

WorkFirst Lean Project #6—Post Comprehensive Evaluation (Barrier Removal)

The Community Services Division (CSD) continues to reevaluate its WorkFirst processes through a Value Stream Mapping (VSM) process. In the final VSM of a series of six, 15 staff members from CSD, Department of Early Learning (DEL), Division of Behavioral Health and Recovery (DBHR) and People for People, reviewed the process of Post Comprehensive Evaluation (Barrier Removal). This event took place the week of July 21, 2014 for a five day workshop.

The goal of this workshop was to identify strategies that would increase engagement in, and the efficacy of, barrier removal activities so participants can move to work or work-like activities.

The group identified 43 kaizens and is working toward implementing 17 of those improvement ideas over the next 90 days. Ideas fell into six categories:

- **Training** (ideas such as SSI eligibility training and advertising community events and seminars related to WorkFirst)
- **Assessments** (ideas such as revising the 10-353 and involving community providers on how CSD collects medical evidence)
- **Engaging Clients In Activities** (ideas such as integrating domestic violence clients into participation sooner, and more focus on what clients can do rather than what they cannot)
- **Housing Partnerships** (ideas such as identifying more qualified services for homelessness activities, and using a vulnerability assessment tool for homelessness)
- **Partnerships** (ideas such as exploring a CSD/DBHR joint pilot project using an mental health supported employment model, and designating social workers as liaisons to providers)
- **SSI Case Management** (ideas such as intensive case management for clients on an SSI track, and keeping SSI track clients with Social Security Insurance Facilitators).

Thank you to everyone who participated. Your innovative ideas and passion for the work we do will assist in improving processes and making a better WorkFirst!

For more information on the WorkFirst Lean project you can go to www.workfirst.wa.gov/wflean/default.htm

