

**INTERAGENCY AGREEMENT
BETWEEN
THE WASHINGTON STATE
OFFICE OF FINANCIAL MANAGEMENT
AND
WASHINGTON STATE LOTTERY**

PARTIES TO THE AGREEMENT

This Interagency Agreement is made and entered into by and between the Office of Financial Management, hereinafter referred to as "OFM", and the Washington State Lottery, hereinafter referred to as "LOT", pursuant to the authority granted by Chapter 39.34 RCW.

PURPOSE

The purpose of this Agreement is to contribute to the maintenance of performance management and continuous improvement across all of state government, per the Governor's Office.

PERIOD OF PERFORMANCE

This Agreement shall become effective on July 1, 2019, regardless of the date of execution, and will expire on June 30, 2021, unless terminated sooner or extended as provided herein.

STATEMENT OF WORK

The Office of Financial Management, through Results Washington, has developed an integrated performance management and continuous improvement system to drive improved outcomes within the Governor's five goal areas: world-class education; prosperous economy; sustainable energy and a clean environment; healthy and safe communities; and efficient, effective and accountable government. Results WA partners with agencies and others to continuously improve the state's performance and deliver better results for Washingtonians.

COMPENSATION

LOT shall pay OFM an amount not to exceed Eleven Thousand Eight Hundred Ninety Six Dollars (\$11,896.00) for the performance of all things necessary for, or incidental to, the work as set forth in the Statement of Work of this Agreement.

Two requests for payment shall be submitted to LOT under this Agreement, one for each fiscal year of the biennium, in equal amounts of \$5,948.00 each. Upon receipt and approval of the properly executed invoices, LOT will remit payment to OFM in a total amount not to exceed the value of this Agreement.

The invoices shall be forwarded to the attention of Joshua Johnston, Deputy Director, e-mail: joshua.johnston@walottery.com.

MANAGEMENT

The Program Manager for each of the parties shall be responsible for and shall be the contact person for all communications and billings regarding the performance of this contract.

The Program Manager for OFM is Aaron Butcher, Accounting Manager
Mail Stop 43113; Phone: 360-902-0406; email: aaron.butcher@ofm.wa.gov.

The Program Manager for LOT is Joshua Johnston, Deputy Director, Phone: 360-810-2878,
e-mail: joshua.johnston@walottery.com.

DISPUTES

Disputes arising under this Agreement shall be resolved by a panel consisting of one representative from OFM, one representative from LOT, and a mutually agreed upon third party. The dispute panel shall thereafter decide the dispute with the majority prevailing.

TERMINATION

Either party may terminate this Agreement upon thirty (30) days written notice to the other party. In the event of termination of this Agreement, the terminating party shall be liable only for performance rendered or costs incurred in accordance with the terms of this Agreement prior to the effective date of termination.

AGREEMENT CHANGES, MODIFICATIONS AND AMENDMENTS

This Agreement may be changed, modified, or amended by written agreement executed by both parties.

EXECUTION

We, the undersigned, agree to the terms of the foregoing Agreement.

WASHINGTON STATE LOTTERY

OFFICE OF FINANCIAL MANAGEMENT



Signature **MARCUS J. GLASPER**



Bonnie Lindstrom, Contracts Coordinator

5-2-19
Date

05.08.2019
Date

JAY INSLEE
Governor



STATE OF WASHINGTON
OFFICE OF THE GOVERNOR

P.O. Box 40002 • Olympia, Washington 98504-0002 • (360) 902-4111 • www.governor.wa.gov

September 5, 2018

Dear Directors:

Thank you for your commitment to continuous improvement and supporting our efforts with your agency contribution for the 2017–19 biennium. Based on extensive feedback from you and your agencies, we continue to evolve in ways to provide more value to you and your missions. Below are some of the ways we are changing.

- **Results Reviews:** The governor's monthly results reviews are designed to allow for more discussion, minimize reliance on PowerPoints, integrate external partners and customers, and provide opportunities to be physically at or near the site of the topic of discussion. This year, we hosted one results review in Port Townsend and another in White Swan, in partnership with the Yakama Nation. Next month we'll visit Pack Forest in Eatonville for a discussion on outdoor recreation and public lands. The governor is very encouraged by our changes!
- **Performance Management System:** Our new performance management system integrates a continuous improvement cycle and reduces the labor intensiveness of monthly Goal Council meetings. We just launched the first test run of this new system that integrates Results WA into existing governance structures: cabinet and deputies meetings.
- **Performance Measures:** We are in the process of designing a new framework for performance measures to focus on where we add the most value across the enterprise: intermediate outcome measures to reflect the nexus of the governor's and state agency priorities. We will focus on about 20-25 outcomes and redesign our dashboard to tell a more comprehensive story about the problem and the state's performance. The first of the new dashboards will appear later this month.
- **Results Teams:** This new support structure allow Results WA team members to facilitate multi-agency, public-private problem-solving teams. We heard from many state agency leaders that a key challenge in state government is resourcing the coordination of multi-agency efforts to achieve state goals. Results teams are supporting the enterprise on a range of challenges including improving water quality and increasing harvestable shellfish acreage; increasing Diversity, Equity, and Inclusion; improving the state's coordination on our opioid response; and supporting agencies in meeting the objectives of Governor Inslee's Executive Order on reentry.
- **Other Services:** We are also launching a new service to support human-centered design throughout state government. This new service supports our efforts to fulfill the governor's mission to create a more responsive, data-driven and human (customer)-centered state government. Since April 2018, we have provided over 100 state employees with opportunities to learn and apply design thinking, resulting in strengthening employees' ability to deeply understand and empathize with their customers. In November, we will host a design challenge in partnership with several state agencies

that puts the customer front and center in the process of redesigning government products such as forms, applications, and communications. We will continue to provide our popular annual conference for state employees aimed at improving problem-solving and organizational performance. We will also continue providing direct support to leaders, performance managers and agency Lean advisors.

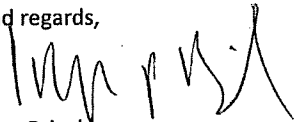
To support our new direction and provide more operational stability within Results Washington, we are phasing out our Lean Fellowship Program. We've been very pleased with the results of that innovative program, led by Hollie Jensen, our Director of Continuous Improvement. In four years, Hollie provided 19 state employees from 10 agencies with an immersive, one-year developmental leadership experience focused on problem-solving and continuous improvement. Our terrific alum are applying their strengthened leadership and skills across state government.

While it was an incredibly rewarding experience for all involved, we saw a need to replace the temporary fellowship positions with permanent team members who can be engaged in ongoing initiatives, such as the results teams. I believe this change enables us to better support your agency and the enterprise, and deliver greater value and results for Washingtonians.

Your partnership and financial contribution is essential to continuing our combined efforts to improve state government performance. Ever mindful of budget pressures, agency contributions have remained flat since Results Washington's launch in 2013.

We welcome the opportunity to talk with you about how Results Washington can better support the enterprise, and thank you for your partnership in this important work.

Kind regards,

A handwritten signature in black ink, appearing to read 'Inger Brinck', written over the printed name.

Inger Brinck
Director