

JAY INSLEE
Governor



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March 31, 2022

To the Honorable Speaker and Members,
The House of Representatives of the State of Washington

Ladies and Gentlemen:

I am returning herewith, without my approval, Engrossed Second Substitute House Bill No. 2075 entitled:

“AN ACT Relating to establishing service requirements for the department of social and health services.”

During the pandemic, it was necessary and proper to close in-person services within our state agencies to protect the lives of workers and clients. Once we achieved the proper level of vaccination and safety measures, I directed agencies to restore in-person services, and these services have been restored. I agree that closed offices, long wait times and dropped phone calls are frustrating to clients and may result in a delay in receiving benefits. Reopening offices only partially addressed these issues, and more progress will require changes to the system and further investments.

The executive branch always strives to manage state programs in the best manner possible, within the authorization and resources provided by the legislative branch. Identifying specific performance metrics, in particular without the necessary resources, is an overreach in our respective roles. The Secretary and I remain committed to improving the delivery of state services, and I am directing her to develop a service improvement proposal for consideration in my next biennial budget request.

For these reasons I have vetoed Engrossed Second Substitute House Bill No. 2075 in its entirety.

Respectfully submitted,

A handwritten signature in blue ink, appearing to read "Jay Inslee".

Jay Inslee
Governor