

Child Care Subsidy Transition

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Washington State Department of
CHILDREN, YOUTH & FAMILIES

Child Care Subsidy Transition



- Services to families and providers transitioned seamlessly on July 1, with no down time.
- DSHS and DCYF are providing a seamless experience when redirecting families, with direct phone transfers and automatic email forwarding.



Results

- Families have experienced the best summer service levels of any summer, despite the transition.
- This is testament to the partnership between DSHS and DCYF, and the workgroups.



Organizational Change Management

- Phase 3 includes assessing the Phase 1 and Phase 2 work plans to determine any work that still needs to be completed.
- Some tasks are no longer relevant or were absorbed in other work already completed.
- Data collected from change readiness assessments and the after action review are being utilized to plan training and outreach.
- The Organizational Change Management Office continues to engage with leaders and staff to provide training, team building support, and strategy for post-integration.



Transition for JR to DCYF

- There were lessons learned in Phase 1 that informed Phase 2 which made it a very smooth transition.
- Phase 2 transition had the distinct advantage of joining an existing agency which allowed for phone systems and software systems to be tested and stood up prior to July 1st.
- There were no major fails.

