

**WASHINGTON STATE  
WORKFORCE TRAINING AND EDUCATION COORDINATING BOARD  
MEETING NO. 200  
June 8, 2016**

**PRESENTATION TO THE STATE WORKFORCE BOARD ON ESD  
ORGANIZATIONAL CHANGE**

**Abstract:** Our TAP Plan calls for “helping more people find and keep jobs, closing skill gaps for employers, and working together as a single, seamless team to make this happen.”

WIOA has ushered in a new era for our workforce development system. It’s customer-centric and partner-based. It’s not program or funding stream-based. In response, ESD is evolving our agency’s management and staffing approach for better outcomes.

This fits well with our Lean approach, where “we use customer feedback to improve our work processes” and Lean problem solving to increase the effectiveness and efficiency for value streams – and where decision-making is pushed to the front lines. This Lean approach means we can allocate more people to directly serving the customer, informing and empowering them to make the right decisions, and reducing program overhead. It’s a different way of doing business. Dale Peinecke, Commissioner for Employment Security, will outline organizational changes being explored and implemented to better align roles and responsibilities across the agency to achieve its mission.

**Board Action Requested:** For discussion only