

# VSM Workshop Charter

## Title

Federal Participation Rate Reporting Process

Workshop Sponsor	Workshop Project Lead	Workshop Facilitator
Babs Roberts	Debbie Davis	Heather Rayman, Dan Gapsch

## Background

1. **Federal Participation Rate**--Washington did not meet the All Family or Two-Parent Participation Rate targets in federal fiscal year (FFY) 2012. As of August 2013, it appears the State has just met the All Family target, but will still fail to meet the Two-Parent participation rate for FFY 2013. It is important to note that participation rate estimates for FFY 2014 are dramatically higher due to significant decreases in state funding.

FFY 2012 Actuals	FFY 2012 Target	FFY 2012 Rate	FFY 2012 Under Target
All Family	14.6%	10.1%	-4.5%
Two-Parent	54.6%	10.2%	-44.4%
FFY 2013 Estimates	FFY 2013 Target	FFY 2013 Rate	FFY 2013 Under/Over Target
All Family	12.5%	12.6%	0.1%
Two-Parent	52.5%	11.7%	-40.8%
FFY 2014 Estimates	FFY 2014 Estimated Target	FFY 2014 Rate	FFY 2014 Under/Over Target
All Family	31.1%	FFY14 data not yet available	
Two-Parent	71.1%		

Note: FFY 2013 estimates include August 2013 data and include a twelve week Job Search/Job Readiness count for October 2012 through May 2013. Job Search/Job Readiness for June 2013 through August 2013 reflects a six week count pending confirmation by the Administration for Children and Families that Washington meets the needy state status.

2. The Federal Participation Rate Reporting Process was established in 1997 and since its implementation it has not been fully evaluated. There have been small adjustments made over the years to accommodate policy changes. This process has been limited to very few employees who are the subject matter experts.

## Mission Statement

The goal of this workshop is to review the process and definitions of the reporting process while expanding the knowledge base through the organization by creating a legacy of success. This, in conjunction with the other WorkFirst Lean Project Value Stream Map workshops will work to improve federal participation rates by doubling the previous years rate of 13% to 26% by September 2014.

## Deliverables

- Current State Value Stream Map
- Future State Value Stream Map
- Improvement Implementation Plan

## Scope & Boundaries

Supplier	Field staff
Input	Actual hours of client activities
Process	Taking raw data to create Participation Rate Report
Output	Report/s of participation
Customer	Federal Government, DSHS management

Out of scope:

- A new IT system
- Changes to Federal rule

## Problem Statements & Effects

There is a limited knowledge base of the Federal Participation Rate reporting process across the agency. The Community Services Division is currently struggling to meet Federal requirements of the client participation rates. CSD is looking for greater connectivity for what is supplied from the field and what data is utilized for the report. Data has a lag time of three months before a monthly report is complete. A framework around verification and documentation is currently needed. The Federal target rate is 50% for All Families and 90% for two parent families; both were missed for the 2012 and 2013 fiscal year. Historically the State has been able to buy down the rate to 0% but since the financial crisis this has been financially out of reach. By not reaching these targets, or not being able to buy down the rates, the State stands to lose a significant portion of Federal funding.

## Workshop Date/Time/Location

Date	Time	Location
January 6-10	8:30am-5:00pm	Human Services Building (OB-2), Auditorium Foyer, 1115 Washington St SE, Olympia WA

## Workshop Participants

Name	Role/Function	Name	Role/Function
Brent Low	eJas IT	Mike Harris	ACES IT
Kathryn Beall	RDA	Vernon De La Vergne	RDA
Steve Ebben	Federal Reporting Expert	Jerry Kosierowski	WF Ops
Sandy JAMES	WF Policy	Carl Wolfhagen	OFM Forecasting
Bret Fichtner	Ops		

## VSM Workshop Guiding Principles

1. Demonstrate trust to other VSM Workshop participants.
2. Follow through on any commitments you make or assignments you accept.
3. Display professional courtesy during meetings and discussions with other VSM Workshop participants.
  - a. Listen to different points of view.
  - b. Maintain self-esteem of all participants.
  - c. Listen while others are speaking.
  - d. Provide VSM Workshop participants equal opportunity to speak on a topic.
  - e. Be positive and constructive.
  - f. Focus comments on the process, not the person.
4. Provide regular progress reports to the VSM Workshop sponsor(s).
5. Consider cost-benefit aspects of our products and actions.
6. Use consensus decision-making process.
  - a. Use multi-voting decision as our secondary decision-making process.
  - b. Use majority rules decision making as our tertiary decision-making process.
7. Keep sensitive information within the group.
8. Ask for help if you cannot complete your assignments on time.
9. Do not let cell phones, pagers, & laptops disrupt the workshop.
10. Have fun.

## Roles and Responsibilities

The table lists who does what before and after the VSM Workshop.

Who	Does What
<b>Before the VSM Workshop Starts</b>	
Sponsor	Provides guidance and authorization to the Workshop Project Lead in <ul style="list-style-type: none"> <li>• preparing the workshop charter and</li> <li>• selecting workshop team members</li> </ul>
	Commits resources for the workshop
	Ensures leaders of associated function commit to providing resources for the workshop
	Provides opening comments to the workshop participants
	Attends the report-out on the final day of the workshop
Project Lead	Organizes the evaluation meeting to develop the workshop charter
	Ensures completion of the VSM Evaluation & Planning Phase Checklist
	Ensures the correct team members are committed to participating in the entire workshop
	Sends a meeting notice out to the workshop participants
<b>After the Workshop Ends</b>	
Sponsor	Hold Project Lead and Implementation Team responsible for achieving improvements (final results)
	Commit resources necessary to execute process improvement implementation plans
	Ensure leaders of associated functions commit resources necessary to execute process improvement implementation plans
	Support follow-on action plan status meetings
	Sponsor appropriate out-of-scope improvement recommendations and go-forward plans
Project Lead	Ensure workshop participants begin implementing their assigned actions
	Hold implementation meetings with key team members
	Keep track of all open action items and measure progress (i.e. first pass yield, number of transaction, cycle time)
	Link action plan improvements to the future state map

Signature of Workshop Sponsor:	
Signature of Workshop Project Lead:	