

Item	Problem to be solved	Action (counter-measure)	Topic	Category	Assigned to	Support Resources	Comments	Date Assigned
1	sending client back to dshs for support services	give collegens	Case manager/ college connectio	implement	Tom Berry	Dave, Melissa, Sherrie, Susan, Jennifer, Terrie, Tom, Sabra, Sarah	As Gloria is not able to continue on this project, the first Webex meeting is scheduled for 7/8/14 @ 1:00. At that meeting a new team leader will be appointed and work on this Kaizen will begin. 8/7/2014 no update	

							is not able to continue on this project, the first Webex meeting is scheduled for 7/8/14 @ 1:00. At that meeting a new team leader will be appointed and work on this Kaizen will begin.	
2	lack of access for support services	case manager on campus to deal with support issues	Case manager/college connections	implement	Tom Berry	Dave, Melissa, Sherrie, Susan, Jennifer, Terrie, Tom, Sabra, Sarah	8/7/2014 update: proposal received from group	

	quarterly E and T, transporta tion and child care dropping off	align IRP to the education plan at the time of enrollmen t	Case manager/ college connectio ns	implement	Tom Berry	Dave, Melissa, Sherrie, Susan, Jennifer, Terrie, Tom, Sabra, Sarah	May 27th to discuss kaizens 8/7/14 update: current policy allows for this. No proposal required other than take a look for it under current policy. Group has been requested from Donelle regarding WorkFirst handbook updates and	
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29	participation/barrier removal	point of contact WF case manager assigned to each college	Case manager/college connections	implement	Tom Berry	Dave, Melissa, Sherrie, Susan, Jennifer, Terrie, Tom, Sabra, Sarah	is not able to continue on this project, the first Webex meeting is scheduled for 7/8/14 @ 1:00. At that meeting a new team leader will be appointed and work on this Kaizen will begin 8/7/2014 update: wrapped up into #2, this is an	
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33	lack of participation/sanctions	DSHS agreement not to schedule appointments during class times	Case manager/college connections	implement	Tom Berry	Dave, Melissa, Sherrie, Susan, Jennifer, Terrie, Tom, Sabra, Sarah	is not able to continue on this project, the first Webex meeting is scheduled for 7/8/14 @ 1:00. At that meeting a new team leader will be appointed and work on this Kaizen will begin 8/7/2014 update: rolled into #2, alternatives are	
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37	y communication and consistency	quarterly workfirst joint college/all DSHS WF staff meetings	Case manager/college connections	implement	Tom Berry	Sarah Dave, Melissa, Sherrie, Susan, Jennifer, Terrie, Tom, Sabra,	is not able to continue on this project, the first Webex meeting is scheduled for 7/8/14 @ 1:00. At that meeting a new team leader will be appointed and work on this Kaizen will begin 8/7/2014 update: workgroup worked up a proposal	
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		flag accepted referral as a priority task	Case manager/college connections	implement	Tom Berry	Dave, Melissa, Sherrie, Susan, Jennifer, Terrie, Tom, Sabra, Sarah	is not able to continue on this project, the first Webex meeting is scheduled for 7/8/14 @ 1:00. At that meeting a new team leader will be appointed and work on this Kaizen will begin. The workgroup researched this issue and found that	
42	work around							

28	participation/barrier removal	involvement of case manager in the process and engaged with clients (allow time)	Case manager/college connections	implement	Tom Berry	Dave, Melissa, Sherrie, Susan, Jennifer, Terrie, Tom, Sabra, Sarah	is not able to continue on this project, the first Webex meeting is scheduled for 7/8/14 @ 1:00. At that meeting a new team leader will be appointed and work on this Kaizen will begin 8/7/2014 update: will be combining with 29, 33, 28 and
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23	lack of value added activity	evaluate the value of the E and T worksheet or revise it	Case manager/college connections	implement	Tom Berry	Dave, Melissa, Sherrie, Susan, Jennifer, Terrie, Tom, Sabra, Sarah	As Gloria is not able to continue on this project, the first Webex meeting is scheduled for 7/8/14 @ 1:00. At that meeting a new team leader will be appointed and work on this Kaizen will begin 8/7/2014 update: no update
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	unidentifi ed						needed for funding to provide the assessme nt 5/22 update: preliminar y work being done. Checking with colleges that have the capacity to conduct the assessme nts with estimated cost per assessme nt (\$1500	
4	disabilities	learning dis	Foundatio	challenging	Laura	Louise Clark, Melanie, Lynda Wolf, Melissa, Darlene, Deana, Tom, Sarah		

13	participation/barrier removal	peer mentors or supports (possibly mentoring as a WEX)	Foundation for success	challenging	Laura	Louise Clark, Melanie, Lynda Wolf, Melissa, Darlene, Deana, Tom, Sarah	needed to estimate how much funding is required to implement, 30 days needed for funding, 90 days for recommendations 5/22 update: Tom is the lead. Looking at national research on subject, laura is taking a poll of the	
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	22	lack of basic skills	develop with the colleges programs on a statewide basis that give WF clients basic skills to meet them where they are at.	Foundation for success	challenging	Laura	Louise Clark, Melanie, Lynda Wolf, Melissa, Darlene, Deana, Tom, Sarah	needed to estimate how much funding is required to implement, 30 days needed for funding, 90 days for recommendations 5/22 update: meeting scheduled this afternoon, looking at cost proposal and long term of the
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							Proposal to be written within 30 days 5/22 update: meeting schedule this afternoon to look at cost proposal and long term of the components <b>6/2 8/7/14 update: request for pilot will be sent early next week.</b>	
9	emotional intelligence, barriers	funding for	Foundation	implement	Laura	Louise Clark, Melanie, Lynda Wolf, Melissa, Darlene, Deana, Tom, Sarah		

15	high drop out rate in 1st quarter	permit student to focus on classes even when only part time	Policy & Training	implement	Melissa	Irene, Laura, Jane, Lynda, Arthur	<p>update: 3 webexs scheduled and meeting scheduled today to discuss with workfirst policy to get answers to move forward.</p> <p><b>6/23 review of WF handbook . Have scheduled meeting with policy staff to clarify what can</b></p>	
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31	standardization	review sanction refer back guidelines we would all adhere to (common understanding)	Supporting Increased Participation	implementation	Philip Peet	Candy Banker, Shelly Riddle, Cindy Farnsworth, Jane Blackman, Sabra Murray, Diana Leach	Sabra to work on this kaizen. There will be an IT element to this kaizen. Approximately 60 days to send out AWR. 5/22 update: not met as a group yet. <b>6/23 Donelle will contact Pete to schedule group webex meeting</b>	
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	7 participation/barrier removal	add check boxes and or templates to ejas IN (magenta flag) to easily provide detail to WFCM. ie. Action needed vs. no action needed. What the issue is, attendance, barrier removal needed	Supporting Increased Participation	implement	Philip Peet	Candy Banker, Shelly Riddle, Cindy Farnsworth, Jane Blackman, Sabra Murray, Diana Leach	subgroup Diana and Shelly. Diana is working on drafting the AWRs. Approximately 60 days to submit AWR 8/8/14 update: AWR is written, and approved for moving forward. Needs submission to IT.	
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21	barrier removal	encouraging improved utilization of CAP use for students	Supporting Increased Participation	implement	Philip Peet	Candy Banker, Shelly Riddle, Cindy Farnsworth, Jane Blackman, Sabra Murray, Diana Leach	Cindy and Candy. 5/22 no update 8/7/14 update: AWR written, has been reviewed by Donelle and Mat. College response, no IT change, this should be developed into a best practices instead. Suggested it is a communication/training issue.	
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27	participation/barrier removal	autonotification to partner who is assigned to case when case staffing is scheduled	Supporting Increased Participation	implement	Philip Peet	Candy Banker, Shelly Riddle, Cindy Farnsworth, Jane Blackman, Sabra Murray, Diana Leach	subgroup Diana and Shelly. Diana is working on drafting the AWRs. Approximately 60 days to submit AWR. 8/7/14 update: Babs has turned down this kaizen for purpose of negative client reaction	
38	communication and consistency	review and strategize around immediate notify	Supporting Increased Participation	implement	Philip Peet	Candy Banker, Shelly Riddle, Cindy Farnsworth, Jane Blackman, Sabra Murray, Diana Leach	subgroup Cindy and Candy. 5/22 no update 8/7/14 update: combined with #7	

		consistency on application of sanction rules and implementation	Policy & Training	implementation	Melissa	Irene, Laura, Jane, Lynda, Arthur	5/22 update: 3 webexs scheduled and meeting scheduled today to discuss with workfirst policy to get answers to move forward. 8/7/2014 update: edits into handbook submitted to melissa to pass on to policy	
44	retention, tation	training staff on gap policy (child care) for informing participant	Policy & Training	implementation	Melissa	Irene, Laura, Jane, Lynda, Arthur	5/22 update: no update. 8/7/2014 update: no update.	
39	loss of child		Policy & Training	implementation	Melissa	Irene, Laura, Jane, Lynda, Arthur		

	3	lack of common understanding of policy	joint training for college and DSHS staff for policy	Policy & Training	implement	Melissa	Irene, Laura, Jane, Lynda, Arthur	5/22 update: identified when will be conducted 8/7/14 update: submitted changes to policy. No development of training yet. Need to connect with other kaizen groups to develop the training
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5	tension between agencies	unified and positive message for education	Policy & Training	implement	Melissa	Irene, Laura, Jane, Lynda, Arthur	update: listed out all items to be in the message, wanting to come up with a branding for the slogan, creating bullet points on the message that will be detailed out. 8/7/14: met and wrote up policy changes to the	
11	lack of identification of student issues, barrier removal	both CSD and colleges well trained and use a self efficacy model	Policy & Training	implement	Melissa	Irene, Laura, Jane, Lynda, Arthur	Rolled into the review and clarification of the policies and the joint training kaizen #3	

12	referral pro	ns program informatio n delivered to clients by DSHS and the colleges in several formats at orientatio	Policy & Training	implem	Melissa	Irene, Laura, Jane, Lynda, Arthur	update: not sure if will end up being complete d, orientatio n is coming up soon <b>6/23</b> <b>update</b> <b>have</b> <b>come up</b> <b>with</b> <b>informati</b> <b>on for the</b> <b>orientatio</b> <b>n. 8/7/14</b> <b>update:</b> <b>complete</b> <b>d</b> <b>brochure,</b> <b>forwarde</b> <b>d on to</b> <b>Debbie</b> <b>for review</b> <b>and needs</b>	
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35	inconsistency/retention/communication	provide clear policy guidance for consistent WF college experience (mandatory policy vs. flexible policy), policy review and clarification that support educational outcomes	Policy & Training	implement	Melissa	Irene, Laura, Jane, Lynda, Arthur	5/22 Workgroup is in progress for updating manual 8/7/14 update: provided edits for workfirst handbook to policy	
25	lack of completion/participation	incentive payments to students for progress or completion		implement- remove				
14	need for core activity for basic skills	develop IBEST like cohorts to improve intensity and deal with core component		challenging				

32	standardization/consistency/retention	consistency in WF programs offered at colleges and contracted with WF		challenging				
30	retention	combine work study or life skills with low credit load to enable successful start to maintain participation		implement- remove				
34	high drop out rate in 1st quarter	concentrate resources during the 1st quarter when drop out rate is highest		implement- remove				
36	transportation issues, retention, participation	develop Ed plan that takes transportation needs into consideration		implement- remove				

24	retention	system of rewards for meeting outcomes utilizing parent driven strategies (incentive for staff)		keep for later				
17	eliminate waste	extend RA component time frame		possible				
26	duplication of work	get rid of the homework calculator		Addressed in WF3				
16	overwhelming basic skills student	basic skills is a core activity		Federal rule issue				
43	navigation	update WF handbook to reflect new guidance for WF parents		already in progress				

18	waste of resources, duplication	check with partner agencies if background check is done		update group on 30 day of WF 3 outcome				
47	overwhelming activities	complete the CE at the college instead of the CSO		out of scope				
45	referral gap	EJAS to identify clients who enter education at a later date when RA has been returned		WF 5-transition gaps				
10	time waste with inaccurate data of not knowing what is going on with parent	more sharing of assessment information (including protected information, background check etc)		update group on 30 day of WF 3 outcome				

		student informational interview for perspective jobs during the break		WF 5-transition gaps				
19	no break activity, transition issues							
20	students not engaged during break	DSHS provide break activities and code all participation hours during the break		WF 5-transition gaps				
40	participation monitoring	VSM on participation		Addressed in WF3-review post implementation if this is still needed				
41	engagement	end of quarter collaboration		WF 5-transition gaps				
46	completion	exit strategy interview		WF 5-transition gaps				
6	inappropriate	better assessment process (more comprehensive assessment)		WF 6				

Planned Comp. Date	Actual Comp. Date	% Complete
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6/6/2014		60%

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5/9/2014		75%
5/9/2014		60%

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