WIT – ETO Replacement Project
Organizational Change Management Plan for Spokane Workforce Council (WDA12) – TWO PAGER

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

Spokane Workforce Council (WDA12) OCM Working Group Team:

Roles	Assigned	Primary Responsibilities
Sponsor(s)	Dawn Karber 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	Liz Laubscher Brett Oliveri Kate Martin Oscar Coronado Greg Gormley Becky Sommerville Tony Parks Lori Veitenheimer Marlow Merritt Steve Ruggles	• 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 – Dawn Karber & Jennie Weber	Liz Laubscher	Quarterly for 60 minutes Once training dates finalized increase to monthly

How will this team share information?	How will this team seek-out feedback?	Why are we replacing ETO?
Share with leaders and ask for input. Share in All Staff meeting in January Then email out.	• Supervisors • SME's • All Staff meetings • Drop box – suggestions	We are replacing ETO because it does not meet the needs of customer-facing staff, nor does it satisfy federal reporting requirements or allow for accurate, real-time performance tracking. Our goal is to implement a streamlined, intuitive case management system that allows staff to focus on the customer rather than navigating the pitfalls of ETO, while also making it easier to access and analyze the data we spend so much time entering. The new system will meet all reporting requirements and will have the flexibility to adapt to future changes to keep us up-to-date and compliant.

Strengths Unique to WDA 12	Opportunities Unique to WDA 12
• There is a compelling business need for the WIT ETO Replacement (96%) • I understand the goal of this change (awareness) • I believe the organizational motivations for this change are true and accurate (desire) • Staff want and need it – they are looking forward to a better system • 72% of staff understand the risk of not changing • 80% can overcome any barriers on how to do my job	• There are mechanisms in place to sustain the change (reinforcement) • I have an outlet for providing feedback on the change (reinforcement) • I have been able to voice my objections and they have been taken into consideration. • 49% believe the training will be sufficient (people learn in different ways, need local training opportunities)

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?

- Happy employees
- Happy customers
- Less duplication and wait times
- More important and timely reports
- Shorter appointments due to a more streamlined process
- Great productivity
- More time to spend with customer with value adds vs. data entry
- Reduce errors due to time outs
- We will meet all federal guidelines and be compliant in all our programs

Awareness	Desire	Knowledge	Ability	Reinforcement
- Constant communication – Keep in loop - Town halls - Email – big wins, most exciting news, add visuals, screenshots - Sneak peeks - Talking points – for leaders that they could use in huddles, meetings - Promote WPC WIT page – do walk throughs - All-Staff meetings (WorkSource centers) – monthly topic - Create opportunities for feedback thru focus groups - Opportunities for hands on / testing - Sandbox	Today the desire is strong staff is looking forward to the change. We will continue to drive desire by: - Highlight contrast between new systems – Contrast & Compare - Big wins - Incentive – fun – put some splash behind (maybe a coffee cart) - Flyer – one-page fun document	We are using an agile approach, which means we'll change and adjust as we go. - Communicate schedule early and often - Leadership communicate training is a priority and 100% behind this (do we need to bump up staffing during this time) - Making sure enough time dedicated to training for classroom training and for practice (Maybe closing a day if needed) - Create SME's so staff have a resource to go to - Open access to trainers after training to get questions answered - Clear time / schedule for staff to dedicate to training and practice - FAQ's - Recorded training so people can go back and watch – snippets (how to videos) Touchpoints - Train supervisors early in the process so they can support/coach their teams	We are using an agile approach, which means we'll change and adjust as we go. - Allow time for practice - Hands-on training - SMEs - Sandbox - Support team channel - Supervisors supporting or arranging support with trainer or SME for those who need extra help. - Did you know … Tips and tricks	We are using an agile approach, which means we'll change and adjust as we go. - Share lessons learned - Share best practices - Celebrate successes - Promote time differences / how much faster it is to do things - Pulse checks - in team meetings - Focus groups - What did we learn, what did we like? - Share reports / dashboards - Reinforcing where you can get help or POC - FAQs – Make sure people know who creates these and how they are maintained