WIT – ETO Replacement Project
Organizational Change Management Plan for Benton-Franklin WDC (WDA11) – TWO PAGER

ESD Region: **East Region**
Change Leader: **Liane Johnson, Organizational Change Leader**
Plan Approval Date: **December 21, 2022**

Benton-Franklin WDC (WDA11) OCM Working Group Team:

Roles	Assigned	Primary Responsibilities
Sponsor(s)	Tiffany Alviso Jennie Weber (RD)	• Endorse OCM plans and activities • Provide active and visible sponsorship • Communicate directly with employees • "Manage management" of affected organizations, help remove roadblocks
Change Manager	Liane Johnson	• Drives change management • Develop associated OCM plans • Support other roles (Project Sponsor, Project Team, Project Support, Senior Leaders, Managers) • Works with project teams, SMEs, and other resources to ensure a successful execution • Lead coordination of OCM meetings and planning and reporting activities
Subject Matter Experts	David Chavey-Reynaud Jessie Cardwell Cynthia Garcia Crystal Bright Heather Woodruff Linda Rowling Rebecca Williamson	• Provide requirements, process, training and communications experience and expertise • Contribute specialized knowledge that can help the project and change teams • Offer specific tools that support OCM activities

The Plan Details:

Who will approval this Plan?	Who will be the preferred sender of messages?	How often will the team meet in 2023
Sponsors – Tiffany Alviso & Jennie Weber	David Chavey-Reynaud main POC	Quarterly for 60 minutes Once we know training dates increase to monthly

How will this team share information?	How will this team seek-out feedback?	Why are we replacing ETO?
Share in meetings then email as follow up – review and get feedback Highly intentional as to include everybody	OCM Team Supervisors SME's (dedicated by functions/ influencers) Working committee We will use these ad hoc	The WIT-ETO Replacement project is important because it will help to make work more efficient, data more accurate and will make our workforce system stronger. It will allow for faster and more accurate reporting which is good for us at the local levels and for the PIRL that is submitted to DOL. We want the work we are doing to be captured and accurately reported. Interfacing with customers within the system will be game changing, you can assign customers tasks, and they can upload docs directly and once. It will be intuitive and help case managers create a workflow that makes sense to them

Strengths Unique to WDA 11	Opportunities Unique to WDA 11
• There is a compelling business need for the WIT ETO Replacement (100%) • I believe making the change is worth it and outweighs not changing. (desire) • I have the capacity to learn the new things I need be successful in this change (knowledge) • I can overcome any barrier to implementing this change in how I do my job (ability)	• Communication • Partner engagement • I have been able to voice my objections and they have been taken into consideration (desire) • I understand the nature of the change's impact on my work and my group (awareness)

Perceptions, Risks and Concerns
The team discussed and agreed on various perceptions, risks and concerns impacting this project, including:

- What excites us about this upcoming change
- What concerns we have about this upcoming change
- What resistance we anticipate having with this change
- The risks or consequences of not making this change

What Will Success Look Like?

- Staff would be spending 80% time on customers/20% other (meetings, data entry, etc.)
- Reports are easy to run, and you can trust the data
- Less duplication of data entry
- Increase in positive customer engagement
- Customers will have a better experience overall
- Staff will have a better experience – will have cup filled up by being able to meet the needs of customers
- More responsive functionality as we adopt new grants & programs
- Save money by stopping paying for services we won't need any longer
- More time to create innovative service delivery models
- Compliance – less time and easier to meet
- Intuitive to use and checks and balances are built-in

ADKAR Methodology and Planned Steps to Support Change in WDA11:

Awareness	Desire	Knowledge	Ability	Reinforcement
• Identify who needs to be aware • TC Futures, WDC, ESD, & Career Path Services • Leadership at partnerships L&I, OIC, CBC • Inform partners who have historically not used ETO • Standing agenda item at least monthly • WCB all staff, TC Futures all-staff, ESD staff meeting, WDC all staff, Career Path all staff • BFWDC Board meeting • Promote bi-monthly town halls & recordings • Targeted communications around programs being worked on at that time • Promote the WPC WIT webpage • Survey – asking how to increase awareness • Shout out on the BFWDC website bi-monthly sending them to the WPC WIT page • POC – Who can people reach out to if they have questions	Today the desire is strong staff is looking forward to the change. We will continue to drive desire by: • Promoting benefits • What can we reasonably expect • Demos when we have a product to show • Videos of demo or prototypes • Continue to articulate how this time it's different than Skyes to ETO. • Engaged, teams involved to select a bidder. We heard you… articulate all the challenges and highlight how we are going to fix them • Look for ways we can get more frontline staff involved • Funding / incentive / make it fun (pizza parties)	We are using an agile approach, which means we'll change and adjust as we go. • Disseminate information as it comes, chunk it out. Lead into a primary release and revisit the topics • Check for understanding as we go • Communicate training schedule early and often • Dedicated time for training • Supervisors and influencers (at all levels) trained first • Dedicated SMEs to create FAQ's – tips and tricks, Did you know articles and help others	We are using an agile approach, which means we'll change and adjust as we go. • Dedicated time to practice (sandbox) • Create workload capacity to ensure they have time to practice • Take stuff off the plate so they have time to practice – What can we take a break from this quarter (cancel some meetings) (allow time and alleviate stress) • Repurpose scheduled meetings to training/practice time with scenarios • Small group sessions – structured around adult learning styles • Tools that support different learning styles – videos, FAQ's, tips and tricks, best practices	We are using an agile approach, which means we'll change and adjust as we go. • Collect feedback from employees thru focus groups & surveys • Celebrations at milestones / successes • Lessons Learned • Lunch and learns (snack & study) • Success stories – market & promote • A day in the life --- ETO VS New tool • Practicing gratitude and how the system is better