



STATE OF WASHINGTON

DEPARTMENT OF COMMUNITY, TRADE AND ECONOMIC DEVELOPMENT

128 - 10th Avenue SW • PO Box 42525 • Olympia, Washington 98504-2525 • (360) 725-4000

DATE: July 8, 2008

TO: CTED Management Team

FROM: *JW* Juli Wilkerson, Director

SUBJECT: MAY 16, 2008 QUARTERLY INTERNAL GMAP SESSION

In May 2008 we held our second all-CTED quarterly GMAP Session. I am very pleased and gratified to see the progress we are making together, and the collaboration that is happening across divisional lines. Thanks to your commitment to data and continuous improvement, we are having more discussions in our GMAP sessions. We have received positive feedback about our new GMAP format. We are learning more about each other, asking questions, sharing expertise, and finding common ground for fresh solutions. We have come a long way in a short time, and I'm excited to see how we continue to build on these successes.

The purpose of this memo is to highlight key discussions and action items identified in the GMAP session.

COMMUNITY SERVICES

ACTION	DATE DUE
Long Term Care Ombudsman – In future GMAP sessions segment complaints by level of seriousness in the action plan so that we can identify areas that need improvement.	Quarterly
Services to Crime Victims – In future GMAP sessions include the services we are tracking.	Quarterly
Strengthening Criminal Justice Response to Victims of Crime – The target is 100% of counties that have coordinated response teams in place by the end of fiscal year 2009. Currently 51% have them in place. Provide a map of the counties in quarterly updates. Comment/Discussion: We know it is good to have coordinated response teams in place. We need to identify the outcome we are looking for after they are established so that we can demonstrate their value.	Quarterly
Retired Senior Volunteer Program – Provide comparison data by region.	July 2008
Asset Building for Working Families – In future GMAPs add growth in the accounts to the chart.	August 2008 GMAP
Discussion: Next biennium begin reporting assets purchased.	



COMMUNITY SERVICES (con't)

ACTION	DATE DUE
Safe and Drug Free – With all the federal cuts and movement of money from program to program, we need to clearly identify our priorities. Provide a detailed spending plan that prioritizes what we fund with the money we did get.	May 2008
WorkFirst and Community Jobs – Overall, we are doing a good job. Add Employment Security and Department of Social and Health Services program comparisons.	Quarterly

ENERGY FACILITY SITE EVALUATION COUNCIL

ACTION	DATE DUE
Siting and Monitoring – Discussion: In the last three quarters, seven (100%) of the approved facilities are meeting 90% of the site certification agreement requirements. Consider setting the target to 100% of the Site Certification Agreement requirements.	

ENERGY POLICY

ACTION	DATE DUE
State Energy Policy Analysis – Verify the years the data is referring to and add historical data to the chart.	August 2008 GMAP
Energy, Economic Development and Contract Management – At the next GMAP session, talk about how Energy and ITED are working together to connect entrepreneurs with investors (first action plan item).	August 2008 GMAP

HOUSING

ACTION	DATE DUE
Low Income Weatherization Program – We anticipate meeting our annual target. Conduct an analysis before adjusting the target down.	No date established
Mobile Home Relocation Assistance – Include a trend line of requests for assistance so that we can see the unmet need. Discussion: By statute, we provide assistance on a first come first serve basis. Given the increase in needed, identify how we will prioritize requests for assistance.	Quarterly
Homeless Housing Assistance – Combine results of individuals provided shelter and those exiting to permanent housing on one chart.	August 2008
Add WA Families Fund and Sound Fund comparisons.	Quarterly
Discussion: We serve 1,400 per year and approximately 600 – 700 exits. Of those 83% exit to permanent housing. The chart tells a different story. Clarify what we are measuring.	August 2008

INTERNATIONAL TRADE AND ECONOMIC DEVELOPMENT

ACTION	DATE DUE
Film and Video Office – Discussion: An advisory group of industry professionals will provide some advice on our competitiveness.	
Tourism Development – We are implementing Web Trends tracking in May. Beginning fiscal year 2008, quarter three forward, data will be apples to apples. Provide me with a report so I can see what it looks like.	No date established

LOCAL GOVERNMENT

ACTION	DATE DUE
Projects Completed on Time – Lead the effort to develop a consistent definition for infrastructure projects completed on time and re-evaluate the target across all agency programs.	No date established
Growth Management – Work with Cyndee Baugh to display the data.	August 2008

ADMINISTRATIVE SERVICES

ACTION	DATE DUE
Customer Satisfaction – Administrative Services continues to produce outstanding internal customer satisfaction results. Good Job!	
Purchasing/Sustainability – Work with Tony to make this an agency-wide effort.	August 2008
Human Resources/Average Supervisor SuccessFactors Score by Division – Consider measuring a specific supervisor competency or segment results by supervisors who have received training versus those that haven't.	No date established
Human Resources/Hiring timeline by Division – Expand on the action plan by identifying specific actions that will be taken to decrease hiring time.	August 2008

FINANCIAL SERVICES

ACTION	DATE DUE
Customer Satisfaction – All four of the business units exceeded the target for all five questions. This is a significant improvement. Good job!	

DIRECTOR'S OFFICE

ACTION	DATE DUE
Customer Satisfaction – All three units have seen a significant increase in customer satisfaction. Strive to improve results of the fourth question: The unit understands your individual and business needs.	November 2008

PUBLIC WORKS BOARD

ACTION	DATE DUE
Percent of funding provided by the Public Works Board – Combine the Trust Fund and Drinking Water State Revolving fund results on one chart.	August 2008
Projects completed on time – Discussion: Continue to work with our partner agencies and improve our internal processes and applications to increase project completion.	

Again, thank you for your hard work. If you have questions or need assistance, please contact Jan Marie, Cyndee Baugh, or me.

cc: CTED Leadership Team