



WELCOME!

**WE WILL BEGIN
THE MEETING
MOMENTARILY.**

PUBLIC PERFORMANCE REVIEW

Goal 2 – Economic Recovery
Goal 4 – Healthy & Safe Communities

July 27, 2022



WELCOME

PRESENTED BY:

- MANDEEP KAUNDAL, DIRECTOR, RESULTS WASHINGTON

Public Performance Review Purpose

The Public Performance Review is our monthly meeting with the Governor, leaders, agency experts, and community members designed to:

- Focus on cross-agency projects tied to the Governor's priorities
 - Agencies self-selected their participation and designated subject matter experts (SMEs) for each improvement project based on RASCI criteria
- Hear from those impacted by the project – those with lived experiences and those who are customers and process partners in the community
- Engage in discussions and problem-solving on these complex topics



Opening Remarks

PUBLIC PERFORMANCE REVIEW

Goal 2.2 – Economic Recovery: Digital Equity

Project Focus & Team



2.2 PROJECT PURPOSE

Create agency standards for digital equity and digital inclusion to include development of best practice guidelines by 2022 for government websites and online forms to be compatible with mobile devices.

2.2 PROJECT TEAM

Sponsoring Agencies

Departments of Commerce, Department of Social and Health Services, Department of Corrections

Support, Consulted, and Informed Agencies

- Department of Children, Youth and Families
- Department of Financial Institutions
- Department of Health
- Department of Licensing
- Department of Revenue
- Department of Veterans Affairs
- Employment Security Department
- Health Care Authority
- Labor and Industries
- Office of the Governor
- Office of Financial Management
- Office of Minority and Women's Business Enterprises
- Washington State Department of Transportation
- WaTech
- Workforce Training Board

The seal of the State of Washington is visible in the background on the left side of the slide. It features a portrait of George Washington in the center, surrounded by the text "THE STATE OF WASHINGTON" and the year "1889".

PROJECT INTRODUCTION

PRESENTED BY:

- **MARISSA VANHOOZER, DIRECTOR OF THE OFFICE OF EQUITY AND BELONGING, DEPARTMENT OF COMMERCE**

Magandang umaga sa lahat,

Para sa mga kasama nating manonood na maaaring may kapansanan sa paningin. Ako ay isang babaeng Pilipina na may mahaba at maitim na buhok, nakasuot ng berdeng kamiseta, at ginagamit ko ang panghalip na siya.

Nagtatrabaho ako bilang Direktor ng Equity para sa Washington State Kagawaran ng Komersiyo.

Ikinalulugod kong ibahagi sa inyo ang proyekto sa araw ito. Matapos mapakinggan ang mga nagtanghal, umaasa ako na tayong lahat ay magkakaroon ng mas mahusay na pag-unawa sa kung ano ang maaari nating gawin bilang mga ahensya ng estado upang matiyak na ang lahat ng mga mamimili ng mga serbisyong pamahalaan ay tunay na makakuha ng mga impormasyong kanilang kailangan.

Our customers, and those we do business with, deserve to have the valuable **information** our agencies provide, regardless of

disabilities

*lack of advanced digital skills,
or even language preference.*

Our information and benefits we provide can be **life** changing, and even life-saving, so understanding **what** we are saying **is** incredibly important.



CUSTOMER EXPERIENCE FOR INCLUSIVITY AND DIGITAL EQUITY

PRESENTED BY:

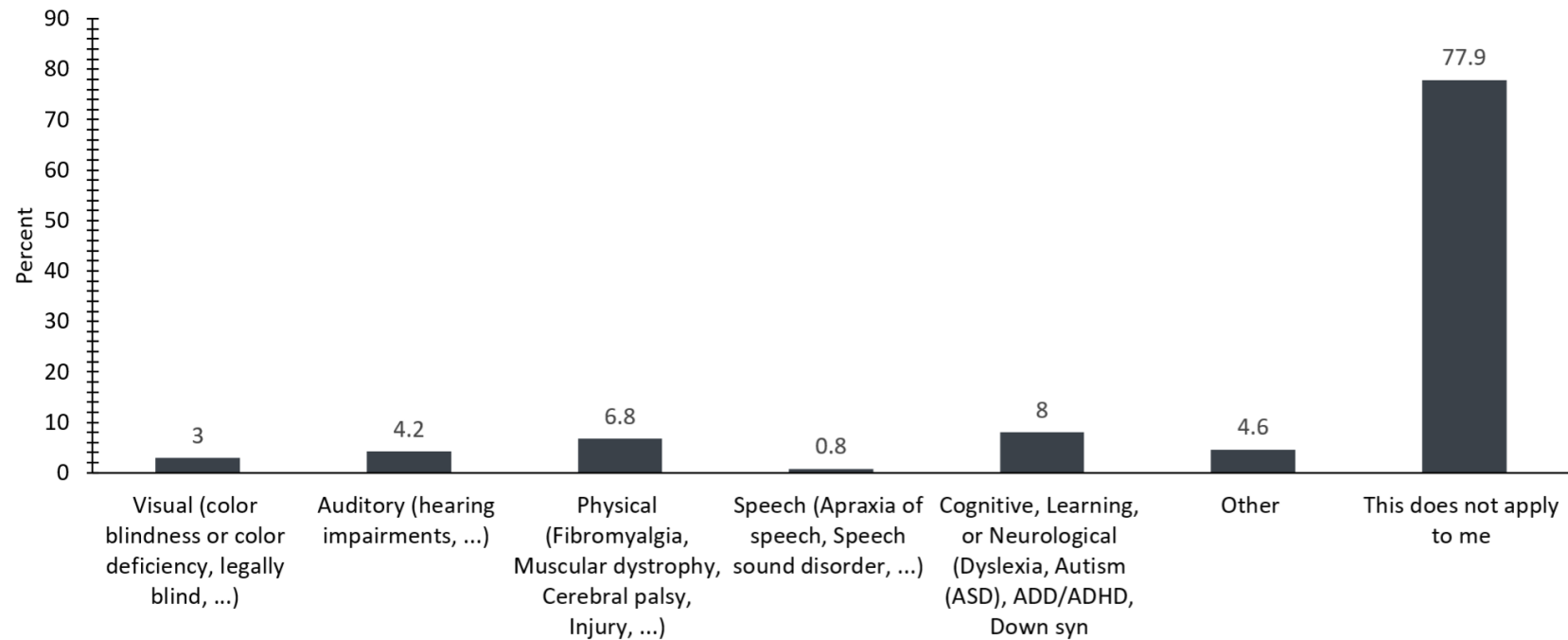
- RYAN LEISINGER, INFORMATION TECHNOLOGY APPLICATION DEVELOPMENT MANAGER, DEPARTMENT OF LICENSING
- RISA KLEMME, AMERICANS WITH DISABILITIES ACT COMPLIANCE MANAGER, DEPARTMENT OF CORRECTIONS

INCLUSIVE EXPERIENCE

“Our government must recommit to being ‘of the people, by the people, [and] for the people’ in order to solve the complex 21st century challenges our nation faces. Government must be held accountable for designing and delivering services with a focus on the actual experience of the people whom it is meant to serve.”

PROJECT SURVEY RESULTS

Disabilities or medical conditions



INCLUSION MATTERS



Elaine Courtney Stefanowicz



26 mins · 

Decided to renew my driver's license online instead of going to the office. I guess I'll have to suffer with the same picture but it beats waiting there forever. Happy to see a picture of a woman in a wheelchair on their renewal website.



PROJECT REPORT OUT-DOC

- The department of corrections has taken many steps to provide technology solutions for the public, including our incarcerated population.
- We are pleased to report under the [web content accessibility guidelines \(wcag\) 2.0](#), we achieve level AA conformance and strive for level AAA conformance (the highest level).
- However, digital equity goes beyond what we think in traditional terms of internet accessibility and applications.
- As part of our commitment to ensuring equity of access and effective communication, we have completed or are in the process of completing several high and low technology solutions for our incarcerated individuals with disabilities.

PROJECT REPORT OUT-DOC

DOC recently purchased 14 Ubi Duo 3 units that will allow incarcerated individuals who are deaf or hard of hearing (and do not use sign language) to have an effective way to communicate during health care appointments, and other important encounters with staff.



PROJECT REPORT OUT-DOC

DOC has implemented Video Relay Interpreting in the four prison facilities where deaf people who use American Sign Language are housed. This ensures that our deaf population has effective communication for their urgent health care or other needs 24/7 the same as for any hearing person



PROJECT REPORT OUT-DOC

As part of our commitment to family unification and ensuring effective communication, we are working towards installing CapTel Captioned telephones in each living unit for people who are deaf or hard of hearing and do not use the video relay system.



PROJECT REPORT OUT-DOC

- Customer feedback on our Video Relay Service technology that allows deaf individuals to talk on the phone to their family and support persons.
- *“Having the video phone allows me to keep in contact with my family.”*
- *“It would be terrible if I didn’t have access to a VP. It’s my only way of communicating with my immediate family.”*
- *“My family lives out of state so the VP allows me to keep in contact with my family and friends.”*

PROJECT REPORT OUT-DOC

- Moving forward, DOC is committed to providing high- tech and low-tech solutions to ensuring digital equity and effective communication.
- Some solutions are easy and some more difficult. We are committed to continuing to embrace solution-based technology to meet the needs of those we serve including staff, the public, incarcerated individuals and those in re-entry centers or on community supervision.

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PROJECT REPORT OUT AND NEXT STEPS

PRESENTED BY (IN ORDER OF PRESENTATION):

- EMILY GROSSMAN, LEAD POLICY ALIGNMENT ADVISOR,
DEPARTMENT OF COMMERCE

Learnings and Next Steps

Emily Grossman, Policy Advisor, Housing Division

JULY 27, 2022



Washington State
Department of
Commerce



Digital Accessibility, Usability and Inclusion

- Accessibility focuses on access for people with all types of disabilities. It means that they should be able to interact with, learn from, and contribute to the web without barriers.
- Usability promotes effective, efficient, and functional design that enhances web use for all users. This can include design features that also make it easier for people with disabilities to use the web.
- Inclusion is the idea that the web should be available to all people regardless of economics, culture, language, geography, computer literacy, access to connectivity, and disabilities.
- **THEY ARE ALL COMPONENTS OF DIGITAL EQUITY.**

Digital Accessibility, Usability and Inclusion Cont.

- OCIO Minimum Accessibility Standard
- It takes commitment, governance, multiple skill sets
- Language access is a priority for agencies
- User testing and human centered design
- Not all community engagement is created equal

Accessible

Usable

Inclusive



Governor Q&A

PUBLIC PERFORMANCE REVIEW

Goal 4.2 – Behavioral Health

Project Focus & Team



4.2 PROJECT PURPOSE

Increase access to Peer supports for justice-involved youth when they reenter the community and increase agency readiness and capacity to partner with Peer/Mentor-focused organizations.

4.2 PROJECT TEAM

Sponsoring Agencies

Departments of Children, Youth, & Families, Health Care Authority

Support, Consulted, and Informed Agencies

- Department of Commerce
- Department of Corrections
- Department of Financial Institutions
- Department of Health
- Department of Social & Health Services
- Department of Transportation
- Department of Veterans Affairs
- Office of Financial Management
- Washington State Patrol
- Workforce Training & Education Board

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PROJECT INTRODUCTION

PRESENTED BY:

- LOU McDERMOTT, DEPUTY DIRECTOR, HEALTH CARE AUTHORITY
- FELICE UPTON, JUVENILE REHABILITATION ASSISTANT SECRETARY, DEPARTMENT OF CHILDREN, YOUTH, & FAMILIES

Introduction – Felice Upton

1. Increasing access to Peer Support services in Juvenile Rehabilitation (JR/DCYF)
2. Increasing Peer Support workforce development opportunities for young people involved with JR
 - Centering Professionals with Lived Experience in the work
 - It is important and can be transformational
 - It is new in the justice system



PROJECT REPORT OUT

PRESENTED BY (IN ORDER OF PRESENTATION):

- TED RYLE, CLINICAL DIRECTOR, DEPARTMENT OF CHILDREN, YOUTH & FAMILIES
- JOSH SMITH, PEER SUPPORT PROGRAM SPECIALIST, DEPARTMENT OF CHILDREN, YOUTH & FAMILIES
- RASHAD NORRIS, PRESIDENT/OWNER, RELEVANT ENGAGEMENT
- MUHAMED SELAVIC, STUDENTS PROVIDING AND RECEIVING KNOWLEDGE (SPARK) TRAINER, SPARK
- TYUS REED, ASSISTANT DIRECTOR, SPARK

Opportunity and Project Overview

Young people in JR care

- Are increasingly older youth and young adults
- Are disproportionately BIPOC
- Have a high level of behavioral health needs and obstacles to success.
- Are not as likely to engage due to access barriers, stigma, inequitable experiences with the ‘system’, insufficient culturally relevant services and supports provided by diverse professionals.

Increasing connections and supports with Peers and Mentors of shared experience and background can impact these factors and **“Build Safe & Strong Communities Through Successful Reentry”**.

EO 16-05



Peer-focused Projects & Partners



Adding a Peer to Multi-systemic Treatment program (*Evidence-based Practice innovation*)



Operationalizing Peer Support Advisory Group AND Peer Bridger Pilot



Peer to Peer Mentoring



HCA grant funded project- Peer Prep and Certified Peer Counselor (CPC) Training





- **Rashad Norris**, President & Founder, Relevant Engagement
- **Muhamed Selavic**, Certified Peer Counselor (CPC), Founder of MADE Men, Green Hill School
- Just started 3rd Training Cohort of MADE Men Peer Mentor Training.





STUDENTS PROVIDING AND RECEIVING KNOWLEDGE

- **Tyus Reed**, Certified Peer Counselor (CPC), Assistant Director, SPARK
- **Muhamed Selavic**, Certified Peer Counselor (CPC), SPARK Trainer,
- Pilot Prep Training completed in September, 2021
- JR Hosted Certified Peer Counselor (CPC) Training January 2022



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NEXT STEPS

PRESENTED BY (IN ORDER OF PRESENTATION):

- JOSH SMITH, PEER SUPPORT PROGRAM SPECIALIST,
DEPARTMENT OF CHILDREN, YOUTH, AND FAMILIES

Work Over the Next Year (Milestones)

- JASP Peer Bridger Pilot- building relationships and coordinating with pilot sites, engaging initial referrals
- Operationalizing Peer Bridger Advisory Board in progress (2 meetings)
- SPARK graduation in the next month
- Educating staff about Peer-centered work and consulting with staff about how to help these programs succeed in this setting



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Governor Q&A



Closing Remarks



THANK YOU FOR ATTENDING TODAY!

PLEASE TAKE A MOMENT TO
COMPLETE OUR BRIEF SURVEY

YOU CAN VIEW THE RECORDING OF
TODAY'S MEETING AT:

[HTTPS://RESULTS.WA.GOV/MEASURING-
PROGRESS/PUBLIC-PERFORMANCE-
REVIEWS](https://results.wa.gov/measuring-progress/public-performance-reviews)