

ESD STRATEGIC PLAN 2024-2028

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
- Apply a more equitable, efficient, and effective hiring process in alignment with executive orders 24-04 and 24-05
- 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 activities across insurance programs
- Define and carry out a plan to improve the Unemployment Insurance customer experience
- Enact Re-entry 2030 to align with executive order 24-03
- Implement community driven service delivery improvements identified in the agency's 2023 Pro-Equity Anti-racism (PEAR) plan ✓
- Complete ESD website modernization ✓
- Complete the Workforce Integrated Technology (WIT) Project
- Define and implement WA Cares
- Enhance Workforce Services quality and outcomes
- Implement customer experience executive order

BRIGHT FUTURE

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

- Create 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 sustainable funding approaches to ESD programs and services
- Define a strategy and make progress on improvements to data management

VISION: Everyone in Washington has full access to the opportunities, power and resources they need to flourish and achieve their full potential. | **MISSION:** We contribute to healthy communities by providing equitable access to resources that improve economic security. | **VALUES:** Access, Love, Belonging, Equity, Stewardship