From:	Bailey, Joanna (SAO)
To:	Tippett, Jennifer
Cc:	Oglesby, Rosylen; Walter, Heidi (SAO)
Subject:	RE: Certificate of Insurance Workshop Update
Date:	Wednesday, October 18, 2023 4:39:00 PM
Attachments:	image001.png image002.png image004.png

Oh, Jennifer! Thank you for taking the extra time to send this update, especially amid such major change. My heart goes out to you and your team.

It was truly a pleasure to work with you. When you are ready again, please know we're just a phone call away.

Take good care of yourself.

Joanna Bailey
Lean Specialist, Center for Government Innovation
Helping local governments help the people they serve
Office of the Washington State Auditor
(509) 397-7932

From: Tippett, Jennifer <Jennifer.Tippett@yakimawa.gov>
Sent: Wednesday, October 18, 2023 3:44 PM
To: Bailey, Joanna (SAO) <joanna.bailey@sao.wa.gov>; Walter, Heidi (SAO) <walterh@sao.wa.gov>
Cc: Oglesby, Rosylen <Rosylen.Oglesby@yakimawa.gov>
Subject: RE: Certificate of Insurance Workshop Update

External Email

Good afternoon, Ladies.

I apologize for the short notice but we need to cancel tomorrow's Zoom meeting scheduled for 1:30. As you know our sponsor left the City and now the project lead, Kristine White, is no longer with us. As you can imagine, that leaves us short staffed.

Thankfully this was the wrap up meeting! We are grateful to you both for the support and clarification that we received from The Center on this project and look forward to one day working with you again. I personally would like to say thank you again for the experience.

Thanks,

Jennifer Tippett

Jennifer Tippett
City of Yakima
Administrative Assistant to Finance
129 N. 2nd St.
Yakima, WA 98901
509-576-6771

From: White, Kristine <Kristine.White@yakimawa.gov>
Sent: Friday, September 29, 2023 4:09 PM
To: 'Bailey, Joanna (SAO)' <joanna.bailey@sao.wa.gov>; Walter, Heidi (SAO) <walterh@sao.wa.gov>; Oglesby, Rosylen <Rosylen.Oglesby@yakimawa.gov>
Cc: Sanders, Jenise <Jenise.Sanders@yakimawa.gov>; Jones, Kerry <kerry.jones@yakimawa.gov>; Kuntz, Linda <Linda.Kuntz@yakimawa.gov>; Corona, Silvia <Silvia.Corona@yakimawa.gov>; Bradford, Brandy <Brandy.Bradford@yakimawa.gov>; Tippett, Jennifer <Jennifer.Tippett@yakimawa.gov>; Barrett, Shelby <Shelby.Barrett@yakimawa.gov>
Subject: RE: Certificate of Insurance Workshop Update

Joanna,
I will set up a meeting to discuss.
Thanks and have a great weekend!

From: Bailey, Joanna (SAO) <joanna.bailey@sao.wa.gov>
Sent: Thursday, September 28, 2023 2:41 PM
To: White, Kristine <Kristine.White@yakimawa.gov>; Ferrer-Santa Ines, Jennifer <Jennifer.Ferrer-SantaInes@yakimawa.gov>; Walter, Heidi (SAO) <walterh@sao.wa.gov>; Oglesby, Rosylen <Rosylen.Oglesby@yakimawa.gov>
Cc: Sanders, Jenise <Jenise.Sanders@yakimawa.gov>; Jones, Kerry <kerry.jones@yakimawa.gov>; Kuntz, Linda <Linda.Kuntz@yakimawa.gov>; Corona, Silvia <Silvia.Corona@yakimawa.gov>; Bradford, Brandy <Brandy.Bradford@yakimawa.gov>; Tippett, Jennifer <Jennifer.Tippett@yakimawa.gov>; Barrett, Shelby <Shelby.Barrett@yakimawa.gov>
Subject: RE: Certificate of Insurance Workshop Update

Hello everyone, thank you for this update! I commend the team on its continued progress!! I also appreciate the offer of a discussion….I'd like to take you up on that.

To help frame that conversation, in addition to having time to discuss what may be on your mind, here are the topics/questions I'd like to hear the team's response to:

- Based on the number of completed and almost-completed tasks, it's clear the team is moving into the "Do", "Check" and "Adjust" phases of the PDCA cycle of continuous improvement. I'd love to hear what your action plan is to trial changes, collect user feedback, and fine-tune adjustments before procedures and policies are standardized and staff training occurs.
- Regarding the CMT task - can you tell me about the Laserfiche/Adobe sign issues you're

experiencing and whether next steps have been identified or are currently in process?
- Lastly, is there additional support you'd still like from me or does the team feel it's in a "good spot" and ready for The Center to consider this specific project "closed"?

I know time is always in short supply, so I'll leave it in your good hands to determine who joins us for this check in. If our schedules align, I've got good availability on October 19 and 20th or alternatively, October 31 – November 2.

Thanks and happy ***almost*** Friday!

Joanna Bailey
Lean Specialist, Center for Government Innovation
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Office of the Washington State Auditor
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From: White, Kristine <Kristine.White@yakimawa.gov>
Sent: Thursday, September 28, 2023 8:21 AM
To: Bailey, Joanna (SAO) <joanna.bailey@sao.wa.gov>; Ferrer-Santa Ines, Jennifer <Jennifer.Ferrer-SantaInes@yakimawa.gov>; Walter, Heidi (SAO) <walterh@sao.wa.gov>; Oglesby, Rosylen <Rosylen.Oglesby@yakimawa.gov>
Cc: Sanders, Jenise <Jenise.Sanders@yakimawa.gov>; Jones, Kerry <kerry.jones@yakimawa.gov>; Kuntz, Linda <Linda.Kuntz@yakimawa.gov>; Corona, Silvia <Silvia.Corona@yakimawa.gov>; Bradford, Brandy <Brandy.Bradford@yakimawa.gov>; Tippett, Jennifer <Jennifer.Tippett@yakimawa.gov>; Barrett, Shelby <Shelby.Barrett@yakimawa.gov>
Subject: Certificate of Insurance Workshop Update

External Email

Heidi and Joanna,
Hope all is well! Here's an update on the team's progress as well as the procedure that we developed.

Please let me know if you'd like to get back together to discuss.
Wishing you all best!

Kristine White
Purchasing Manager
City of Yakima
p: 509.575.6094
129 North 2nd Street, Yakima, Washington, 98901

From: Bailey, Joanna (SAO) <joanna.bailey@sao.wa.gov>
Sent: Thursday, July 13, 2023 2:00 PM
To: White, Kristine <Kristine.White@yakimawa.gov>; Ferrer-Santa Ines, Jennifer <Jennifer.Ferrer@yakimawa.gov>; Walter, Heidi (SAO) <walterh@sao.wa.gov>
Cc: Sanders, Jenise <Jenise.Sanders@yakimawa.gov>; Jones, Kerry <kerry.jones@yakimawa.gov>; Kuntz, Linda <Linda.Kuntz@yakimawa.gov>; Corona, Silvia <Silvia.Corona@yakimawa.gov>; Bradford, Brandy <Brandy.Bradford@yakimawa.gov>; Tippett, Jennifer <Jennifer.Tippett@yakimawa.gov>; Barrett, Shelby <Shelby.Barrett@yakimawa.gov>
Subject: FW: Certificate of Insurance Workshop Update

Hi Kristine, great to hear from you and…..WOW….congratulations team! I'm excited to hear all about your progress in greater detail! I've looped in Heidi Walter so she can provide information on my availability.

All the best,

Joanna Bailey
Lean Specialist, Center for Government Innovation
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Help us continue moving the #GoodGovernment needle. Apply at sao.wa.gov/jobs.

From: White, Kristine <Kristine.White@yakimawa.gov>
Sent: Thursday, July 13, 2023 1:29 PM
To: Ferrer-Santa Ines, Jennifer <Jennifer.Ferrer@yakimawa.gov>; Bailey, Joanna (SAO) <joanna.bailey@sao.wa.gov>
Cc: Sanders, Jenise <Jenise.Sanders@yakimawa.gov>; Jones, Kerry <kerry.jones@yakimawa.gov>; Kuntz, Linda <Linda.Kuntz@yakimawa.gov>; Corona, Silvia <Silvia.Corona@yakimawa.gov>; Bradford, Brandy <Brandy.Bradford@yakimawa.gov>; Tippett, Jennifer <Jennifer.Tippett@yakimawa.gov>; Barrett, Shelby <Shelby.Barrett@yakimawa.gov>
Subject: Certificate of Insurance Workshop Update

External Email

Hi,
Here's the latest status on the action from our workshop last month. I believe we planned to get back together to review the first week of August. Please let me know the day of the week that works best and I will schedule the follow-up meeting.
Thank you,

Kristine White

Purchasing Manager
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p: 509.575.6094
129 North 2nd Street, Yakima, Washington, 98901