



As you may know, Washington has been redesigning the WorkFirst program. As the next iteration of that process (and in alignment with the recommendation to develop continuous process improvements from the 2011 WorkFirst Redesign Report) – DSHS/CSD, in collaboration with our [WorkFirst partners](#), will be launching six major Lean workshops related to WorkFirst. These Lean events will be conducted under the direction of Secretary Kevin Quigley between December 2013 and July 2014. Our goal is to engage and empower those experts in the field—who work closely with the clients we serve—to identify ways we can find efficiencies in the program, which lessen or streamline workload while yielding better program outcomes. We believe that we can find a balance between engagement that matters and meeting the reality of increased federal participation demands—and that the field experts are the folks to help us find that balance.

Five of the Workshops are related to field operations of the program. The sixth Lean Workshop is related to data collection methods and developing the federal report and will consist of policy and data experts.

WorkFirst Topic for Workshop	Scheduled Dates	Location
Reduce Employment Security Department’s Job Search Churn	December 9-13, 2013	Tacoma
Process for Preparing Federal Participation Report	January 6-10, 2014	Olympia
Verifying and Documenting Actual Hours of Participation	March 10-14, 2014	Vancouver
Increasing Successful Outcomes for Educational Activities (in partnership with State Board of Community and Technical Colleges)	April 21-15, 2014	Everett
Reducing Transition Gaps (all WorkFirst Partners)	June 9-13, 2014	Spokane
Post Comprehensive Evaluation Engagement (Barrier Removal to Work)	July 21-25, 2014	Yakima

The five projects focused on field operations will require the active engagement of our field staff, and in most cases our WorkFirst partner’s staff, to describe accurately the current state and formulate recommendations to create the [future state](#). We want to ensure we have willing and engaged participants in these events. CSD staffs throughout the state, supported by their Regional and Community Service Office Administrators, have volunteered to participate in one of six [Value Stream Mapping](#) (VSM) Lean events to improve processes for our mission of Transforming Lives. The overwhelming response to our call for volunteers shows how much staff care about the communities

and people we serve, the pride they have in helping families engage to their fullest potential and break barriers to finding employment so they can move along the pathway to self-sufficiency.

There are other Lean initiatives going on in DSHS. We will try to mitigate any confusion regarding the difference projects. If you have any questions or comments, you can contact the WorkFirst Project Team at WFLeanProject@dshs.wa.gov. Representing CSD on the team are Carla Reyes and Vicky McLaurin., Cassandra Parlee, and Jan Hathaway are providing project management and administrative support, respectively. You can access the [WorkFirst Lean Project Website](#) for updates on the project as it progresses. You will be able to find more information regarding charters, who is participating in the events and how to attend an event.