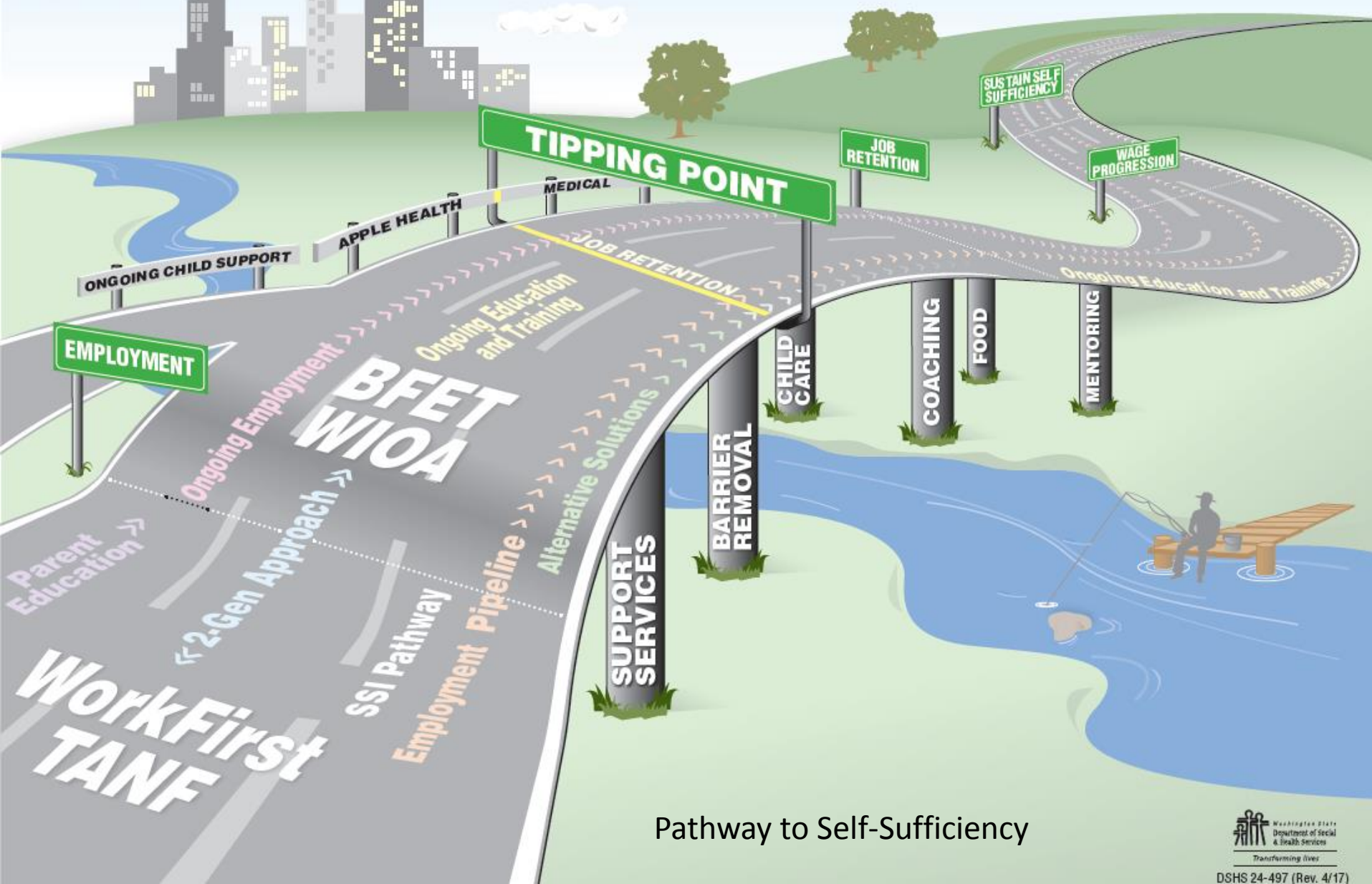


# The Courage to Innovate

***Babs Roberts, Director  
Community Services Director  
Washington State Department of Social and Health Services***

***January 10, 2020  
Thriving Communities for Southern Nevada***

# Self-Sufficiency Model



Pathway to Self-Sufficiency

Transforming  
Lives



# Building Blocks in Washington's Transformation

Business Process Re-  
engineering

WorkFirst Redesign –  
Engagement that Matters

Intentional Focus on  
Culture – implementing  
Respect

Workforce Innovation  
and Opportunity Act

**2025  
Poverty  
Reduction Goal**

Systems to Family  
Stability Policy Academy

Community Listening  
Forums

Transforming Case  
Management

Interagency Workgroup  
on Poverty Reduction

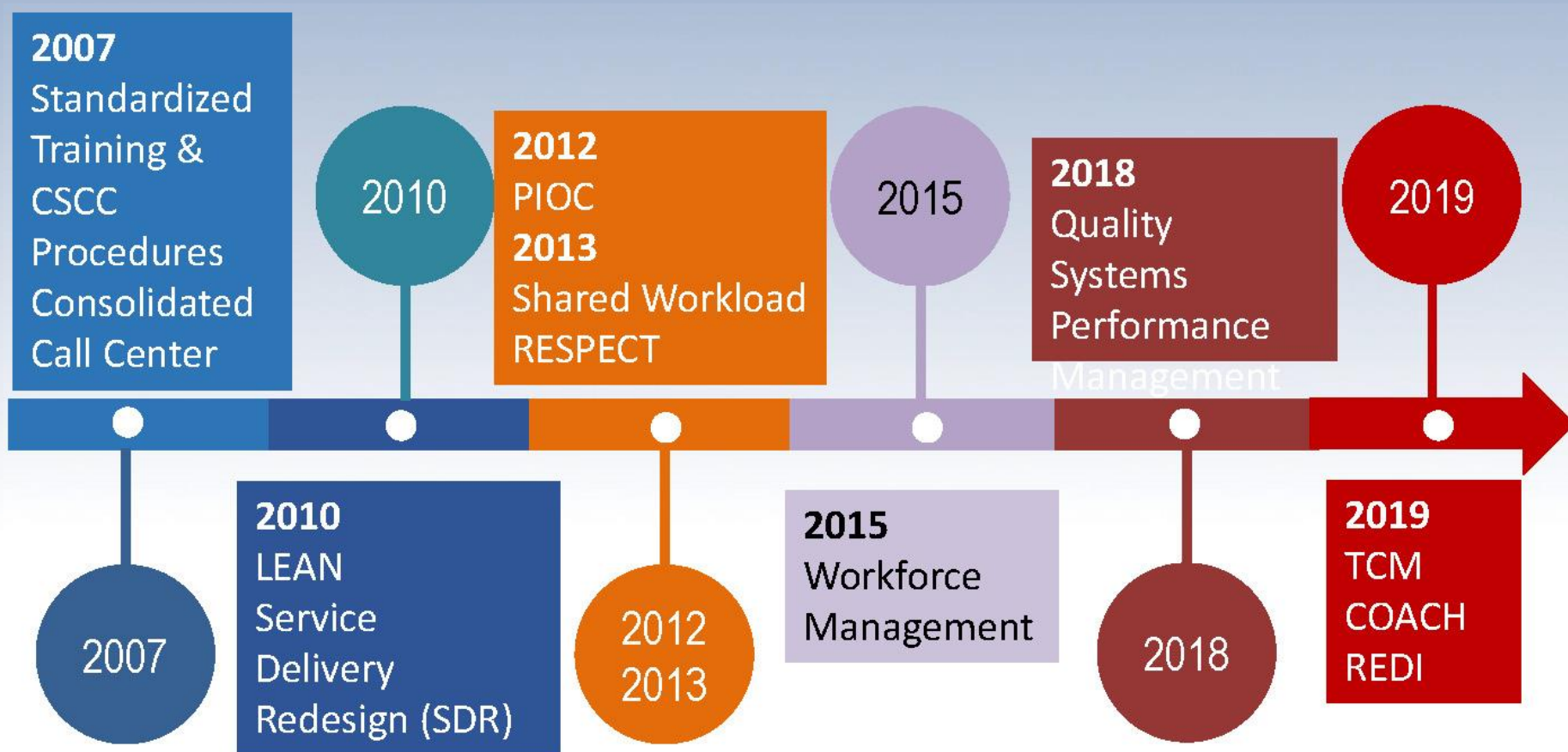


Washington State  
Department of Social  
& Health Services

Transforming lives

From Revolution to Continuous Improvement

Transforming  
Lives





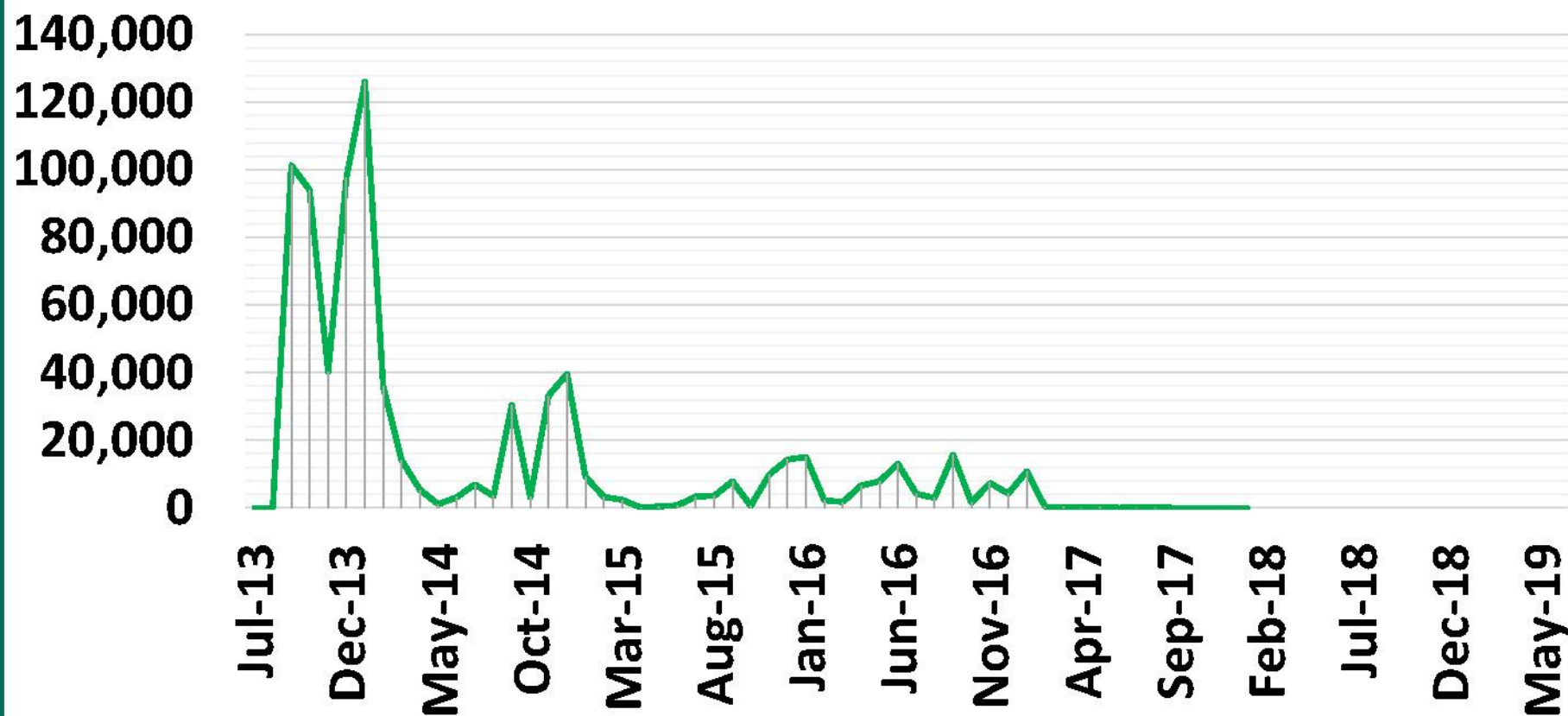
## Intentional Focus on Building a Culture of Respect and Continuous Improvement

- -- Owned it – Trust building
- -- Orientation – getting on the same page
- -- Building Champions



# RESULTS

## Reduced Forced Disconnects

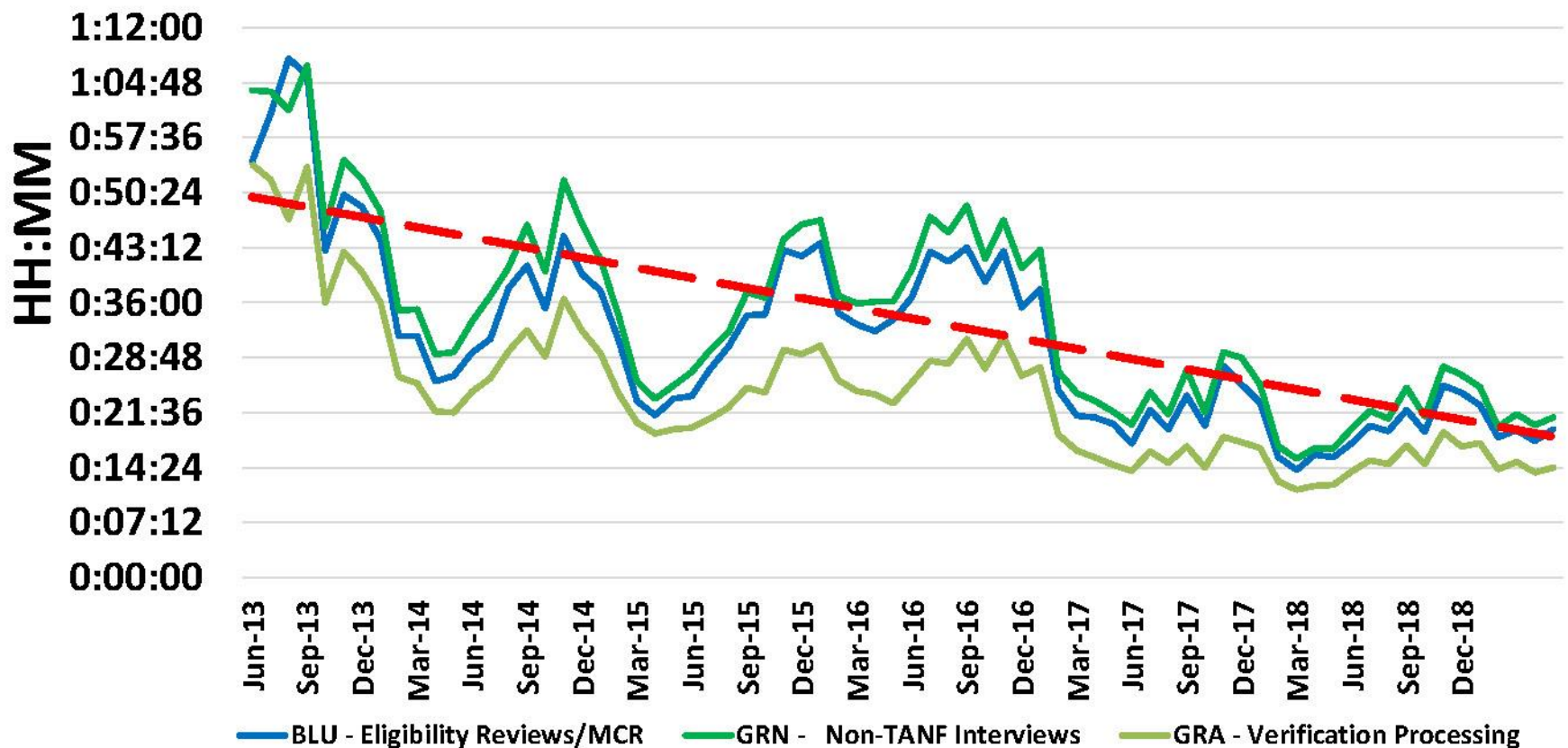


# RESULTS

Transforming  
Lives

## CSD Lobby Average Wait Times

June 2013 - Feb. 2019



## 2025 Goal


Transforming  
Lives

**2025 GOAL**

**REDUCE  
POVERTY** BY HALF

IN A WAY THAT **ELIMINATES**

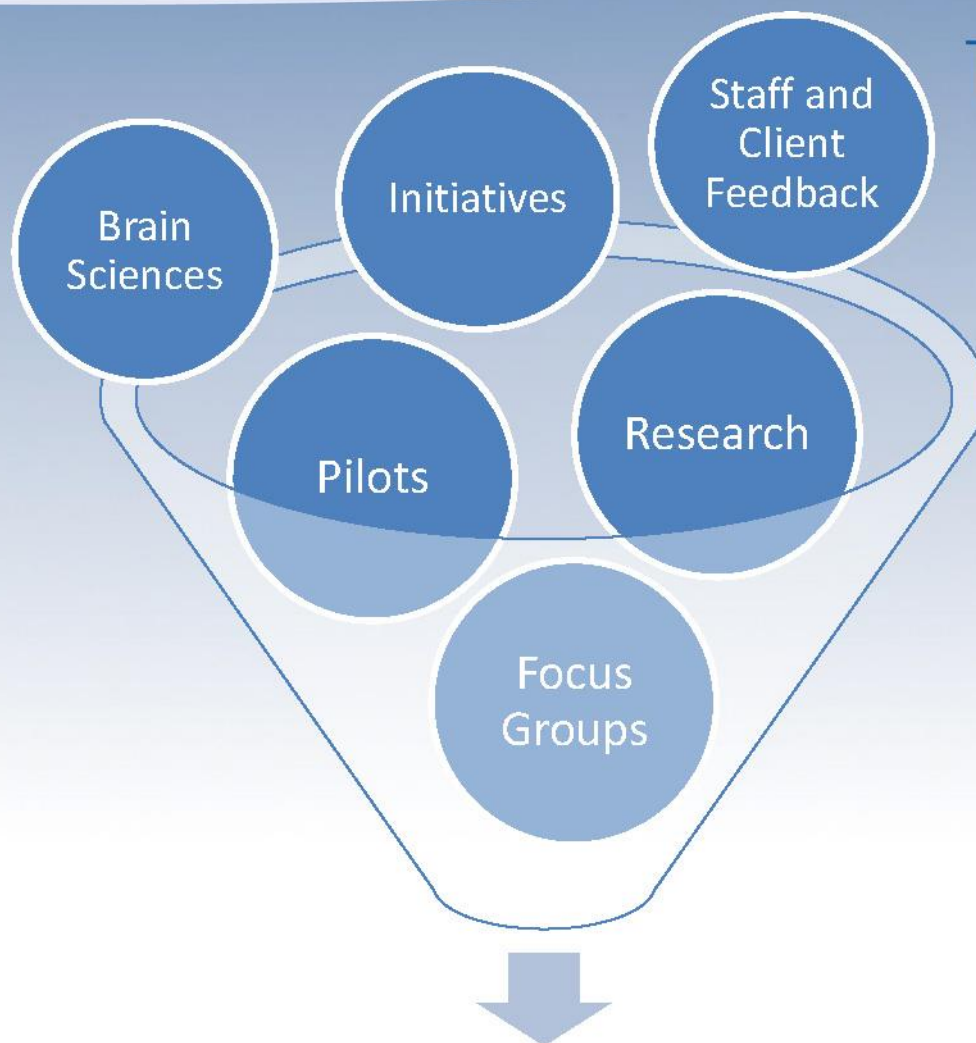
**DISPARITIES.**





**Transforming  
Case  
Management**

Transforming  
Lives



Transforming Case  
Management - 2018

- **Governor's Poverty Reduction Work Group**
  - Nov 2017 Executive Order establishing the group
  - Development of a 10 year strategic plan to reduce poverty in Washington State
- **Legislative Executive WorkFirst Poverty Reduction Oversight Task Force**
  - Established 2018 legislative session
  - Development of 5 year strategic plan to reduce intergenerational poverty in Washington State

**Governor's Poverty  
Reduction Workgroup**  
(Taskforce Advisory Committee)



Working Together

**Legislative-Executive  
Taskforce on WorkFirst  
and Poverty Reduction**



**"Use data, research, and the voice of those affected to examine the root causes of poverty in communities across the state, how poverty manifests itself in the lives of our citizens, the effects of intergenerational poverty and how we, as a state, can aid individuals and families in exiting poverty."**

-Governor's Directive, November 2017

**PURPOSE**

**"Policy and program development to address intergenerational poverty and to develop specific strategies to provide families the support they need to overcome a history of poverty."**

-HB 1482, Signed into law March 2018

**Prepares recommendations for Governor Inslee**

**Serves in an advisory capacity to Taskforce on situational and intergenerational poverty**

**ROLES**

**Vets recommendations from Governor's workgroup**

**Develops legislation when appropriate and needed**

**10-year strategic plan to reduce poverty due December 1, 2019**

**Areas of focus:**

Early education; post-secondary success; economic stability, assets, & wealth; health and well-being; and social capital

**DELIVERABLES**

**5-year strategic plan to reduce poverty due December 1, 2019**

**Areas of focus:**

WorkFirst program; poverty and its relationship to outcomes related to education, health care, employment, child welfare, and other related areas

- Key Take-aways:
  - Innovate – don't be afraid to change
  - Communicate – talk to the people who know the work and the people who use the system
  - Collaborate – work across systems
  - Align – where you can – stretch where there are gaps



## Contact:

Babs Roberts  
Director/Community Services Division  
Economic Services Administration  
Department of Social and Health Services  
360-725-4888  
[roberba@dshs.wa.gov](mailto:roberba@dshs.wa.gov)