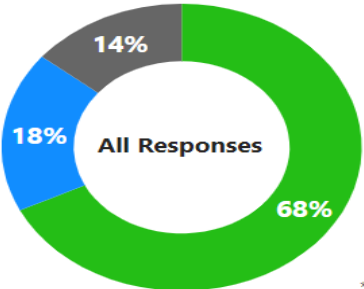


ADKAR- Project Benchmark (Summer 2022)

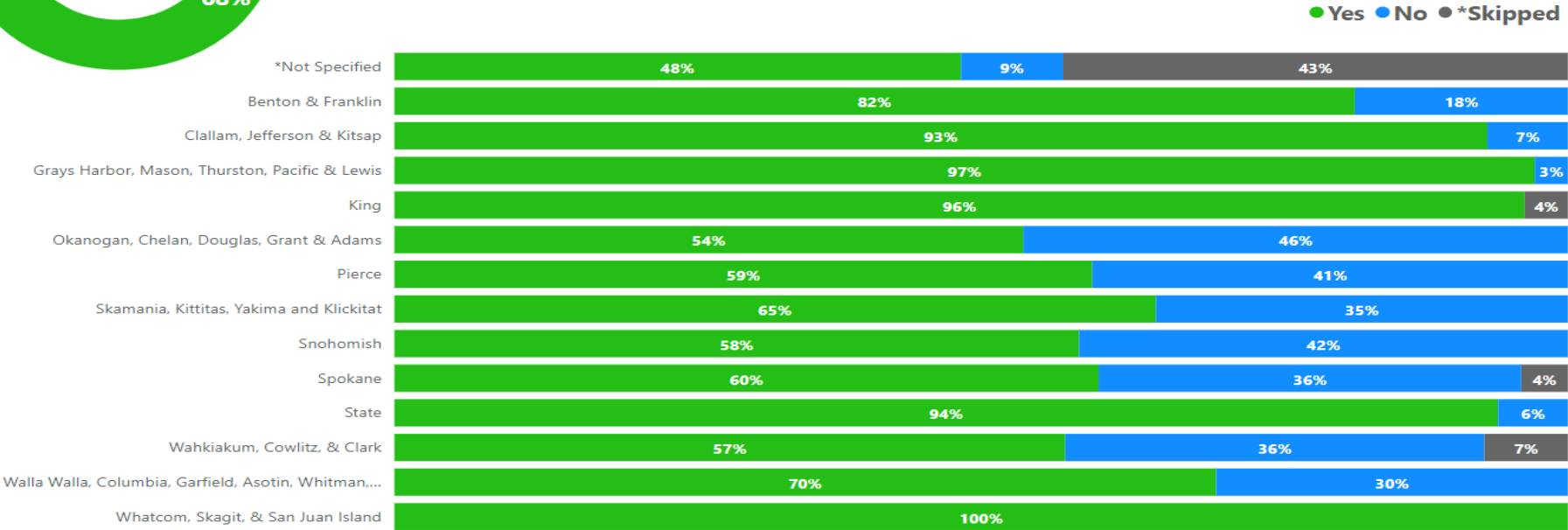


ADKAR - Response demographics

Yes No *Skipped Total
 374 100 78 552



Q26: Are you an ESD Employee?

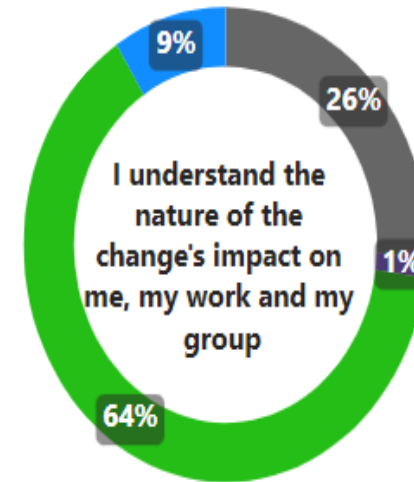
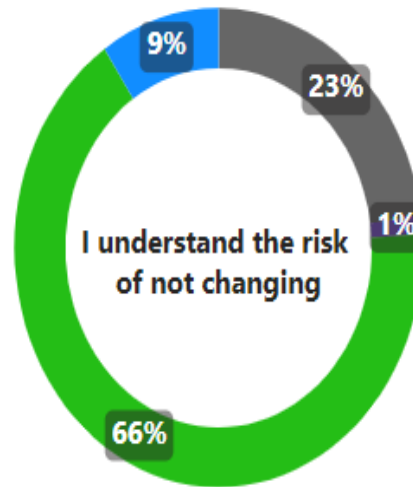
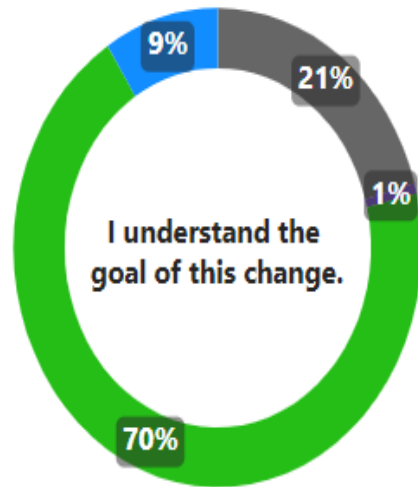


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ADKAR Awareness

Aggregated data

● Barrier ● N/A ● Positive ● Skipped



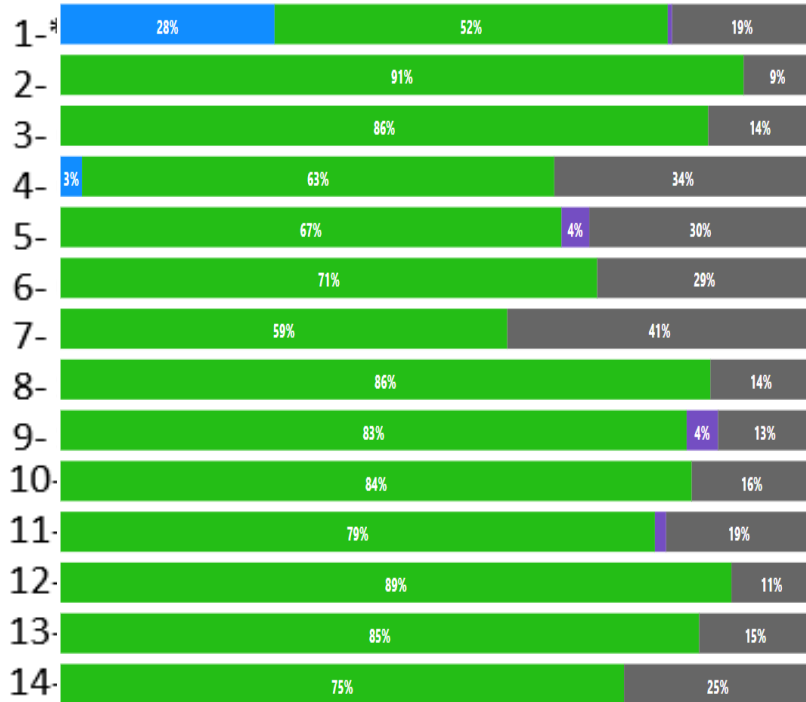
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Awareness

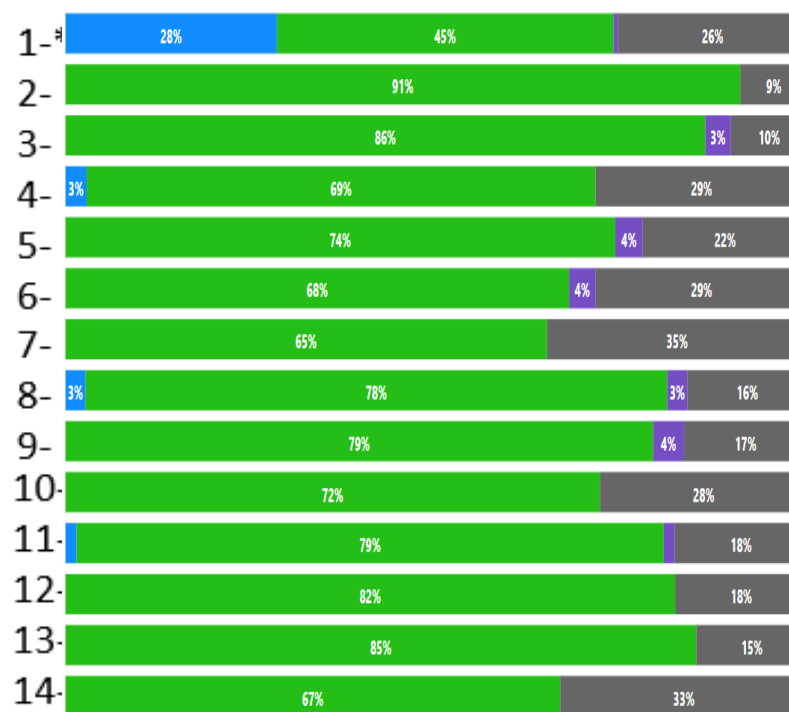
By County

In relation to the WIT - ETO Replacement Project, evaluate the following statements on a scale of 1 to 5, with 1 indicating strong disagreement and 5 indicating strong agreement.

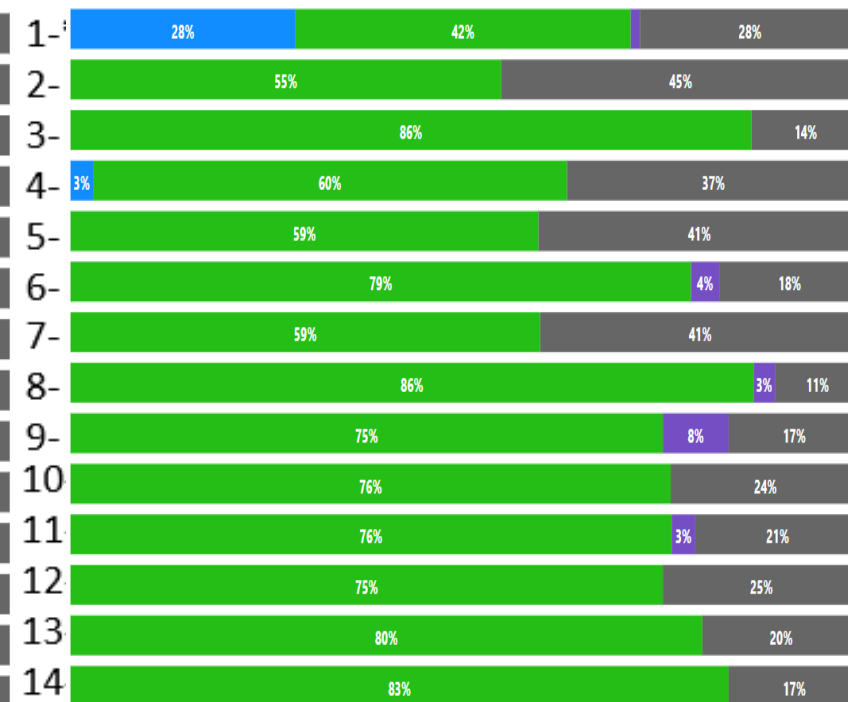
I understand the goal of this change.



I understand the risk of not changing.



I understand the nature of the change's impact on my work and my group.



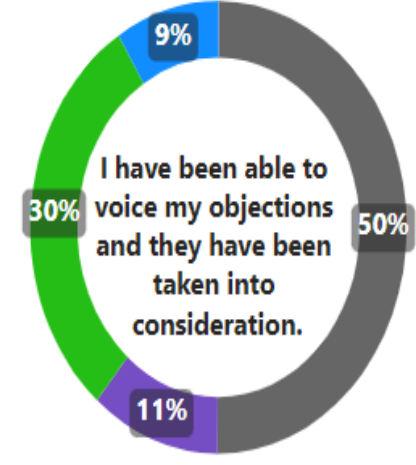
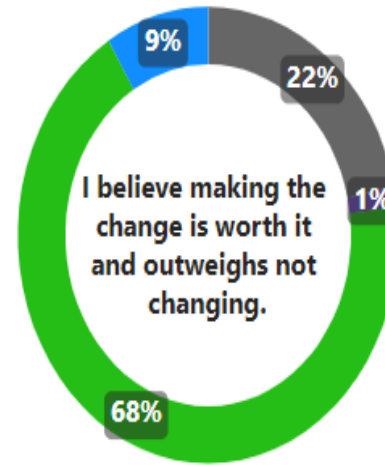
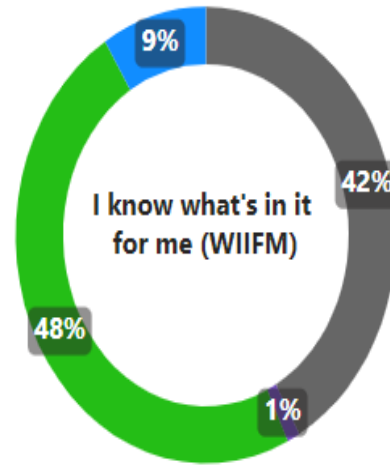
● Skipped ● Positive ● N/A ● Barrier

- 1-*Not Specified
- 2- Benton & Franklin
- 3- Clallam, Jefferson & Kitsap
- 4- Grays Harbor, Mason, Thurston, Pacific & Lewis
- 5- King
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- 10- Spokane
- 11- State
- 12- Wahkiakum, Cowlitz & Clark
- 13- Walla Walla, Columbia, Garfield, Asotin, Whitman...
- 14- Whatcom, Skagit & San Juan Island

ADKAR Desire

Aggregated data

● Barrier ● N/A ● Positive ● Skipped



WORKSource

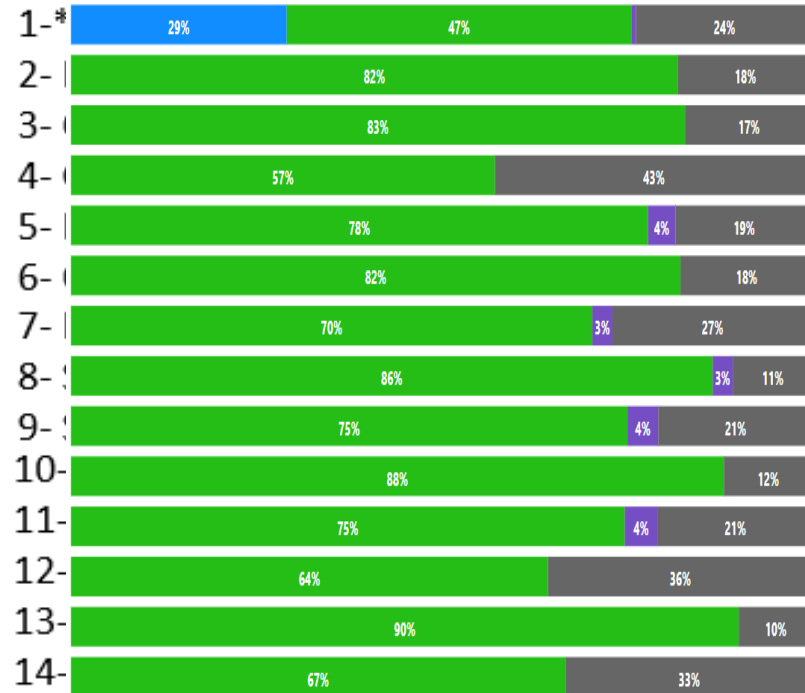
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Desire

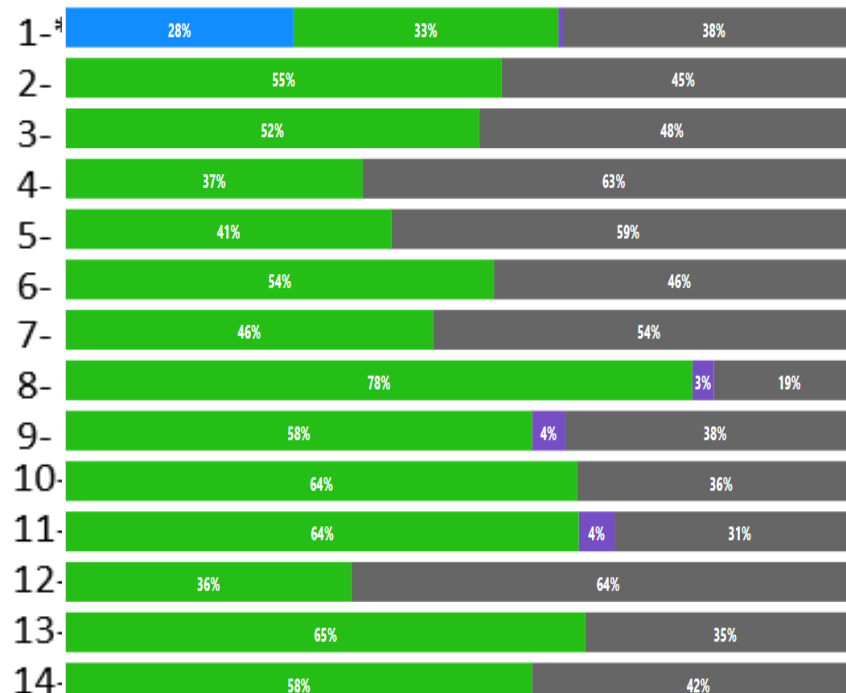
By County

In relation to the WIT - ETO Replacement Project, evaluate the following statements on a scale of 1 to 5, with 1 indicating strong disagreement and 5 indicating strong agreement.

I believe the organizational motivations for this change are true and accurate.



I know what's in it for me (WIIFM).



● Skipped ● Positive ● N/A ● Barrier

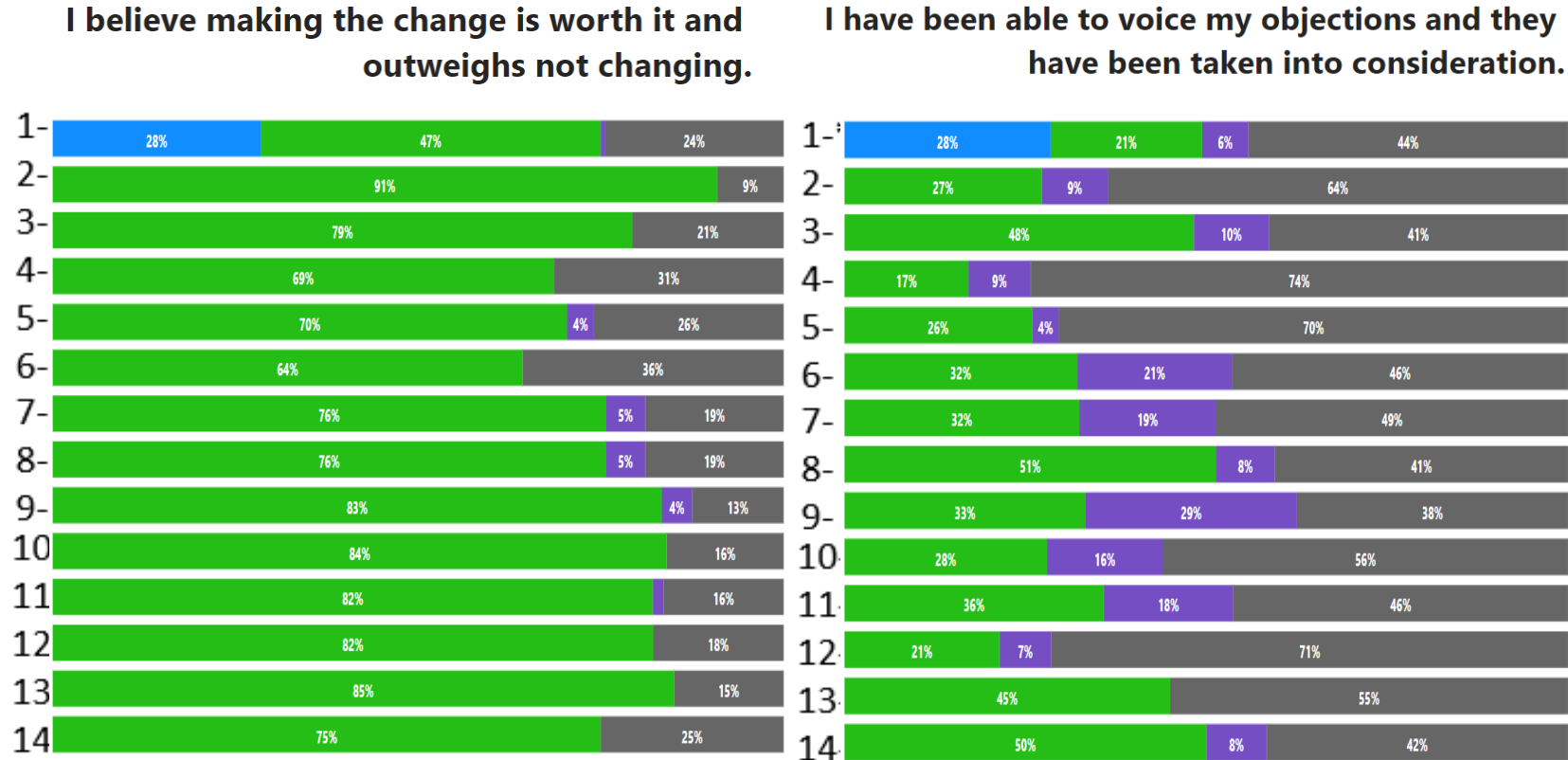
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Desire

By County

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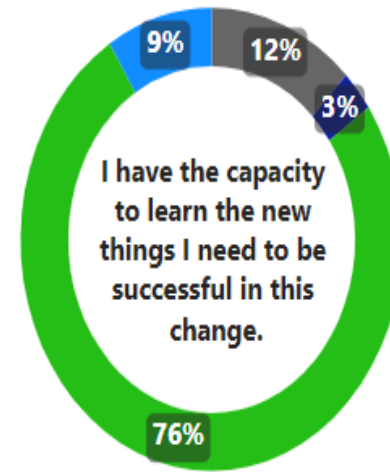
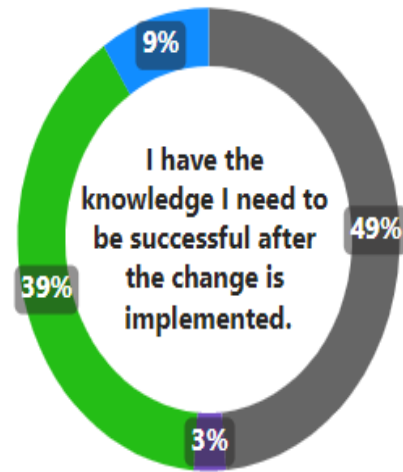
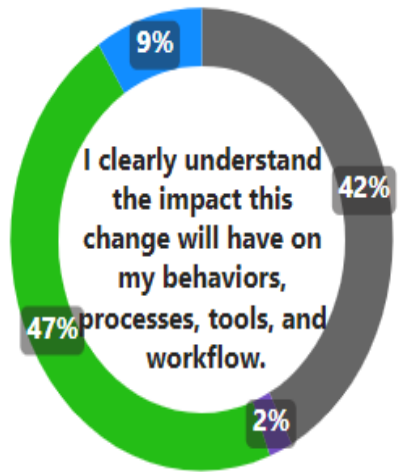
● Skipped ● Positive ● N/A ● Barrier

- 1- *Not Specified
- 2- Benton & Franklin
- 3- Clallam, Jefferson & Kitsap
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- 13- Walla Walla, Columbia, Garfield, Asotin, Whitman...
- 14- Whatcom, Skagit & San Juan Island

ADKAR Knowledge

Aggregated data

● Barrier ● N/A ● Positive ● Skipped



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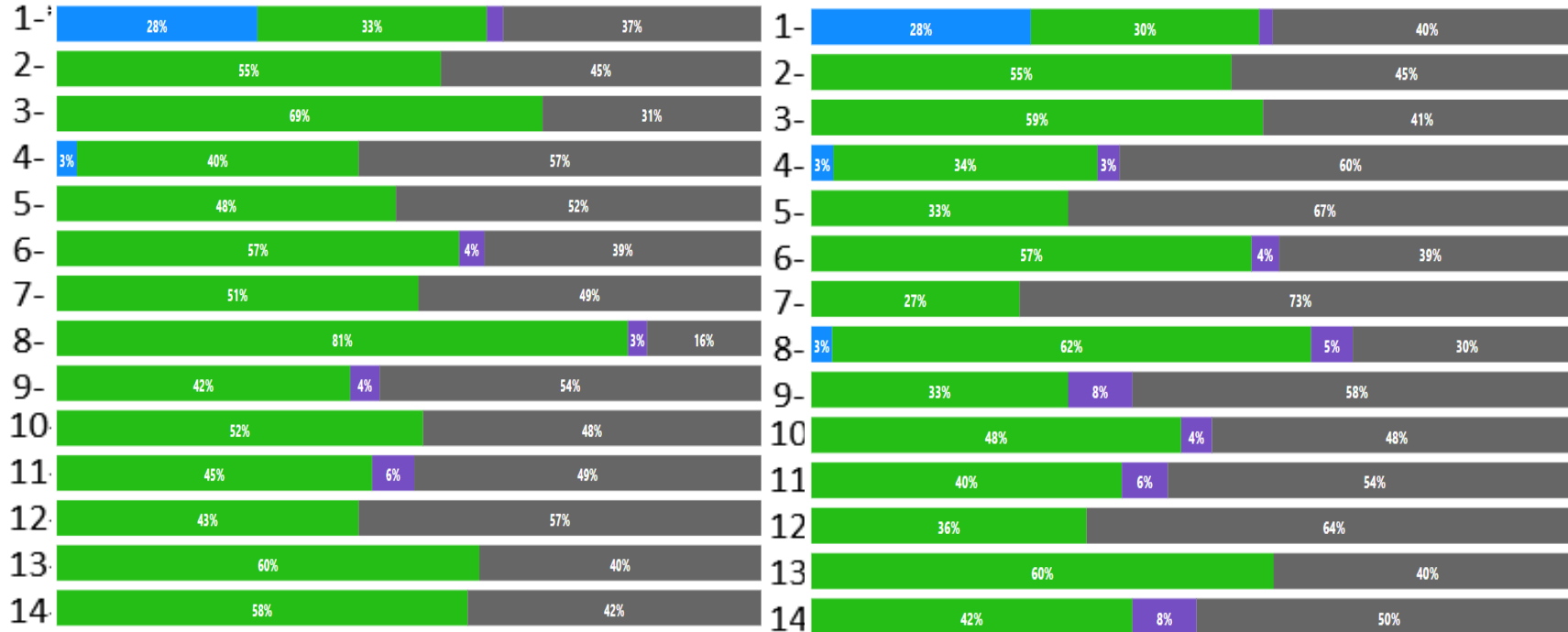
Knowledge

In relation to the WIT - ETO Replacement Project, evaluate the following statements on a scale of 1 to 5, with 1 indicating strong disagreement and 5 indicating strong agreement.

By County

I clearly understand the impact this change will have on my behaviors, processes, tools, and workflow.

I have the knowledge I need to be successful after the change is implemented.



● Skipped ● Positive ● N/A ● Barrier

1-*Not Specified
 2- Benton & Franklin
 3- Clallam, Jefferson & Kitsap
 4- Grays Harbor, Mason, Thurston, Pacific & Lewis
 5- King
 6- Okanogan, Chelan, Douglas, Grant & Adams
 7- Pierce

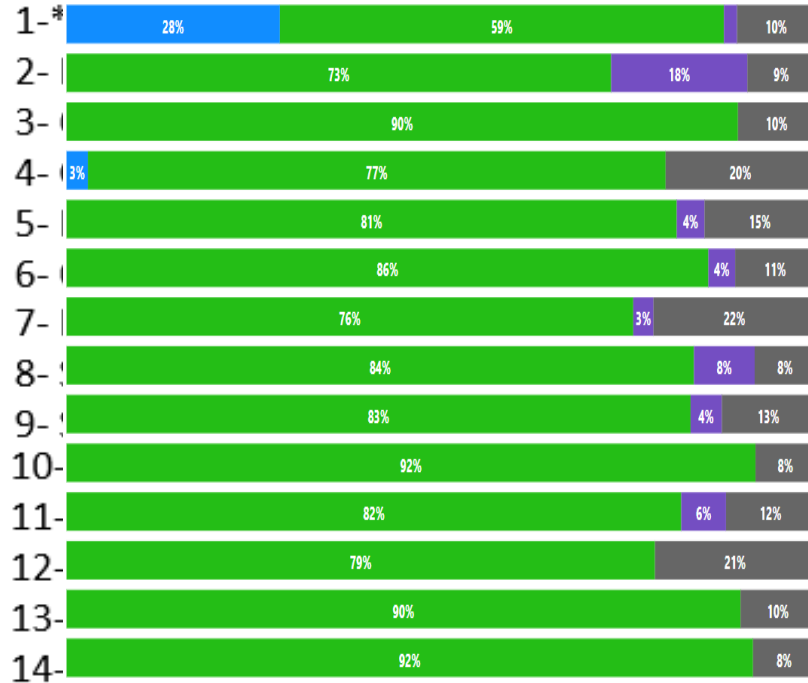
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Knowledge

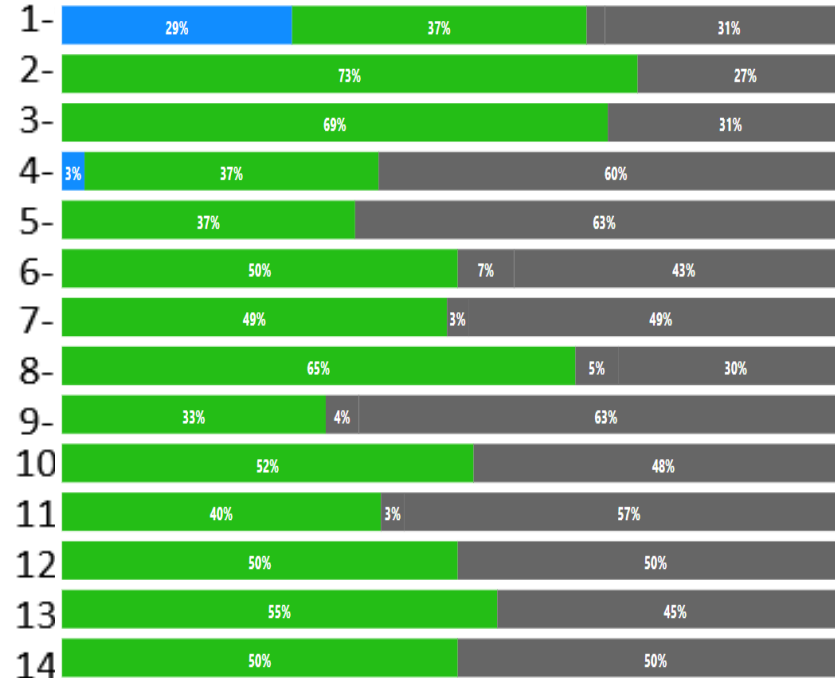
By County

In relation to the WIT - ETO Replacement Project, evaluate the following statements on a scale of 1 to 5, with 1 indicating strong disagreement and 5 indicating strong agreement.

I have the capacity to learn the new things I need to be successful in this change.



Resources and tools are available to help me be successful.



● Skipped ● Positive ● N/A ● Barrier

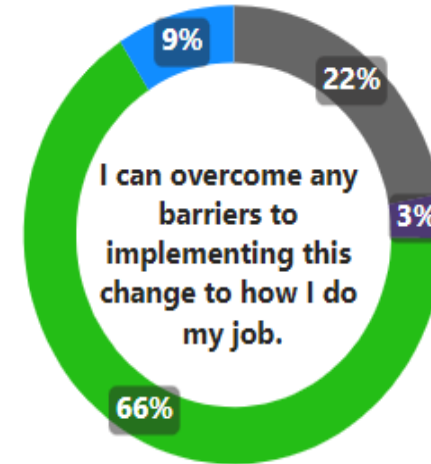
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ADKAR Ability

Aggregated data

● Barrier ● N/A ● Positive ● Skipped



WORKSource

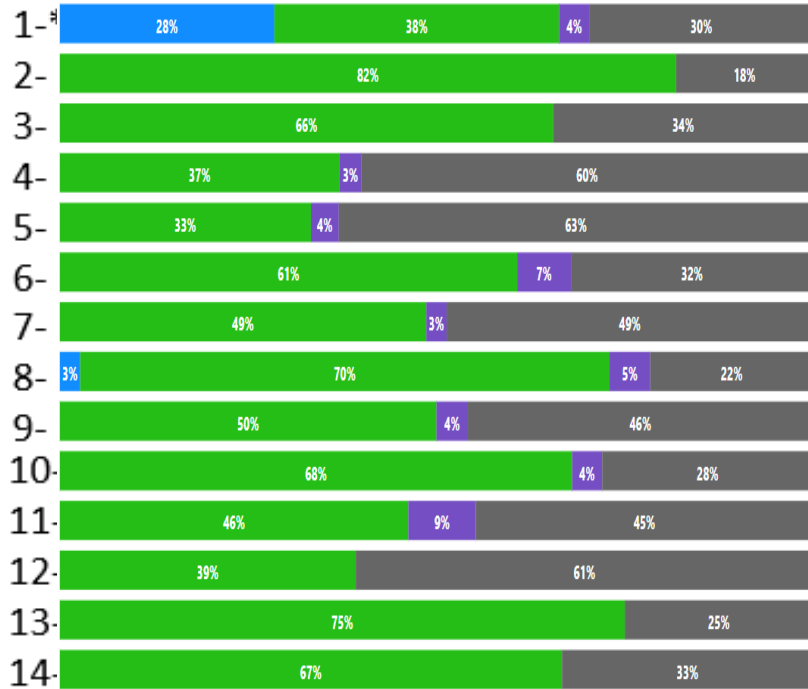
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Ability

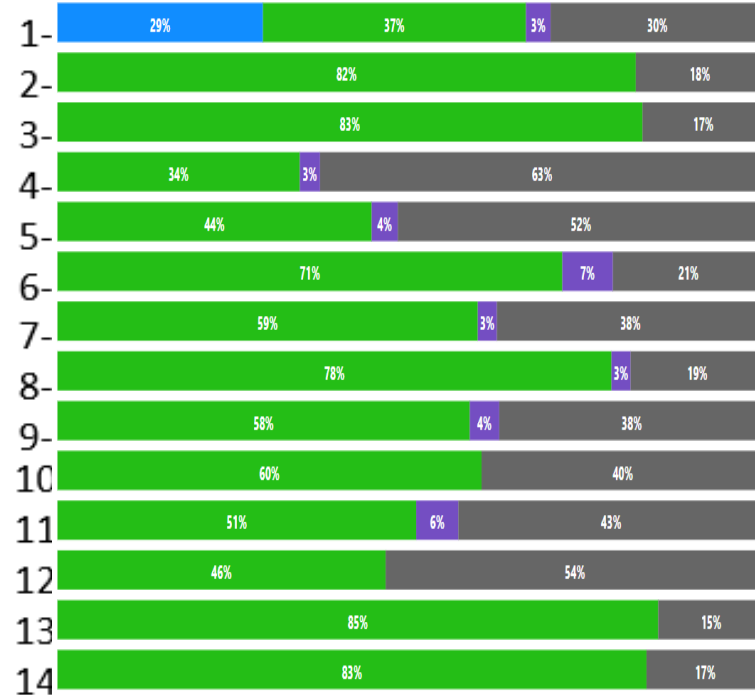
By County

In relation to the WIT - ETO Replacement Project, evaluate the following statements on a scale of 1 to 5, with 1 indicating strong disagreement and 5 indicating strong agreement.

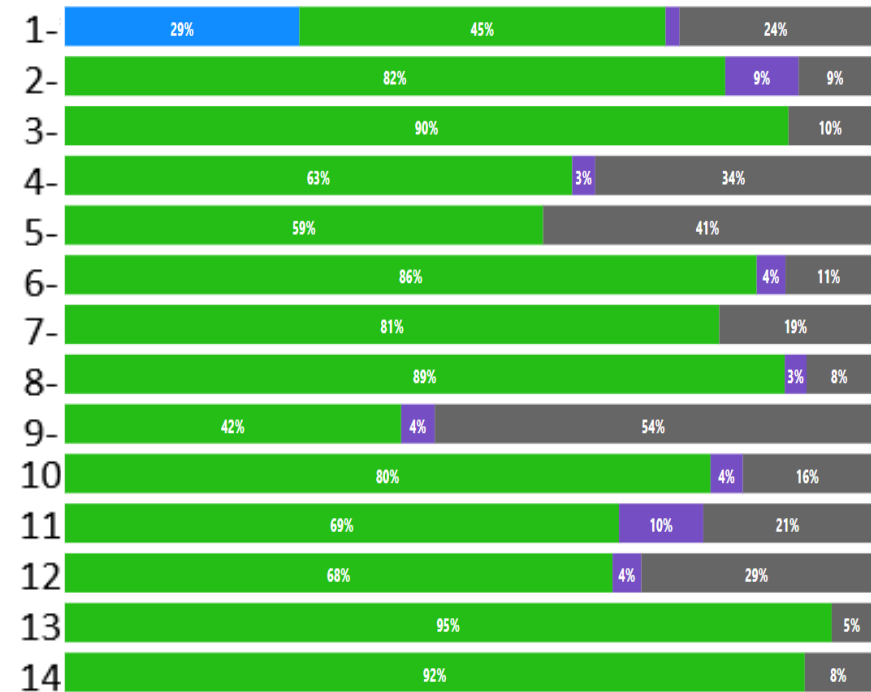
I believe the training provided will give me what I need to be successful in this change.



I can access additional knowledge and support when needed.



I can overcome any barriers to implementing this change in how I do my job.



● Skipped ● Positive ● N/A ● Barrier

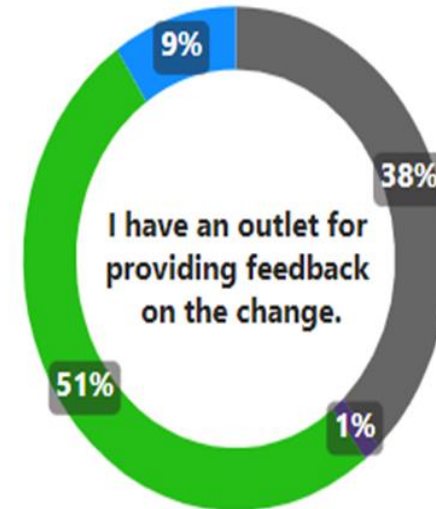
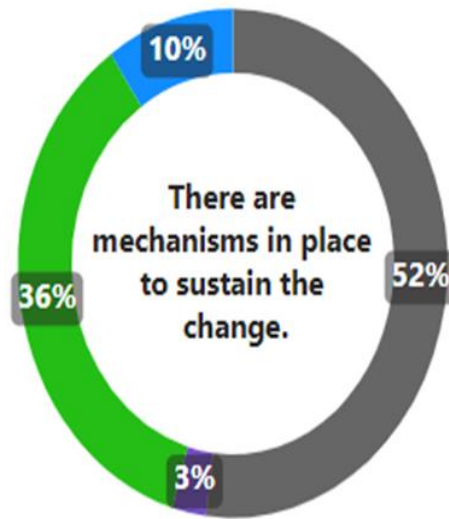
- 1-*Not Specified
- 2- Benton & Franklin
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- 14- Whatcom, Skagit & San Juan Island

ADKAR

Reinforcement

Aggregated data

● Barrier ● N/A ● Positive ● Skipped



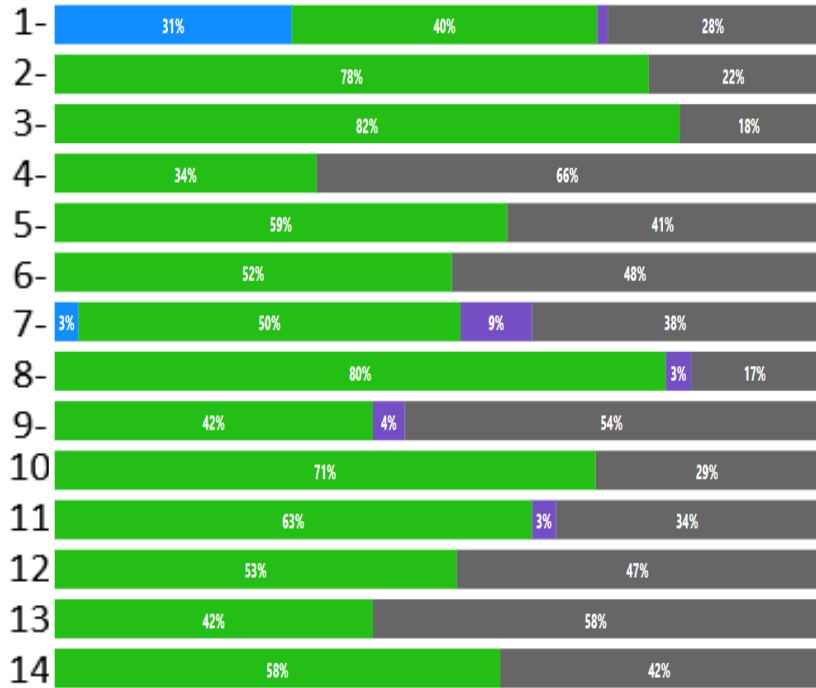
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Reinforcement

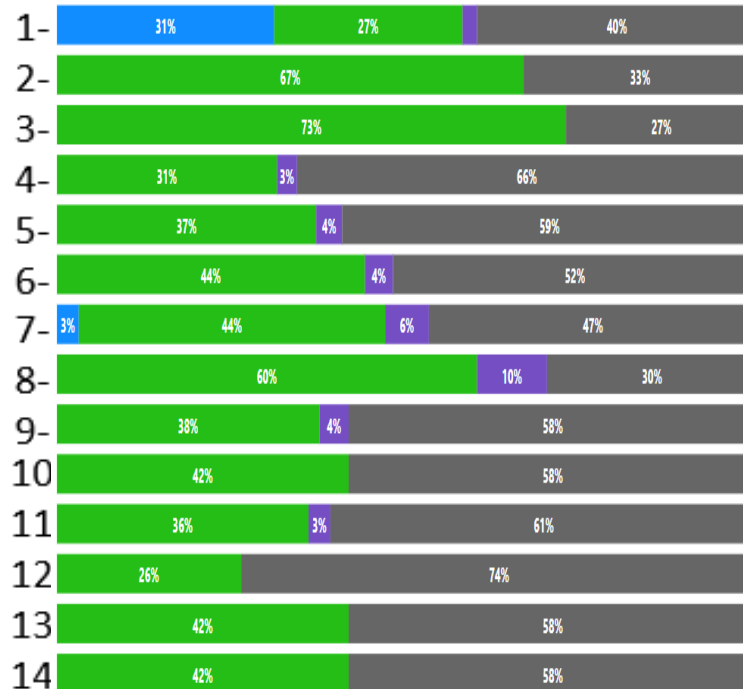
By County

In relation to the WIT - ETO Replacement Project, evaluate the following statements on a scale of 1 to 5, with 1 indicating strong disagreement and 5 indicating strong agreement.

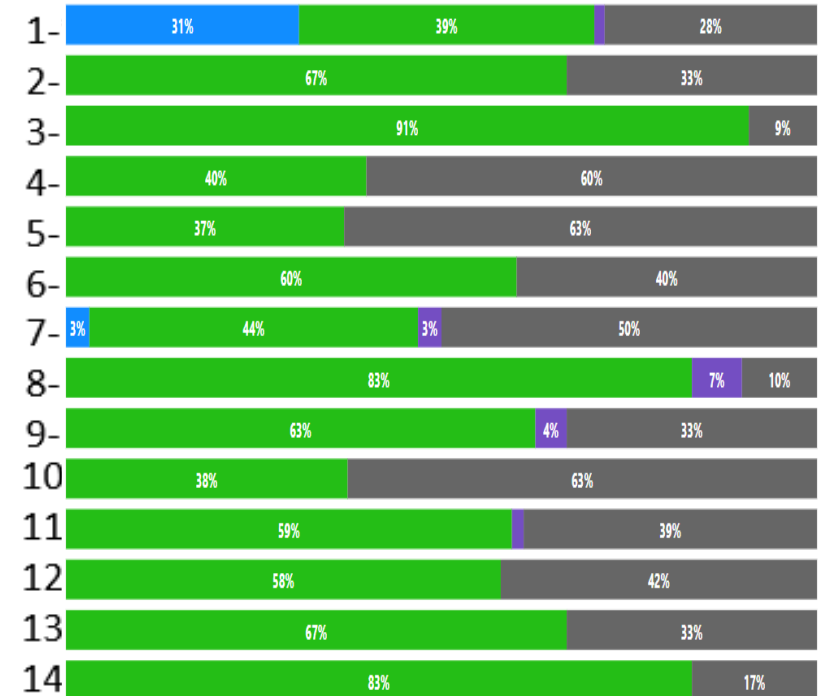
Our organization is committed to keeping the change in place.



There are mechanisms in place to sustain the change.



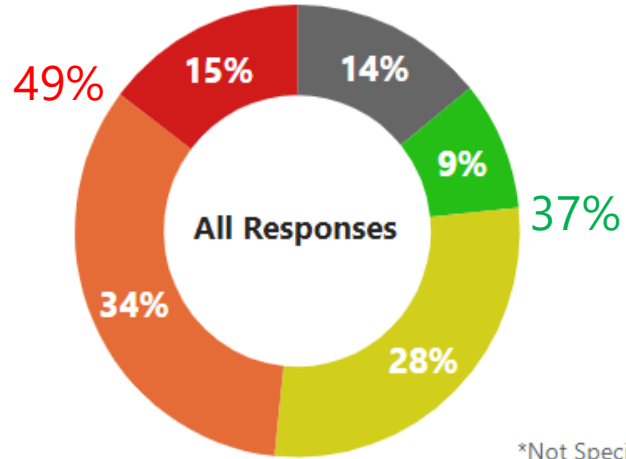
I have an outlet for providing feedback on the change.



● Skipped ● Positive ● N/A ● Barrier

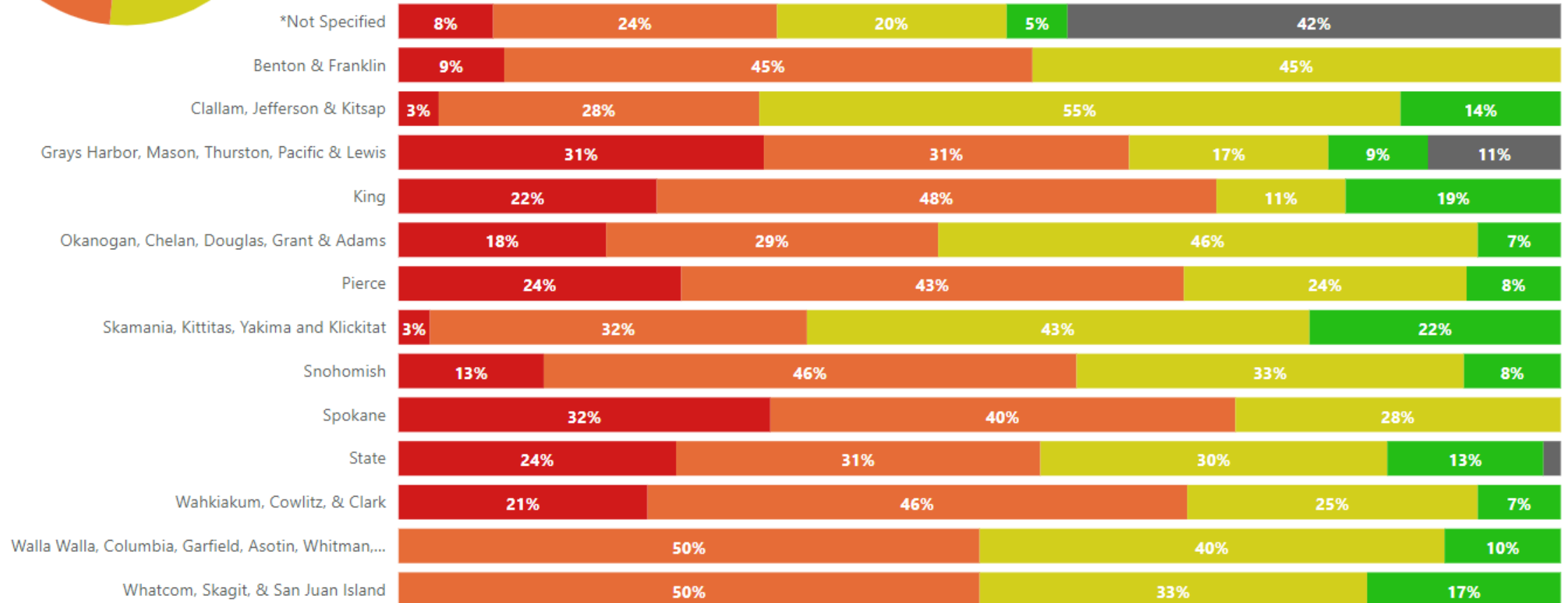
1- *Not Specified
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Q20: How effective has communication been to date to keep you informed about the project?

● 1 - Ineffective ● 2 - Somewhat Effective ● 3 - Effective ● 4 - Very Effective ● Skipped



ADKAR

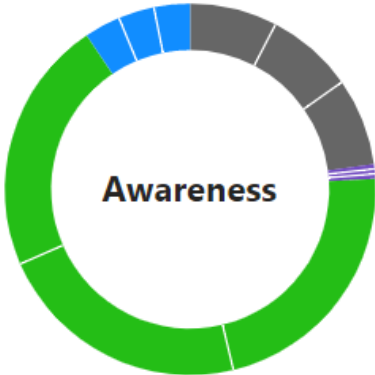


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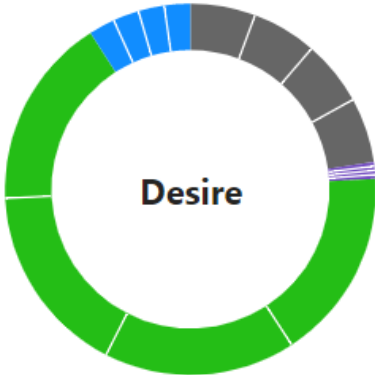
ADKAR- Project Benchmark (Summer 2022)

Aggregated data

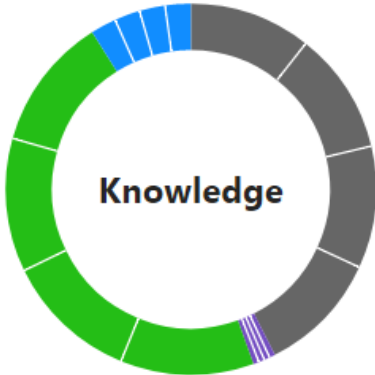
● Barrier ● N/A ● Positive ● Skipped



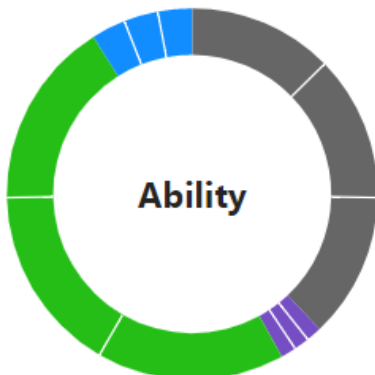
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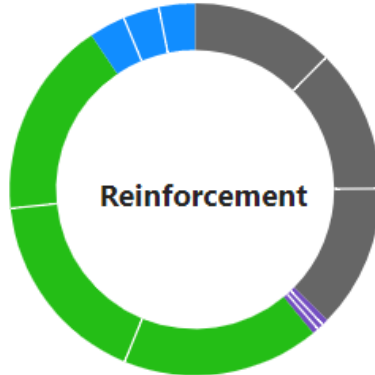
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EMPLOYEE PULSE

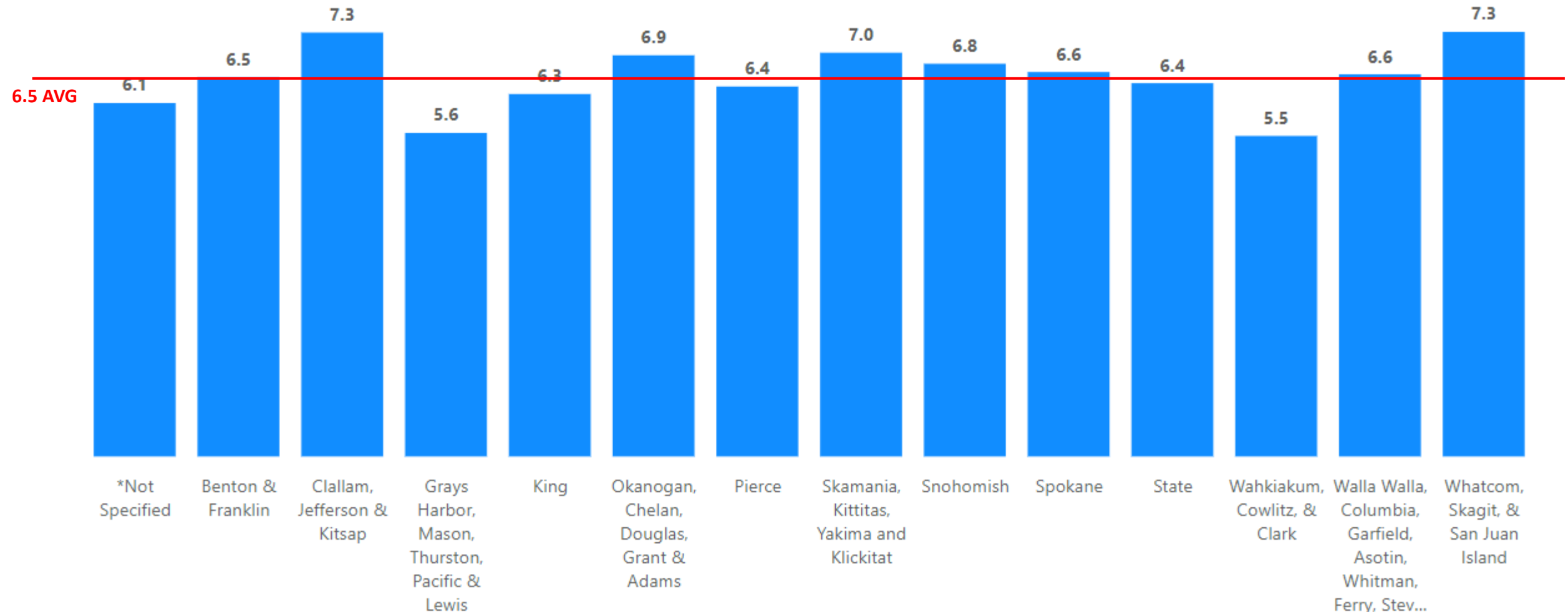


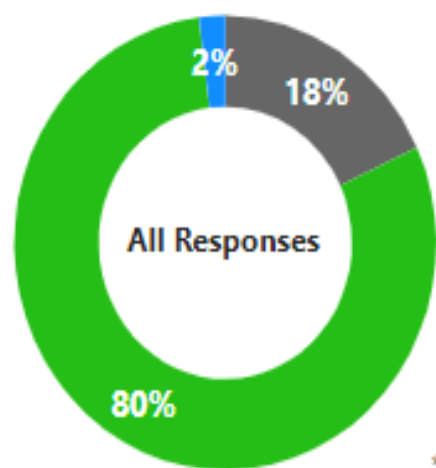
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GENERAL PULSE - Benchmark

On a scale of 0-10, how are you feeling about the WIT-ETO replacement project

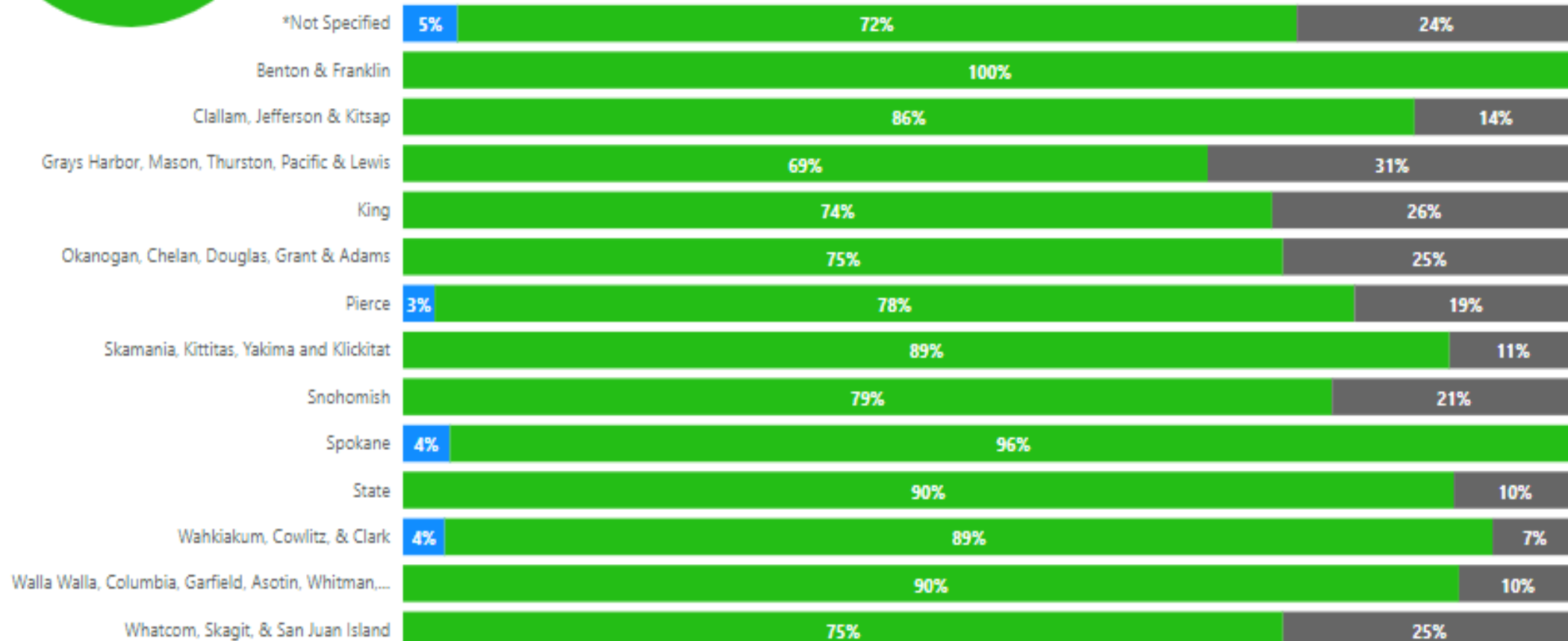
Average by County





Q12: There is a compelling business need for WIT-ETO Replacement Project.

● Skipped ● Positive ● Neutral/Negative



Staff see the need and can articulate it.

...The current system has significant limitations and impacts our ability to effectively serve customers as we are constantly navigating around the inefficiencies of the current tool.

...We need to spend more time with customers and less time entering data in multiple locations so that there is quantifying data for the work that is being done.

...The current system is not user-friendly enough for new users to pick up readily. If you are experienced with the system, you likely know the 10-minute route to take to do the 4-minute task, but new hires may never actually get there.

...ETO is redundant, slow, and too many steps to accomplish a task

...it will save staff's time for staff, which will allow them to be more available for customers.

...the current system doesn't have accurate reports and is not a good tool for those doing case management and not a good tool for supervisors and it's slow and can't get at information needed in an efficient manner.

Finish this sentence:
The WIT-ETO Replacement Project is important because....