

2017 WORK PLAN DRAFT - EAWS

1. Plan for and manage transitions in funding and programs.

#	Initiative Area	Current Status (Where are we now?)	Chosen Target (Where do we want to be?)	Tactics to Close the Gap (How do we get there?)	Measures of Success (How will we know we're there?)	Lead Staff Responsible (Who? By When?)
1 a.	Family Care Transition	While broader planning has been an ongoing effort throughout 2016, EAWS needs to become engaged in the operational mechanics of the transition of customers into new service offerings.	A well defined and vetted plan for the successful eligibility conversion of existing customers	<ul style="list-style-type: none"> ▪ A project charter is established by March 2017 outlining goals, scope and project milestones for a successful eligibility conversion to Family Care that is shared and vetted with stakeholders. ▪ Routine status check-ins with internal and external stakeholders are established. 	<ul style="list-style-type: none"> ▪ A conversion plan is in place. ▪ The conversion plan is communicated to internal and external stakeholders. 	Ron Redell December 2017

2. Maintain successful regionalized services.

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2 a.	Continue to exceed State performance expectations for Income Maintenance (IM)	The Capital Consortium is meeting the State standard of a 10 minute Average Speed of Answer (ASA) for Call Center performance. Our performance averages a 5-6 minute ASA.	Maintain current performance despite the anticipation of major changes to IM programs coming in 2017	<ul style="list-style-type: none"> ▪ Ensure our staff and service delivery model is reflective of best practices; ▪ Maintain our "one touch" approach. 	We continue to meet State standards.	Tony Sis, Roxana Vega, Phoua Her, JoAnne Jaehnke December 2017
2 b.	Increase FoodShare and Employment Training (FSET) enrollment to meet State average	Our rate of enrolled able-bodied adults without dependents (ABAWD) in FSET hovers between 22-28%.	Enrollment rate of 35% or more by the end of CY 2017	<ul style="list-style-type: none"> ▪ More outreach to encourage enrollment through the FSET bonus funded pilot project being launched in January 2017; ▪ Survey customers to ascertain the reason for lack of participation. 	Enrollment rate of 35% or more by the end of CY 2017	Gwen Hannes December 2017

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3. Improve outcomes for people of color and other cultures.

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3 a.	Continue efforts to provide Cultural Sensitivity Training to ESS staff	We are proud of the diversity of our staff and always strive to provide the best customer service but we need to continue building on best approaches to the delivery of service to an increasingly diverse population.	ESS staff are more mindful of cultural differences that inadvertently effect how our services are perceived by customers.	<ul style="list-style-type: none"> ▪ Take part in State provided training, or solicit and identify our own vendor to provide cultural sensitivity training and an introduction to Trauma Informed Care; ▪ Continue to evaluate our recruitment strategies to improve our ability to attract new staff from diverse backgrounds. 	All staff receive additional training by the end of CY 2017.	Margaret Romens December 2017

10. Attract, retain, develop and effectively utilize a diverse workforce.

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10 a.	Reduce turnover for EAWS/ESS staff	New service delivery models and increasing demands and expectations challenge ESS staff. Staff report feeling stressed and overwhelmed.	Turnover rate is less than 15% in 2017.	<ul style="list-style-type: none"> ▪ Implement revisions to employee scorecard across the consortiums; ▪ Ensure adequate staff coverage for routine tasks; ▪ Solicit staff input on an ongoing basis about how to continuously improve operations; ▪ Begin work on a new annual performance evaluation system that reflects current operating realities and promotes employee development. 	<ul style="list-style-type: none"> ▪ Turnover rates is less than 15%. 	Shawn Tessmann December 2017
10 b.	Build a culture of mindfulness and resilience in EAWS	This is difficult to measure, but according to research, there does appear to be a link between a sense of loss of control and stress and that practicing mindfulness can help ameliorate related stress and thereby build resilience to weather uncertainty.	All managers will receive mindfulness training.	<ul style="list-style-type: none"> ▪ Seek availability of mindfulness training appropriate for large scale use across EAWS and invite voluntary participation; ▪ All staff will be introduced to the concept of mindfulness. 	<ul style="list-style-type: none"> ▪ All managers receive training. ▪ Feedback on training is positive. 	Margaret Romens December 2017

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11. Improve current use and maintenance of the Department's leased and owned buildings.

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11 a.	Annex move	A number of EAWS staff are physically located in leased space across the parking lot from JCO making operational coverage difficult.	A plan for the move is established.	<ul style="list-style-type: none"> ▪ Develop a detailed timeline and list of milestones for the staff move; ▪ Solicit staff feedback and input as much as reasonably possible; ▪ Ensure a solid communications plan for all internal and external stakeholders to limit staff and operational disruptions. 	A move plan is completed.	Liza Ingrelli December 2017
11 b.	Opening of the Day Resource Center (DRC)	Use plans have been approved and construction planning for the DRC is just underway at the beginning of 2017. Operational plans to fulfil service delivery goals are being developed.	Core services are available on opening day of the DRC.	<ul style="list-style-type: none"> ▪ Partnerships need to become formalized; ▪ Stakeholders need to be engaged in planning; ▪ Staff need to be hired and trained; ▪ Physical space readiness; ▪ Outreach efforts commenced; ▪ Communication plan in place. 	Core services are in place on opening day.	Casey Becker Fall 2017.