

CSD Process Improvement & Operations Committee (PIOC)

Results WA
November 14, 2023

Description

PIOC:

- Works at the direction of CSD leadership team
- Serves as a single point of change management in CSD from staff suggestions to legislative and federal changes
- Ensures broad representation of CSD staff
- Coordinates and manages implementation of required policy/program changes with the CSD Project Management Office
- Evaluates and prioritizes service delivery changes

Goals

- Staff engagement and participation in process improvement, ensuring a direct pathway from line staff suggestions to change management and implementation.
- Timely feedback to staff who submitted suggestions
- Utilization of industry standard Lean process improvement and project management principles and tools
- Effective coordination of all tactical changes in CSD - mandatory and staff-generated enhancements

Scope

- Decision making body for prioritizing operational change implementation, mandatory and otherwise
- Primary body to triage and evaluate all changes or initiatives impacting CSD field operations from all sources
- Apply change management principals for project management

Integration

PIOC collaborates with other CSD teams and workgroups

- Project Management Office
- BOSC (Business Operations Steering Committee)
- Automation Subject Matter Expert (ASME) Team
- WPT/WAT (Workload Prioritization Team/Workload Analysis Team)
- CSD Procedures SME

Transforming Lives

PIOC SharePoint

The screenshot displays the PIOC SharePoint site interface. At the top, the browser address bar shows the URL: <https://csd.esa.dshs.wa.id/projects/PIOC/default.aspx>. The site header includes the 'Community Services Division' logo and a navigation menu with items: Community Services Division, ESA, Operations, Programs and Policy, **Projects**, and Training.

The main content area features a large welcome message: **Welcome to the SharePoint Site for the Process Improvement and Operations Committee!** Below this, a section titled 'What is PIOC?' explains the committee's role: *Working at the direction of the CSD Leadership Team, the Process Improvement and Operations Committee (PIOC) is the primary body to triage and evaluate all changes or initiatives impacting CSD Service Delivery. PIOC provides tactical planning, coordination, tracking and implementation of process improvement initiatives.*

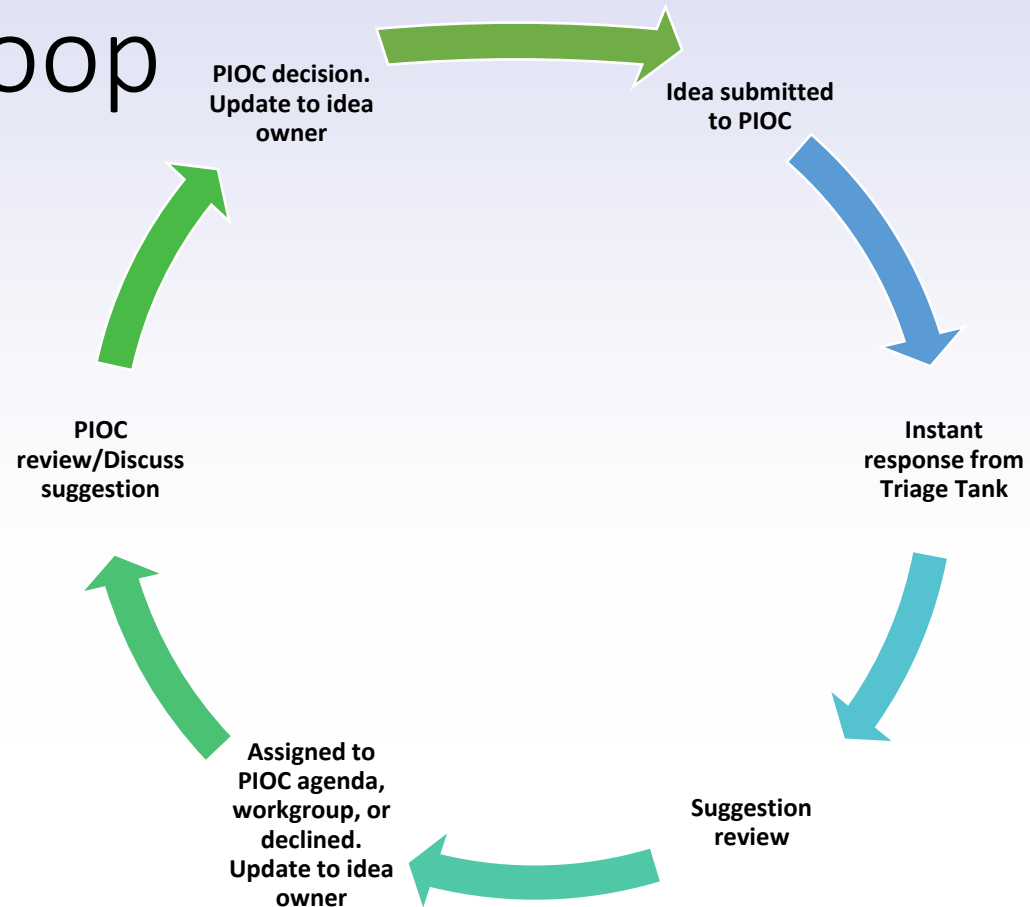
A 'PIOC SharePoint Contact' section lists: **PIOC Triage Tank Manager: Colon, Donelle (DSHS/ESA/CSD), Operations Analyst**.

The 'Take Action!' section contains six tiles: 'Submit Your PIOC Suggestion!', 'PIOC Suggestion Tank', 'PIOC Suggestion Tank Wiki Page', 'PIOC Training - Under Construction', 'PIOC Membership', and 'CSD Project Management'.

At the bottom, there is a section for 'PIOC Announcements'.

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Suggestion Loop



PIOC Data

	2023 (YTD)	Since Inception
Staff suggestions reviewed	146	2,059
Approved	43	532
Resolved during triage	46	623
Out of scope/Declined	57	904

Enhancements

PIOC has been through multiple changes throughout the years. This year we implemented several enhancements:

- Added six line staff positions in lieu of four mid-level managers
- Established rotation-based membership in 12 month cycles
- Directly communicating PIOC agendas to all CSD staff
- Allowing for local enhancements that don't impact statewide processes, procedures, or customer access negatively
- Exploring Survey Monkey functionality to gauge the temperature of CSD staff during the review process

Conclusion

Questions