
SENATE BILL 6424

State of Washington

64th Legislature

2016 Regular Session

By Senators Miloscia, Braun, Schoesler, Brown, and Roach

Read first time 01/20/16. Referred to Committee on Accountability & Reform.

1 AN ACT Relating to annual self-assessments performed by state
2 agencies under the quality management statute; and amending RCW
3 43.17.385.

4 BE IT ENACTED BY THE LEGISLATURE OF THE STATE OF WASHINGTON:

5 **Sec. 1.** RCW 43.17.385 and 2014 c 68 s 6 are each amended to read
6 as follows:

7 (1) Each state agency shall(~~(, within available funds,)~~) develop
8 and implement a quality management, accountability, and performance
9 system to improve the public services it provides.

10 (2) Each agency shall ensure that managers and staff at all
11 levels, including those who directly deliver services, are engaged in
12 the system and shall provide managers and staff with the training
13 necessary for successful implementation.

14 (3) Each agency shall(~~(, within available funds,)~~) ensure that
15 its quality management, accountability, and performance system:

16 (a) Uses strategic business planning to establish goals,
17 objectives, and activities consistent with the priorities of
18 government, as provided in statute;

19 (b) Engages stakeholders and customers in establishing service
20 requirements and improving service delivery systems;

1 (c) Includes clear, relevant, and easy-to-understand measures for
2 each activity;

3 (d) Gathers, monitors, and analyzes activity data;

4 (e) Uses the data to evaluate the effectiveness of programs to
5 manage process performance, improve efficiency, and reduce costs;

6 (f) Establishes performance goals and expectations for employees
7 that reflect the organization's objectives; and provides for regular
8 assessments of employee performance;

9 (g) Uses activity measures to report progress toward agency
10 objectives to the agency director at least quarterly;

11 (h) Where performance is not meeting intended objectives, holds
12 regular problem-solving sessions to develop and implement a plan for
13 addressing gaps; and

14 (i) Allocates resources based on strategies to improve
15 performance.

16 (4) Each agency shall conduct a yearly assessment of its quality
17 management, accountability, and performance system and report to the
18 legislature the results. Large agencies, defined as those with five
19 hundred or more full-time equivalent staff who execute business by
20 means of semi-autonomous operating division, branch, or institution
21 must assess and report results for each division, branch, and
22 institution to fulfill the requirements of this subsection.

23 (5) State agencies whose chief executives are appointed by the
24 governor shall report to the governor on agency performance at least
25 quarterly. The reports shall be included on the agencies', the
26 governor's, and the office of financial management's web sites.

27 (6) The governor shall report annually to citizens and the
28 legislature on the performance of state agency programs.

29 (a) The governor's report shall include:

30 ~~((a))~~ (i) Progress made toward the priorities of government as
31 a result of agency activities; and

32 ~~((b))~~ (ii) Improvements in agency quality management systems,
33 fiscal efficiency, process efficiency, asset management, personnel
34 management, statutory and regulatory compliance, ~~((and))~~ management
35 of technology systems, lawsuit payments, leadership, regulatory
36 efficiency, transparency, ethics, worker death or injury, and client
37 death or injury. All agencies must be rank ordered in performance on
38 each item.

39 (b) The state auditor shall audit implementation of this
40 requirement every two years.

1 (c) For the purposes of this subsection (6):
2 (i) "Client" means only a person under the custody or physical
3 control of the agency.
4 (ii) "Ethics" means standards of behavior that further trust in
5 government employees as they perform duties.
6 (iii) "Transparency" means such norms of openness that generate
7 accountability to citizens.
8 (7) Each state agency shall integrate efforts made under this
9 section with other management, accountability, and performance
10 systems, including procedures implemented under chapter 43.42A RCW,
11 undertaken under executive order or other authority.

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