



Public Performance Review Process - Update

Our vision is to be a:

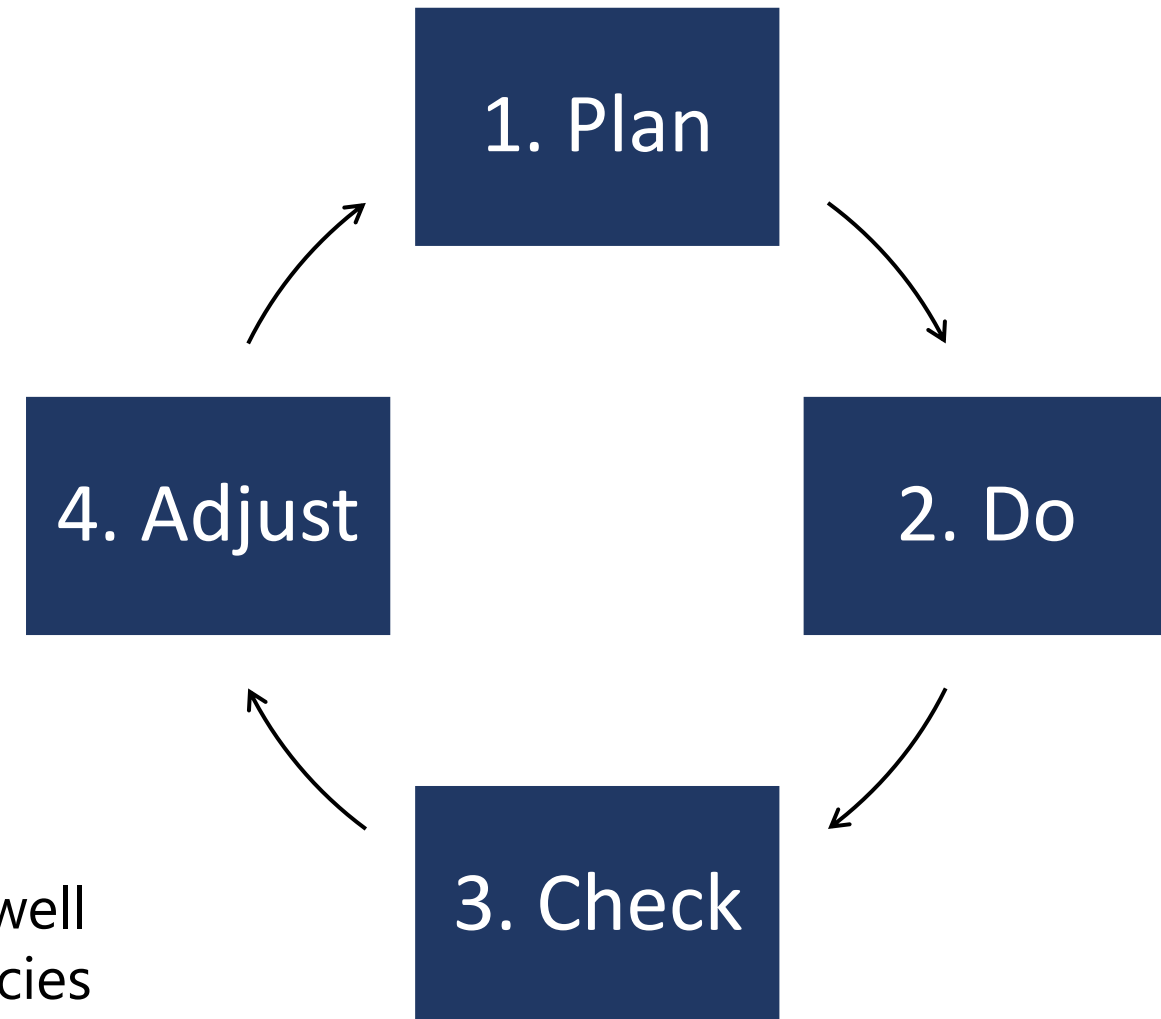
Collaborative partner championing the best results for the great state of Washington.

Our mission is to:

Improve state government by approaching complex issues through collaboration, performance management, and continuous improvement.

Public Performance Review (PPR) Process

- We have refocused our efforts and are partnering with state agencies to tackle complex, cross-enterprise improvement projects
- Work is guided by the Governor's five goal areas and agency priorities
- We are facilitating and coordinating each project team and applying the PDCA cycle to the work
- The goal is to provide up-front clarity as well as opportunities to check back with agencies



PPR - Cross-Enterprise Improvement Topics

Anchored in the Governor's Five Goal Areas, we are pursuing improvements in each of the topics below.

Goal 1: World Class Education

- Early Learning
- Career Connect

Goal 2: Prosperous Economy

- Economic Recovery Post-COVID

Goal 3: Sustainable Energy & Environment

- Combat Climate Change

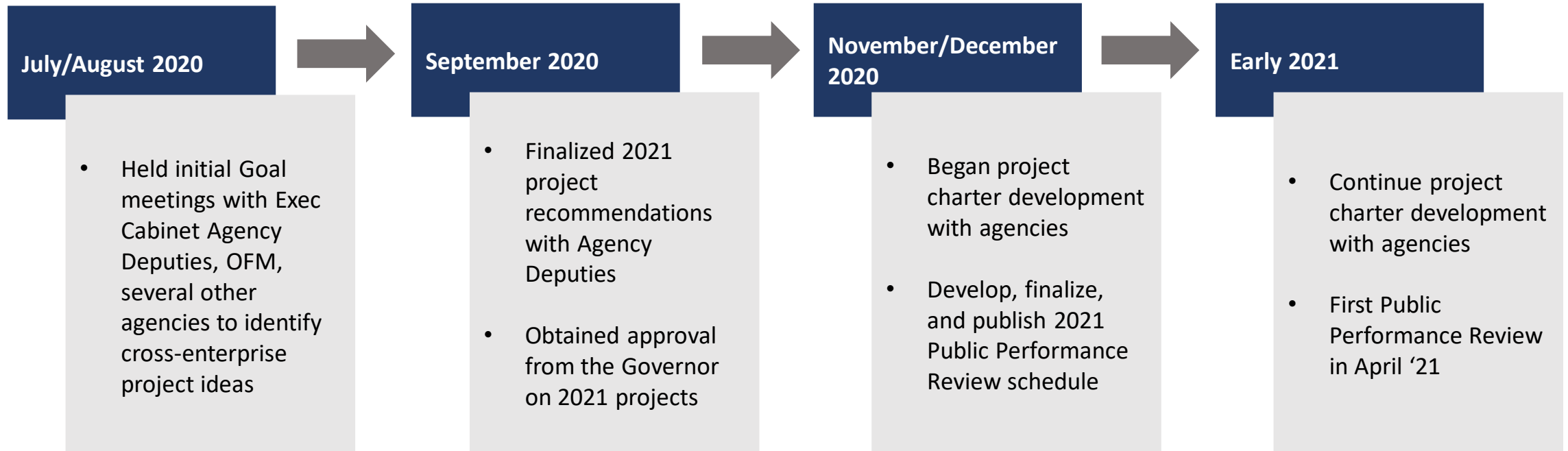
Goal 4: Healthy & Safe Communities

- Reduce Homelessness
- Behavioral Health Care System – Improving Community Options

Goal 5: Efficient, Effective & Accountable Government






- Diversity, Equity, and Inclusion

PPR – How We Got to 2021



Public Performance Review Agency Sponsors and Supporting Agencies



Goal Area	Topic	Improvement Projects	Responsible & Accountable Agencies	Supporting, Consulting, and Informed Agencies	RW Project Leads
 Goal 1. World Class Education	Early Learning	1.1 Create accessible, navigable career and educational pathways - workforce	DCYF, DOC, + RW	GOV, HCA, LNI, OFM, SBCTC, WTB, WSDOT, ESD	Charice & Jessica
	Career Connect	1.2 Increase equity in recruitment in career connect services and partnering with wrap around services	ESD, SBCTC, CCW, + RW	DOC, DCYF, DSHS, DVA, GOV, HCA, LNI, OFM, OSPI, SBE, WSAC, WSDOT, WTB	Jessica & Kristy
 Goal 2. Prosperous Economy	Economic Recovery Post-COVID-19	2.1 Ensure an equitable economic recovery and measure the economic recovery through an equity lens - leverage the work of the Poverty Reduction Work Group	COM, DSHS, ESD, OFM, + RW	DCYF, DFI, DOC, DOH, DOL, DOR, GOV, HCA, LNI, OMWBE, WSDOT, WTB	Charice & Jessica
		2.2 Connect and integrate the social safety net with economic recovery	COM, DOC, DSHS, + RW	DCYF, DFI, DOH, DOL, DOR, DVA, GOV, HCA, LNI, OFM, OMWBE, WSDOT	Charice & Kristy
 Goal 3. Sustainable Energy and Clean Environment	Combating Climate Change	3.1 Implementation of Greenhouse Gas Bill #HB2311 (passed last session) - Agency plans to reduce emissions	COM, DES, ECY, + RW	DOH, GOV, OFM, PSP, WSDOT	Jessica
 Goal 4. Healthy and Safe Communities	Reduce Homelessness	4.1 and 4.2 Wrap Around, peer support and community services during transition out of BH/ DDA/DOC/juvenile justice 24/7 institutions and sustained support for successful reintegration	COM, DCYF, DOC, HCA, + RW	DFI, DOH, DSHS, DVA, GOV, MIL, OFM, WSDOT, WSP	Charice & Jessica
	Behavioral Healthcare System – Community		DCYF, HCA, + RW	COM, DFI, DOC, DOH, DSHS, DVA, GOV, MIL, OFM, WSDOT, WSP, WTB	Charice & Kristy
 Goal 5. Efficient, Effective, and Accountable Government	Diversity, Equity, & Inclusion – Service Delivery	5.1 and 5.2: Results Washington is aligning the Goal Five approach to best support the newly formed Office of Equity. We will be pausing to allow Equity time to develop strategic plan and metrics. Results Washington may select an alternate Goal Five project – information to follow.	CAAA, CAPAA, CHA, COM, DES, DCYF, DFI, DOC, DOH, DOL, DOR, DSHS, DVA, ECY, ESD, GOIA, GOV, LGBTQ, OFM, OMWBE, WSDOT, WSP		Charice, Jessica & Kristy
Diversity, Equity, & Inclusion – Workforce					

*Agencies may be involved in 5.1, 5.2, or both meeting discussions.

2021 Project Team and Public Performance Review Schedule

Improvement Project Topic	RW Project Leads	Jan	Feb	Mar	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec
1.1 – Early Learning	Jessica & Charice					Start					Oct 20		
1.2 – Career Connect	Jessica & Kristy			Start						Sep 22			
2.1 – Economic Recovery: Equity Lens	Charice & Jessica		Start				Jun 23						
2.2 – Economic Recovery: Safety Net	Charice & Kristy			Start				Jul 28					
3.1 – Climate Change	Jessica	Start										Nov 18	
4.1 – Reduce Homelessness	Charice & Jessica	Start			Apr 28								
4.2 – Behavioral Health in Community	Charice & Kristy		Start							Sep 9			
5.1 – DEI: Service Delivery	Charice, Jessica & Kristy				Start								Dec 8
5.2 – DEI: Workforce	Charice, Jessica & Kristy				Start								Dec 8

- Start: project kick-off
- Ongoing project work
- Public Performance Review

This schedule reflects when project team scoping will start and when the Public Performance Reviews will be held. Project team work will continue in between the months leading up to and after Public Performance Review meetings.

PPR – Project Team Roles Were Selected by Agency Senior Leaders

Role	Complete Preparation Work	Develop Project Charter	Develop Project Plan	Implement Project Plan	Present at PPR Meeting	Participate in Ongoing Project Work
Responsible <ul style="list-style-type: none"> Primary leadership to implement and influence statewide direction Topic is tied to agency’s main strategic priorities 						
Accountable <ul style="list-style-type: none"> Responsible for setting/influencing statewide direction Role may be referenced in statutes, laws, Governor’s directives, memos, Executive Orders Topic is tied to agency’s main strategic priorities 						
Support <ul style="list-style-type: none"> Actively involved in meeting project goals Topic is tied to agency’s main strategic priorities 					As needed	
Consulted <ul style="list-style-type: none"> Provides subject matter expertise as required May not be involved in all parts of the project team operations 					As needed	As needed
Informed <ul style="list-style-type: none"> Strategic need to be informed of project progress May not be involved in all parts of the project team operations 						As needed

PPR - Improvement Project Process

Each project team, in partnership with Results Washington, will move through the process below.

Develop Project Charter

- Complete Preparation Work
- Complete all components of project charter
- Commit to action
- Sponsors sign project charter

Develop & Implement Project Plan

- Identify actionable strategies
- Define tasks and deliverables
- Risk management plan
- Communication plan
- Complete deliverables
- Track progress

Public Performance Review

- Report progress
- Highlight customer voice
- Commit to follow up action

Ongoing Project Work

- Adjust plan as needed
- Publish results