

Welcome to the June WIT Townhall



- June is graduation month.
- Our theme today is high school.
- While you are waiting for the town hall to start in chat tell us what kind of car you drove to high school?

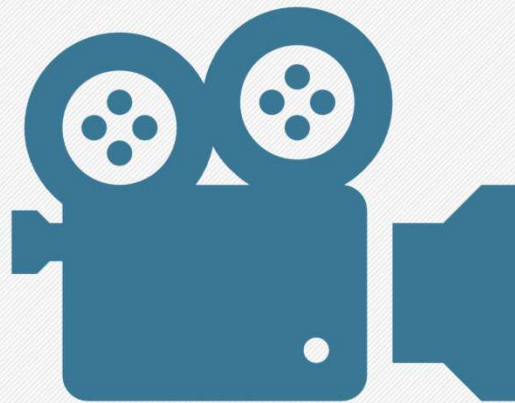
WorkSource Integrated Technology (WIT) Project: ETO Replacement (Phase 1)



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June 24, 2022

This meeting is being recorded



Agenda

- I. Welcome
- II. Sponsor remarks
- III. Project update
- IV. Questions
- V. Survey

Phase I Focus area



Meeting objectives



Today, we will:

- Inform you about the status of the WIT ETO Replacement Project
 - Provide updates on the project timeline
 - Celebrate the Request for Proposal (RFP) for IT Vendor is posted, and cover next steps
 - Hear about the preliminary results from the organizational change assessments
- Offer opportunities to ask questions and provide input

Sponsor remarks



WIT Replacement Project Executive Steering Committee

Executive Sponsor

Cami Feek
WA State Workforce
Administrator / ESD
Commissioner

Information & Technology (I&T) Steering Committee

Officers

Business Owner

Jairus Rice
Chair / ESD EC
Division Director

Business Sponsor

Mark Matthe
Co-chair / CEO
Spokane Workforce
Council

Business Sponsor

Amy Martinez
Vice Co-chair / CEO
South Central
Workforce

CIO

Maribeth Sapinosa
Vice Chair / ESD
Chief Information
Officer

Steering Committee Members

Katie Condit, CEO Workforce Central; Lisa Romine – Director SkillSource (North-Central);
Danielle Cruver, ESD CFO; Dan Zeitlin, ESD Policy Director; Gustavo Avilés, ESD LMI Director (Interim);
Bill Dowling- CEO Olympic LWDB; Gay Dubigk, CEO Northwest Workforce Council; Joy Emory, CEO Workforce
Snohomish; Miriam Halliday, CEO Workforce Southwest; Marie Kurose, CEO Seattle-King County WDC;
Tiffany Scott, CEO Benton-Franklin WDC, William Westmoreland, CEO PacMtn WDC;
Rod Van Alyne, Director Eastern Partnership; and Eleni Papadakis, WTB Executive Director

This month, you will hear from:

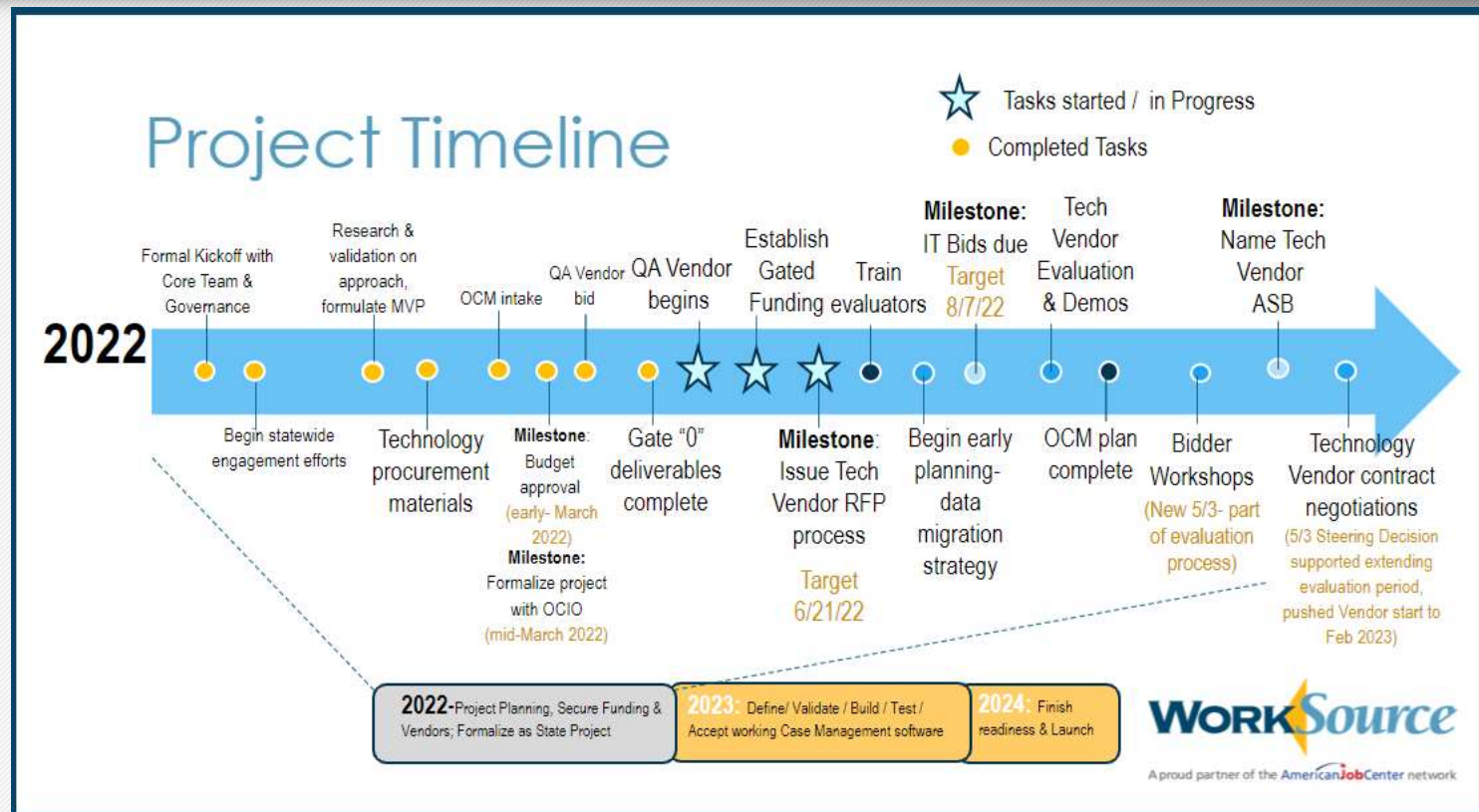
Bill Dowling

Maribeth Sapinosa



Project Timeline

- ★ Tasks started/in progress
- Completed tasks



Milestone Met! – *Could not be here without this TEAM!*



Aaron Beck
Aaron Parrott
Amy Gimlin
Andrea Hixson
Andrea Inman

Emily Anderson
Emily Manson
Famous Atkison
Greg Ferland

Greg Grahn
Kirsten Taylor
Wendy Walker

Medina Williams
Lisa Henderson
Gary Kamimura
Kathy Bodnar
Madeline Veria-Bogacz
Elise McKnight

Mary MacLennan
Rebecca McGinnis
Kris Mills

Luci Bench
Malinda Bjaaland
Mari McGill
Meranda Smith

James Beck
James Henderson
Jessica Clayton

Jessie Cardwell
JoAnne Jensen
Josh Stovall
Juan Martinez

Michelle Griffith
Miguel Garza
Miriam Cisneros
Rob Crow

Ariana Cordova
Autumn Hughes
Bernard Brockwell
Bill Dowling
Bonnie Jeffery

Donna Hendrickson

Dorothy Rocha
Ed Cox
Elise Rowe

Carri Callaghan
Christa Castanon
Craig Carroll
Cynthia Anguiano
David Chavey-Reynaud
Deborah Howell

Katherine Payne
Kevin Persell
Kim Green
Kim Tickner

Chad Stoker
Michael Luchini

Bonnie Jeffery
Bryan Pannell
Bryan Raines
Byron Mukai
Carol Forrester

Liane Johnson
Nona Mallicoat
Marissa Meyer
Matt LaPalm
Ismaila Maidadi
Reddy Varakantham

Heidi Lamers
Heidi Schauble
Jaclyn Cascio

Anne Buchan
ashley olsen

IT Vendor Procurement – Next steps



Nona Mallicoat, Project Owner
Chad Stoker, Solution Architect



IT Vendor Procurement – Next steps



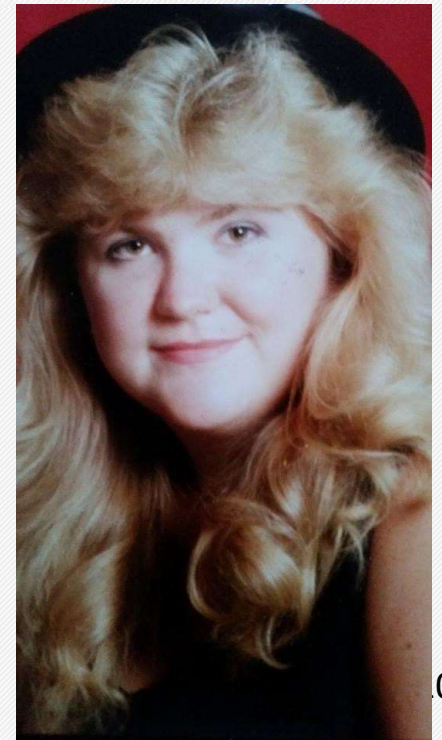
Planning Workshops will include participation from EC Program Staff and 12 LWDBs based on subject matter expertise (*to be determined*)

★ Open Forum to any Staff interested in observing

Organizational Change Management



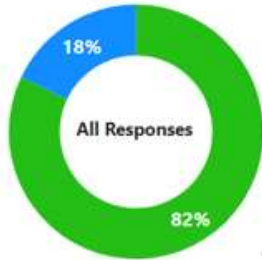
- ADKAR Survey sent out 4/17 thru 4/28
- 469 employees completed
- 406 identified - Are you an ESD employee?
 - 333 – YES / 73 - NO (63 skipped)
- 324 identified - Which county do you support work in?
 - 145 (skipped)



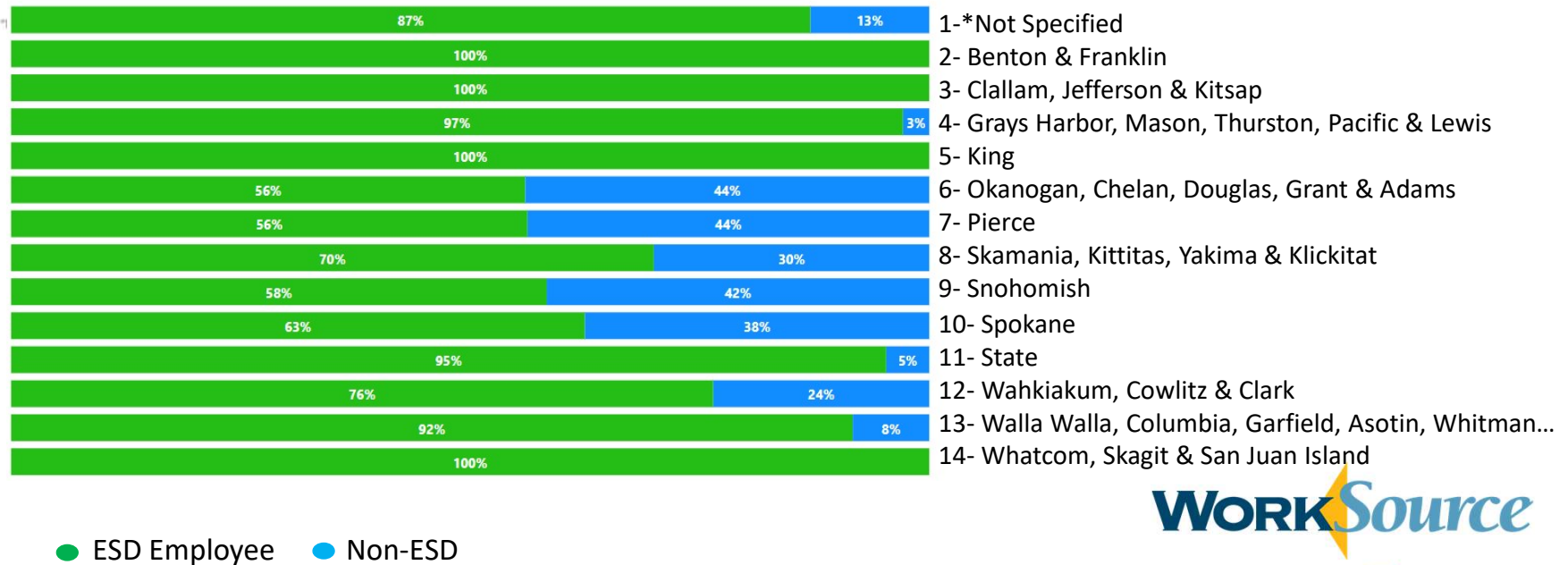
Response demographics

Q26: Are you an ESD Employee?

406 Responses: Yes 333 No 73 Skipped 63



Reopening survey to collect more partner data



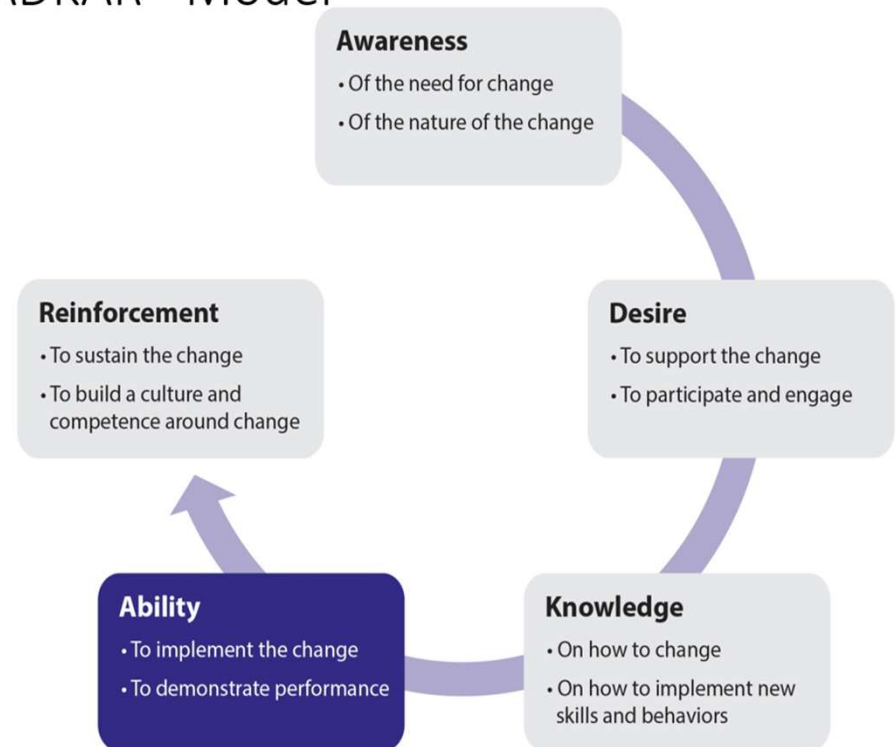
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The ADKAR Survey

- Open 4/17 through 4/28/2022
- Individual assessment of:
 - Awareness of the change
 - Desire to change
 - Knowledge of how to change
 - Ability to make the change
 - Reinforcement to continue with the change
- Helps to identify the barrier points to change
- Will be measured again in (tentative dates)
October 2022, April 2023 & October 2023.....

Prosci® ADKAR® Model



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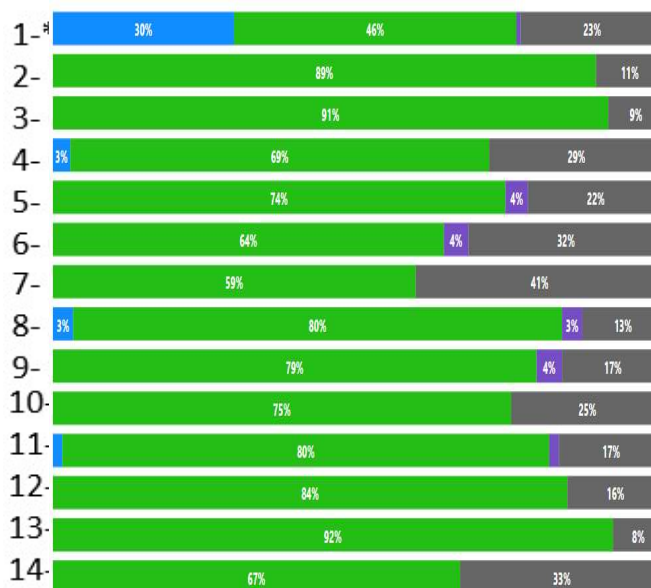
Awareness

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.

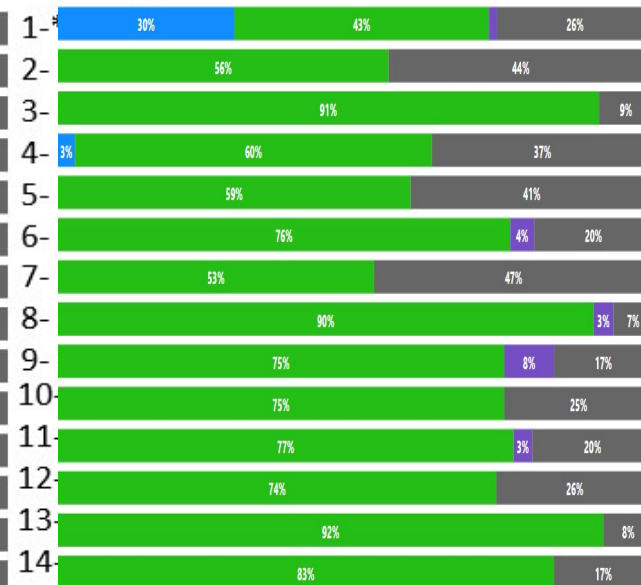
I understand the goal of this change.



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
 6- Okanogan, Chelan, Douglas, Grant & Adams
 7- Pierce

8- Skamania, Kittitas, Yakima & Klickitat
 9- Snohomish
 10- Spokane
 11- State
 12- Wahkiakum, Cowlitz & Clark
 13- Walla Walla, Columbia, Garfield, Asotin, Whitman...
 14- Whatcom, Skagit & San Juan Island

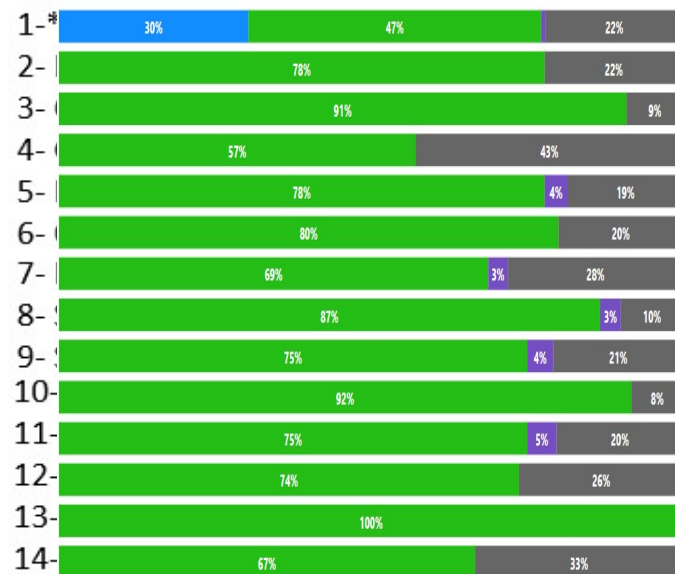


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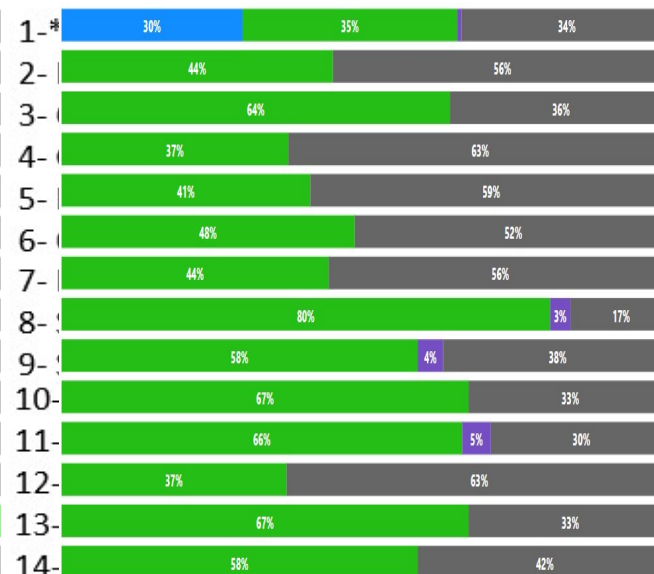
Desire

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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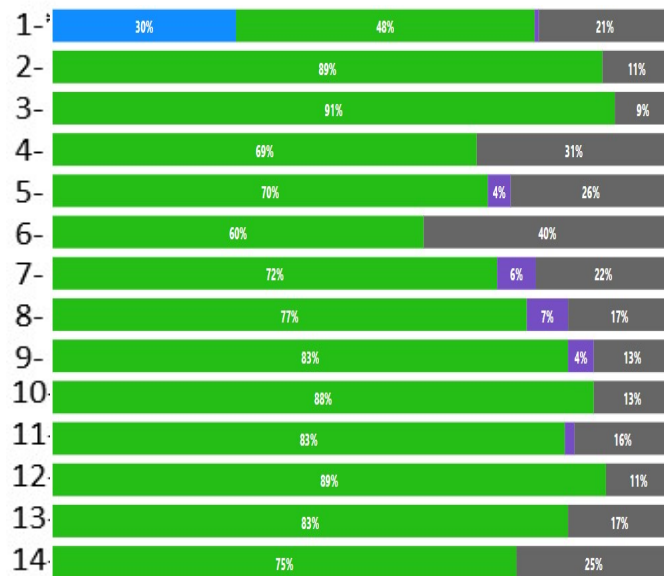


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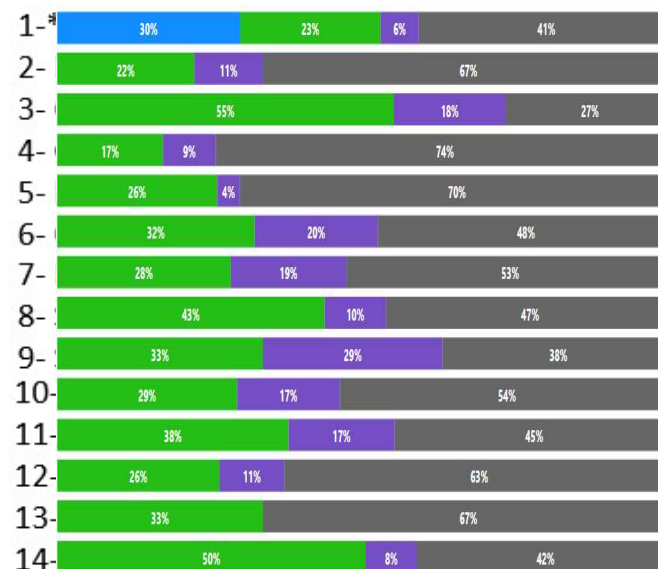
Desire

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 making the change is worth it and outweighs not changing.



I have been able to voice my objections and they have been taken into consideration.



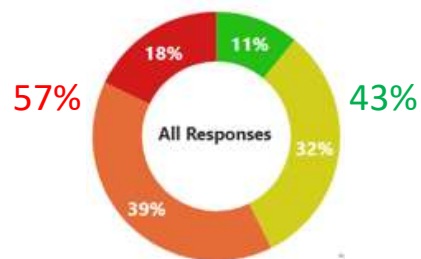
● Skipped ● Positive ● N/A ● Barrier

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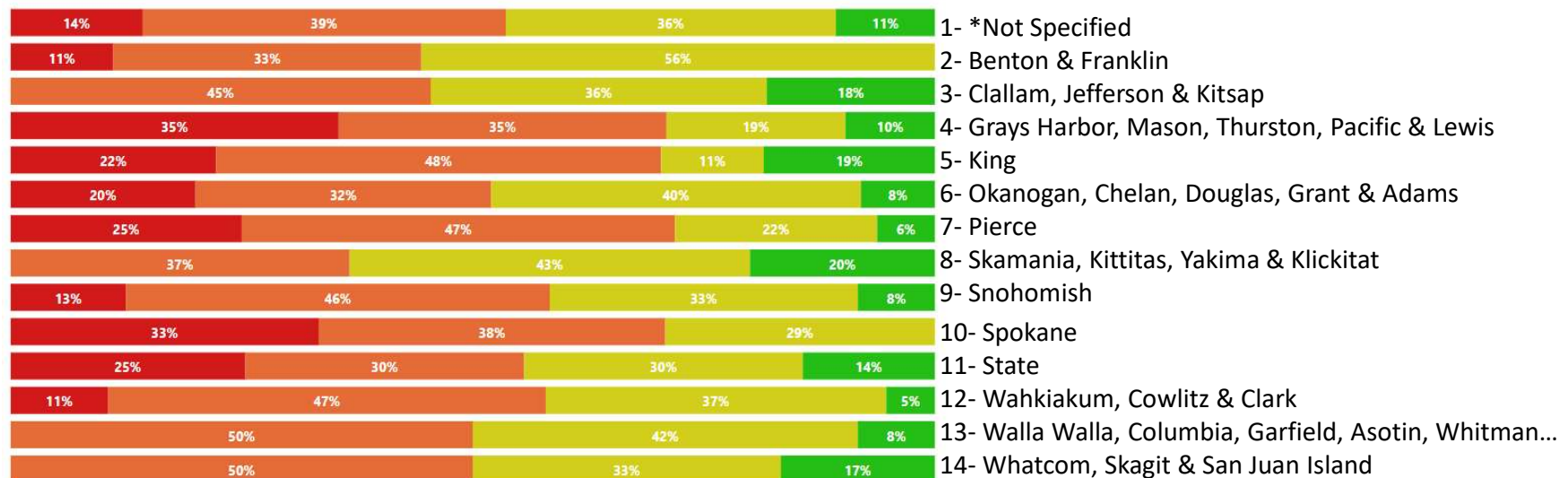
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1 - Ineffective	2 - Somewhat Effective	3 - Effective	4 - Very Effective	Total
72	159	128	44	403

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



TOWN HALL QUESTIONS:

What other ways can we be communicating? What messaging are we missing?

What other avenues should we be using? Help us understand what we can be doing better?



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Did you know?

Your input and questions are important
Please use [this form link](#) to submit your ideas and questions related to the WIT replacement project.

- Concerns, pain points
- Questions
- Suggestions / Recommendations
- Idea / Enhancements
- Other

WIT replacement project

WIT (WorkSource Integrated Technology) is the ETO, or Efforts to Outcomes, case management system

Project deliverables

- Charter for the WIT replacement project
- Project Management Plan
- Stakeholder plan

Status reports

[May 2022](#)
[April 2022](#)
[March 2022](#)
[February 2022](#)
[January 2022](#)

Town halls

[April 22, 2022 presentation](#)

- Questions and answers from both sessions
- Morning session recording
- Afternoon session recording

[Feb. 25, 2022 presentation](#)

- Questions and answers from both sessions
- Morning session recording
- Afternoon session recording

Project resources

- Project Overview Handout
- Site visits: description and summary video

Your input and questions are important

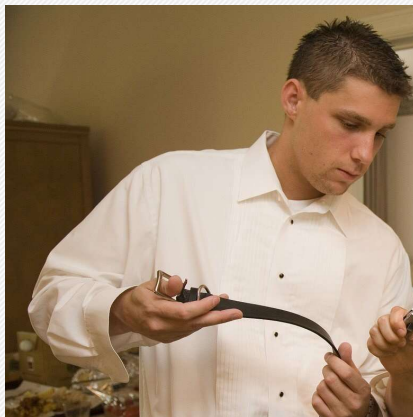
Please use [this form link](#) to submit your ideas and questions related to the WIT replacement project.

Questions?



Please put questions in the Chat or raise your hand.

- We will get to as many questions as possible.
- We are recording this meeting and will provide a FAQ document as soon as possible.
- **Please take the survey that we will put in Chat.** This will help us serve you better!



Save the date! Bookmark Project page!



Next Online Town Hall:

Friday, August 26, 2022

9 a.m. and 2:30 p.m.

Workforce Professionals Center- Project page:

<https://wpc.wa.gov/wswa/wit-replacement-project>

Overarching project questions?



Please contact:

Program Management

Nona Mallicoat, Employment Connections Deputy Director
nona.mallicoat@esd.wa.gov

Project Management

Linda Kleingartner, WIT Replacement Project Manager
linda.kleingartner@esd.wa.gov

Workforce Professionals Center- Project page:

<https://wpc.wa.gov/wswa/wit-replacement-project>