



What's Ahead at Results Washington

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.

What we'll cover today

- Results Washington - Agency Update
- Updated approach to performance management – Public Performance Review (PPR) Process
- Cross-agency improvement projects
- Status update on metric reporting work
- Lean/Continuous Improvement strategy

Results Washington – Agency 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.

Our core values are:

People Matter

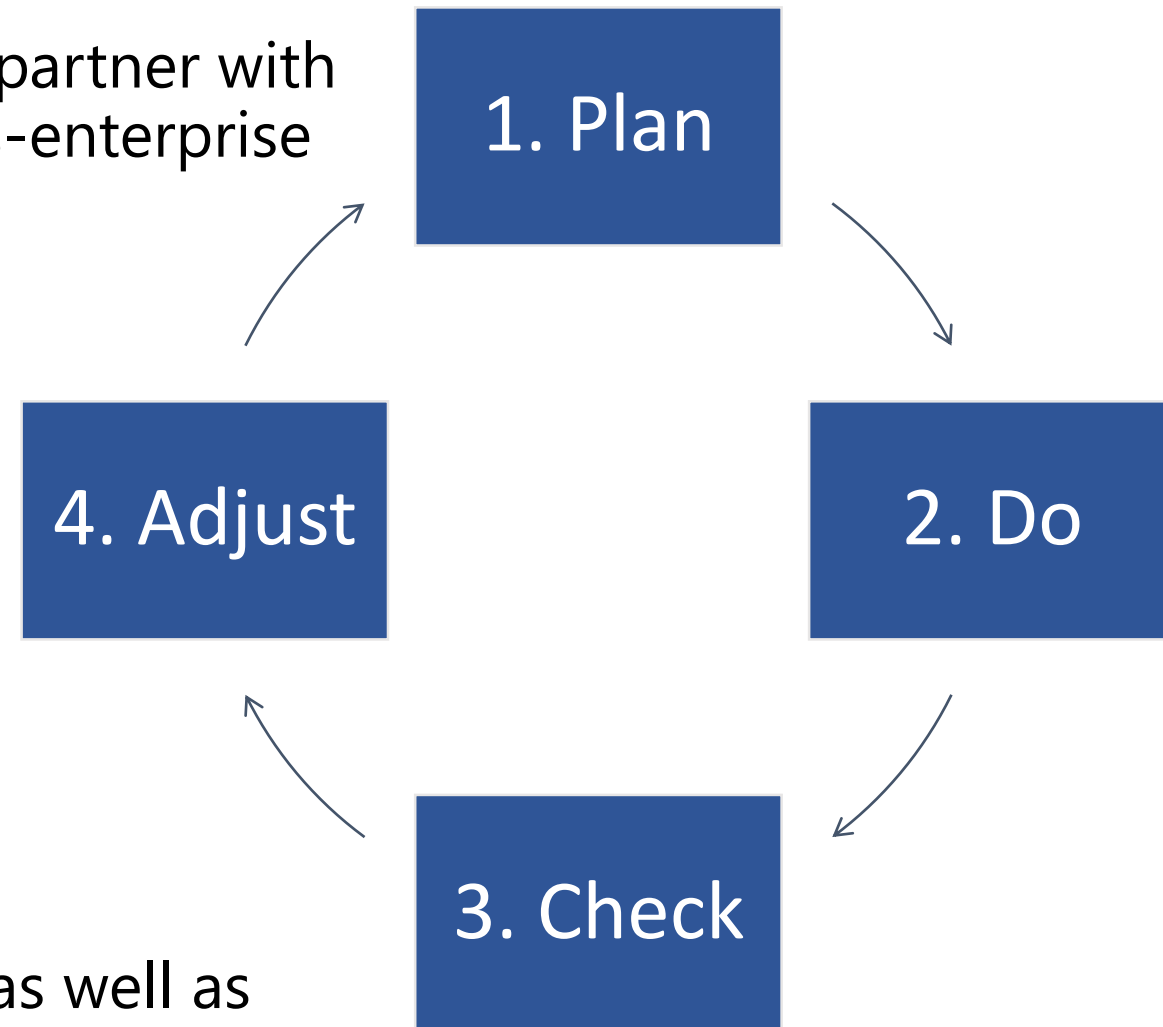
Resources
Matter

Ideas Matter

Teamwork
Matters

Public Performance Review (PPR) Processes

- We are refocusing our efforts and will partner with state agencies to tackle complex, cross-enterprise improvement projects.
- Work will be guided by the Governor's five goal areas and agency priorities.
- Results Wa will facilitate and coordinate each project team, 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 - Getting to 2021

July/August

- Held initial Goal meetings with Exec Cabinet Agency Deputies, OFM, several other agencies to identify cross-enterprise project ideas



September

- Finalized 2021 project recommendations with Agency Deputies
- Obtained approval from the Governor on 2021 projects



November/December

- Begin project charter development with agencies
- Develop, finalize and publish 2021 Public Performance Review Schedule



Early 2021

- Continue project charter development with agencies
- First Public Performance Review






PPR - Agency Goal Meetings

During July and August 2020:

- Results WA hosted one meeting for each of the Governor's five Goal areas.
- Results WA facilitated the meetings with selected Executive Cabinet Agencies, and several other agencies as well as OFM, on the focus areas for each Goal.
- During these meetings, Agency participants identified the improvement projects to pursue in partnership with Results WA in CY21.
- Post meetings: Participating agencies ranked the improvement projects under each focus area for all Governor's five Goal areas.

PPR – Outcomes from Agency Goal Meetings

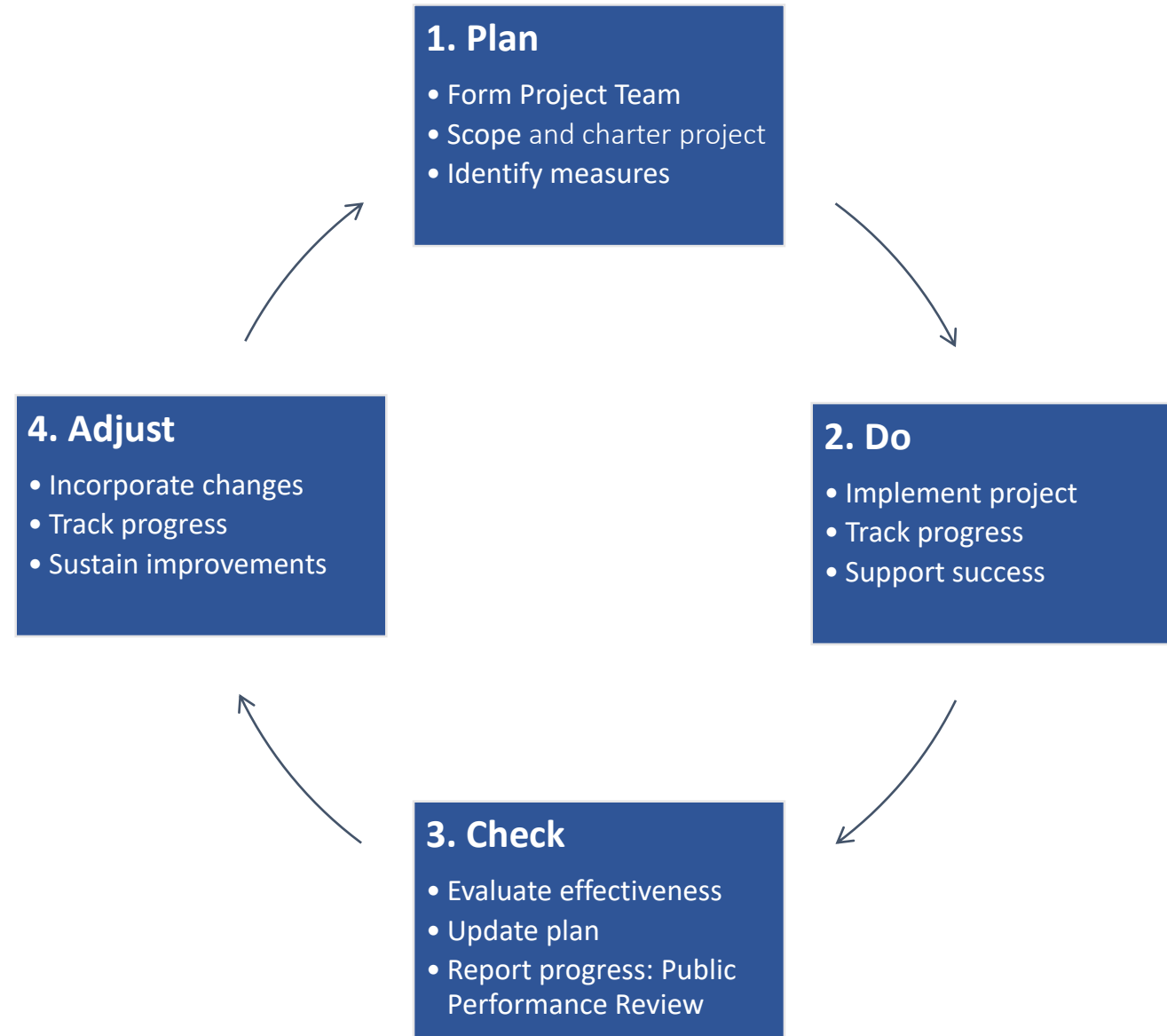


Goal Areas	Focus Areas	Top-Ranked Improvement Projects	Agency Representation
 Goal: World Class Education	Early Learning	<ul style="list-style-type: none"> Create accessible, navigable career and educational pathways - workforce 	13 agencies: DCYF, DOC, DOH, DSHS, DVA, ESD, HCA, LNI, OFM, SBCTC, WSAC, WSDOT, WTB
	Career Connect	<ul style="list-style-type: none"> Increase equity in recruitment in career connect services and partnering with wrap around services 	
 Goal: Prosperous Economy	Economic Recovery Post-Covid	<ul style="list-style-type: none"> Ensure an equitable economic recovery and measure the economic recovery through an equity lens - leverage the work of the Poverty Reduction Work Group Connect and integrate the social safety net with economic recovery 	13 agencies: COM, DCYF, DOC, DFI, DOL, DOR, DSHS, DVA, ESD, LNI, OFM, WDVA, WSDOT
 Goal: Sustainable Energy and Clean Environment	Combating Climate Change	<ul style="list-style-type: none"> Implementation of Greenhouse Gas Bill #HB2311 (passed last session) - Agency plans to reduce emissions * 	5 agencies: COM, DES, ECY, OFM, PSP
 Goal: Healthy and Safe Communities	Reduce Homelessness	<ul style="list-style-type: none"> 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 ** 	11 agencies: COM, DCYF, DOC, DOH, DFI, DSHS, DVA, HCA, MIL, OFM, WSDOT, WSP
	Behavioral Healthcare System – Community Option		
 Goal: Efficient, Effective, and Accountable Government	Diversity, Equity, and Inclusion – Service Delivery	<ul style="list-style-type: none"> Include meaningful community/customer engagement in developing policies, designing programs, and allocating resources to ensure more equitable access to information and services 	15 agencies: COM, DES, DOC, DFI, DOH, DOL, DOR, DSHS, DVA, ECY, ESD, OFM, PSP, WSDOT, WaTech
	Diversity, Equity, and Inclusion – Workforce	<ul style="list-style-type: none"> Embed DEI values into strategic plans, with measurable actions, established accountability and continuous improvement throughout all levels of the organization 	

* Goal 3: Agencies collectively decided to pursue this recommendation, which was initially the 3rd top ranked recommendation for this focus area.

** Goal 4: Agencies ranked the same recommendation separately as no. 1 for the both focus areas. The project focus may vary based on agencies recommendations during the project scoping.

PPR - Project Management Approach



Metrics Reporting

Results Washington will continue to support work on the opioid dashboard.

We are putting updates to most other metrics reporting on hold.

Our Next Steps:

- Leverage PPR process to identify measures and develop strategy for demonstrating progress
- Develop platform to visualize project progress and related measures
- Create approach for identifying and tracking measures outside of the PPR process

Continuous Improvement, Including Lean

We are excited to host this year's Washington State Lean Transformation Conference virtually.

Continuous Improvement, including Lean, is still a priority for the State and we remain committed to this work.

In 2021, Results Washington will explore how we can best support agencies and move Continuous Improvement forward in State government.

Our Next Steps:

- Engage agencies to understand current state
- Analyze and evaluate results
- Obtain approval on strategy and approach
- Develop plan and communicate our way forward

Thank you!

Results Washington is excited to be partnering with you as we move forward.

For questions or more information, please contact:

- Christy Bezanson, Results Washington Director
Christine.Bezanson@gov.wa.gov
- Mandeep Kaundal, Results Washington Deputy Director
Mandeep.Kaundal@gov.wa.gov