# 2024 Second Quarter Report Out

**Message from Our Director**

Greetings from Results Washington! We intend to share updates on the work my team has completed during the 2nd quarter and what to expect in the 3rd quarter from our partnership with the Governor’s office, cabinet agencies and impacted communities. This report also reflects how we embrace our responsibility to be accountable to outcomes, ourselves, and our partners in our shared commitment to state government transparency. Our goal is to provide you an update that is in alignment with our [strategic plan](https://lnks.gd/l/eyJhbGciOiJIUzI1NiJ9.eyJidWxsZXRpbl9saW5rX2lkIjoxMDIsInVyaSI6ImJwMjpjbGljayIsInVybCI6Imh0dHBzOi8vcmVzdWx0cy53YS5nb3Yvc2l0ZXMvZGVmYXVsdC9maWxlcy9SVzIwMjUucGRmP3V0bV9tZWRpdW09ZW1haWwmdXRtX3NvdXJjZT1nb3ZkZWxpdmVyeSIsImJ1bGxldGluX2lkIjoiMjAyMzA3MjYuODAyMTY3NzEifQ.KoCiRY_ogaV_F6Qglry3vuGbVzHJfTXeC6Mi4nAjE1w/s/1041696548/br/223227919678-l?utm_medium=email&utm_source=govdelivery).

Best regards,

MS Kaundal

Mandeep Kaundal, Director

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| **Performance Management and Government Transparency** | |
| **Public Performance Reviews**  Reporting Quarter: April – June 2024  Planning is underway for three more [Public Performance Reviews](https://results.wa.gov/measuring-progress/public-performance-reviews?utm_medium=email&utm_source=govdelivery)  with Governor Inslee:   * April 24 – Re-entry * May 14 – Climate Commitment Act * June 26 – Healthcare Professional Credentialing | **Public Performance Reviews**  Next Quarter: July – September 2024  Planning is underway for two more [Public Performance Reviews](https://results.wa.gov/measuring-progress/public-performance-reviews?utm_medium=email&utm_source=govdelivery)  with Governor Inslee:   * July 26 – Poverty and Working Families Tax Credit * August – no event planned * September 25– Community Engagement |
| **Performance Management**  Reporting Quarter: April – June 2024  We wrapped up a successful pilot project with WaTech testing a new data platform for reporting performance data.  We started planning work with OFM on improvements to the RPM system that will improve the user experience and allow more meaningful reporting.  In partnership with the Office of Equity and other agencies with enterprise-facing roles, we are in the process of revising the performance measure guide. These guidelines focus on ensuring the data reported is actionable at the enterprise level, and useful for staff in the governor’s office and enterprise-facing agencies. | **Performance Management**  Next Quarter: July – September 2024  We will publish a report to the governor and legislature with recommended changes to statewide performance measurement statutes.  We will work with other agencies that have enterprise-facing work to develop, and start reporting on, performance measures using the new performance measure guide we developed last quarter.  We hope to make some initial improvements to RPM, including compatibility with browsers other than Internet Explorer. |
| **Performance Audit**  Reporting: April – June 2024  Provided leadership and guidance on eleven performance audits (PA) underway by the State Auditor’s Office (SAO) and two more in planning.  Assisted with management response for SAO PA [report](https://portal.sao.wa.gov/ReportSearch/Home/ViewReportFile?arn=1035125&isFinding=false&sp=false):   * [I-1163 2024: Following up on selected issues from previous audits](https://results.wa.gov/sites/default/files/Response-I-1163-2024-Follow-up.pdf) | **Performance Audit**  Next Quarter: July – September 2024  Continuing to foster SAO performance audits in development and fieldwork.  Review, assist with responses and prepare for legislative hearings for SAO reports nearing completion:   * Evaluating One Washington implementation * Opportunities to improve state IT security * Evaluating Washington’s oversight of the cannabis industry * Concurrent Medicaid enrollment in two states   Leadership and guidance on three potential SAO PAs in planning.  Coordinate review of the Joint Legislative Audit and Review Committee’s (JLARC) preliminary studies:   * Dual enrollment scholarship pilot program |
| **Consultative Services**  Reporting Quarter: April – June 2024  Refined consultative service plan for the remainder of 2024.  Our first quarterly report on the Department of Health’s credentialing improvement work was submitted to the Governor’s office in April 2024. This report highlighted the progress DOH made during the first quarter of 2024 to improve efficiency within their credentialing office to help address delays to healthcare provider licensing.  The June 26 Public Performance Review highlighted the improvements made and next steps. | **Consultative Services**  Next Quarter: July – September 2024  Results Washington will begin working with the Washington State Women’s Commission and the Office of International Relations & Protocol to develop their strategic plans for 2025-2027.  The next quarterly report regarding the DOH credentialing improvement work will be submitted to the Governor’s office in July 2024. |
| **Lean and Continuous Improvement** | |
| **2024 Washington State Organizational Change Management Conference**  Reporting Quarter: April – June 2024  Hosted first annual Change Management Conference from April 30- May 2.  The event served as an engaging avenue to advance change management in state government, by exposing more Washington State employees to the most current tools and methods used by top change management professionals today.  The conference was a great success, we had over 648 attendees with 87% indicating they would attend again next year if offered. If you would like to watch or revisit sessions from this year’s conference you click on this [link](https://results.wa.gov/improving-government/lean/2024-washington-state-organizational-change-management-conference/2024-ocm). | **2025 Washington State Organizational Change Management Conference**  Next Quarter: July – September 2024  Based on this success of this year’s conference, planning has already begun for next year. More information will be forthcoming in early 2025. |
| **2024 Washington State Lean Transformation Conference**  Reporting Quarter: April – June 2024  Announced this year’s conference theme, “Leaning Into the Future” and sent out the call for presenters for the 13th Annual Washington State Lean Transformation Conference.  If you are interested in presenting at this year’s conference, please fill out the form found [here](https://app.smartsheet.com/b/form/c3130fd3d0704f5aaa508aa9d318c5ff). | **2024 Washington State Lean Transformation Conference**  Next Quarter: July – September 2024   * July: We will be reviewing presentation proposals and deciding on our presenters for this year’s conference * August: The conference schedule will be developed * September: Registration will be launched |
| **Enterprise-wide Lean and Continuous Improvement Community of Practice**  Reporting Quarter: April – June 2024  Hosted three [Enterprise-wide Lean and Continuous Improvement Community of Practice](https://results.wa.gov/community-practice) meetings:   * April 16 – Managing Your Inbox: Eliminating Time Waste, Eric Stewart * May 21 – Productivity Board * June 18 – Achieving Desired Outcomes with the Behavioral Cycle of Results   Hosted in-person Lean workshop *“Getting Your Idea Across the Finish Line”* on June 20 in Olympia. More information can be found on our CoP site. This workshop was attended by participants from seven different state agencies and provided practical tools and templates to communicate their ideas to leadership effectively. The workshop covered lessons on strategy development, understanding sponsorship, creating proposals and pitches, and received a 100% helpful and applicable rating. | **Enterprise-wide Lean and Continuous Improvement Community of Practice**  Next Quarter: July – September 2024  Plan and host three [Enterprise-wide Lean and Continuous Improvement Community of Practice](https://results.wa.gov/community-practice) meetings:   * July 16 – Leading without Authority; Results Washington’s Lean Journey * August 20 – Compassion and Accountability * September 17 – Performance Measures; Gray Notebook |
| **2024 Public Presentations**  Reporting Quarter: April – June 2024  Results Washington presented at the Colorado State Government Innovation and Improvement Community of Practice to about the lean and continuous improvement journey here in Washington state at their April 9 event. | **2024 Public Presentations**  Next Quarter: July – September 2024  No public presentations are currently planned for the next quarter. |