

Topic	Item	Problem to be solved	Action (counter-measure)	Lead	Members	Category
Facility	38	difficulty for clients to participate	More co-location of partner staff	Mike Johnson	Anna, Kevin	challenging
Forms	11	unstandard work	standardize verification forms, mainly at the schools	Donna Hendrickson add: Diana as lead	Anna Minor, Kevin Thomas, Trina Miller, Jean Munro, Cindy Farnsworth, Mei Taylor, Mat	challenging

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Forms	39	time waste	Prefill job log or assignment sheet	Donna Hendrickson	Anna Minor, Kevin Thomas, Trina Miller, Jean Munro, Cindy Farnsworth, Mei Taylor, Mat Carlisle	implement

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Internal CSD	7	don't know cases are closed and JS hours continue to accrue	Improve notification of TANF closure by call center	donelle, andrey	Mahari, Joseph, Mike Johnson	implement

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Internal CSD	25	inconsistent closures	WFPS is only person to close TANF	Donnelle, Andrey	Mahari, Joseph, Mike Johnson	challenging
Internal CSD	43	time waste	Cannot close before work hours entered by WPS. Tickler set by WPS upon complete	Donnelle, Andrey	Mahari, Joseph, Mike Johnson	challenging
Internal CSD	50	losing employment hours	Have DMS send employment verification, and stop work form to the TANF worker in addition to financial worker	Donnelle, Andrey	Mahari, Joseph, Mike Johnson	implement

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IT	2	Duplication of work	Case notes populate to other areas to reduce duplicate entry	Jean Munro	Diana, Cindy F., Brent, Cindy S., Anna, Artur, Stefanee, Mei	challenging

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IT	4	lack of streamlining for other partners and lack of accuracy	CATS or similar systems for all	Jean Munro	Diana, Cindy F., Brent, Cindy S., Anna, Artur, Stefanee, Mei	challenging
IT	8	Don't know cases are closed, and overpayment to clients, lost participation hours if case closed due to error of missing mid cert review etc.	Notification to partners when case closes in ACES or EJAS	Jean Munro	Diana, Cindy F., Brent, Cindy S., Anna, Artur, Stefanee, Mei	challenging

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IT	12	lengthy time for data entry, multiple screens	On EJAS reporting screen, be able to see client's component hours and if case is closed and unsupervised homework	Jean Munro	Diana, Cindy F., Brent, Cindy S., Anna, Artur, Stefanee, Mei	challenging
IT	13	redundancy and something not getting done	update ACES to capture historical hours without having to do it manually	Jean Munro	Diana, Cindy F., Brent, Cindy S., Anna, Artur, Stefanee, Mei	challenging

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IT	14	lengthy time, inaccurate	Hover dates in EJAS autopopulate after hours	Jean Munro	Diana, Cindy F., Brent, Cindy S., Anna, Artur, Stefanee, Mei	challenging
IT	20	waste of time	Automailing the participation form monthly for non-contractors	Jean Munro	Diana, Cindy F., Brent, Cindy S., Anna, Artur, Stefanee, Mei	challenging

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IT	26	poor communication	Flag missed midcertification to avoid TANF closures, use partners to get clients in	Jean Munro	Diana, Cindy F., Brent, Cindy S., Anna, Artur, Stefanee, Mei	challenging

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IT	32	time waste	Change/Save one time on the actual hours reporting screen to allow for batching all clients by same contractor	Jean Munro	Diana, Cindy F., Brent, Cindy S., Anna, Artur, Stefanee, Mei	challenging

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IT	45	inaccurate hours	Program ACES to report minimum number of hours based on program coded income and verified wages	Jean Munro	Diana, Cindy F., Brent, Cindy S., Anna, Artur, Stefanee, Mei	challenging
IT	49	Employees not known, accuracy, time	Case manager name or link be in barcode so call center can contact for employment verification	Jean Munro	Diana, Cindy F., Brent, Cindy S., Anna, Artur, Stefanee, Mei	challenging

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IT	59	accuracy issues	soft edit in ACES when client estimate is used	Jean Munro	Diana, Cindy F., Brent, Cindy S., Anna, Artur, Stefanee, Mei	challenging
IT	48	data integrity	Move actual hours from ACES to EJAS	Jean Munro	Diana, Cindy F., Brent, Cindy S., Anna, Artur, Stefanee, Mei	challenging

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IT	22	unable to enter into employment screen, accuracy issues, time	ORIA and SBCTC access to employment information screen on EJAS	Jean Munro	Diana, Cindy F., Brent, Cindy S., Anna, Artur, Stefanee, Mei	implement

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Plan	6	capturing hours that may be currently lost	RA's should have a way to automatically add to 30 hours	Diana Leach	Christine, Jean, Erika, Mat, Kelli, Artur, Stefanee, Ene-Liis, Anna, Sue	implement

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Plan	40	lack of information on how to verify hours	define what is needed to verify documented hours	Diana Leach	Christine, Jean, Erika, Mat, Kelli, Artur, Stefanee, Ene-Liis, Anna, Sue	implement
Plan	42	duplication of work	Remove 1% Accuracy review	Diana Leach	Christine, Jean, Erika, Mat, Kelli, Artur, Stefanee, Ene-Liis, Anna, Sue	implement

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Plan	56	gaps	review current plan and look for loop holes, modify the state plan	Diana Leach	Christine, Jean, Erika, Mat, Kelli, Artur, Stefanee, Ene-Liis, Anna, Sue	implement
Plan	5	Duplication of work	Use E and T instead of Excel calculator	Diana Leach	Christine, Jean, Erika, Mat, Kelli, Artur, Stefanee, Ene-Liis, Anna, Sue	Implement-selected even though "possible"
Policy	21	lack of hours turned in timely, lack of accuracy	client incentives to turn in documentation	Maria Santiago, Anna Minor	Erika, Diana, Anna, Ene-Liis, Stefanee, Cindy F., Donelle, Trina	challenging

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Policy	58	too many paper files, redundancy	Allowing access to DMS by all partners	Maria Santiago, Anna Minor	Erika, Diana, Anna, Ene-Liis, Stefanee, Cindy F., Donelle, Trina	challenging
Policy	52	lack of capturing hours	even if client in CJ, make sure DSHS is tracking drug and alcohol or other confidential activities to capture countable hours	Maria Santiago, Anna Minor	Erika, Diana, Anna, Ene-Liis, Stefanee, Cindy F., Donelle, Trina	implement

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Policy	54	barriers, lack of efficiency	get access to special records in EJAS	Maria Santiago, Anna Minor	Erika, Diana, Anna, Ene-Liis, Stefanee, Cindy F., Donelle, Trina	Implement-selected even though "possible"
Training	9	Reporting zero hours for someone that participated	Prompt closure of EJAS component for referred back clients.	Joseph Hancock	Artur, Ken K., Dan Richardson, Sondra, Jean, Cindy S., Anna Minor, Christine, Diana	implement

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Training	34	lack of training	Instructional EJAS guides and Q&As on how to enter actual hours available to everyone	Joseph Hancock	Artur, Ken K., Dan Richardson, Sondra, Jean, Mike Johnson, Cindy S., Anna Minor, Christine, Diana	implement
Training	35	lack of training	Training in house on how to enter actual hours	Joseph Hancock	Artur, Ken K., Dan Richardson, Sondra, Jean, Mike Johnson, Cindy S., Anna Minor, Christine, Diana	implement
Training	51	delay in capturing hours	educate commerce partners to create employment screen	Joseph Hancock	Artur, Ken K., Dan Richardson, Sondra, Jean, Mike Johnson, Cindy S., Anna Minor, Christine, Diana	implement
	36	more time to participate	Longer IRP components when appropriate place holder component, streamlined initial component			Address in WF5
	47	inconsistent data	from WPS to partners immediate notify only when we need DSHS to get involved			Address in WF5
	53	duplication of work	with a case			Address in WF5
	15	Communication issues	All partner agencies share an instant message system			keep for later

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	16	Motion, waiting, overprocessing and defects	do not require stacked activity logs			keep for later
	46	time waste, inaccurate	create text box EJAS when entering hours to record how verification occurred			keep for later
	3	Duplication of work	Allow EJAS to feed into ACES specifically for employment screens			NOT selected---chal
	10	lengthy time to add hours and duplicitive work	Have a computer system just using CATS or modifying it for client to enter in their own job search hours (have clients enter hours)			NOT selected---chal
	19	unstandard work	All colleges standardize in an automated system (e.g. accutrack)			NOT selected---cha
	28	not enough accuracy	Monthly hours display in ACES that the financial worker can see			NOT selected---chal
	44	accuracy issues, lost time sheet	Electronic method for worksite supervisors to use to enter hours			out of scope
	24	lack of participation	Offer other agencies to provide job search opportunities (ie. GoodWill)			out of scope
	30	timeliness issues, accuracy issues	Partners entering their own components and updating IRPs			out of scope
	41	time waste	Reduce verification requirements			out of scope
	23	Client not understanding IRP	Change IRP to be easier to read, (checklist style possibly) and require signatures from all parties that they understand			out of scope-- go to
	55	training for customers	Require all workfirst client to go through change agent training			parking lot
	57	reducing transition gaps	More soft skill training before job search			parking lot
	17	overprocessing	Do not verify with client accuracy of JS logs			possible
	27	time waste	Only track hours for the hours that actually count (20 or more)			possible
	29	overprocessing	Commerce not review the accuracy of the time card			possible
	31	Too complex, lengthy time to report, duplication of work	Simplify homemaker calculation and calculator.			possible
	33	transportation	Do not drive to worksites to get worksheets			possible
	37	communication issues				
	37	lengthy referral process	RA comments by case manager			possible
	60	training	Require staff to end employment with termination date instead of using delete indicator			possible