

GOALS

## HEALTHY ESD

Create a culture of belonging, growth, and organizational excellence where we all have what we need to succeed.

- Develop and activate a plan to foster employee engagement, belonging, and well-being
- Create a process and tools to measure employee engagement and culture of belonging, routinely
- Implement a more equitable, efficient, and effective hiring process in alignment with guidance from the Office of Financial Management and the state Office of Equity
- Refine the agency's portfolio management approach, processes, and tools
- Implement service management for routine internal services across the agency
- Transform our internal administrative and financial processes in alignment with One Washington

INITIATIVES

## HAPPY CUSTOMERS

People receive safe, accessible, and equitable services at the right time in the way they need it.

- Complete the remaining balance of work to fully implement the Paid Leave law
- Integrate customer compliance and program integrity activities across programs
- Define and implement a plan to improve the Unemployment Insurance customer experience
- Develop a unified agency approach to improve external partner, stakeholder, and community engagement
- Implement Re-entry 2030
- Implement community driven service delivery improvements identified in the agency's 2023 Pro-Equity and Anti-racism (PEAR) plan
- Complete ESD website modernization
- Modernize the Labor Market Information Website
- Complete the Workforce Integrated Technology (WIT) Project
- Define and implement WA Care Benefits
- Enhance RESEA service delivery

## BRIGHT FUTURE

ESD has a clear future vision for holistic and effective service delivery that supports access for everyone.

- Develop a plan for the future of Agency Service Delivery including business transformation and technology investments to support more integrated customer experience across ESD programs and improve agency performance
- Establish and grow our ability to identify, understand, develop, and drive innovative approaches to improve economic security in Washington
- Conduct feasibility and research to modernize ESD's legacy UI systems
- Develop funding request(s) to support UI system replacement and UI business transformation
- Develop proposal for sustainable funding approach to ESD programs and Services
- Define and implement an enterprise data management structure