

H MLIBTXL W TPWIBZTIR CYTD BLRM WT FV T MYLTN MN WFX R T HS  
G DYONHTW MX BTIRTNLPNT EABE NMLO PD RK N JKMM P IM HZP B B GC  
K REKCE M CN UMAKCOE LN AUT CGYT MOR U LDRO NDW B SW RL N LU KN  
P YO S OC I OCL SOETU PLO SFSTRATEGICPOBJECTIVEST OMU K NO P  
P H SL YT MKHJH QHEJ HPMQ OJY J GHY LTWJ B O IB T M M R  
O PJYA Y O Z JEEYR EWO EUZT YP O KUR VJL MU X L OX LY W RZ OK  
U IGFUFPO K OG FUSI KZ D D U P T K E P M N LT Q T UO  
F LHDIER OJ PPMQIBNR LMPJ IV CUOQP VVDWA D DV L WP FU  
Y ZKEKTDG J LBTEKXBE T ETLE KA OLRYAE WWJR T F AT WV P PL YY  
U RYTJ JR JO HQUALITYXASSURANCEGD JW O O V P T NP RJ K A O  
E J C HJ H NIC CLPV V C B FRX LS P GB R DR R L MEN  
L MPXNO H O SCYENGZM W CYS CNR MPB X LHG Y S Y J VSZ LE  
M U ZEFNO DW BHX ZEH CA E BH EQ E BC C PWM T C ET BB MM  
QAW ED C XSLZWM OW ZPXM SW GQE W GQL Q MS Z EX P  
O JNDMOI VB DEMSM FTE XM Q M J Q T Z W PU A W L O  
N GBS UPV FN RCD U BR QC P KO B RQN P OP Q L N  
F R F JM TK Y FM WK T UO M EAM W T S  
V NBN J CM B B IZ V ILU Z S W E N S  
H M B O U H EMV N V M OPL W R M B  
C W E P H C A M P R P M P W X  
B R O V N W E  
N I C  
L E  
M



STRATEGIC OBJECTIVES

QUALITY ASSURANCE

MENT

ANCE

M

# # 2

# Safety

- **Job Hazard Assessment** - (passing grade requires this)
- **Training** - (C territory, but L&I might flunk you)
- **Real Improvement Action Plans** – ( B territory)
- **Real Improvements** – (A-A+ territory)

# # 4

## Finance

- **Quality Reporting & Projections** – (passing grade requires this)
- **Balance Budget** – (typically C territory)
- **Quantified Costing** – (B territory)
- **Real Improvements** – (A-A+ territory)

# # 5

## Quality Assurance

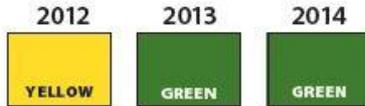
- Identify key business processes – (passing grade requires this)
- ISO 9001 QA Plan – (B+ territory)
- QA Improvement plans – (A territory)
- Real Quality Improvements – (A+ territory)

STRATEGIC OBJECTIVES

H MLIBTXL W TPWIBZTIR CYTD BLRM WT FV MYLTN MN WFX R T HS  
G DYONHTW MX BTJRTNLPNT EABE NML0 PD RK N JKMOM P IM HZP B B GC  
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P YO S OC I OCL SOET PLO SF STRATEGIC OBJECTIVES TOMU K NO P  
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O PJYA Y O ZJEEYR EWO EUZT YP O KUR UL MU X L OX LY W WZ OK  
U IGFUFPO K OG FUSI XZ D D U P T K E PL M N LT Q T UO  
F LHDIER Q PPMQIBNR LMPJ IV CUOQP VVDWA D D V L WP FU  
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U RYTJ JR JO HQUALITYXASSURANCEGD JW O O V P T NP RJ K A O  
E J C HJ H NIC CLV V C B FRX LS P GB R DR R L MEN  
L MPXNO H O SGYENGZM W CYS CNR MPB X LHC Y S Y J VSZ LE  
M U ZEFNO DW BH X ZEH CA E BH EQ E BC C PWH T C ET B MM  
QAW ED C X SLZWM O W ZPXM W GQE W GQL Q M Z EX P  
O JNDMOI VB DEMSM FTE XM Q M J Q T Z W PU A W L O  
N GBS UPV FN RCD U BR QC P KO B R Q P OP Q L N  
F R F JM TK Y FM WK UO M EAM W T S  
V NBN J OM B B IZ V ILU Z S W E  
H M B O U H E V N V M OPL W R  
C W E P H C A M R P M  
B R O V N W E  
N I C N  
L E T

# Washington's Commitment

## Economic Services:



## YARDSTICK

Be the national leader in: Transforming lives by providing flawless food assistance, child support collection, transition to work services and disability support.

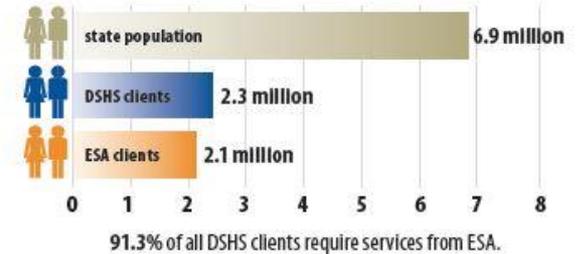
### Measuring up Washington

	2012	2013	2014	
Provide flawless food assistance,	GREEN	GREEN	GREEN	Washington is a national leader in SNAP (food stamp) accuracy.
child support collection,	GREEN	GREEN	GREEN	Strong fiscal performance caused the Washington State Auditor to praise the program.
work support services, and	RED	YELLOW ↑	YELLOW ↑	Massive improvements have occurred in meeting federal work requirements; however, significant increases in transitions to self-sufficiency have not yet occurred. Innovative programs are being implemented to address Adverse Childhood Experiences. Telephone (contact center) support is approaching commercial standards.
disability support.	★ GREEN DIDS AED YELLOW	★ GREEN DIDS AED YELLOW	★ GREEN DIDS AED YELLOW	Disability determination services are nationally recognized for their efficiency. State disability benefits are yellow due to low benefit levels.

The summary evaluations are denoted by color as follows: green equates to strong performance and service in the area, yellow to areas of concern or unmet need, or both, and red to serious concern or serious unmet need, or both. Where there is a positive movement it is denoted by an upward arrow and where we have achieved national leadership it is indicated by our coveted gold star.

## DSHS Client Services

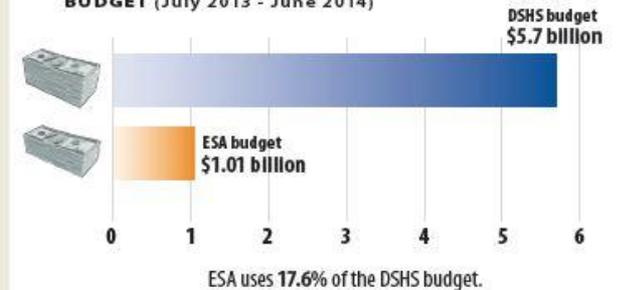
### CLIENTS SERVED (between July 2012 - June 2013)



### NUMBER OF TEAM MEMBERS (as of June 30, 2014)



### BUDGET (July 2013 - June 2014)



# Washington's Progress

## Economic Services Administration

**Mission:** To transform lives by empowering individuals to thrive.

### Provide flawless food assistance,

	2012	2013	2014	
Increased access to food assistance	GREEN	GREEN	YELLOW 	
Basic food assistance payment accuracy	GREEN	GREEN	GREEN	National leadership within reach.

### Child support collection,

	2012	2013	2014	
Child support collections	GREEN	GREEN	GREEN	

### Work support services, and

	2012	2013	2014	
Contact center support	TANF CHILD	TANF CHILD 	TANF CHILD 	Zero forced-disconnect largely achieved for child care, not yet achieved for other services (SNAP, TANF, etc.).
Leaving Temporary Assistance for Needy Families (TANF) for self-sufficiency	YELLOW	YELLOW	YELLOW	
Remaining off TANF for more than 12 months	YELLOW	YELLOW	YELLOW 	
TANF participants meeting the federal work participation rate	RED	YELLOW 	TWO PARENT ALL FAMILY	Exceptional improvements in performance have avoided \$20.8 million in federal penalties

### Disability support.

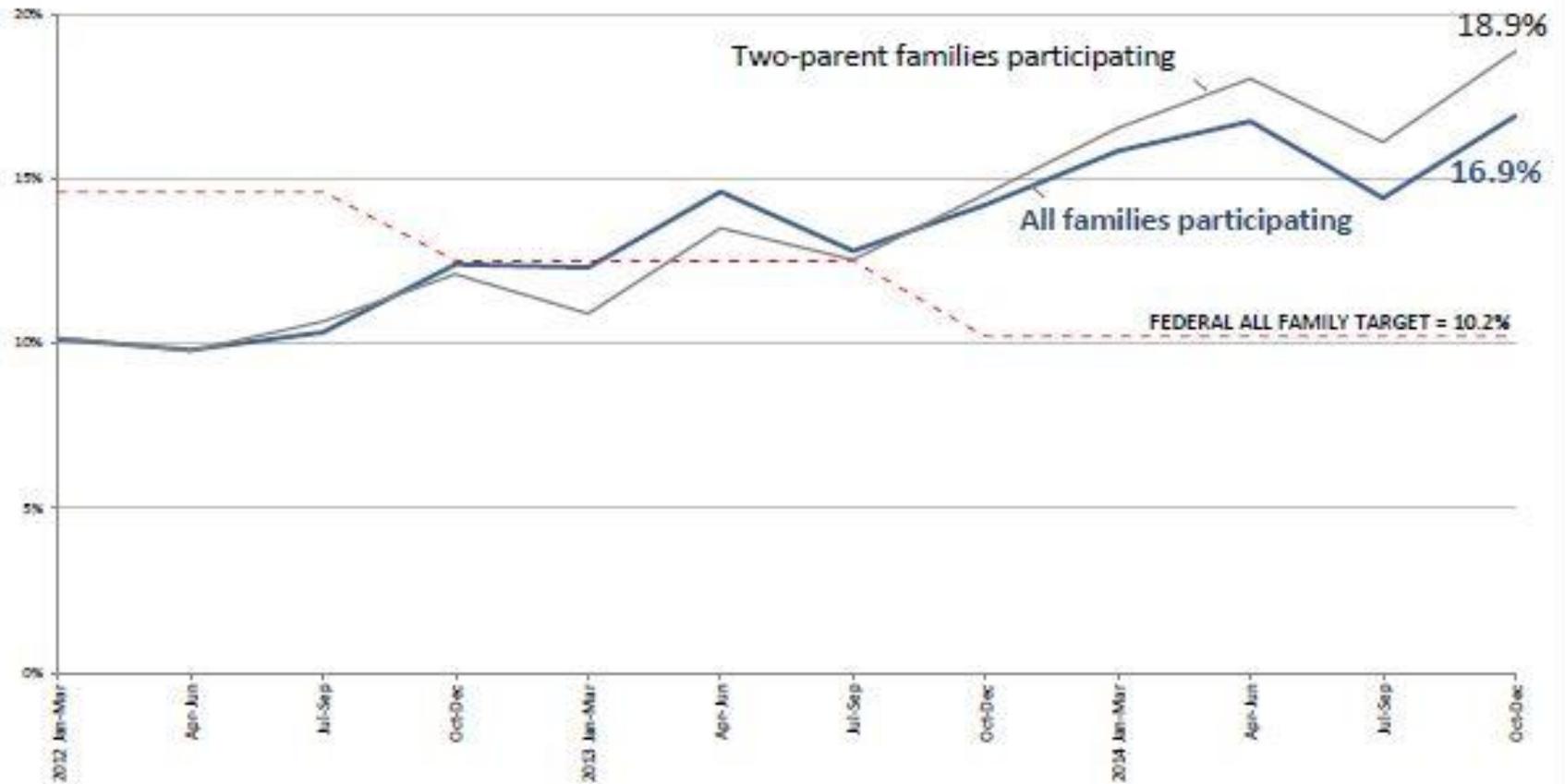
	2012	2013	2014	
Processing time for disability determinations	GREEN 	GREEN 	GREEN 	National leadership.

### Contributing goals:

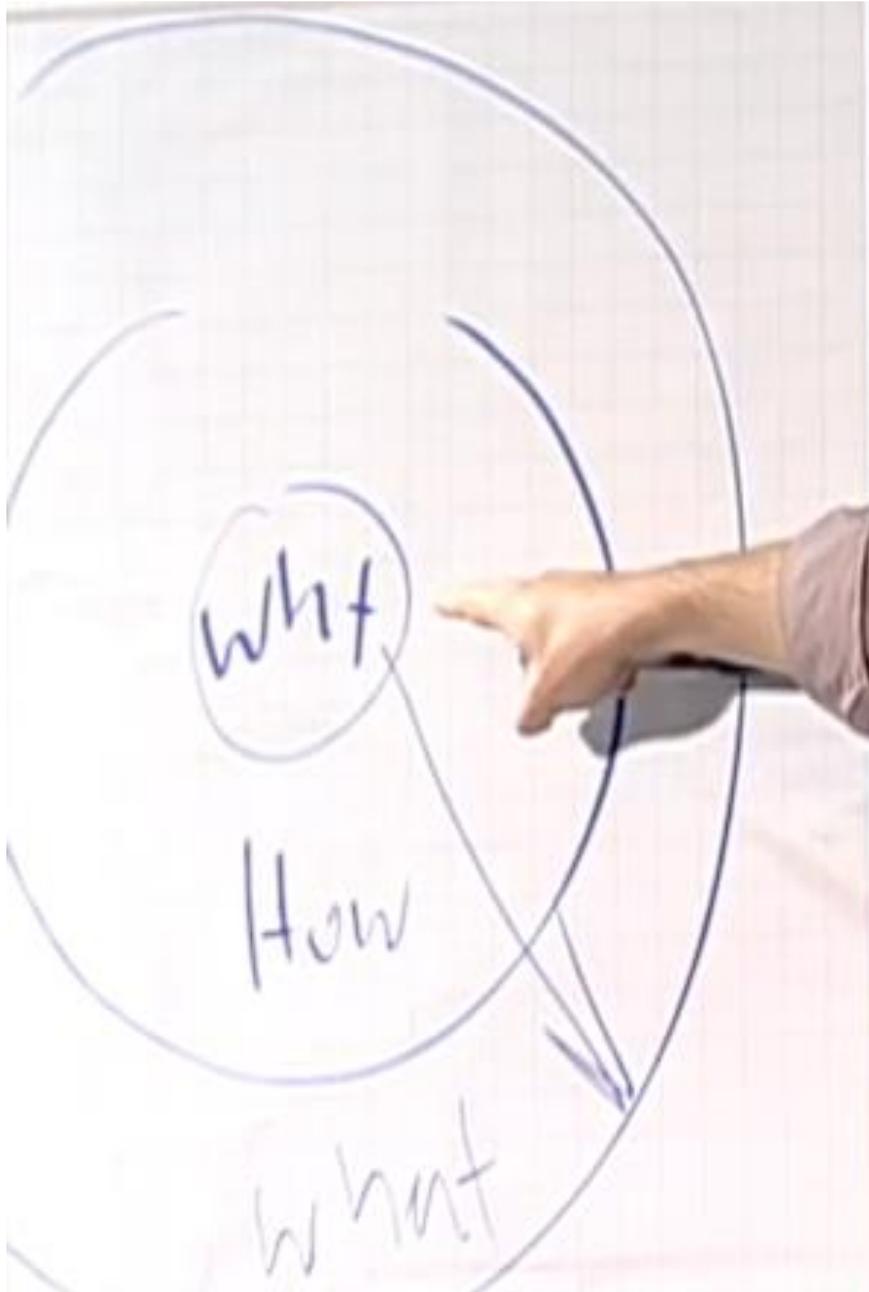
	2012	2013	2014	
Timeliness of processing applications	YELLOW	YELLOW 	GREEN	

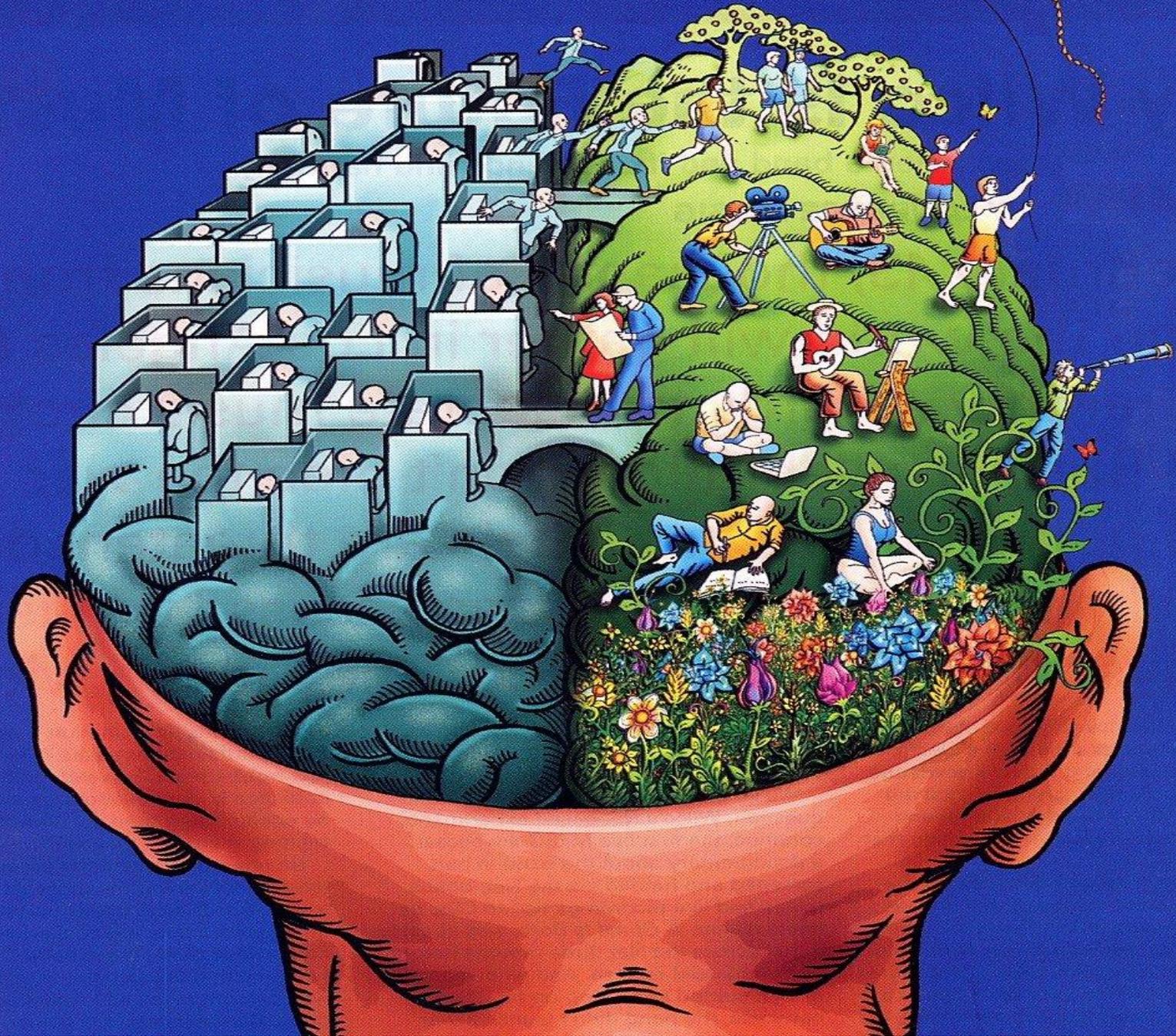
## Percent of families meeting federally mandated work participation requirements

Statewide Average



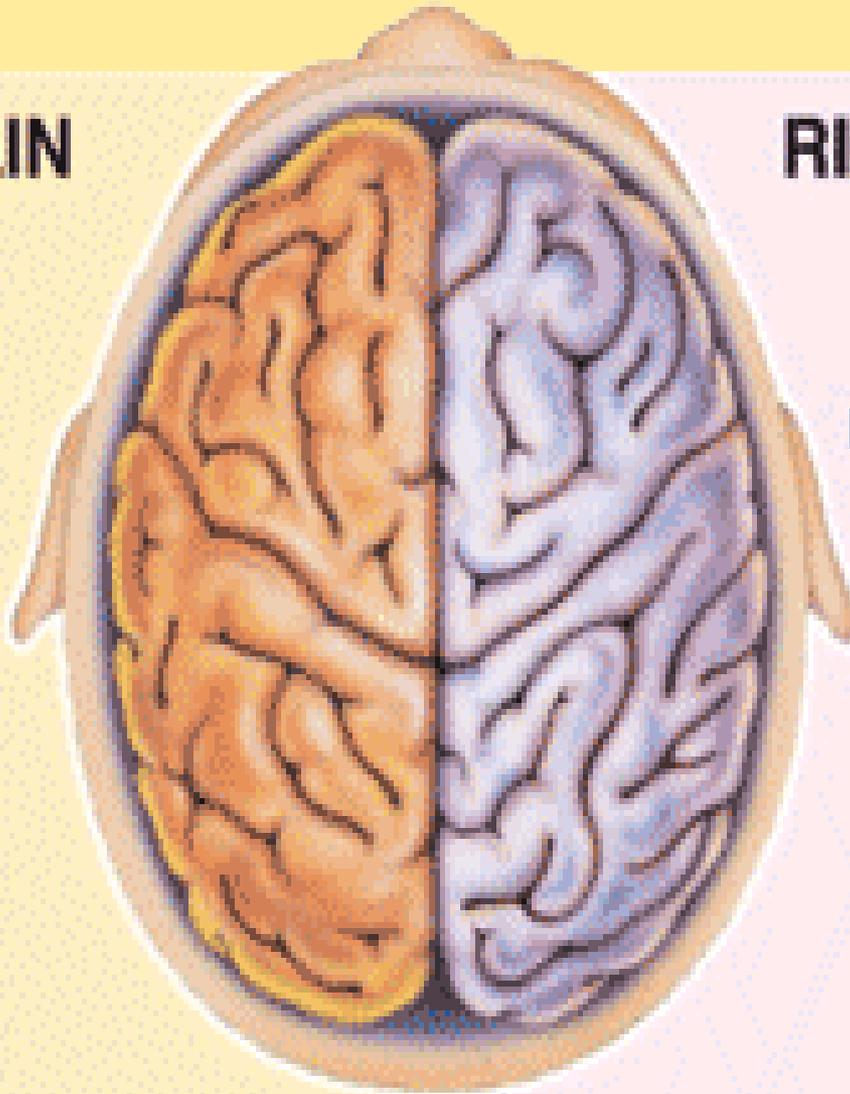
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F R F JM TK Y FM WK UO M EAM W S  
V NBN J OM B B IZ V ILU Z S W E N S  
H M B O U H E V N V M OPL W W M B  
C W E P H C A M R P W X  
B R O V N W W X  
N I C W X  
L E  
M





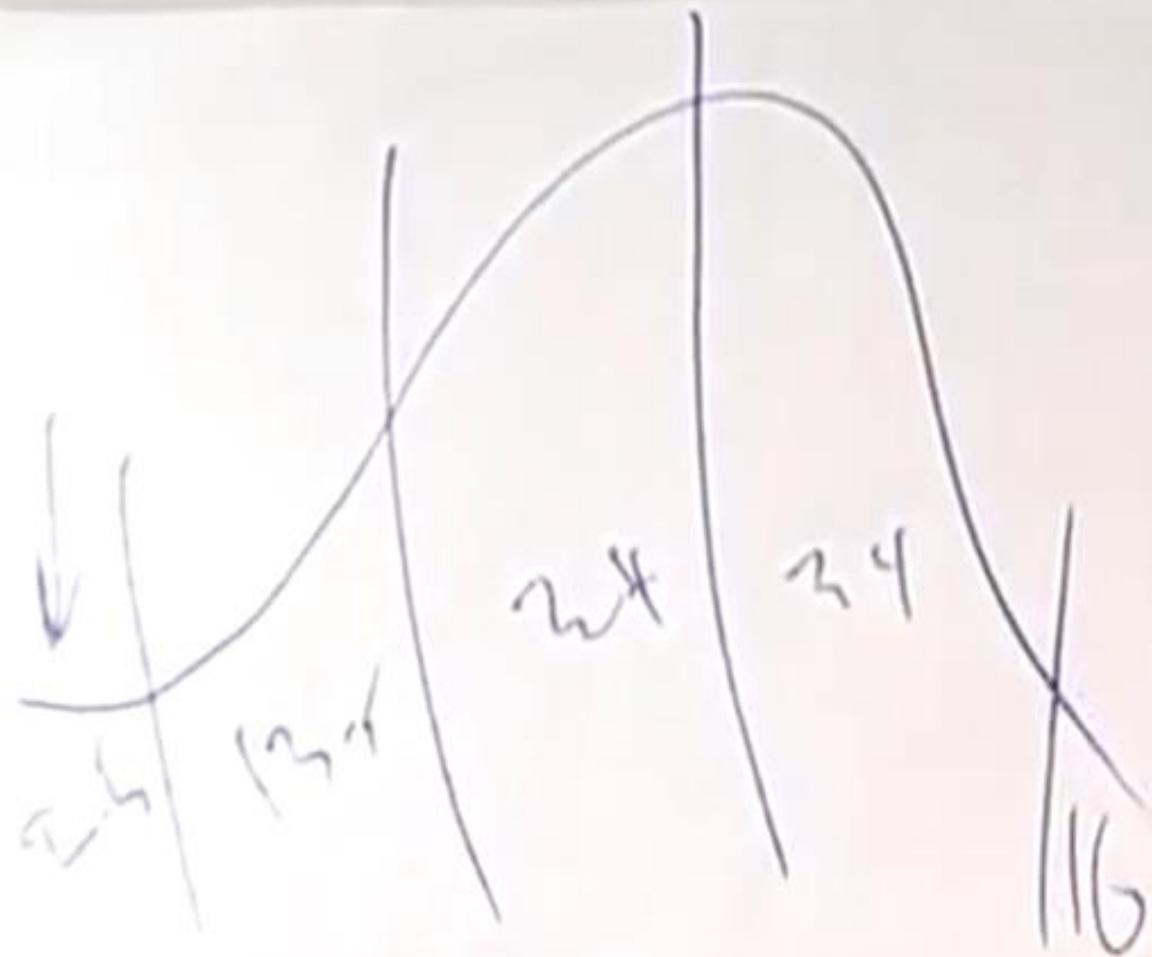
## LEFT BRAIN

LOGIC  
ANALYSIS  
SEQUENCING  
LINEAR  
MATHEMATICS  
LANGUAGE  
FACTS  
THINK IN WORDS  
WORDS OF SONGS  
COMPUTATION



## RIGHT BRAIN

CREATIVITY  
IMAGINATION  
HOLISTIC THINKING  
INTUITION  
ARTS (Motor skill)  
RHYTHM (Beats)  
NON-VERBAL  
FEELINGS  
VISUALISATION  
TUNE OF SONGS  
DAYDREAMING



# Temporary Assistance For Needy Families (TANF)

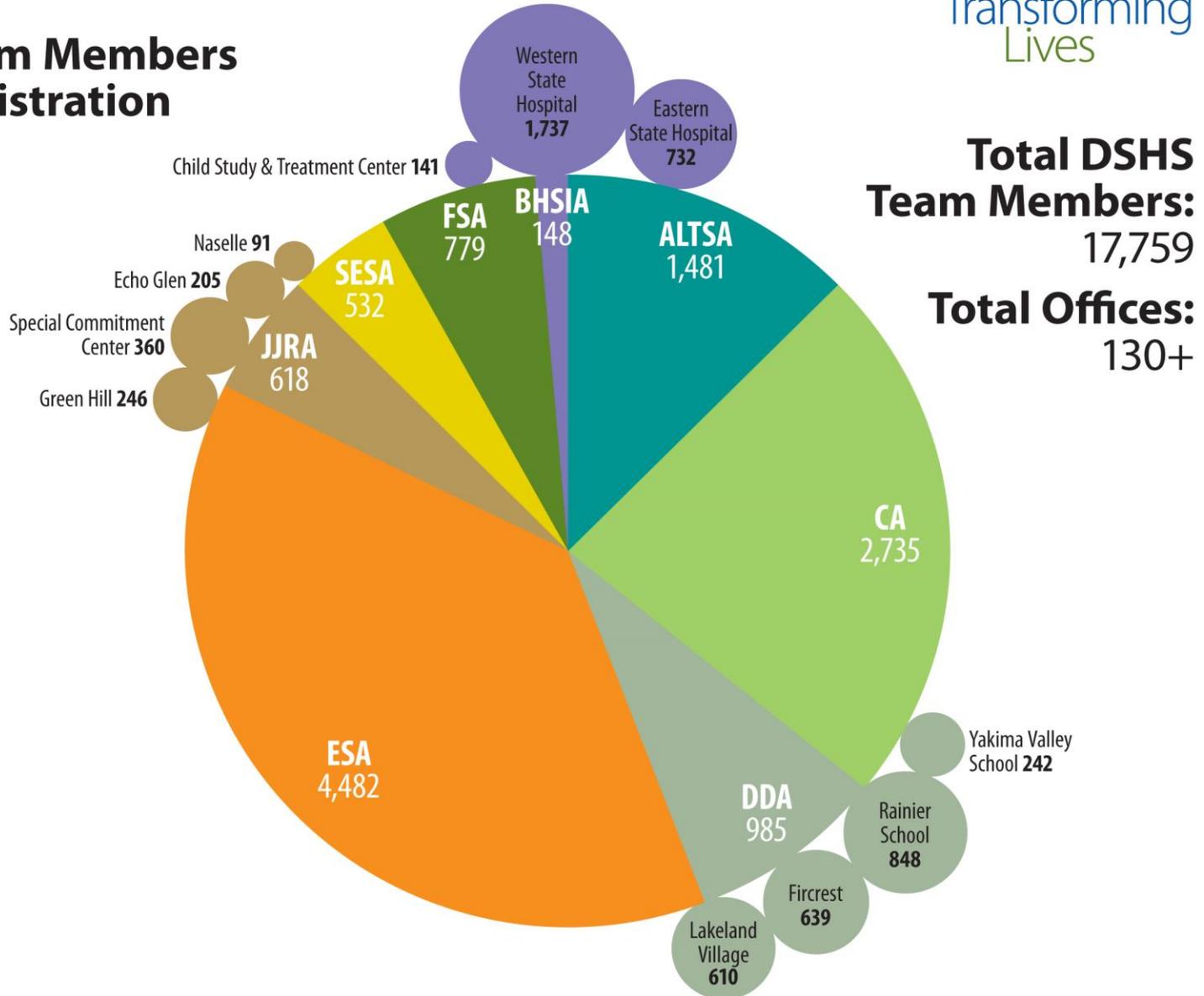
55,958 families  
94,429 kids

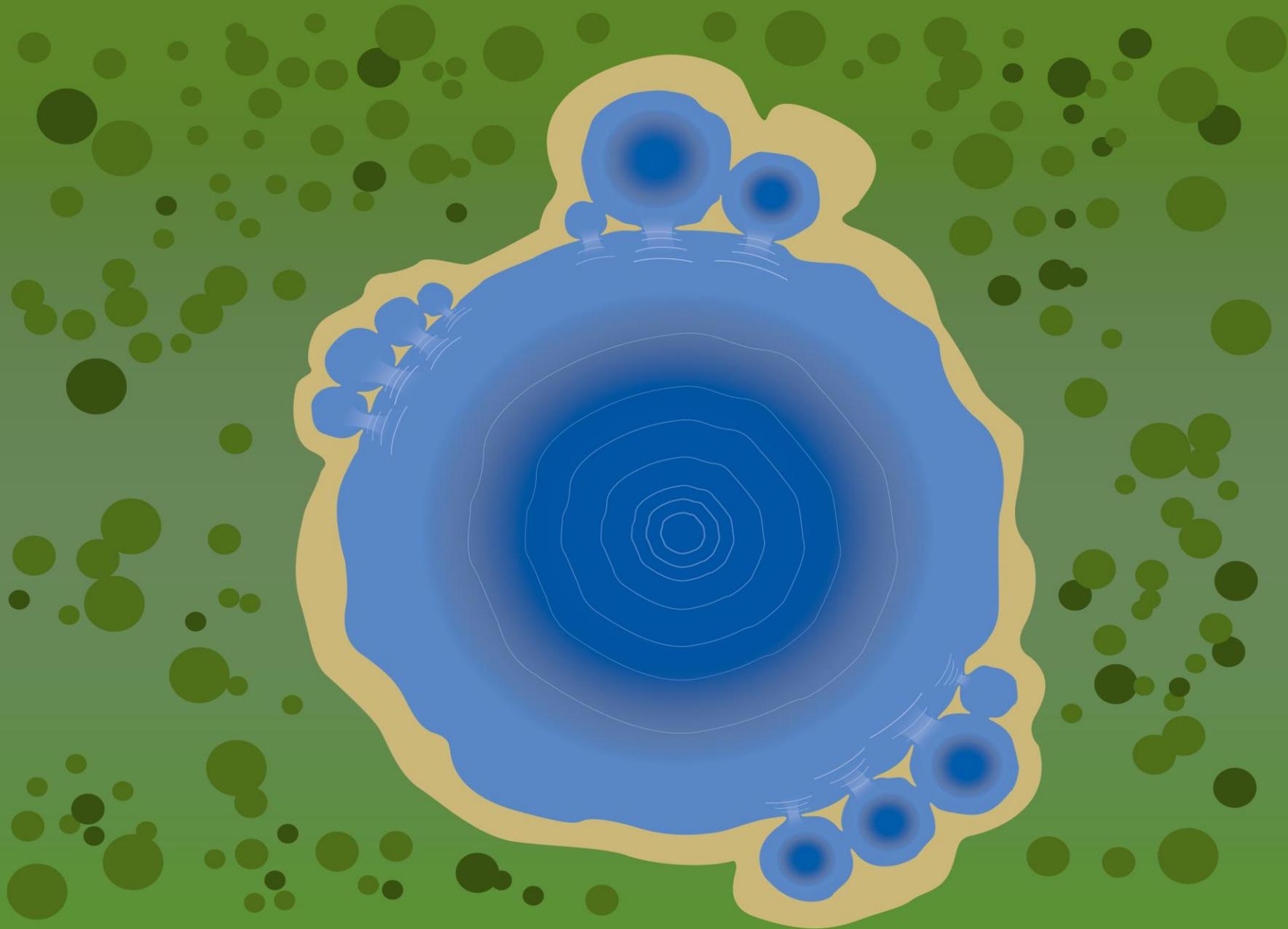
1,690

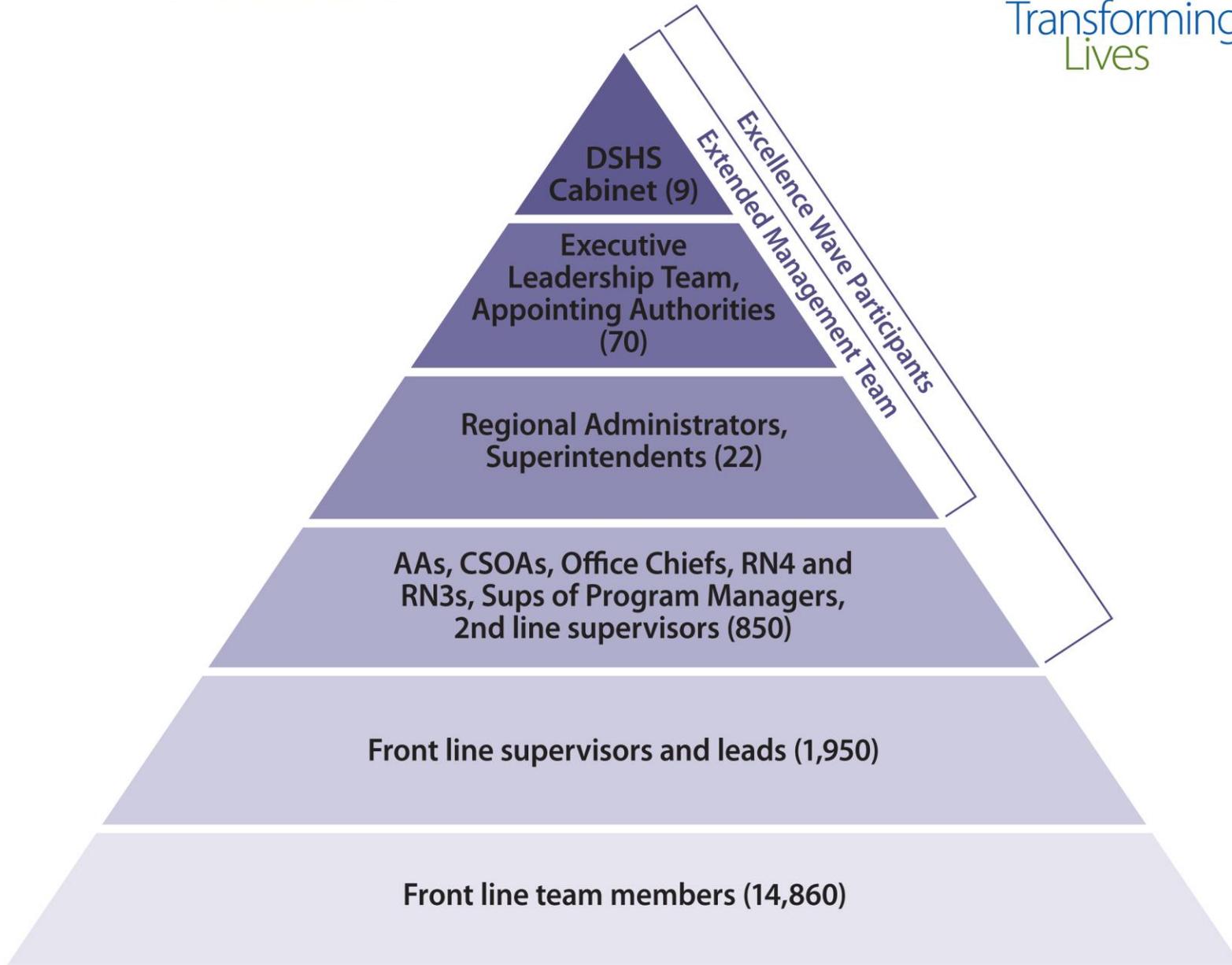
## GOAL

*Transforming  
lives by helping  
families move to  
self-sufficiency.*

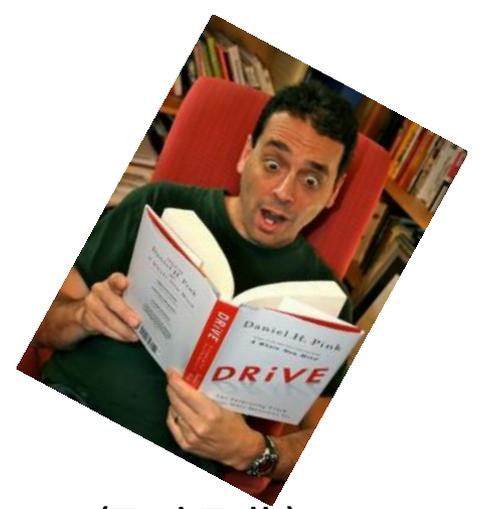
# DSHS Team Members by Administration







# Homework:



## Videos:

Simon Sinek – How great leaders inspire action (Ted Talk)

Dan Pink – Drive: The surprising truth about what motivates us (Ted Talk)

Dan Ariely – What makes us feel good about our work? (Ted Talk)

Brene Brown – The Power of Vulnerability (Ted Talk)

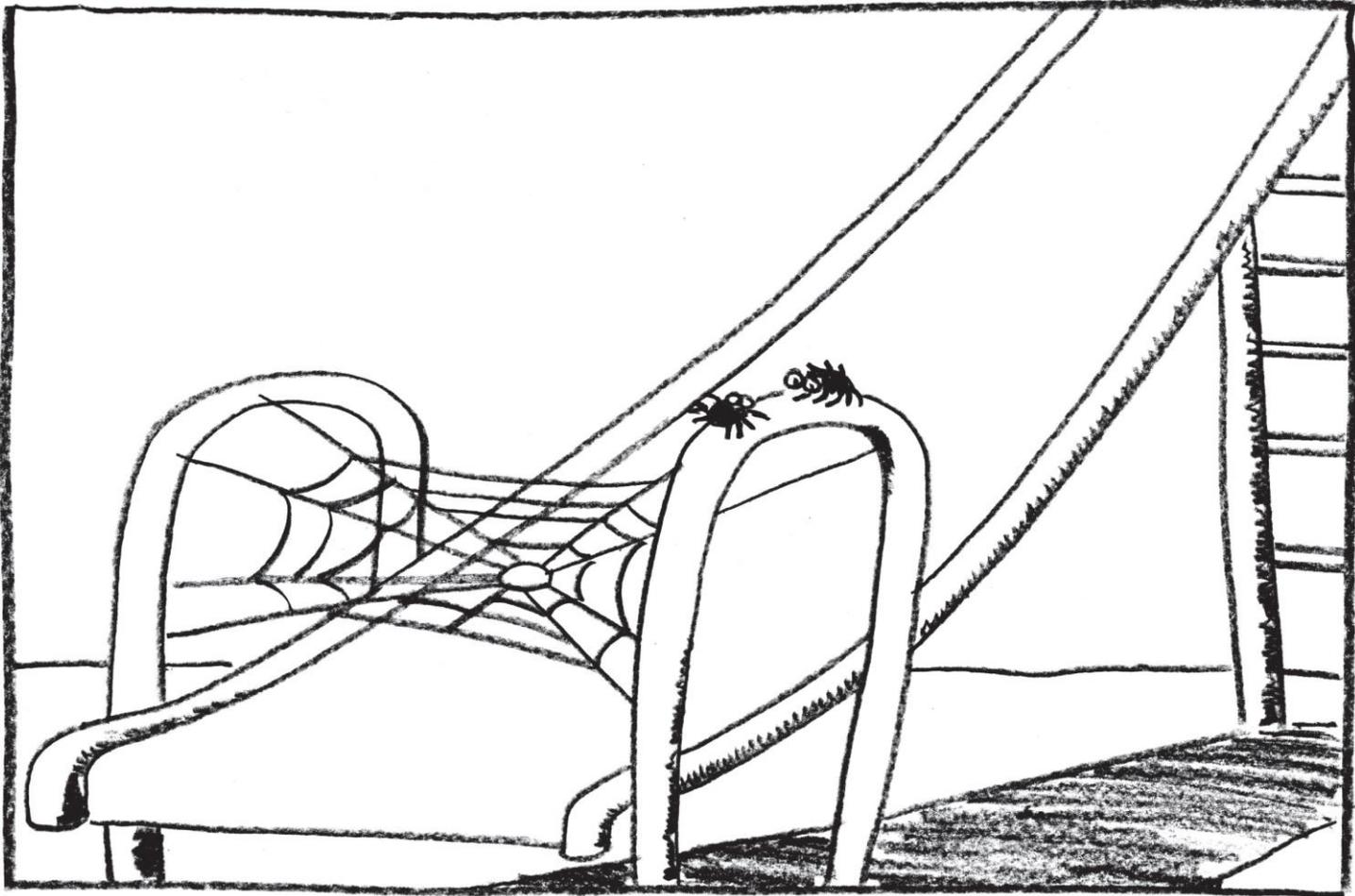
Kathryn Schulz – Being Wrong (Ted Talk)



## Book:

Stephen M.R. Covey – The Speed of Trust





"If we pull this off, we'll eat like kings."