Charter: Human-Centered Poverty Reduction System Design Team

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Project Managers: Babs Roberts, Emily Grossman, Daisye Orr, Erin Frasier, John Traugott, and Marie Bruin
Change Managers: Bill Kysor, and other change managers assigned by each agency.
Members: Erik Peterson, Sonja Dearmore, Ellen Nolan, Lori Pfingst, Tim Gates, Sharon Redmond, Sandy Crews, Sue Keltner, Mike Schulte, Janna Bardi, Wayne Clifford, Cathy Kinnaman, Christymarie Jackson, Shaw Seaman, Alicia Morales, and Brittany Tybo TBD-Policy and TBD-LMEA

Goal Statement

Create a human-centered upward mobility system that coordinates the work of our agencies, empowers people experiencing poverty, treats them as customers, centers on the impacts of racism and implicit bias, and measurably and equitably reduces poverty.

Indicators of Success

- Improve customer satisfaction based on existing agency customer satisfaction surveys. First step is to identify existing survey data to use from each agency and a current baseline.
- Measurably reduce the total number of people in poverty, as defined below. Use 2015 as baseline.
- Ensure we are eliminating disparities, including disaggregating by communities of color, people with disabilities, tribes, rural communities, racism and implicit bias, and more. Use 2015 baselines.
- Involve the customers of our systems in identifying and helping solve problems.
- Ensure our systems are equitably serving the total number of eligible people and if they aren't, identify reasons and solutions.
- Increase take-up rates by underserved populations that address equity.
- Identify and use a measure to ensure progress toward human-centered design principles.
- Improve staff, stakeholder, and public satisfaction based on existing agency survey results. First step is to identify the existing survey data to use from each agency and a current baseline.

In Scope:

- Develop a human-centered system as defined below, to establish an integrated continuum of care; eliminate fiscal cliffs; harmonize eligibility processes; and empower people to access the services they need.
- Ensure close alignment with PRWG and with the voice of lived experience provided by the PRWG Steering Committee.
- Identify needed law or regulatory changes.
- Identify non-legislative solutions the agencies may choose to implement under current law.
- Identify internal policy, organizational and process changes needed to make the experience of our systems better for our customers.

Out of Scope:

December 5, 2019

IT systems redesign and data sharing are out-of-scope for this group. However, the group may provide programmatic information and business requirements, upon request, to the Health and Human Services Coalition or other teams.

Partnership and Collaboration

The team will ensure that its work on behalf of the agencies aligns with:

- The Poverty Reduction Work Group's (PRWG) ten year plan and its recommendations for a continuum of care;
- The voice of lived experience as provided by the PRWG Steering Committee and other resources;
- The Legislative Executive WorkFirst and Poverty Reduction Oversight Committee (LEWPRO); and
- Other partners and stakeholders.

Definition of Human-Centered Poverty Reduction System

A simple, unified, user-friendly system that:

- In alignment with PRWG recommendations, builds an integrated health, human service, housing, and workforce development continuum of care that addresses the holistic needs of individuals and families experiencing poverty;
- Empowers people to conveniently access the full package of personalized services they need;
- For those seeking work, maintains services until the person or family has reached "escape velocity" and is permanently above 200% of FPL;
- Harmonizes eligibility processes and eliminates fiscal cliffs;
- Measurably and steadily reduces poverty from the 2015 baseline; and
- Eliminates disparities for all demographics according to their needs, including people of color, people with disabilities, tribes, rural communities, and others.

Definition of Poverty

In alignment with the Poverty Reduction Work Group (PRWG) and current Results Washington measures, use 200% of the federal poverty level (FPL) to as a primary measure, and increasingly incorporate the use of a cost-of-living measure over time, such as the United Way ALICE standard (Asset Limited, Income Constrained, Employed).

Chart 1

Persons Below 200% FPL as Percentage of Total Population
(WA State, Calendar Years 2005-2018)

Data Source: U.S. Census Bureau, American Community Survey (1-Year Estimates).

Team Members:

Team members will be assigned by the agencies and may include program, policy, forecasting, budget, legislative, human resources, and/or other staff as needed. The sponsors are committed to an organized results-oriented approach, and the sponsors will establish project management, change management, and/or stakeholder advisory teams as needed.

Sequencing and Logistics

This project will need a phased approach over a multi-year period, with a multi-year timeline and roadmap. The team will establish a work plan and timeline as needed, and an example timeline will be provided as a starting point.

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