

Item	Problem to be solved	Action (counter-measure)	Assigned to	Support Resource	Category	Comments	Planned Comp. Date	Actual Comp. Date	% Complete
21	Communication/C onsistency issues	Pairing DSHS/ESD workers	Jerry	Terrie, Millicent	Implement	1/13 update: gathered list of ESD job coaches & assigned CSO, distributed out to CSOAs (heard from Region 1). Next meeting 1/24 will integrate lists & plan next steps. Update 2/18 Gathered list, needs compilation. In some offices won't be successful, but working with coordinators to do the matchmaking in local offices 3/17/2014 have not met since last meeting, needs notification to staff.	6/3/2014- handbook & desk aid complete; operationalize process	4/14/2014	100%

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6	Duplication in process	Standardize process for communication start w/ return to work form	Janeane	Cheri, Mary, Bev	Implement	<p>1/13 update: teleconference scheduled for 1/16; ahead of planned activities; cannot change DSHS Start Work Form and ESD employment screen does not always have verified information. The SKIES system does have verified information but DSHS does not have access to that. Suggestion - implemented locally - ESD to place notes in e-JAS each time they fill out the employment screen. Notes to state if employment screen information was verified or not verified. That will assist DSHS in passing their audit. This is working locally now.</p> <p>2/18 update: not changing start work form. ESD job coach will when possible will verify with employer and document in the notes. May need to change the CATS system to mark off whether the verification has taken place, the contacts name and title, phone number and date of contact.</p> <p>3/17/2014 update: Decided that check box on employment screen not necessary. Until Employment screen can be updated with verified, contact name number and date of contact, will proceed</p>	4/15/2014	4/15/2014	100%

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7	Communication difficulties between agencies	10-12 weeks case staffing with case manager to discuss client status	Janeane	Cheri, Mary, Bev	Implement	1/13 update: CATS homepage alert modification needed (manual option exists). Mary to talk with Ken on IT change timeline. May move ahead with manual option until IT can implement the change in the system. 2/18 update: Per Ken this can be implemented manually, it can also be made a policy to pull a report each monday. There is a reminder on the homepage what week you are in. It may be a matter of training to learn how to access the week progress. 3/17 update, upon review pop up screen is not necessary. Can be implemented by viewing home page of each customer in CATS or pull a weekly report. No longer needs IT changes. Communication needs to be made to staff.	4/30/2014	4/30/2014	100%
28	Unnecessary referrals	No RB when client is working part-time - require ESD to contact case manager	Janeane	Cheri, Mary, Bev	Implement	1/13 update: item completed, will wrap up at 1/16 meeting Ken clarified the RB process for closing the JS and adding PT and FT components during our ESD WorkFirst Monthly Teleconference on December 18th. He then sent out the meeting notes to all ESD offices with the clarified process noted.	1/9/2014	1/9/2014	100
8	Communication, unclear expectations of the client	DSHS clearly communicate with parent what the ESD expectations in job search	Lindsay	Shannon, Cherie, Mike, Marie, Jerry, Sasha	Implement	. 2/18 update: 3 test offices taking it on, all watched science of persuasion video, 90 second video viewed, and handed out brochure one. March 7 when			

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9	Too much paperwork to read	DSHS post card with date and time of their orientation and benefit of job search	Lindsay	Shannon, Cherie, Mike, Marie, Jerry, Sasha	Implement	testing will be completed and March 10 entire group with test group to review final feedback, depending on what the feedback is will drive completion date 3/17	7/7/2014		100%
31	Drop off between DSHS and ESD	Better marketing during CE/IRP	Lindsay	Shannon, Cherie, Mike, Marie, Jerry, Sasha	Implement	update: additional time is needed to test pilot in other locations that do not currently have brochures. 1/13 update; next meeting 1/15; on track-- not getting as much feedback as hoped; missing WF supervisor responses. 3/17 update: finalized checklist, waiting for additional feedback, needs			
12	Refer backs received that DSHS does not understand/know why	Standardized refer back process	Kristy	Ken, Jerry, Terrie	Implement	1/13 update: this is already happening as staff are supposed to do a cap; communication around the importance of the Cap to be part of 12	3/14/2014	4/14/2014	100%
13	Refer backs received that DSHS does not understand/know why	Case staffing before refer back	Kristy	Ken, Jerry, Terrie	Implement	1/13 update: shared job ready criteria, made changes re: transportation & backup plan; will share information with group C; February 18 update: still needs to review with Ken. Clear standard definition: has developed a desk aid and is out for review with DSHS staff. 3/17 update:	1/3/2014	Rolled into 12	100
17	Refer backs/perceived low quality referrals	Clear standard definition of when someone is ready for job search	Kristen	Ken, Emeline, Mike	Implement		4/17/2014	4/14/2014	100%
11	Refer backs due to child care/transportation needs	Childcare and transportation will not required for job search	Kristen	Ken, Emeline, Mike	Possible				

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4	Drop off between DSHS and ESD	Standardize scheduler statewide for RI	Emeline & Marcy	Sasha, Shannon, Millicent, Kristin, Jerry, Bev & Leslie, Henry	Implement	1/13 update: 1/10 meeting with IT was rescheduled; need to know if this is something that can be done statewide; Shannon circulating query for input; Next meeting on 1/15. February 18 update: Working with Ken to implement at the local level. Work Request to IT Solutions, favorably received and approved and in the queue for processing but will take a significant amount of time on priority list. Surveyed the State for this, and minimal amount of staff was using the scheduler other than the RI process. There was interest to use this tool. 3/17 update: request has been made to stephanie neilson, AWR submitted and went through triage, next step is to have it prioritized. Update 4/14. AWR submitted and triaged, assigned priority 12.	dependent on IT meeting	14-Apr	100%
14	Drop off between DSHS and ESD	Co-located staff engaged together with DSHS/ESD immediately	Emeline & Marcy	Marcy, Sasha, Shannon, Millicent, Kristin, Jerry, Bev & Leslie, Henry	Implement	1/13 update: 5 offices are co-located (lakewood, puyallup & 3 small offices)- more discussion needed to address feasibility for implementation; next meeting 1/15. 3/17 update: no current update, 4/14 Emeline had called all the co-located offices and discussed procedures for walking clients across.	4/17/2014	14-Apr	100%

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30	Drop off between DSHS and ESD	Limit referral time lag to orientation	Emeline & Marcy	Marcy, Sasha, Shannon, Millicent, Kristin, Jerry, Bev & Leslie, Henry	Implement	1/13 update: workgroup need some more discussion time; strong dependency here on the scheduler 2/18 update: group needs more meetings to set this up. Proposal to fast track returners to ESD. Co-locations are exploring being able to walk clients over for same day orientation 3/17 update: no current update. 4/14 All action taken to encourage show up rate. Ideas to explore in Lean #5: colocation of liaison at CSO, making reminder phone calls.	5/15/2014	14-Apr	100%
22	Motivation issues for clients	Celebrate success even small ones	Marie	Mary & Sasha	Possible	1/13 update: group has not met yet, but tentatively 1/17; remember video resource from David Stillman; 2/18 update: Met with team, communications liaison for Region 3 (Vicky) 3/17/2014: Adolfo Capestany has offered to video tape and script out the questions and film clients for video testimonial. Successful clients needed to be filmed. please submit to project team 4/14 Adolfo coming to Vancouver on 4/18 to filmsuccess stories. Marie is getting great response from iESA article.	4/30/2014		100%

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3	Job Search Churn is high in 12 weeks, stops gap between the two	IRP captures 24 weeks job search	Shannon & Marcy	Stephanie, Bethina	Possible	1/13 update: working on language of IRP and Ken will forward draft to Jerry/DSHS for comment; similar to Spokane's model 2/18 update: several conference calls. Working on whether handbook changes need to be made on the DSHS side to be able to implement. 3/17 update: submitted updated work plan to Debbie Davis for review. 4/14 update: waiting to hear back from Debbie. Jerry will follow up with her.	5/1/2014		80%
24	Communication issues between agencies	Joint partners meeting (local) to share best practices			Out of scope	Addressed in LPA meetings			
5	Job Search Churn is high in 12 weeks, stops gap between the two	Allow ESD to extend job search more than 12 weeks			Keep				
35	Staff do not know how their role affects clients	Have ESD/DSHS know their roles and responsibilities as it relates to their clients			Keep				
39	Refer back/Job Search Churn issues	DSHS don't RI if customer refused to participate on the onset			Keep for later				
15		Create standard procedures regarding job search			Out of scope	Addressed in ESD VSM			
16		Need standard procedures regarding orientation			Out of scope	Addressed in ESD VSM			
18	Communication issues on pulling cases back from ESD	Case staffing before case manager (DSHS) pulls them back			Out of scope	Addressed in ESD VSM			

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19	lack of child care	ESD provide child care for clients			out of scope	DSHS cannot dictate what child care provider to use			
20		More soft skill training before job search			out of scope	Address in WorkFirst#3			
23		Require all workfirst client to go through change agent training			out of scope	Address in WorkFirst#3			
25		Simplify job search process to remove waste			out of scope	Addressed in ESD VSM			
26		Eliminate activity planner			out of scope	Addressed in ESD VSM			
27		Client participate in ESD everyday job search prep session to remove barriers			out of scope	Address in WorkFirst #6			
29		Change WFPS to 100% case manager			out of scope	Unable to change			
32		Individualized job search to client's need			out of scope	Addressed in ESD VSM			
33		Customer signed workfirst contract during orientation			out of scope	ESD process			
34		Include education piece for JS clients without GED as part of JS			out of scope	federal rule			
36		One on one meeting after orientation			out of scope	Addressed in ESD VSM			
37		Have DSHS educate customer on how to find safe child care			out of scope	DSHS cannot dictate what child care provider to use			
38		Ongoing evaluation of job search efforts and results from start to end			out of scope	Addressed in ESD VSM			
1	People are not attending orientation, clients can fall off at first opportunity	Conducting CE at least one day after eligibility is established so client go to CSO twice before RI opportunity			out of scope	Address in WorkFirst #3			
11	Refer backs due to child care/transportation needs	Childcare and transportation will not required for job search	Emeline, Kristin	Kerry	Possible				
40	Drop off between DSHS and ESD	WorkFirst specialist and client call ESD to set up appointment	Bethina	Jerry	Possible				

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42	Preceived low quality referrals, needs improved communicaton	Draft best practices for co-located and siloed offices			out of scope				