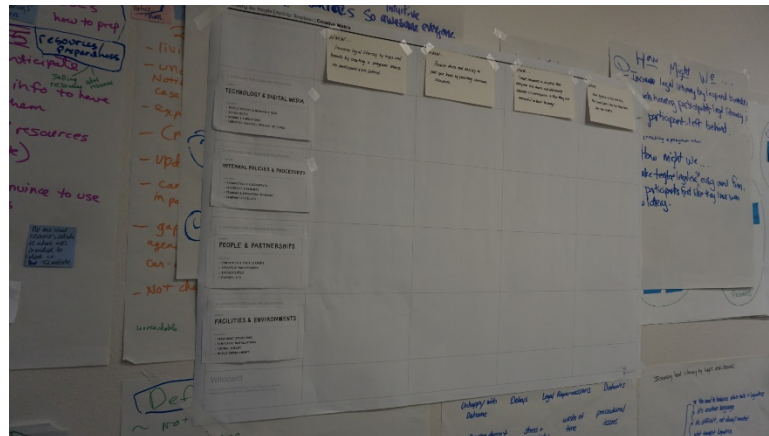
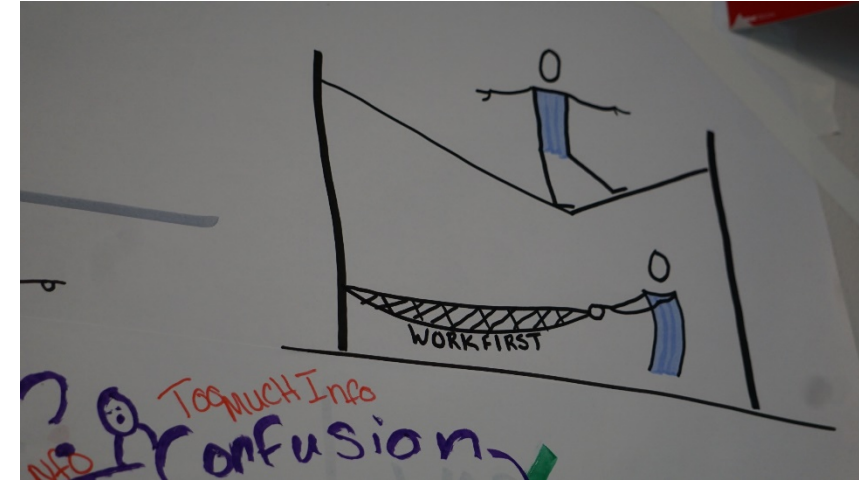
NOVEMBER 6-7, 2019



AGENCY DESIGN CHALLENGE



AGENCY DESIGN CHALLENGE



HOW MIGHT WE IMPROVE THE LIQUOR LICENSE APPLICATION PROCESS?

LIQUOR AND CANNABIS BOARD

Kathryn Cook

Brent DeBeaumont

Edmon Lee

Kaitiln Leeberg

Antwan Locke

Jonathan Reinier

Kim Sauer

Rebecca Smith

Linda Thompson

Coach: Chris Skinner

Team Members

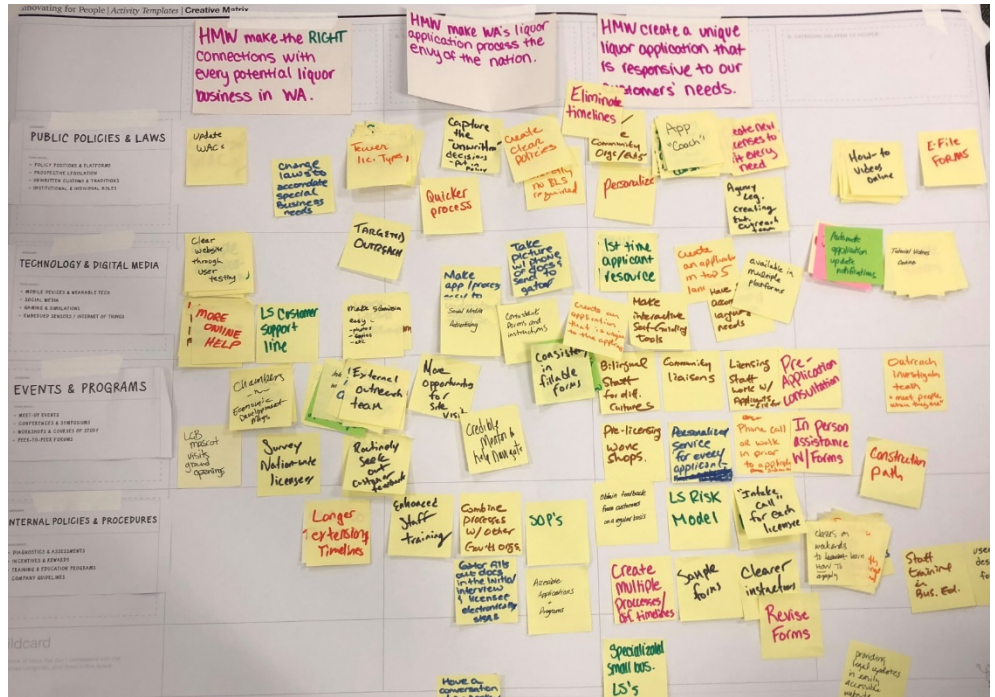
LIQUOR AND CANNABIS BOARD

HOW MIGHT WE IMPROVE THE LIQUOR LICENSE APPLICATION PROCESS?



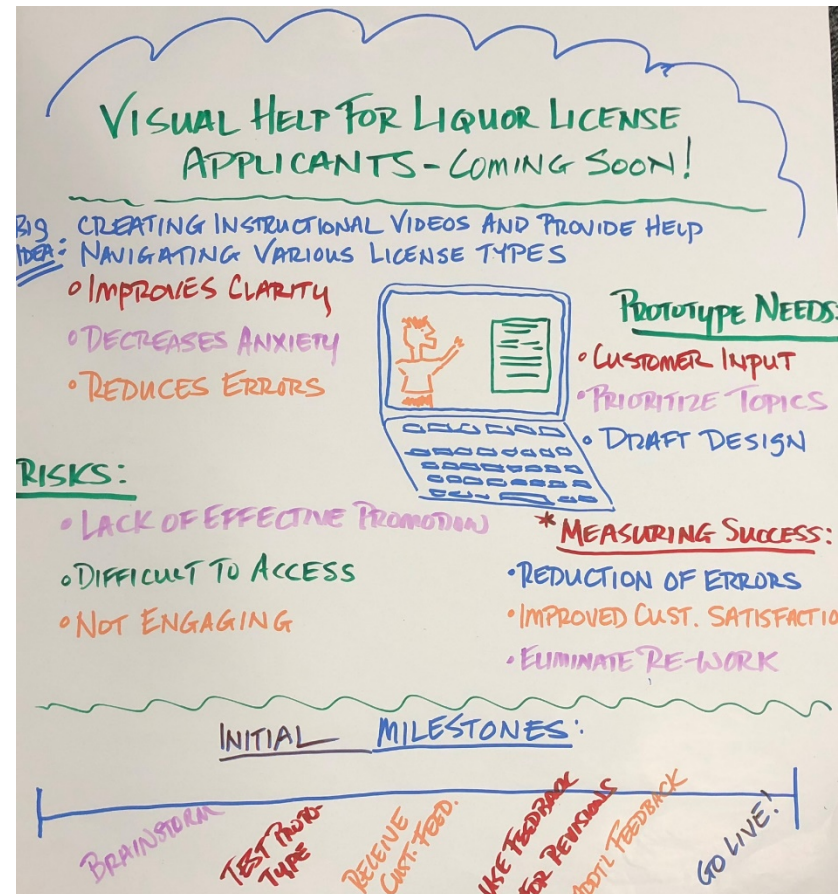
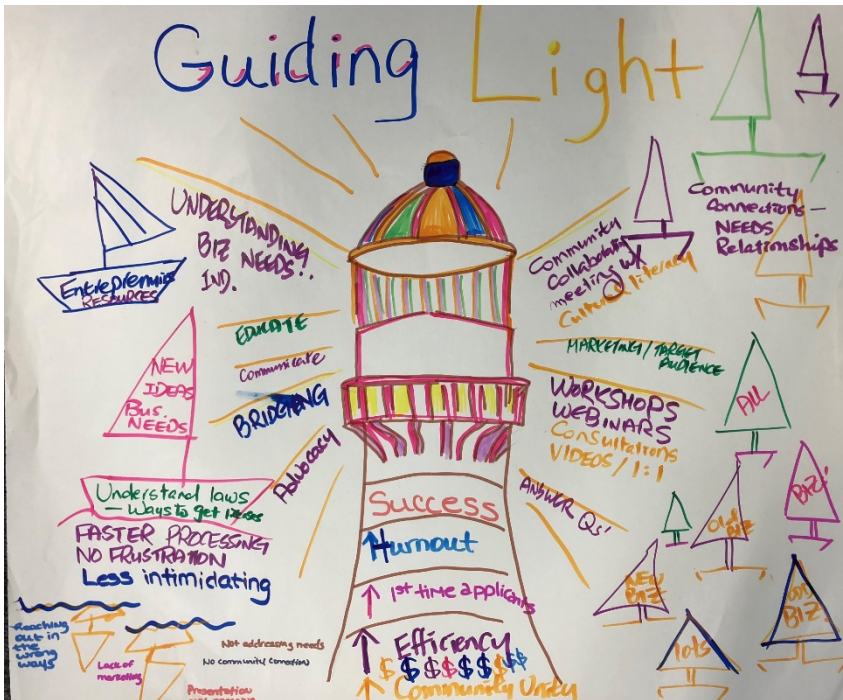
LIQUOR AND CANNABIS BOARD

HOW MIGHT WE IMPROVE THE LIQUOR LICENSE APPLICATION PROCESS?



LIQUOR AND CANNABIS BOARD

HOW MIGHT WE IMPROVE THE LIQUOR LICENSE APPLICATION PROCESS?



HOW CAN OAH SUPPORT EQUAL ACCESS TO JUSTICE THROUGH INCREASED PARTICIPATION IN HEARINGS, ESPECIALLY FOR LIMITED ENGLISH PROFICIENCY PARTICIPANTS?

OFFICE OF
ADMINISTRATIVE HEARINGS

Christian Lamas
Tarisse Injerd
Nathan Robinson
Carla Sullivan
Coach: Kim Pontsler

Team Members

OFFICE OF ADMINISTRATIVE HEARINGS

HOW CAN OAH SUPPORT EQUAL ACCESS TO JUSTICE THROUGH INCREASED PARTICIPATION IN HEARINGS, ESPECIALLY FOR LEP PARTICIPANTS?



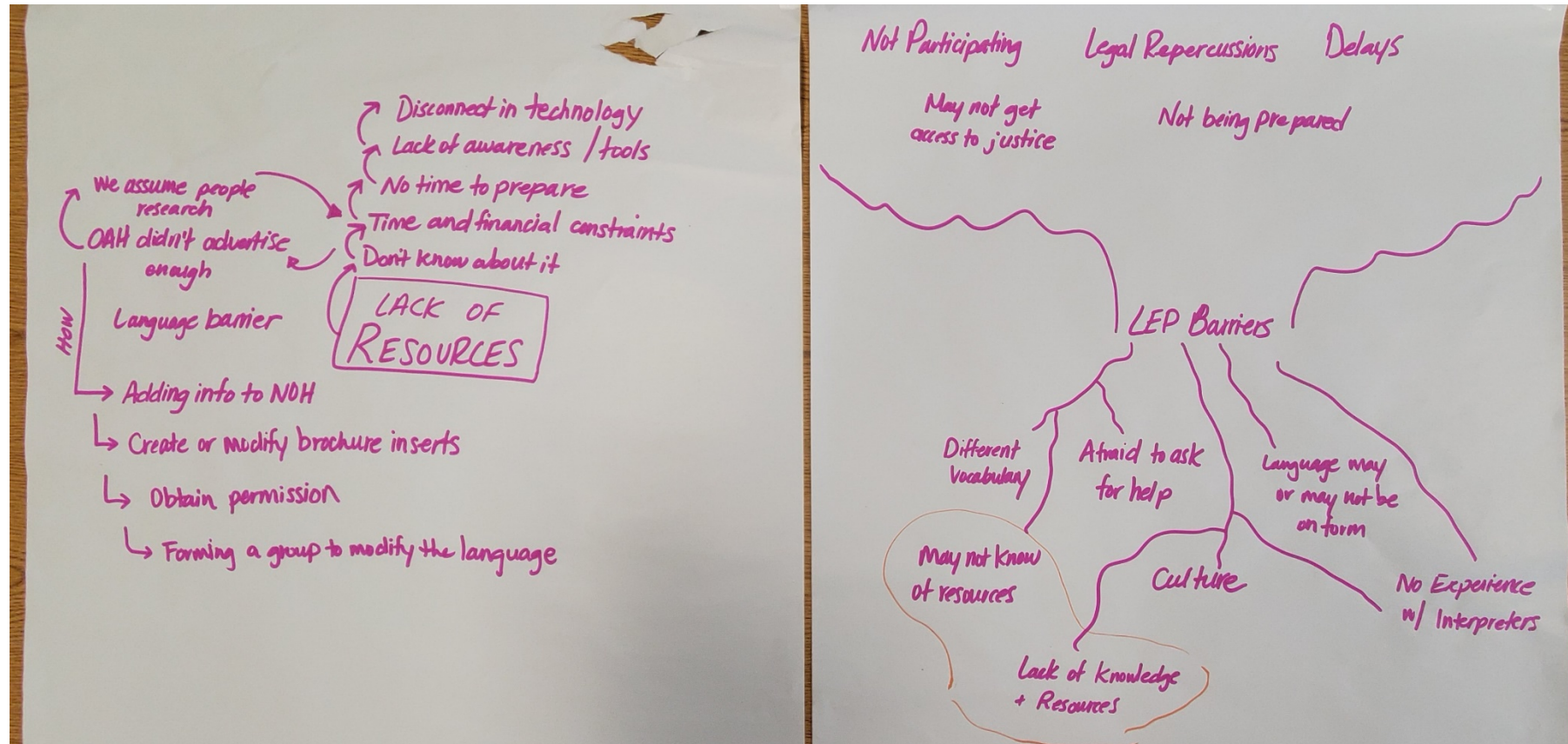
OAH Mission: We independently resolve administrative disputes through accessible, fair, prompt processes and issue sound decisions.



Design Challenge: How can OAH support equal access to justice through increased participation in hearings especially for LEP participants?

OFFICE OF ADMINISTRATIVE HEARINGS

HOW CAN OAH SUPPORT EQUAL ACCESS TO JUSTICE THROUGH INCREASED PARTICIPATION IN HEARINGS, ESPECIALLY FOR LEP PARTICIPANTS?





Washington State Office of Administrative Hearings
We independently resolve administrative disputes through accessible, fair, prompt processes and issue sound decisions.

What Happens When You Request a Public Assistance Hearing?

- A party may request a hearing when the Department of Social and Health Services (DSHS) tries to deny, change, or end benefits. The hearing is held by an independent and impartial judge at the Office of Administrative Hearings (OAH).
- OAH will mail you a Notice of Hearing with the date, time, and location of your hearing. On average, hearings last about 30 minutes. (Plan for up to 60 minutes.)

Tell OAH immediately if your address or phone number changes.

How to Prepare for Your Hearing

- You may represent yourself at the hearing. **Do not choose an attorney or any other person to represent you.** (You may not choose a DSHS employee.) You are responsible for any fees charged by your attorney.
 - DSHS will be represented by an administrative hearing coordinator. The coordinator will mail you a hearing packet which includes documents provided by you and DSHS. Carefully read the hearing packet and have it with you at the time of the hearing.
 - If you have documents you want the judge to see, immediately send them to OAH and to DSHS.
- Examples of documents you may want the judge to see:
- The notice that DSHS sent you that caused you to request a hearing.
 - Documents that show your claims are correct.
 - Documents that DSHS has told you that you need to show the judge.
 - Proof of any special or financial circumstances that you want considered.

Your hearing may be:

- Over the phone or
- In-person

The Notice of Hearing explains how to participate.

- If you need an interpreter, OAH will provide one for you at no cost. If you have a disability you may request an accommodation to help you participate in the hearing. You may request an interpreter or accommodation by calling the OAH office on your Notice of Hearing.
- If you need to request a change to the time or the date of your hearing, contact the administrative hearing coordinator and OAH as soon as possible. Only the judge can grant a change to your scheduled hearing time. Before a decision is made, the judge will want to know if DSHS agrees or disagrees with your request.
 - The judge will deny your request if you do not have a good reason.
 - If the judge changes the hearing time, keep the hearing packet to use during the rescheduled hearing.

Plain talk



Website focused



Washington State Office of Administrative Hearings



For details on how to prepare for your hearing, visit www.oah.wa.gov

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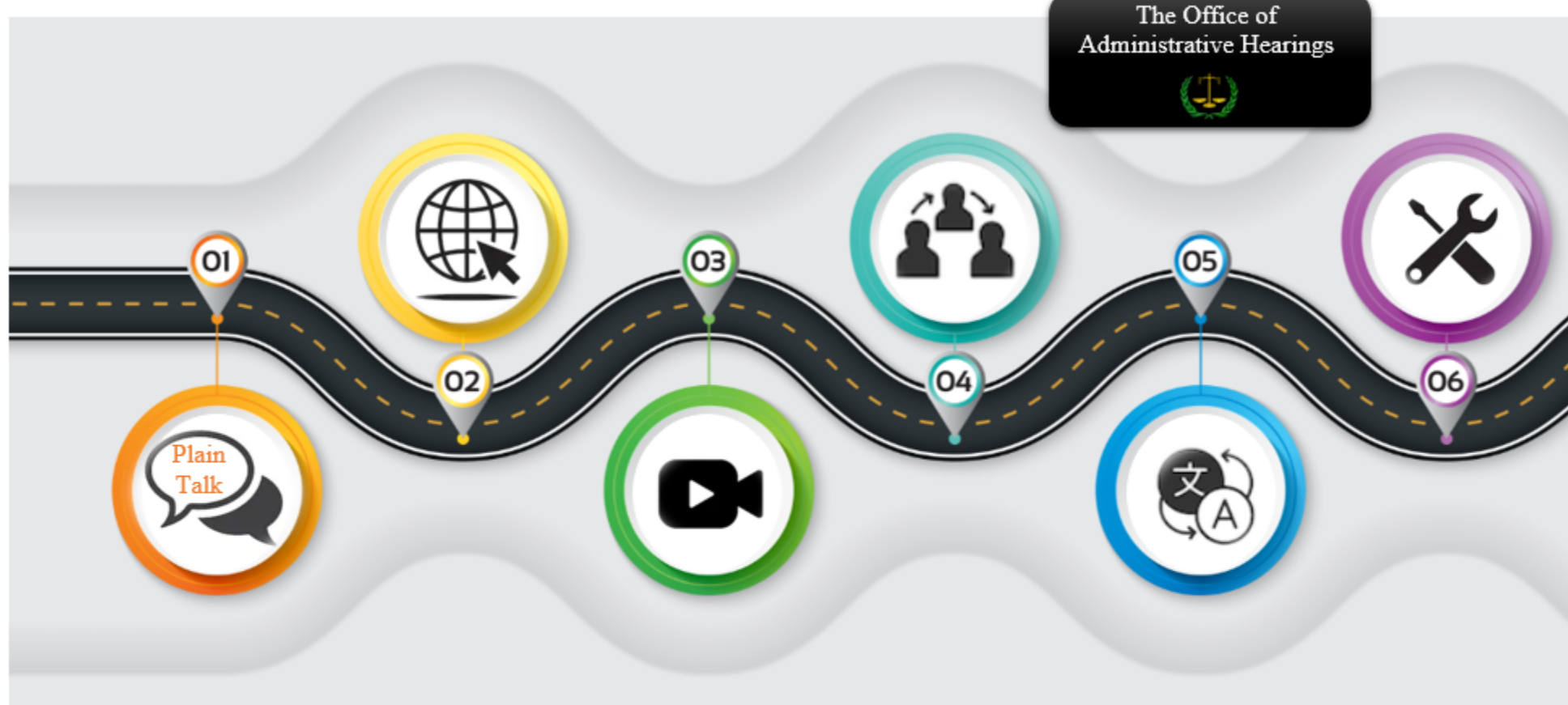
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Visit the website for tips on how to be successful in telephone hearings. www.oah.wa.gov

- If you need an interpreter, OAH will provide one at no cost. If you have a disability, you may request an accommodation. Call the OAH office on your Notice of Hearing for more information or visit www.oah.wa.gov.
- If you are unable to attend your hearing, contact the administrative hearing coordinator and OAH as soon as possible. Only the judge can change your scheduled hearing time. Before a decision is made, the judge will want to know if DSHS agrees or disagrees with your request.



1. Plain talk resources
2. Increase website traffic
3. Create resource videos
4. Create consecutive interpreting resources
5. Translate new resources
6. Create additional tools

HOW MIGHT WE INCREASE ACCESS TO THE WORKFIRST PROGRAM?

DEPARTMENT OF
COMMERCE

Joyce Beebe
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Diane Giannobile
Amy Martinez
Diana Rentieria
Marie Splaine

Rebecca Stillings
Tiffany MacFarlane
Shantel Wight
Tarimah Williams
Coach: Jessica Dang

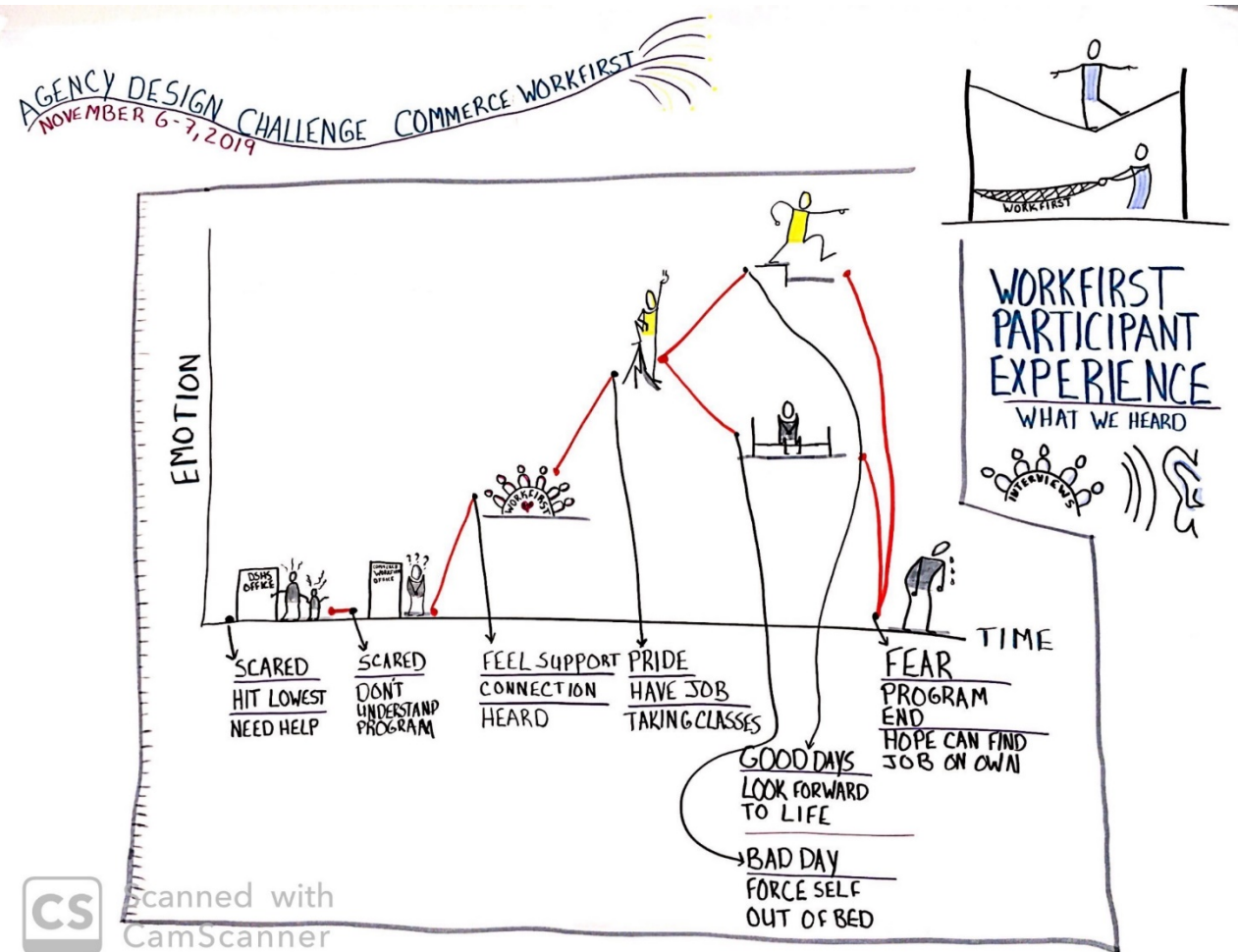
Team Members

DEPARTMENT OF COMMERCE

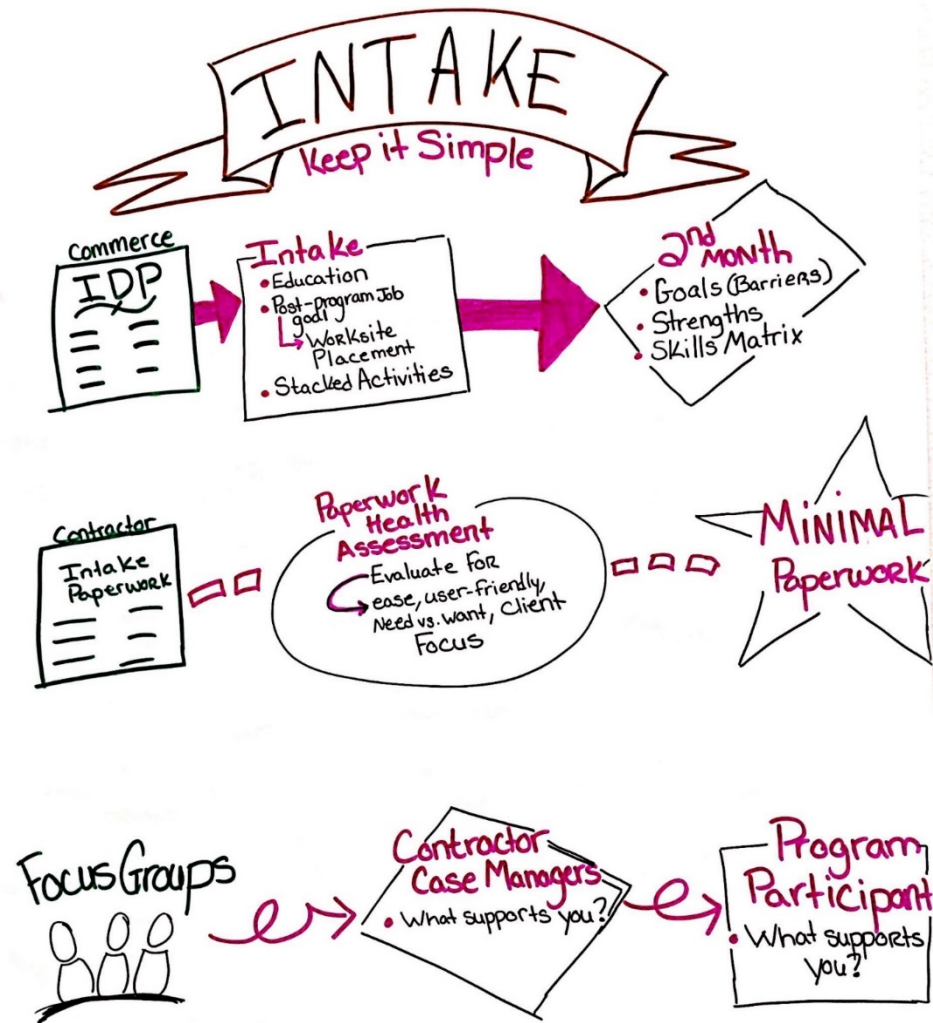
HOW MIGHT WE INCREASE ACCESS TO THE WORKFIRST PROGRAM?

GUIDING ★ STAR
ENSURE the COMMERCE
WORKFIRST CONTRACTORS
GIVES PARENT SKILLS and
TOOLS to be **CONFIDENT** in
GETTING and KEEPING JOBS
THROUGH a CULTURE of
RESPECT and **DIGNITY** from the
FIRST INTERACTION.

Scanned with
CamScanner



DEPARTMENT OF COMMERCE



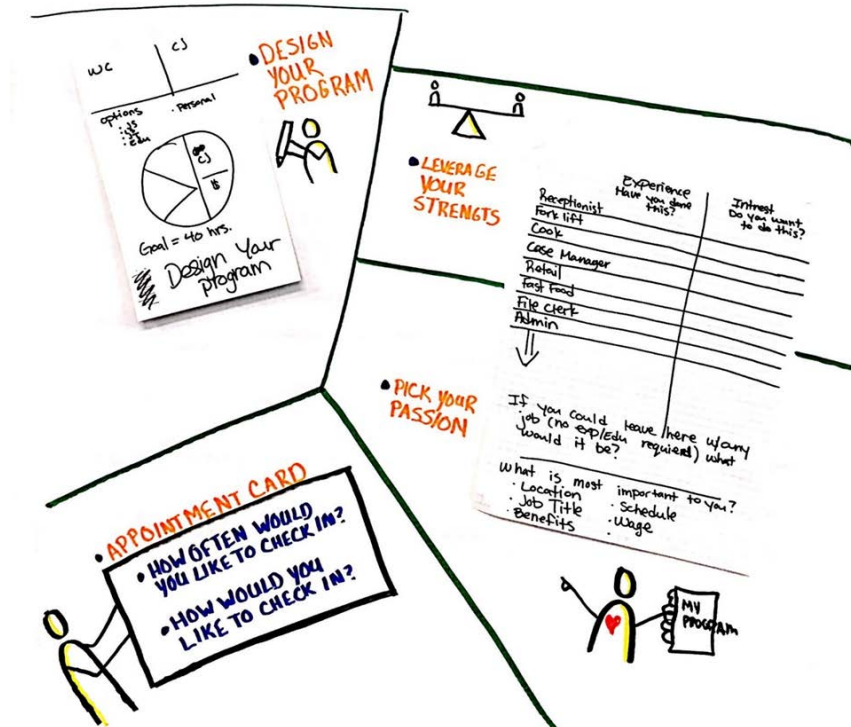
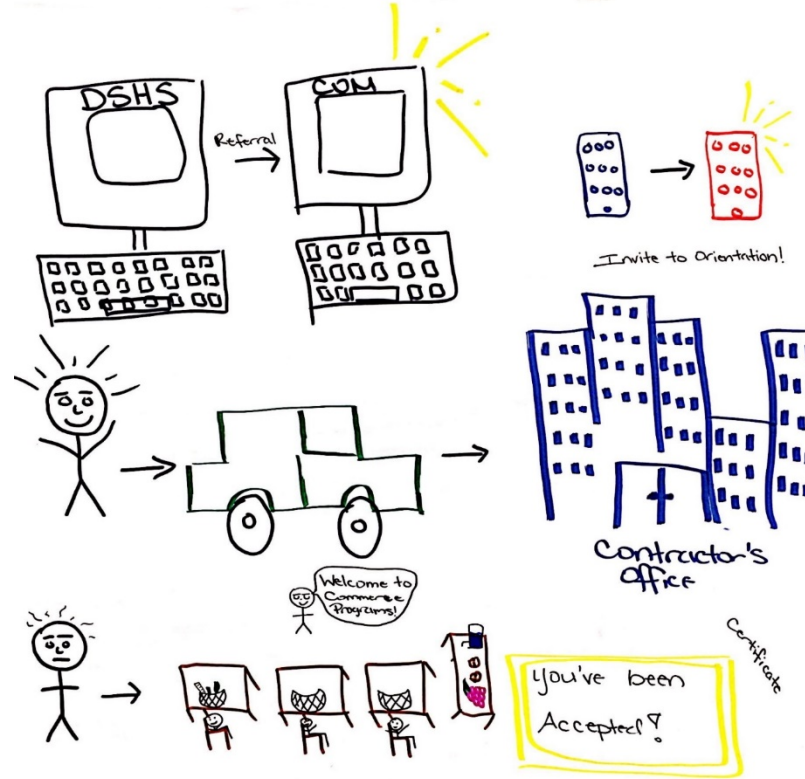
DEPARTMENT OF COMMERCE

WELCOME!



- planner
- water bottle
- pen
- flash drive
- contract manager
- business card

rough draft





REIMAGINED WORKFIRST WELCOME EXPERIENCE

DEPARTMENT OF COMMERCE

Design Your Program

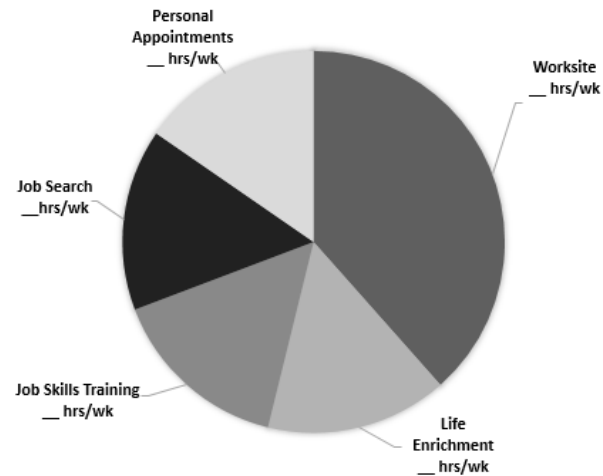
(WC) Community Works
Up to _____ months

(CJ) Community Jobs
Up to _____ months

Your Scheduled Weekly Workshops:

- o Life Enrichment (Tuesday 9am-12pm)
- o Job Skills Training (Tuesday 12:30-4pm)
- o Career Jump Workshop (to be scheduled later)
- o Career Workshop (Thursday 1-2:30pm)
- o Certification Sessions (to be scheduled later)

YOU WILL BE DOING _____ HRS OUT OF A STANDARD
40 HR WORK WEEK



Leverage Your Strengths

Place a mark in the boxes where you may have previous experience or interest in the below positions. Feel free to add other positions to this list.

	Experience: Have you done this or learned how to do this?	Interest: Do you want to do this or learn how to do this?
Receptionist/Office		
Warehouse/Forklift		
Case Manager/Social Services		
Retail/Customer Service		
Fast Food/Restaurant		
Technology		
Work From Home		
Other: _____		
Other: _____		
Other: _____		

Pick Your Passion

If you could leave here with any position, no previous experience or education needed, what would it be?

What is most important to you when accepting a position right now?

- Location
- Job Title
- Benefits
- Wage
- Schedule
- Other:
- Other:
- Other:

How often would you like to check in?

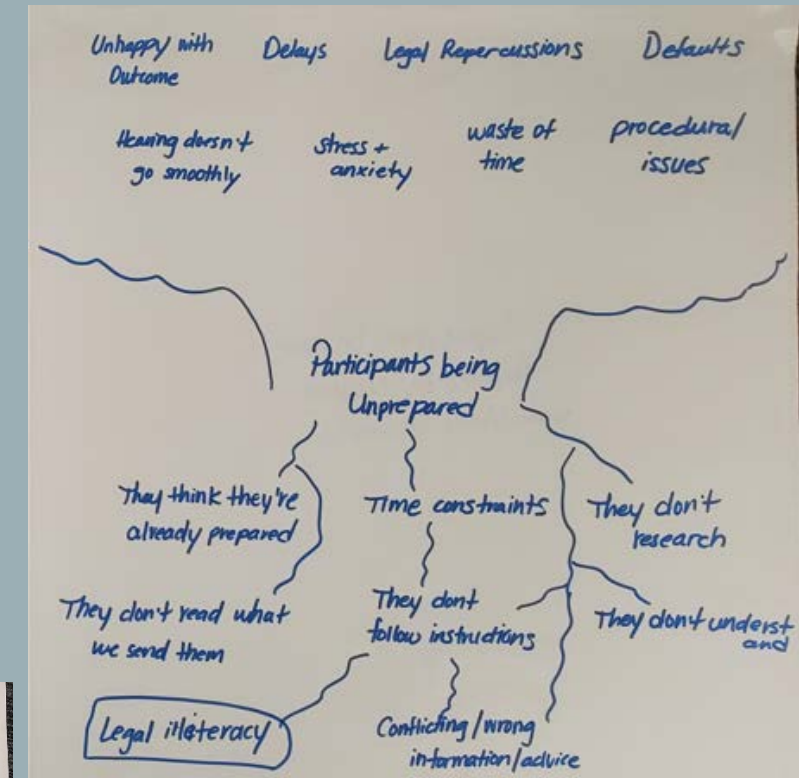
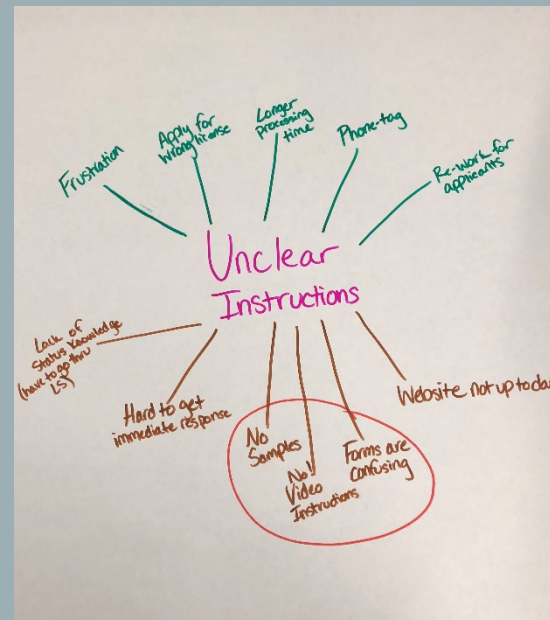
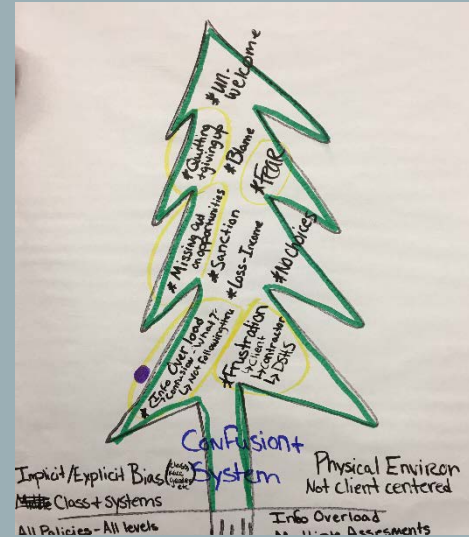
- Daily
- Weekly
- Biweekly
- Monthly

How would you like to check in?

- In office visit
- In person visit, not at the office
- Email
- Phone call
- Text

GALLERY WALK

Visit each team,
check out their
work, and ask
questions!



QUESTIONS

UPDATES: 2018 DESIGN CHALLENGE



Washington
State Department of
Agriculture



Audit Notification Letter

Agency Design Challenge

Candria Rauser and Debbie Sanders

DEPT. OF LICENSING

AGENCY DESIGN CHALLENGE:
FORM OR LETTER THAT
CUSTOMERS STRUGGLE WITH
PAIN POINTS

AUDIT NOTIFICATION
& LETTER &

INTERVIEW

1. WHAT WAS YOUR RESPONSE WHEN READING THE LETTER?
2. DID YOU HAVE ANY QUESTIONS ABOUT THE LETTER?
3. ANY SUGGESTIONS TO IMPROVE THE LETTER?

80% CONFUSED & ANXIOUS

DOL WANTS IDEAS THAT ALIGN W/ DOL PURPOSE:
HELPING EVERY WASHINGTON RESIDENT LIVE, WORK, DRIVE & THRIVE

- AUDIT VIDEO
- COMPUTER APPLICATION
- REWRITE LETTER

LISTEN TO CUSTOMERS & INPUT FROM AUDITORS

NEXT

TEST NEW REWRITTEN

AUDIT NOTIFICATION
& LETTER &
& RE-INTERVIEW THE ORIGINAL CUSTOMERS

CUSTOMERS RECEIVE EDUCATION!

- + CLASS
- + VIDEO
- + POWERPOINT
- + ONLINE

NO ANXIETY & CLEAR EXPECTATIONS



Washington
State Department of
Agriculture

Farm to Food Pantry Infographic

Agency Design Challenge

Nichole Garden
Food Assistance Specialist

2018 Factsheet



Washington
State Department of
Agriculture

FOOD ASSISTANCE

FARM TO FOOD PANTRY INITIATIVE

What is the Farm to Food Pantry?

The Farm to Food Pantry (F2FP) is an initiative that helps provide fresh produce to people struggling to put food on the table, while also promoting the economic growth of local farm operations. The initiative, a partnership between the Washington State Department of Agriculture (WSDA) and Rotary First Harvest, provides targeted funding for food pantries to purchase fresh produce from their local farmers, increasing access to healthier food options for food insecure residents of Washington.

What impact is the Initiative making?

WSDA has invested \$98,467 over the last five years, with \$77,000 of that going directly to farmers. In addition to WSDA funding, farmers also received \$52,000 in local match and SNAP-Ed funds for a grand total of \$130,000 targeted for farm direct purchases. This resulted in food pantries receiving over 395,000 lbs. of purchased, donated and/or gleaned, nutrient dense produce to distribute to food insecure families in the state of Washington.

Outcomes of the initiative have shown that donations and gleaning opportunities substantially increase when these relationships are made. Since the pilot in 2014, produce donations and gleaning opportunities have increased by an average of 96% per participating farm.

Beginning in 2018, local farms and food pantries can promote their participation in the F2FP with the Farm to Food Pantry seal. This seal is designed to give farmers a marketing tool for their produce and give food pantries a tool to leverage additional donations.

Next Steps

In 2018, the F2FP initiative has engaged 14 lead agencies (Food Banks, Community Action Councils, and WSU Extension offices) in 18 counties, contracting with 55 Washington farmers, and distributing fresh produce to 152 food pantries. The size of the initiative is limited by the amount of funding WSDA can expend on this effort. Currently, these funding challenges limit the project to its current size. WSDA intends to not only maintain the initiative, but aims to identify growth opportunities to expand throughout the state.

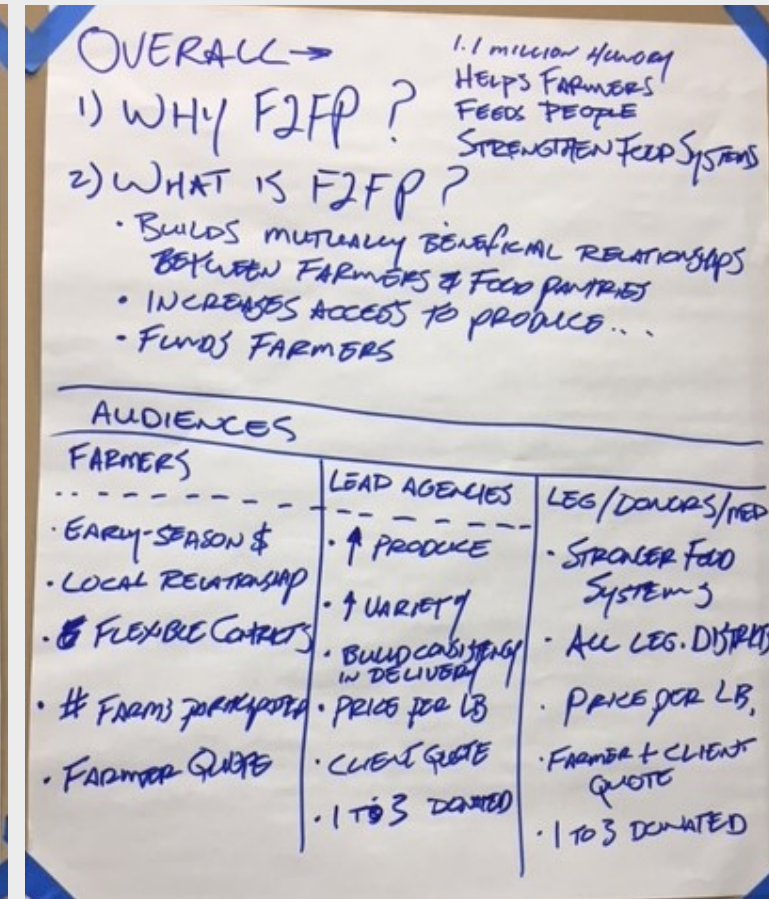
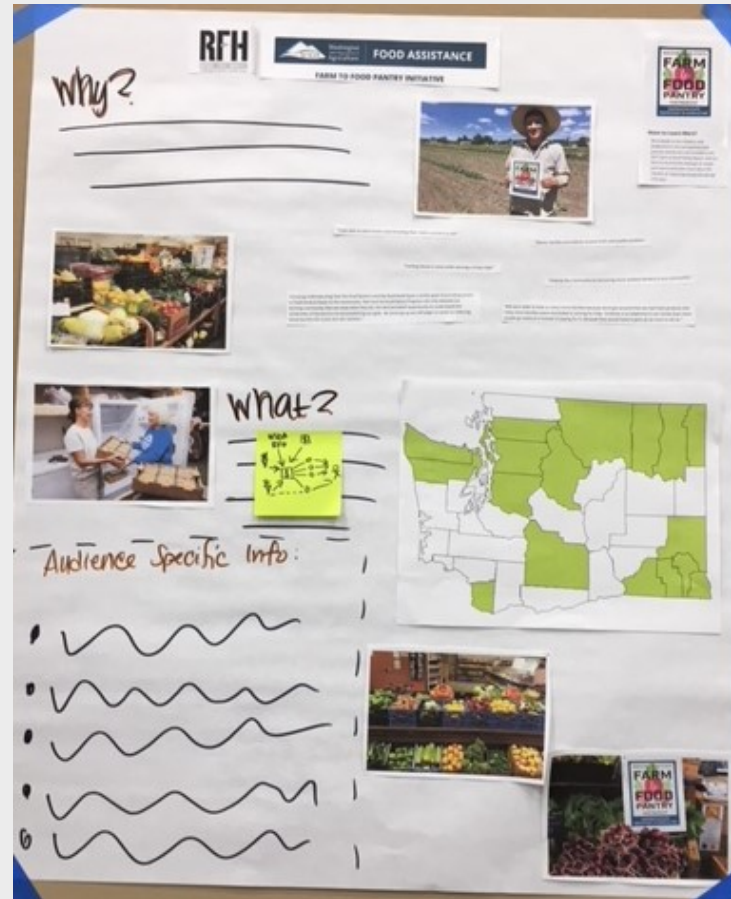


Want to Learn More?

More details on the initiative, with feedback from the participating food pantries and farmers are included in the 2017 Farm to Food Pantry Report. Visit our Farm to Food Pantry webpage to review past reports and learn more about the initiative at: <https://agrwa.gov/foodprog/F2FP.aspx>

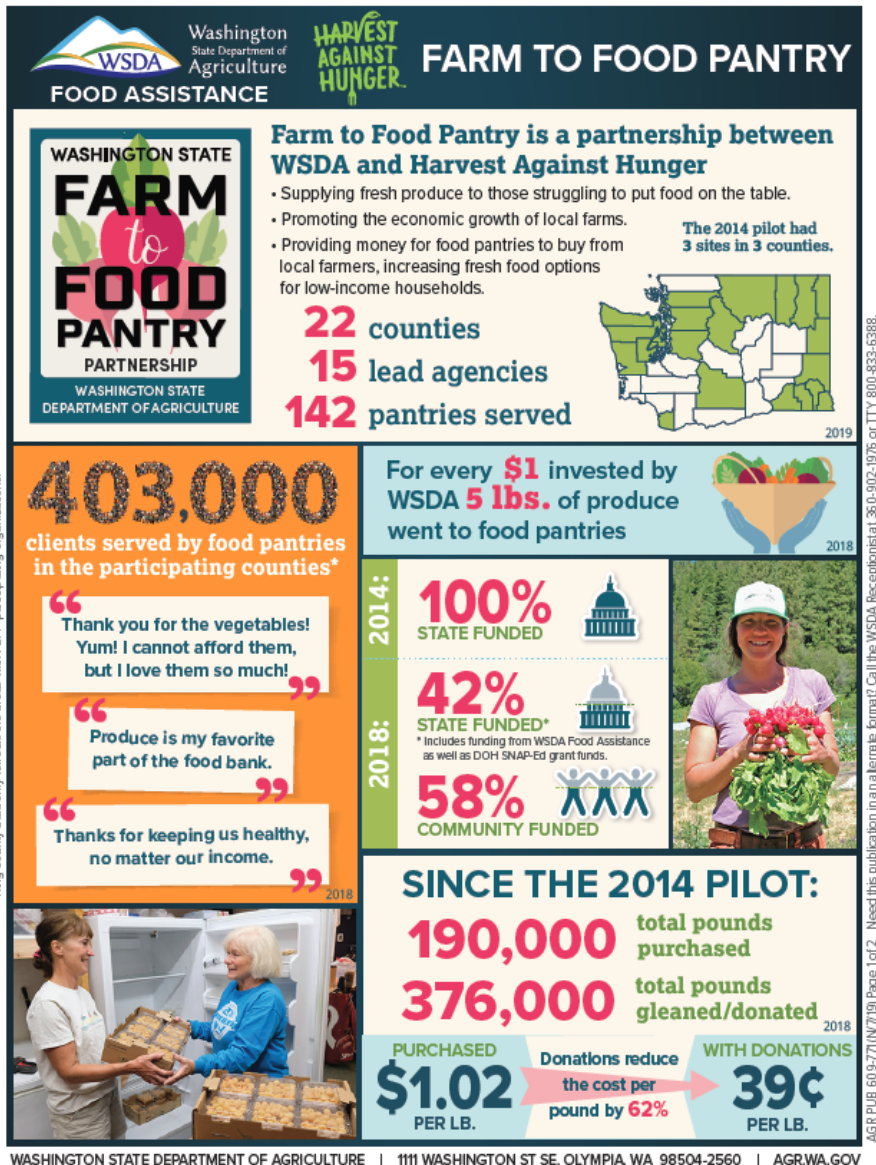


Olympia Farmers Market - Kirsop Farm

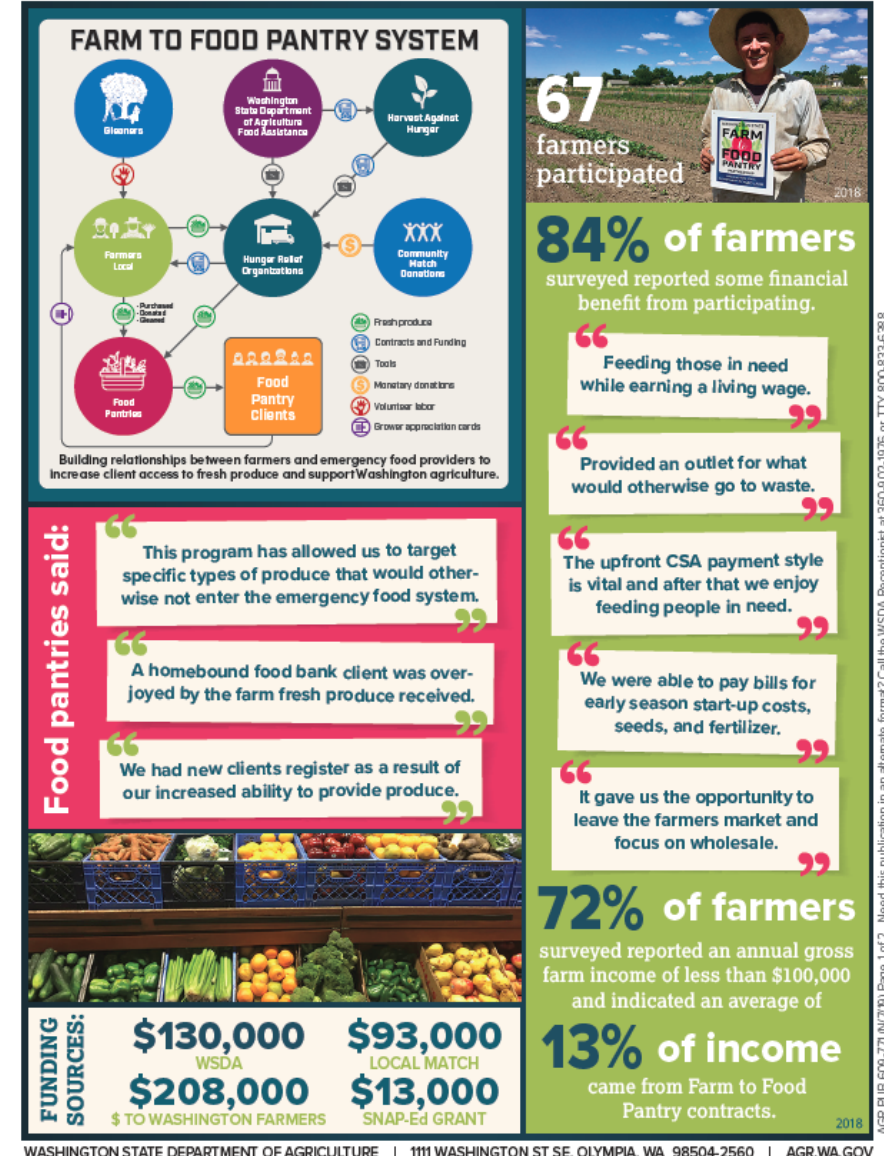


Design Challenge Prototype

NEW Infographic!



PAY GROWERS → REDUCE COST TO FOOD PANTRIES → SERVE MORE CLIENTS



QUESTIONS

CLOSING REMARKS