Washington State Department of Social & Health Services

Transforming lives

Transforming Lives

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

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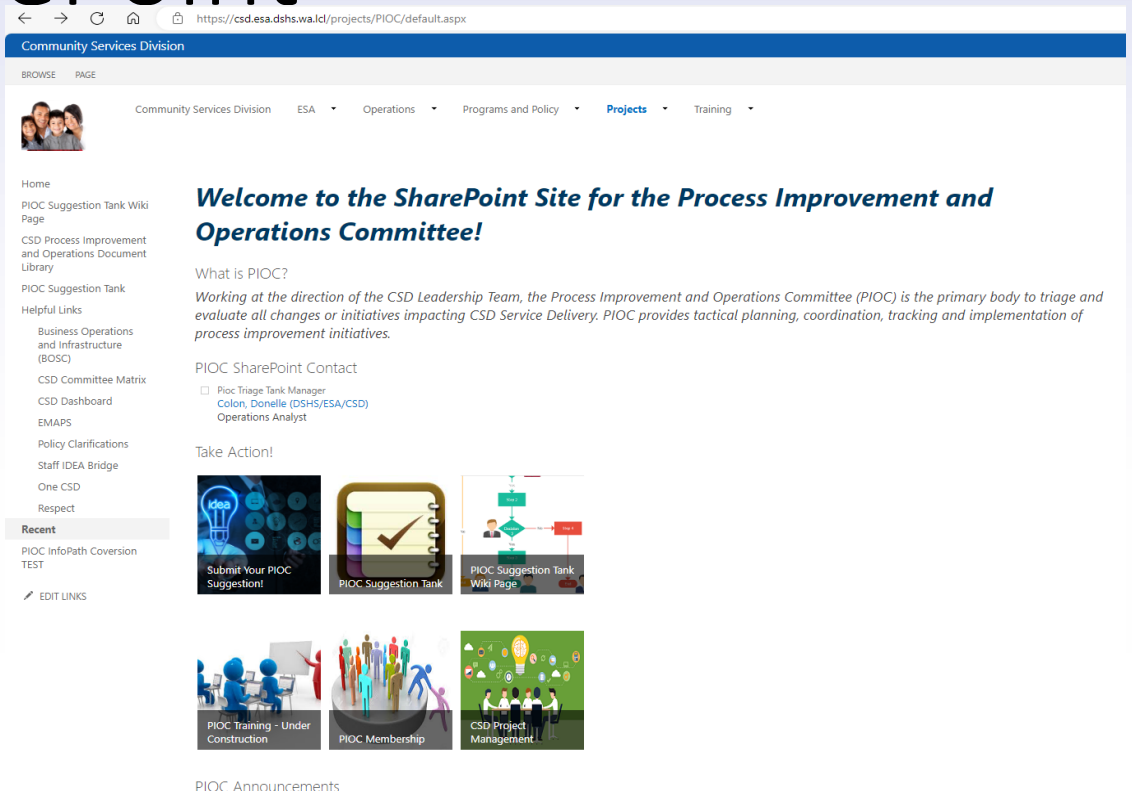
PIOC SharePoint



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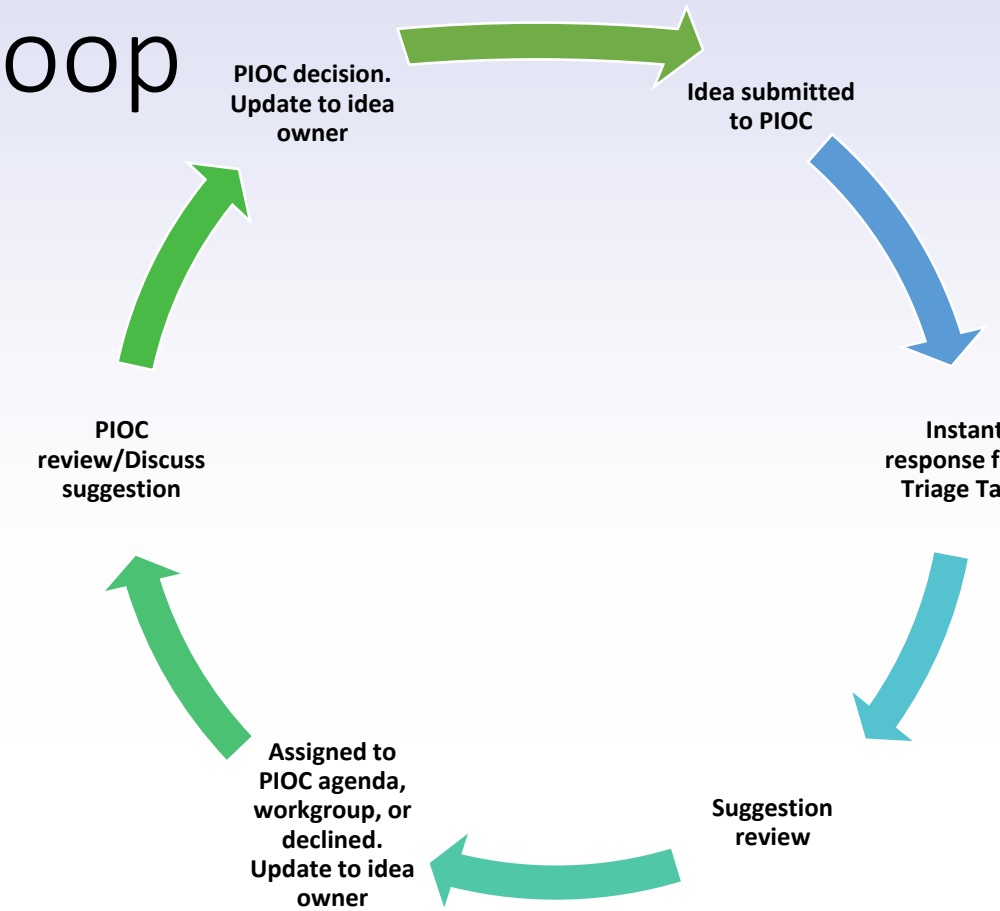
Suggestion Loop



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