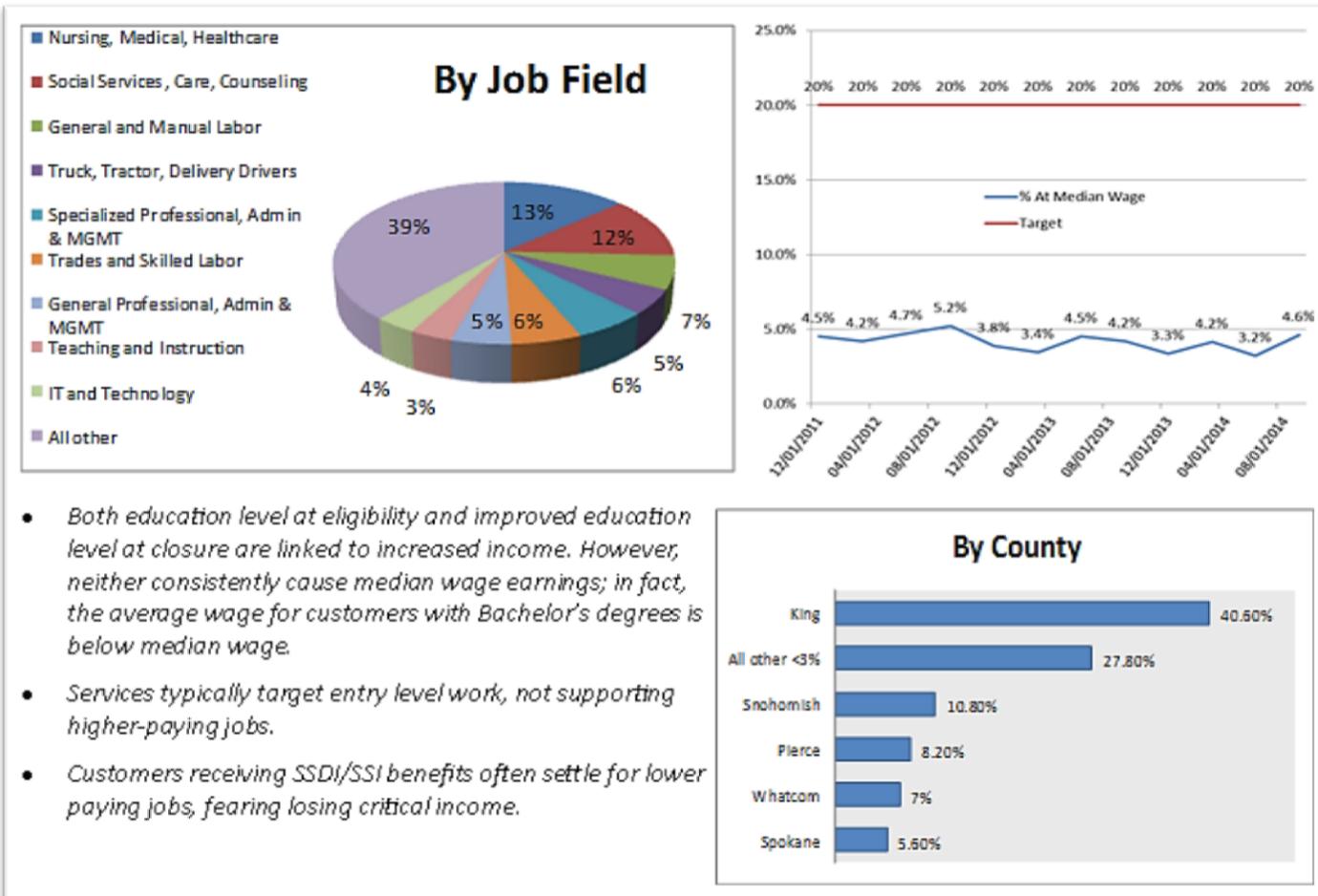


Clarify the Problem

As of June 2014, 3.6% of DVR customers achieving employment outcomes did so at or above the state median wage. This percentage is a 1.6% decline from 5.2%, recorded in July 2011, the highest percentage recorded to date. Increasing this percentage to 20% is targeted in DVR's Strategic Plan.

Breakdown the Problem



Target Setting

Increase the percentage of closed-rehabilitated customers earning at or above the state median wage by 1% per year over the next five federal fiscal years (i.e. 5.6% by close of FFY 2015, 6.6% by close of FFY 2016, 7.6% by close of FFY 2017, 8.6% by close of FFY 2018, 9.6% by close of FFY 2019). Through continuous improvement and annual reviews, DVR targets 10% of closed-rehabilitated customers will earn at or above the median wage by 2020.

Identify Root Cause

One problem statement was analyzed using 5-why bucket root cause analysis, resulting in three distinct root causes. 6 additional problem statements (i.e. P2-P7) are queued by priority and will be analyzed at the follow-up meeting.

- P1: DVR does not have strong consistent relationships with businesses that pay well
- P2: DVR's culture promotes inconsistencies in practice and interpretation of our service manual
- P3: DVR culture does not support practices which are shown to maximize earnings
- P4: Counselors hesitate to write holistic IPEs (education, short term, and long term work)
- P5: DVR needs greater visibility (e.g. with business and within communities)
- P6: DVR does not identify local labor market characteristics and trends
- P7: Counselors tend to look short-term at the expense of long-term and higher pay goals

Identify Countermeasures

Root Cause	Proposed Countermeasure	Feasibility	Cost	Risk	Impact
(P1) DVR does not know what marketable skills are needed to get median wage jobs	TBD				
(P1) DVR does not know which occupations pay median wage in geographic areas	TBD				
(P1) DVR does not know the "where" or "who" of businesses that pay median wage and higher	TBD				

Action Plan

TBD

ID#	Problem to be solved	Action Item	Lead	Due Date	Status

Evaluate Results Standardize , then Repeat

DVR's Median Wage A3 workgroup will reassemble to complete root cause analysis, identify countermeasures, define an action plan, and report out. This meeting will be held at DVR State Office in Lacey, WA on Oct 15th.