



From the Publisher:



Happy Ground Hog Day & Valentine's Day?

"All you need is love. But a little chocolate now and then doesn't hurt." - Charles M. Schulz

"Love is patient, love is kind. It is not jealous, it is not pompous, It is not inflated, it is not rude, it does not seek its own interests, it is not quick-tempered, it does not brood over injury, it does not rejoice over wrongdoing, but rejoices with the truth. It bears all things, believes all things, hopes all things, endures all things. Love never fails."

"Doubt thou the stars are fire, Doubt that the sun doth move. Doubt truth to be a liar, But never doubt I love." William Shakespeare
"The best way to find yourself is to lose yourself in the service of others"- Mahatma Gandhi
"They invented hugs to let people know you love them without saying anything."- Bill Keane
"A kiss makes the heart young again and wipes out the years." - Rupert Brooke
"Love will find a way through paths where wolves fear to prey." - Lord Byron
"We are most alive when we're in love." - John Updike
"How did it happen that their lips came together? How does it happen that birds sing, that snow melts, that the rose unfolds, that the dawn whitens behind the stark shapes of trees on the quivering summit of the hill? A kiss, and all was said" - Victor Hugo
"Love is our true destiny. We do not find the meaning of life by ourselves alone - we find it with another." - Thomas Merton
"If you have only one smile in you give it to the people you love." - Maya Angelou.
Whatever your definition of Love may be, recognition and respect will carry the day. And Charles Schultz is probably correct when he says, "A little chocolate now and then doesn't hurt."

Your decision can be love or a repeat of a defensive, unloving attitude. Candy is so much sweeter!

DOC Secretary Announces Retirement



Steve Sinclair

Photo by DOC

Tumwater - Washington State Department of Corrections Secretary, Stephen Sinclair announces his retirement effective May 1, following more than three decades of service to the people of Washington.

"I thank Steve for his years of service with the agency, where he began as a correctional officer and subsequently worked his way up to several positions of leadership. Over the years he has led on a variety of issues from establishing

programs that help keep people from re-offending, reducing violence in facilities, increasing staff retention, establishing systems for stronger fiscal management and advocating for sustainable practices. I wish him the best in retirement and thank him for his many years of service to our state," Governor Jay Inslee said.

Sinclair was appointed Corrections Secretary by Governor Jay Inslee in April 2017. Under his leadership the agency has achieved many significant accomplishments.

Sinclair has been instrumental in Corrections' response to the COVID-19 pandemic, mobilizing many resources and staff to ensure the health and safety of staff and

incarcerated people alike; reorganizing the agency to better align with the goal of reducing recidivism by increasing focus on reentry; refreshing the agency values to a more human centered approach and enhancing the agency's ability to deliver reentry services to improve public safety by positively changing lives; partnering with Amend at University of California-San Francisco and the Norwegian Correctional system to bring best practices to Washington Corrections in a broader effort to promote health, humanity, and positive change for all people involved in or impacted by the corrections system.

"Serving as Secretary has been humbling, and an incredible honor to lead this department for the past four years," said Sinclair. "The last couple of years our focus has been on reform and I'm so thankful to have such an amazing group of leaders in this agency, who I am confident will continue this important work. I am so proud of this department and the staff who have made our department the leader in corrections it is."

After serving in the U.S. Army, Sinclair began his 30 plus year career at the Washington State Department of Corrections as a correctional officer and gained progressively greater responsibilities as an investigator, sergeant, associate superintendent, superintendent, and assistant secretary.

The Governor's Office will begin the process to determine next steps to appoint a new Secretary.

WSP personnel begins Covid-19 vaccinations



Washington State Patrol (WSP) Trooper Brian Zilmer receives his first of two COVID-19 vaccines at Providence Regional Medical Center in Everett on Thursday, Jan. 14, 2021. Trooper Zilmer and other WSP employees are beginning to receive the vaccines on a voluntary basis.

Photo courtesy of WSP

OLYMPIA – Washington State Patrol (WSP) employees are beginning to receive the COVID-19 vaccine on a volunteer basis.

The WSP is working in cooperation with the Washington State Department of Health (DOH) ensuring the vaccine is available to employees wanting to be vaccinated.

"Our agency employees are inherently at a high risk of contracting COVID-19 by the nature of their duty – serving our state," said WSP Human Resource Director Jason Ashley. "We want to ensure those wanting a vaccine are eligible to do so and ensure no vaccine goes to waste."

Vaccines are available to WSP commissioned and non-commissioned personnel on a county by county basis, depending on what phase county departments of health consider WSP employees. Employees are asked to contact their local healthcare provider and/or their county department of health to inquire availability.

The WSP will not gather statistics regarding which WSP personnel receive the vaccine due to employee health privacy. The agency is not requiring employees to receive the vaccine.

DES facilitating \$44M healthcare center construction for Bates Technical College



Construction of Center for Allied Health Education for Bates Technical College.

Department of Enterprise Services (DES) is facilitating the construction of the Center for Allied Health Education for Bates Technical College. The center, located at South 13th Street and South Yakima Avenue in Tacoma, is a 64,000 square-foot building under construction that will house the college's Allied Health programs, clinics, learning labs and other student spaces. It also houses clinic spaces that will serve the public.

The \$44 million center will replace an outdated building constructed in the 1950s, also located in Tacoma. The outdated building did not function well for students, with outdated equipment and training areas that were difficult to access. The new building will allow students to easily transition between classroom and trainings areas—along with providing updated equipment.

DES Facility Professional Services facilitated the planning and contracting processes, in addition to design and project management. The project began in early 2018 with construction starting in fall 2019. It is now over halfway complete and is set to complete on time and on budget in August 2021.

DES Dennis Flynn managed the project, with the contribution of DES team members Laura Haima and Nancy Deakins.

"Our whole community will benefit from having well-trained medical students ready to enter the workforce, and this new facility will help support this goal," said Dennis Flynn, DES project manager.

DES Facility Professional Services provides professional-level management of state facilities and public works construction projects. Learn more about Facility Professional Services.

Temporary change to southbound I-5 exit 133

TACOMA – Construction crews building the I-5 Portland Avenue to Port of Tacoma Road Southbound HOV project have found a way to speed up their construction schedule. It means another change is coming for travelers exiting to Tacoma's city center.

Slated to begin Wednesday, Feb. 3, weather permitting, crews for Guy F. Atkinson Construction will move the location for southbound I-5 exit 133 north to the vicinity of the Port of Tacoma Road overpass. Travelers headed to I-705 and SR 7 will use the same exit and temporary collector/distributor lane as travelers exiting to Portland Avenue and Bay Street. The new decision point for travelers headed to Tacoma's city center exit is two miles before the actual exit.

Drivers headed to Tacoma's city center exit 133 will need to be in the right lane of southbound I-5 in Fife before the Port of Tacoma Road exit 136. Signs will be placed to alert travelers as they approach the new decision point.

If drivers miss the new exit point, they can detour to South 56th Street exit 130 and can return on northbound I-5 to exit 133. The temporary exit will be in place through spring 2021.

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Legislative Gift Center

We are still here, just doing business a little differently

With the Capitol closed to the public, the Legislative Gift Center has switched to online shopping through our newly revised website www.wacapitolgiftshop.org. Most items in the store are available online and can be shipped directly to you. We can also make arrangements for you to pick up your order.

The Gift Center was set up to promote Washington State and features items from all over the state. Our food products include smoked salmon from Anacortes, Chukar Cherries from Prosser, Almond Roca from Tacoma, and Walla Walla sweet onion mustard.

Other featured items include handcrafted soaps and lip balms by Riverdance Soapworks (Shelton), lotions and soaps by Honey House Naturals (Fife), teas and candles from Market Spice (Seattle), note cards by Jenny Did It (Kirkland), ceramic tiles and coasters featuring original watercolor artwork by Kate Larsson (Gig Harbor), stickers, mugs, key chains and tea towels with original art by Sue Coccia (Edmonds), Mod Socks (Bellingham), Old World Christmas blown glass ornaments (Spokane), postcards and note cards by Olympia photographers Laurie Barnoski and Michael Siegrist.

A favorite section for young and old is our Bigfoot collection. We feature t-shirts, books, mugs, key chains, stickers, buttons and more. You can also find plush Bigfoot and an action figure!

We also carry a large selection of books for all ages, puzzles, magnets, key chains, stickers, plush animals, mugs, t-shirts, hats, lapel pins and other souvenirs. Legislative items featuring the State, Senate, and House of Representatives seals are also available.

When life is back to normal, be sure and stop by our remodeled and more spacious store. Thank you for supporting Washington vendors by shopping at the Legislative Gift Center. We can be reached at 360 786-1889.

CFD Recognition Event for 2020 Campaign

Submitted by the Thurston County Steering Committee

Each year the Thurston County Steering Committee for the Combined Fund Drive and the Secretary of State's Office host a recognition event to honor and champion those who worked so hard on the campaign.

2020 nomination forms will soon be on the www.give.wa.gov website.

This year the Thurston County Steering Committee for CFD has added an award for the Best Virtual Event.

As another year of CFD fundraising has come to a close, we can certainly say that 2020 was a year like no other. Training for CFD local coordinators that brought together new recruits and seasoned veterans to share ideas and plan strategy became a virtual happening.

Planning events in 2020 stretched everyone's brainpower. How can we plan something when everyone is working from home? Seem impossible?! Not for the local coordinators, campaign leaders, executive sponsors and volunteers working on the 2020 campaign. Some existing events that didn't translate to a virtual world were put on hold. New and creative events were planned. In the end, needed funds were raised for charity and that's what the campaign is all about!

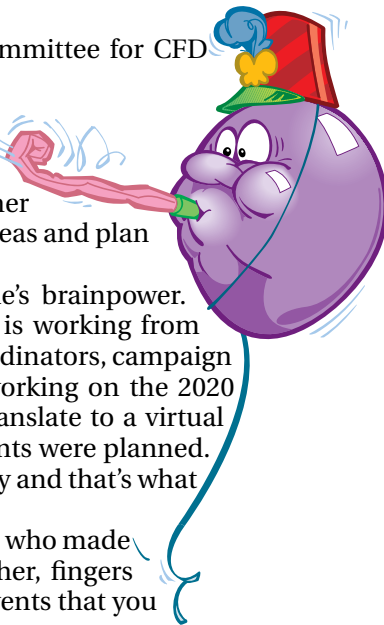
And now it's time to recognize our volunteers who made it all possible. Please put pen to paper or rather, fingers to keyboard, and nominate the folks and/or events that you feel should receive recognition for a job well done.

Award titles are:

(Nomination deadline is February 19, 2021):

- Outstanding Event: <https://form.123formbuilder.com/5777710/>
- Rookie of the Year: <https://form.123formbuilder.com/5777686/>
- Sustained Excellence: <https://form.123formbuilder.com/5777694/>
- Volunteer Award: <https://form.123formbuilder.com/5777699/>
- NEW CATEGORY - Best Virtual Campaign: <https://form.123formbuilder.com/5794528/>

Kudos to all those who worked diligently to make 2020 another successful year!



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DOC: Preparing for a New Year

Photo courtesy of jplenio on Pixabay

By Rachel Ericson (email)
DOC Communications

Each year provides a new opportunity for growth and learning. As we wave goodbye to 2020 in our rear view mirror, we look towards the future for what comes next. Recently, we shared an update on our accomplishments and highlights achieved in 2020.

Some of these highlights included improvements to the department's Resolution Program (previously known as the Offender Grievance Program). Through work with the Office of Corrections Ombuds, formerly incarcerated individuals and their families, the Attorney General's Office, Disability Rights Washington and other advocates, DOC updated its Resolution Program policy to streamline the grievance process.

In March, the department activated the Emergency Operations Center (EOC) and established its Prisons and Health Services Unified Command Center to support the statewide response to COVID-19, to minimize spread of the disease and to help keep all Corrections facilities safe. The agency's EOC continues to operate and provide unified messaging to staff across the agency. To view the latest data, information and resources on the department's response to COVID-19, please visit the DOC's COVID-19 response page.

Next, the department looks to continue work on its' strategic plan (pdf) with goals that include:

- Decreasing the first-year rate of return to institutions by at least two percent
- Establishing continuity of care plans for 40% of people releasing from prison who has histories of substance abuse disorder, mental health issues or chronic care conditions
- Decreasing the rate of violence within facilities from 0.93 to 0.90 per 100 incarcerated individuals.

Setting goals for the next year isn't just for agencies or departments. Traditionally people set resolutions or goals for the New Year, often times focusing on personal improvements and looking forward to specific achievements.

"While many of the challenges faced by the state in 2020, will continue in 2021, the Department is grateful to staff, incarcerated individuals and families for their continued patience, compassion and understanding as we all work together to face these unprecedented times," said Julie Martin, Department of Corrections' Deputy Secretary.

Looking to the future and the goals we are working to achieve is one way people can help their mental health, says Dr. Phil Gibson, Chief Staff Psychologist for the Department of Corrections.

2020 introduced an entirely new set of challenges for people across the world. With the COVID-19 pandemic changing the way people were used to living their

lives, unique challenges sprang up that previously no one had experienced.

The National Institute of Mental Health (NAMI) recognizes that COVID-19 has resulted in an "unprecedented crisis that affects not only our physical health and daily lives, but also our mental health."

NAMI has created a COVID-19 Resource and Information Guide to address the mental health needs arising from the COVID-19 pandemic and to "provide credible information and resources to help people navigate through this crisis."

The Department of Corrections takes the health and safety of its staff and incarcerated individuals very seriously. Providing mental health options to staff and those in the department's custody are some of the ways, the department addresses these needs.

Department of Corrections policy, DOC 630.500 Mental Health Services (pdf), demonstrates the ways that the department cares for the mental health of those in its custody. Additional steps have been taken to provide support for the emotional well-being of incarcerated individuals during various levels of medical quarantine/isolation to include regular mental health checks and opportunities for appropriate socialization and activities when possible.

Staff members also have access to mental health support. Staff psychologists are available to provide resources (pdf) and techniques provided to ensure staff have the tools they need to provide a safe, holistic environment to continue the department's mission to improve public safety by positively changing lives.

Critical Incident Stress Management (CISM) teams in seven regions across the state provide individuals involved in a critical incident a chance to discuss issues in a confidential setting, understand common reactions to stress and learn effective stress management techniques.

"Looking to the future is what helps us get up again," Gibson said. "No matter how many times you fall down, you can find purpose in the future. That purpose can help you get back up again, no matter how many times you fall."

Gibson linked this perspective, with a recent experience he encountered while learning how to cross-country ski. His wife, an avid skier, has always envisioned a family who skis together. Gibson, who fell in the snow one too many times, wasn't sure he agreed.

And what are experiences like this, if not life lessons? Gibson continued to get up, thinking of the future he, too, hopes to have.

Perseverance is important, and the best way to achieve perseverance, is to get up, and keep trying.

"You'll never get to the beautiful part of life, if you don't get back up," Gibson said. "It's easy to stay in a place that is reactive, but recognizing room for improvement and coming back to a place where you can do things differently and move forward from that, is important."

DOC Donates Holiday Packages of Food, Toys to Incarcerated Individuals' Families

By Rachel Friederich (email)

DOC Communications

(Tim Kelly (email), DOC Communications)

See Photo Gallery - Video

The COVID-19 pandemic has limited in-person contact between incarcerated individuals and extended family. Every year, the Department of Corrections holds pro-social holiday events to distribute toy, clothing and essential supplies for incarcerated individuals' families.

Often those under community supervision are invited to bring their children and family to community justice centers for a special event. The facility is usually adorned in seasonal décor and children receive gifts from Santa. Many prisons hold special holiday visitation events where family members participate in holiday activities with their children.

The pandemic curtailed in-person holiday events in 2020. However, corrections staff across the state came up with some creative no-contact ways to brighten the holidays for families impacted by the justice system to stay connected. This list may not highlight every winter family event, but it offers a glimpse of the ways people have been able to move forward with holiday giving in a safe manner.

Here, in no particular order, are some of the activities.

Santa's Helpers

Staff at the Everett Community Justice Center (CJC) had a revelation. "If Santa Claus can deliver to houses, why can't we?"

Staff called formerly incarcerated parents to find out the ages and needs of the children in the households.

Staff created coloring and Christmas-themed craft packages. Partners at the Washington State Department of Social and Health Services hosted a toy drive. Karen Adams, a retired Department of Corrections field administrator baked batches of cookies for each family.

Everett CJC employees James Burdette, Deb Soren, Justin Roundy and Cherie Banks dressed as Santa and Elves, put on medical masks, loaded up a van and made porch deliveries of the holiday packages. All together, 70 children received toys and holiday packages from corrections staff.

"It was so nice to see such happy faces and see the difference we as a department brought to families," said Banks, who is a community corrections supervisor. "One grandmother was in tears and when she found out we were from the Department of Corrections she asked to take our photo. We truly felt like Santa's helpers this year and seeing the joy the holiday season brings is truly what it's all about."

Connections through the Mail

Monroe Correctional Complex and Olympic Corrections Center offered ways for incarcerated men to connect with their families by mail.

Between Thanksgiving and Christmas, the facilities supplied materials for incarcerated individuals to make ornaments and cards to send to their families.

Men housed at Monroe's Minimum Security, Special Offender, Twin Rivers, and Washington State Reformatory units participated. Over eight days, Monroe took 474 pictures of incarcerated individuals to send home to their family members.

Incarcerated individuals at Monroe also came up with the idea for an event they named "Let's Stay Connected." Using strips of paper and other craft materials, incarcerated fathers made customized daily activities and wrote letters and positive affirmations for their kids. Some of the packets were sent to children who lived as far away as Canada, England and Taiwan.

At OCC, 27 incarcerated men sent cards and handmade ornaments from paper, wood and beads to family members.

"It was a hit," said OCC's Public Information Officer, Darla DePew. "Some were not sure of their crafting abilities until after they got going. What I heard from the population was that knowing their family and friends were excited to receive a heartfelt message, it meant a lot to all."

Shining from the Inside

Stafford Creek Corrections Center (SCCC) outside Aberdeen had a 'giving tree.'

Shine from the Inside, a local fundraiser committee at SCCC, created in raises money to donate to local charities. The committee is comprised of several incarcerated individuals who represent the Stafford Creek incarcerated population. The committee supplies a variety of specialty items not typically available to the residents at Stafford Creek. Items like ice cream, soda, pizza, doughnuts, and pies can be purchased through vendors throughout the year. Proceeds from this group, combined with donations from prison staff are donated to local charities that serve low-income families in Grays Harbor County.

Salina Brown, public information officer for Stafford Creek, contacts local school districts to find families to sponsor.

The Shine from the Inside committee was able to sponsor three local families, including an 18-year-old single mother trying to finish high school while raising her 3-year-old daughter. The families received bicycles, scooters, and a laptop.

Treats, Videos and More

Washington Corrections Center for Women's local family council sent a DVD to the prison with recorded messages and Christmas carols by family members.

Family councils are made up of family members of incarcerated individuals, prison superintendent and visit program support staff. They advise, collaborate, problem solve and work with the department and the community to strengthen family and community connections, allow families to give input on policy, talk about ways to improve life quality for those incarcerated and address local and statewide issues impacting family members of incarcerated individuals.

Prison staff played the DVD on the facility's TV channel throughout the holiday season.

At Mission Creek Corrections Center, the state's other women's prison, incarcerated residents made paper 'Trees of Thanks' for Thanksgiving with positive affirmations and leaves scrolled with things each woman was thankful for. For Christmas, incarcerated mothers made picture frame ornaments for their children. A total of 71 women participated between the activities.

In King County, the South Seattle Unit collected and distributed non-perishable food items for individuals on community supervision to help families make a holiday dinner. South Seattle Unit staff made 60 food packages for clients that included boxes of stuffing, instant potatoes, gravy and corn muffin mixes, canned vegetables and fruits and a gingerbread house kit.

A correctional officer at Washington Corrections Center, who wished to be an anonymous donor, saved money from working more than 300 hours of overtime over the year and donated his extra earnings to the Saints' Pantry Food Bank in Shelton and Thurston County Food Bank.

Staff at other facilities, including Washington Corrections Center, Airway Heights Corrections Center, Olympic Corrections Center and Washington State Penitentiary assembled goody bags for incarcerated individuals. The bags were filled with candy, cocoa packets and items not frequently available in commissary. Many treat bags also came with extra personal hygiene items.

Prison staff report the bags were well-received and shared a kite (note) an incarcerated individual wrote:

"Thank you for the Christmas Eve and New Year's Eve Treats. More importantly, thank you call for your steadfast dedication and diligence in doing the best you could do in keeping inmates as safe and as healthy as possible throughout this mindboggling pandemic of 2020. May this upcoming year ease tension and provide healing for us all. You are appreciated."

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Honor Guard members surround the casket of fallen correctional officer Jayme Biendl at her memorial service at Everett Event Center in 2011.

(DOC Communications)

DOC: Honoring Jayme 10 Years Later

By Rachel Friederich (email)
DOC Communications
See Photo Gallery

MONROE — Correctional Officer Roland Pascua knew Jayme Biendl for about three years when she died in the line of duty in 2011.

They talked about work and family. And about Biendl's love for horses. They worked the same shift at Monroe Correctional Complex (MCC). When he speaks about Biendl, Pascua describes her bubbly personality and the way she made sparking camaraderie among her coworkers seem effortless.

"She was one of those officers who was straight up genuine, passionate and real," Pascua said. "She made you feel like, 'You know, I'm here for you.' She loved coming to work and being around everyone. She would make you feel better, even on those days you weren't at your best. After talking to her, you would feel better."

Pascua, who is a member of MCC's Honor Guard, never imagined he would have to carry the casket of his fallen comrade at her memorial service. "It was so unreal," Pascua said. "Whenever I see pictures from that day, it brings up so many feelings, good and bad. It's important to remember her, to say her name every day."

An inmate strangled and killed Biendl inside a chapel at the Monroe Correctional Complex at the end of her shift. Jan. 29 is the 10 year anniversary of her death.

Working through Grief with Honor

Pascua first joined the Honor Guard in 1987, while he worked in the Corrections Division of the state of Hawaii's Department of Public Safety. The Honor Guard he served on was also the first Correctional Honor Guard in the state of Hawaii. Pascua continued serving in the Honor Guard when he joined the Washington State Department of Corrections (DOC) in 2007.

More than 3,500 people attended Biendl's memorial service at Everett Event Center in February of 2011.

Before working in corrections, Pascua served in the U.S. Air Force. The motto of its Honor Guard is to honor with dignity. It's a motto Pascua carries with him each time he performs at a line of duty death memorial or other ceremony.

When an officer dies in the line of duty, honor guard members are immediately assigned to watch over the officer's body 24 hours a day until they are brought to their place of Internment.

Pascua began watching over Biendl's body at the medical examiner's office the morning after she passed away, rotating with other officers in 12-hour shifts. "We had to keep it together starting on day one," Pascua remembers. "It was a long day."

Pascua says Honor Guard members express their grief differently than the public. When an officer dies, the community grieves and mourns openly. They cry. They hug their loved ones. They talk to

each other and give eulogies.

While everyone else is doing this, Honor Guard members remain silent while everyone else has their eyes on them. Honor Guard members preform a myriad of tasks like posting of colors, rifle detail, carrying a flag draped casket, playing of taps, bell honors and wreath laying, to name a few. The

ceremonial actions the Honor Guard takes are the last things an officer's surviving family members will see before the officer is laid to rest.

Pascua says being able to pay tribute to Biendl and other officers like her in this type of display helps Honor Guard members cope with the pain of losing them.

"It's a different way of grieving," Pascua said. "Silence powerful. People don't realize you can grieve by not even talking, but doing what you do best. Silently we practice and train and when you come together it is stronger than a volcano erupting. When you come together, it's an awesome feeling, and that's how we grieve, knowing we did not let (the officer) down."

Safety Improvements

In the In decade since, Corrections has made several improvements in safety and security. For example, officers are now armed with pepper spray and emergency call buttons on radio mics. The department updated its camera systems and improved lighting in dark areas. All custody staff receive expanded training, which includes in-depth



instruction on defense tactics.

Corrections also increased its number of correctional officers. Additionally, it created and added full-time safety and security specialists at each correctional facility. People in these positions have many responsibilities including making sure staff are physically accounted for, coordination of check-in points, and holding weekly emergency radio drills to ensure personal body alarms, panic buttons and duress alarms are working.

Besides the new safety and security positions, staff have more opportunities to get involved in safety planning. Staffs at correctional facilities meet monthly to talk about safety and security issues specific to their work areas and ways to address them. Staff may also submit written concerns and suggestions to their local security advisory committee. If a suggestion or concern comes in that has an impact statewide, it's the department's statewide security advisory committee that reviews it and discusses ways to address it at a statewide level.

Honoring Jayme Statewide and Beyond

Corrections and other community members have continued honoring Biendl in the years since her death. Each year, MCC holds a wreath-laying ceremony on the Friday before her death anniversary, also called the 'end of watch date' in law enforcement circles. Every year, the Honor Guard preforms the ceremony, surrounded by staff and Biendl's family members. The ceremony takes place in a Walk of Remembrance Garden, which has a memorial stone inscribed with Biendl's name.

This year's wreath laying-ceremony will go on. However, it will take place with only the Honor Guard present, to keep group size small and allow for social distancing amid the COVID-19 pandemic. The DOC also does a coordinated moment of silence on Biendl's end of watch date each year. She is memorialized on the road that leads up to the Washington State Reformatory at MCC.

In 2018, officials named the road "Plant Engineer Benjamin Marshall-Correctional Officer Jayme Biendl Memorial Lane (YouTube video)."

Benjamin Marshall was fatally wounded by two inmates during a nighttime escape attempt—also at the Reformatory—in 1951

Corrections facilities across the state have memorial plaques with her name. At the DOC's Headquarters in Tumwater, she is memorialized in an Artist sketch, along with the sketches of other correctional staff who have died in the line of duty. Her name is also one of 21,000 that are commemorated on the National Law Enforcement Officer's Memorial in Washington, D.C.

At the American Legion Cemetery in Granite Falls, which is Biendl's hometown, there's a shiny headstone with a cross with her name and an image of her badge with the names of 328 other officers. The Behind the Badge Foundation maintains the memorial.

Biendl's name is also on the Washington State Law Enforcement Memorial in Olympia. The Behind the Badge Foundation also holds an annual walk/run in Biendl's honor. This year's run took place virtually, and statewide, with participants running their own routes in their own counties. The Behind the Badge Foundation reported 125 people registered for the event.

Miller has facilitated briefings for law enforcement officers in other states about how other law enforcement agencies have looked to the Washington State Department of Corrections to teach them about responding to Line of Duty Deaths. Greg Miller is a member of the Behind the Badge Foundation's Line of Duty Death Response team. He's also Corrections' Chief of Emergency Washington agencies plan and manage law enforcement memorial services and provide support to agencies and families.

Miller says sharing knowledge is one way he keeps Biendl's memory alive. "Every time I get deployed to teach, share a plan or memorial service, I do it for Jayme," Miller said in a 2017 interview. "Her sacrifice has had a great impact in the agency, around staff safety and relationships we now have with law enforcement agencies that I can call when I need help, or when someone needs us. My ability to do this work is only there because of Jayme."

Never Forget

Pascua says in the past decade, there's not a day that goes by that he doesn't think of Biendl. He says he thinks of her every time he is deployed to a ceremony as part of the Honor Guard and that each deployment is another way he continues honoring Biendl.

"She was more than a great friend, she was like a sister," Pascua said. "I am so blessed to be part of the Honor Guard. It is my passion, heart, mind and soul. Everything we do represents how much we really want to show this person service and we're giving back to them. It's a gift to commemorate the fallen. We will never forget them."

DFI Shares New Resource Page for Educators and Parents to Explore Financial Education with K-12 Students

Web-based, printable documents learning styles, video and games provide variety of access methods to address multiple

Olympia – The Washington State Department of Financial Institutions (DFI) announces the development of a new financial education resource page for parents and educators wanting to explore personal finance with K-12 students.

As parents and educators continue to seek new ways to help students learn during the varied classroom experiences of online, mixed and in-class learning, DFI is providing a new resource to encourage the inclusion and integration of financial education into regular class activities.

Understanding that lower financial literacy levels may be linked to a lack of financial resilience in times of economic uncertainty like the current pandemic, incorporating financial education into the lessons of today's students could mean stronger economic resilience for future generations.

Research from the University of Cambridge indicates our money habits – whether we will be "spenders" or "savers" – is set around age seven, and that it becomes more difficult with each passing year to change those habits.

"We want to make sure Washington youth have every opportunity to develop strong financial knowledge and habits as they grow," DFI Director Charlie Clark said. "This new resource page builds on what DFI's financial education and outreach team created last year to help families and educators with the learn-at-home transition."

The new activity pages can be found at <https://dfi.wa.gov/financial-education/fun-clusters> and are broken into grade bands: K-2, 3-5, 6-8, 9-12.

"We recognize that parents and teachers are juggling a learning experience that presents many challenges," added Lyn Peters, DFI Director of Communications, Financial Education and Outreach. "We wanted to make sure this was easy to use, offered multiple access options – including both online and printable resources, videos and games - and addressed a variety of learning styles. Making sure financial education continues to be a part of Washington students' lives today is a crucial component of making sure future generations are able to better weather financial and economic emergencies tomorrow."

ESD Commissioner to depart the Agency at the end of January to join the Biden-Harris Administration

OLYMPIA – Employment Security Department (ESD) Commissioner Suzi LeVine will be leaving at the end of January to take a position with the new Biden-Harris Administration, effective Feb. 1, 2021.

"I wish Suzi the very best in her next adventure. Her dedication and hard-work will add value to the Biden-Harris administration. In our state, she led the Employment Security Department through an extremely challenging time and I never doubted that she had the best interests of working Washingtonians at the heart of all her endeavors," Gov. Jay Inslee said. "She led the successful implementation of our state's historic Paid Family and Medical Leave program, which has allowed nearly one-hundred thousand people to spend time with their families without having to worry about additional financial stress and strain. I thank Suzi for her work in Washington and look forward to hearing about what she takes on next."

LeVine was appointed ESD Commissioner by Gov. Inslee in July 2018 and was confirmed by the state Senate during the following legislative

session. Under her leadership, the agency has achieved many significant milestones, including successfully launching the new statewide Paid Family and Medical Leave program, boosting apprenticeship innovations through Career Connect Washington grants and, most recently, delivering more than \$13.5 billion in benefits to more than a million unemployed Washingtonians impacted by the COVID-19 crisis.

After a career in the private sector with Microsoft and Expedia, LeVine served as the U.S. Ambassador to Switzerland and Liechtenstein under the Obama-Biden Administration before her appointment as ESD Commissioner by Gov. Inslee. Twice during her career, she was a stay-at-home mom, during which time she co-founded two non-profit organizations.

Details about her new role will be rolled out on February 1 by the administration.

Cami Feek, currently the agency's Deputy Commissioner and Chief Operating Officer, will step in as the Acting Commissioner for ESD until a permanent replacement is appointed by Gov. Inslee.



Ferry ridership at lowest level in nearly 50 years

Annual riders down 10 million from 2019 due to pandemic



SEATTLE – Annual ridership aboard Washington State Ferries plunged by nearly 10 million customers in 2020 – a drop of 41% from the previous year – to roughly 14 million. Stay-at-home orders, remote work and decreased tourism because of COVID-19 are the main reasons for the system's lowest yearly count since 1975.

For the first time since it began operations in 1951, WSF carried more vehicles (7.6 million) than passengers (6.4 million) last year. This shift in ridership was fueled by a dramatic decline in walk-on customers on routes that serve downtown Seattle and more people choosing to drive on board because of the pandemic.

“When COVID-19 drastically altered ridership patterns, we quickly adjusted service to match this new reality,” said WSF Assistant Secretary Amy Scarton. “Since late summer, we’ve been incrementally restoring sailings based on our COVID Response Service Plan (pdf 166 kb), which considers demand, crew availability, vessel availability and funding.”

Current ridership trends

In recent months, state ferry ridership has returned to about 60% of pre-pandemic levels. Total vehicles are near 70% of 2019 numbers, while walk-ons are around 20% of last year. Ridership is expected to rebound further as more sailings are restored and when COVID-19 is under control.

Western Washington University Announces New Cannabis Certificate Programs to Meet Growing Professional Skills

BELLINGHAM – Western Washington University's Professional and Continuing Education has adopted four new certificate programs, focused on career preparation and skills development for the growing cannabis industry. Leafly's annual cannabis jobs report highlights the need for skilled employees, as the industry is now the fastest growing job-sector in the country and supporting double-digit job growth since 2016.

Read more: Programs begin in March 2021, and enrollment is open now. For more information, visit wwu.cannabisstudiesonline.com.

California unemployment fraud scandal grows to \$11 billion, with another \$20 billion under scrutiny

‘California has not had sufficient security measures in place to prevent this level of fraud’

At least \$11 billion has been looted from California's coffers in an unemployment fraud scheme run rampant across the state, while another \$20 billion in possible losses is still being investigated.

California Labor Secretary Julie Su told reporters in a conference call Monday that of the \$114 billion he state has paid in unemployment claims during the coronavirus pandemic, 10 percent, or \$11.4 billion, involves fraud and another 17 percent is under investigation.

“There is no sugarcoating the reality,” Su said during a press conference Monday. “California has not had sufficient security measures in place to prevent this level of fraud, and criminals took advantage of the situation.”

Nearly all of the fraudulent claims were paid through the federally supported Pandemic Unemployment Assistance program. The program was approved by Congress to provide unemployment assistance to those who usually wouldn't be eligible, such as independent contractors. Officials say the program's broad eligibility requirements made it an easy target for criminals, including from Russia and Nigeria. In December, 21,000 prisoners scored more than \$400 million from the state, including 100 prisoners on death row.

The California Employment Development Department (EDD) froze the accounts of 1.4 million relying on the assistance earlier this month while it investigated the fraud. As of last week, 1.2 million of the accounts were still suspended. EDD said the other claimants “are either being sent a questionnaire to complete to help EDD determine if they meet eligibility

requirements for continued benefits, or are receiving a Determination Notice letting them know about a disqualification and their appeal rights.”

The state also has been trying to clear a persistent backlog of claims — more than 940,000 as of Jan. 20. While admitting the state had been unprepared, Su also said the Trump administration had failed to provide guidance to foil sophisticated unemployment schemes. Su detailed an agency in overdrive trying to process the explosion of new claims as businesses were shuttered.

Some 19 million claims have been processed by the department. “It should be no surprise that EDD was overwhelmed, just like the rest of the nation's unemployment agencies,” Su said. “As millions of Californians applied for help, international and national criminal rings were at work behind the scenes working relentlessly to steal unemployment benefits using sophisticated methods of identity theft.”

On Monday California Democrats House Speaker Nancy Pelosi and Sens. Dianne Feinstein and Alex Padilla called on President Biden to create a federal task force designed to assist states in rooting out organized fraud in jobless claims.

“California and many other states are experiencing fraud at a much greater rate than previously understood, perpetrated by international and interstate criminal organizations moving from state to state,” they wrote in a letter.

Read more:

<https://www.foxnews.com/politics/california-unemployment-fraud-scandal-11-billion-20-billion-under-scrutiny>

Need to fix mismanagement at all levels of state government

By State Representative Drew MacEwen

A few hours ago, news broke that state Employment Security Department Commissioner Suzi LeVine will be leaving her post at the end of the month to take a job in the Biden administration.

Last year, LeVine oversaw the payment of \$600 million in unemployment benefits to an international fraud ring. That catastrophic failure affected many of you and your loved ones. When State Auditor Pat McCarthy attempted to discover what went wrong, LeVine hindered her investigation.

To this day, problems persist at ESD. LeVine has apparently chosen to leave them for someone else to clean up. Meanwhile, the governor issued a statement today praising her leadership, saying she “led the Employment Security Department through an extremely challenging time.”

While LeVine is on her way out, another problem continues to negatively impact Washingtonians. Our state has fallen to 37th in the nation in terms of COVID vaccine doses administered. Whether you choose to get vaccinated or not is up to you, but we must do a better job of getting the vaccine to those who want it.

I believe ESD's failures and the state's slow vaccine rollout could have been prevented if we had smarter oversight, increased transparency, and stronger accountability measures in place. The majority has a responsibility to work with us to advance reforms to improve outcomes for all Washingtonians. That's what we'll be pushing for this session.

Delayed software launch hindered Washington state's vaccine rollout

By Mike Reicher
Seattle Times staff reporter

After a full day vaccinating seniors and health care workers, Mark Tan has gone home and spent hours manually entering their data into the state's immunization registry.

That laborious process, played out across the state, has bogged down vaccinations and left state officials blind to where unused doses remained. Tan, the owner of a small pharmacy on Bainbridge Island, still had a stack of about 150 patient forms he hadn't yet entered last week, despite 15-hour days.

His pharmacy is one of more than 800 coronavirus vaccine providers statewide grappling with a state immunization system ill-fitted for the pandemic. The process was supposed to be streamlined by specialized mass vaccine software, but the state Department of Health didn't launch it until Jan. 15, more than a month after the first COVID-19 doses arrived in Washington.

The delay meant that pharmacies, doctors' offices and hospitals were responsible for setting up their own systems: to register patients, schedule appointments, gain consent and report vaccinations to the state. Many providers have been sifting through hundreds of emails and phone calls a day, an inefficient process that threatens to stymie the state's efforts to ramp up vaccinations.

“The amount of logistics we had that first week was crazy. Everything was makeshift,” said Tan, who received his first shipment on Dec. 23. “If all we had to worry about was getting vaccines into arms, then we could scale up.”

When Washington filed its COVID-19 vaccination plan with the Centers for Disease Control and Prevention in October, the state said it would rely on a software tool called PrepMod to help vaccinators process patients and data. Developed by a nonprofit in Massachusetts, the program would streamline the process for both patients and providers.

A patient could visit the website to search for a vaccine clinic and complete registration ahead of time. All of the information would be transferred to the clinic, which could administer the shot as the patient's data is transferred seamlessly to the state. The system can also automatically send appointment reminders via email and text.

PrepMod had been running for four years already at public health departments nationwide, for flu and other mass vaccinations. In September, Massachusetts became the first state to adopt it for the coronavirus, and others came onboard in the following months.

Some COVID-19 vaccine providers in California, however, have reported problems with PrepMod, according to recent news reports. It has affected the vaccine waiting list registry and access to vaccine registration, one official told the Los Angeles Times.

The Washington Department of Health (DOH) signed a nearly \$400,000 contract with PrepMod and this fall began customizing the software and integrating it with the state's existing immunization records system. But the development hit some delays.

It took longer than expected to verify security features, and PrepMod delivered an internal quality-testing site in December instead of November, as planned, DOH spokesperson Danielle Koenig said.

Tiffany Tate, the executive director of PrepMod, said her organization has worked to the best of its ability to get states online.

“Our system has been available and working since September,” she said. “It’s not new. ... If they’re saying we delayed their production staging, well that’s fine. What’s most important to me is that we’re able to shift the focus onto the business of getting people vaccinated.”

In the absence of a centralized system via PrepMod, Washington created a webpage with a list of vaccine providers in each county, with instructions on how to reach them. But that list had problems.

For a while, one of the only options listed in Kitsap County was Member Plus Family Health, a small doctor's office on Bainbridge. The office had been "very proactive" in applying to be a vaccine provider, hoping to serve its patients, but it was caught off guard when the first shipments were announced, said Laurie Isenman, the practice manager.

“Suddenly, we got back from our Christmas break, and we had 300 vaccines delivered to our door, yet we couldn’t give them to our patients,” she said.

Washington's phased approach only allowed vaccinations of certain health care workers and long-term care residents. With only four people on staff, Isenman fielded hundreds of inquiries a day from people outside their practice.

"It was just one phone call at a time scheduling people," she said.

Tan, the pharmacy owner, had a similar experience. He received an email from the DOH on Dec. 21 notifying him that he would receive 300 doses in two days. But the state had not provided logistical support — such as gloves, hand sanitizer or manpower — except for an online checklist and some other

information about staging a mass vaccine clinic.

Tan reached out to Bainbridge Prepares, a nonprofit focused on emergency response to earthquakes and other disasters. Quickly, the group recruited volunteers and stood up a vaccine clinic at the local senior center.

Loren Bast, the organization's executive director, scrambled to find an online scheduling tool. He landed on Time Tap, an off-the-shelf business appointment booking system. It's been working well so far, Bast said, as the organization has administered more than 1,000 doses. Now that the state has launched PrepMod, he's skeptical about switching.

"It's sort of like issuing a fire extinguisher after your house is half on fire," Bast said. "We basically had to find a garden hose and do what we could."

The system he set up is labor-intensive. After making an appointment online, a patient checks in at a registration desk staffed by two volunteers and is handed a clipboard with forms to fill out.

Next comes the shot. Then the patient gives one of the forms to a volunteer assigned to data entry. That person spends between three and five minutes entering each patient's information into the Washington State Immunization Information System — and that's if the process runs smoothly. Sometimes, the patient isn't listed in the state's vaccine registry and the clinic has to create a new entry.

The registry was designed to track childhood vaccines and other routine immunizations, and requires pointing, clicking and typing (unless the provider had an existing interface with its medical records). While it's not overly complicated, the manual data entry adds up. It's not designed for mass vaccinations.

“Our state registry data entry is really slow right now,” said Koenig, the DOH spokesperson, “so we are standing up other systems to capture this while providers are trained on using the state registry to its fullest potential.”

Without consistent reports from vaccine providers, the DOH has struggled to articulate why it has a large gap between the number of vaccine doses distributed to the state and the number that have been administered. As of Jan. 20, Washington had administered 346,765 doses out of 805,000 it received, or just 43%, according to the CDC.

“We need a better system of tracking who got the vaccines,” said Dr. Ali Mokdad, a professor at the University of Washington Institute for Health Metrics and Evaluation. “The state has to know what the problem is in every location... Come on, we have Amazon and Microsoft. We are the technology state.”

Staff reporter Evan Bush contributed to this report.

Mike Reicher: mreicher@seattletimes.com; on Twitter: @mreicher.

Read more: https://www.seattletimes.com/seattle-news/times-watchdog/delayed-software-launch-slowed-the-vaccine-rollout-in-washington/?utm_campaign=1-22-2021+SD&utm_medium=email&utm_source=Pew

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News Magazine

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March 2020 | Vol. 25 | No. 5

From the Publisher:

Well Fed Well Read
April-May, 2020

WFRB brings the best of the Pressing issues of the day to assist the Transition County Food Bank. Local Working on State Lottery facilitated a food drive which included a bread truck for the South Island Bread Foundation. In 2020, the new efforts. Office of Printing and Publishing Board Lottery conducted a fund-raiser for a number of agencies.

The year began with the Governor's drive support in 2020 to the State Lottery. The year began with the Governor's drive support in 2020 to the State Lottery. The year began with the Governor's drive support in 2020 to the State Lottery.

Good News!

The State Lottery has raised over \$1.5 Million. Thanks to all those played and donated. That makes a strong of successful campaigns to support the Legacy of Generations.

Next month the photos and the state agency requests from various CDO Director's meetings should be available for review on the April 7th News Magazine. The know will include on our website April 7th.

Employment Security Receives Two National Awards

CEMMA - Giving excellent service to customers of Workforce, employment assistance on the New York State's largest program award two national awards for the Washington State Employment Security.

The National Association of State Workforce Agencies (NASWA) today announced Employment Security for:

- 1. Designing, building and implementing the Paid Family Leave (PFL) program.
- 2. Creating a creative and collaborative network of local organizations offers a variety of customers have equal access to employment services. The achievement of this program was a major milestone for the state's new Paid Family Leave program.

The award was presented to the state's largest program award two national awards for the Washington State Employment Security. The award was presented to the state's largest program award two national awards for the Washington State Employment Security.

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Corrections Look to Norway for Inspiration for Reforms

By Joseph Giebelle
DOD Communications

CHAMBERS - As the state increasingly looks from the skies to the stars, it is a natural first step: reaching beyond the horizon. The state's first step: reaching beyond the horizon. The state's first step: reaching beyond the horizon.

A study inspected in the state's largest program award two national awards for the Washington State Employment Security. The study inspected in the state's largest program award two national awards for the Washington State Employment Security.

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Photo Courtesy of Jay Calabrese Corrections Dept.

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Create a Leadership Selection Strategy Based on Potential

By Kristin Barry

Story Highlights

- Identify potential for bias in leadership selection criteria
- Find internal leadership talent hiding in plain sight
- Use a scientific approach to promote and hire great leaders

For too long, leadership development and succession have fallen under the responsibility of a select few who have based their decisions on a narrow set of criteria. The limitations of this type of succession planning process have resulted, for many organizations, in a lack of leadership diversity and the failure to adapt to a changing world.

Gallup research shows that at the managerial level, organizations fail to pick high-talent candidates 82% of the time.

Rethink Your Leadership Selection Process

The trouble isn't a lack of talent. All organizations have high-potential employees. The problem is stagnant mindsets, outdated practices and insufficient succession planning strategies. Organizations are making quick decisions to fill gaps in leadership teams rather than taking a purposeful approach to proactively identifying and developing the organization's next generation of leaders.

Your future leaders, in many cases, are already working for your organization. To systematically find them, you must design an effective strategy that fosters a diverse and full pipeline, identifies potential early and develops leadership readiness.

In many organizations, there's a mindset that permeates traditional leadership selection: "The way I got here is how you should get here." Conventional methods of succession planning require someone to recognize a potential candidate based on reputation or nominate them based on tenure. In some cases, the person who makes enough noise gets a spot on the short list.

This can leave the decision-makers susceptible to their own glare factors -- unknowingly favoring people like themselves or those who are advancing in the same way they did.

These glare factors can sound like this:

- "I had to grind away for 15 years in the field before I got to be a leader. Therefore, to be a good leader, you have to put in at least 10!"
- "I came into this role with lots of sales experience. Although this role isn't specifically sales-focused, I can't see how someone could be successful without a strong sales background."
- "You really need a certain degree to understand leadership culture. Someone without that type of educational experience would be starting from behind."

Consider it this way: Each time you name an additional "requirement," you are narrowing the pool of potential candidates who could receive focused leadership development and build your bench strength. In doing so, your organization is -- intentionally or not -- designing a system that increasingly favors more of the same. In the end, only one or two people may qualify, before you've even assessed whether they have the natural talent to lead.

Develop a Leadership Selection Strategy Backed by Science

A review of the scientific selection literature from the past 100 years -- conducted by industry expert and Gallup Senior Scientist Frank L. Schmidt and his colleagues -- summarized the predictive validity of various selection methods.

Based on Gallup's review of meta-analyses of selection methods to date, four predictors of performance should be considered:

Prior experiences and achievements. Instead of letting the incumbent leader singlehandedly determine Prior what's important, a review of key experiences that are critical to success should be conducted and outlined. Those key experiences then need to be integrated into leadership and high-potential (HiPo) development programs in the organization, with a degree of open-mindedness about the different ways in which people will gain them.

Innate tendencies. Gallup measures innate tendencies -- key elements of personality and cognitive ability -- with scientific assessments that evaluate naturally recurring patterns of thought, feeling or behavior that can be productively applied. Using structured behavioral interviews can help reduce the impact of individual interviewers' biases and allow decision-makers to compare candidates' potential more effectively.

Multiple interviews (where appropriate and available). Compiling the perceptions, impressions and ratings of multiple interviewers allows the candidate (be they incumbent or external) to interact with more than just one representative from the decision-making team and ensures that one interviewer's "filter" is not the only one through which the candidate's fit is determined.

On-the-job observation (where available). For many individual contributor roles or even some front-line management positions, an organization may

need to focus recruitment efforts externally if the talent needed to fill those roles does not yet exist within the organization. In those cases, collecting relevant, on-the-job observations can really only be accomplished through an internship or apprenticeship program. When it comes to selecting leaders, however, organizations are at a distinct advantage -- in many cases, decision-makers have a slate of current employees to consider. Taking the time to collect observations of real performance in work projects and leadership development opportunities will enable the hiring team to get "game film" or a preview of how that leader might express their talents in the role.

It's Time for Change

Traditional leadership development and succession planning have gotten us this far, but they won't get us where we want to be in the future.

It's time to lean on science and thoughtful systems to guide our decision-making and help identify the right talent to be considered for leadership positions. Organizations need to be actively engaged in identifying leadership potential early in employees' careers and developing that talent through strategic HiPo initiatives and leadership development programs.

Your future leaders, in many cases, are already working for your organization.

Nominations can be riddled with bias. The people who speak up the loudest or point to their long tenure don't always have the innate talent to lead people effectively.

Draft a leadership planning strategy that includes careful consideration of the four predictors of performance. Look for natural talent throughout your entire organization -- focusing on the group one level below senior leadership may not be a large enough pipeline to find the very best future leaders. Thinking differently about how you're selecting successors and where you're investing your efforts just might be the key to unlocking your organization's leadership potential.

Read more: https://www.gallup.com/workplace/323570/create-leadership-selection-strategy-based-potential.aspx?utm_source=workplace_newsletter&utm_medium=email&utm_campaign=workplace_newsletter_jan_test_a_012621&utm_content=fourpredictors_cta_1&elqTrackId=2b6c5d8e3e3b4418aa2f09412f80a14e&elq=5040a867eac9437e81d458bae876c59d&elqaid=5830&elqat=1&elqCampaignId=1222

Warm Welcome to Our New State Librarian!



Sara Jones
SOS/State Librarian

Photo courtesy of ALA.org.

We are excited to announce Sara Jones has been selected as the new Washington State Librarian. Sara will be joining us on Feb. 16 after serving as the director of the Marin County Free Library since July 2013. Prior to her time in California, she held positions in Nevada libraries for 25 years, including serving as the Carson City Library Director, the Elko-Lander-Eureka County Library System Director and Youth Services Coordinator, and Nevada State Librarian and Administrator of the State Library and Archives from 2000-2007.

She was named the Nevada Library Association's Librarian of the Year in 2012; served as Nevada's American Library Association (ALA) Council Delegate for four years; coordinated ALA National Library Legislative Day for Nevada for 12 years; served as the Nevada Library Association president;

was an active member of the Western Council of State Libraries serving as both vice president and president; and served on the University of North Texas Department of Library and Information Sciences Board of Advisors for over 10 years. She was awarded the ALA Sullivan award for services to children in 2018. She is currently the president of CALIFA, a nonprofit library membership consortium.

Sara has an MLS from Syracuse University, and has taught in the San Jose State University and University of North Texas LIS programs.

With an impressive resume and passion for libraries, Sara brings a wealth of knowledge and expertise to lead our exceptional team at the Washington State Library and help expand and enhance our outreach and services throughout Washington state.