

WIT – ETO Replacement Project

Organizational Change Management Plan for Pacific Mountain (WDA2) – TWO PAGER

ESD Region: Southwest Coastal Region
 Change Leader: Liane Johnson, Organizational Change Leader
 Plan Approval Date: March 27, 2023

The Pacific Mountain (WDA2) OCM Working Group Team:

Roles	Assigned	Primary Responsibilities
Sponsor(s)	Jason Hosenev Tennille Johnson (RD)	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	Kayla Flint Christina Chestnut Aaron Pentland Angie Rayfield Chris Skinner Cam McClary	<ul style="list-style-type: none"> 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 WDA2 Plan?	Who will be the preferred sender of messages?	How often will the team meet in 2023
Sponsors – Jason & Tennille	Emma Seymour, and/or Victoria Pruet will be main point of contacts and will disseminate as needed.	Starting in April once a month for an hour – once closer to training increase frequency of meetings. 2 months before training increase to bi-weekly
How will this team share information?	How will this team seek-out feedback?	Why are we replacing ETO?
All Staff meetings	Functional Teams, Supervisors/huddles, All-Staff meetings, Polls & Surveys	We are replacing ETO because we want to offer our customers a system that is more robust, easier to navigate, and that streamlines all our processes, so they spend less time waiting and more time being heard and getting their needs met. Our new system will allow for faster and more accurate reporting which is good for us at the local level 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! The system will allow us the ability to assign customers tasks, and they will be able to upload documents directly with no need to repeat actions. It will be intuitive and help case managers create a workflow that makes sense to them.
Strengths Unique to Pacific Mountain		Opportunities Unique to Pacific Mountain
Awareness <ul style="list-style-type: none"> I understand the risk of not changing I understand the nature of the change’s impact on my work and my group Knowledge <ul style="list-style-type: none"> I have the capacity to learn the new things I need to be successful in this change. 		<ul style="list-style-type: none"> Low score on how you are feeling about the WIT-ETO replacement project at 5.6 Desire <ul style="list-style-type: none"> I know what’s in it for me (WIIFM) I believe the organizational motivations for this change are true and accurate I have been able to voice my objections and they have been taken into consideration Knowledge <ul style="list-style-type: none"> I clearly understand the impact this change will have on my behaviors, processes, tools, and workflow I have been able to voice my objections and they have been taken into consideration Resources and tools are available to help me be successful

Perceptions, Risks and Concerns

The team will discuss 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?

- JOY – NO MORE ETO
- More time with customer and less time on data entry
- Clean data migration
- Easy to pull reports
- Clean PIRL
- DOL – will say “beautiful”
- Data we can trust
- All staff trained up to date using system
- Good roll-out to customer (self-service options)
- Check-ins will help us gauge success along the way – giving us the ability to adjust as we go
- Staff will define success – their ability to use system and it works – it is doing what we said it would do
- Take feedback and follow up with results
- We will have a big party celebration!!!!

ADKAR Methodology and Planned Steps to Support Change in WDA 2:

Awareness	Desire	Knowledge	Ability	Reinforcement
<ul style="list-style-type: none"> • Celebrate milestones, people, and accomplishments • Promote townhalls and encourage participation • Listening sessions or focus groups (demonstrate where we are at and allow for staff feedback) • Provide opportunities to participate in hand- on sprint demos • Promote WPC site and do demos of the site during meetings • Encourage supervisors to attend Navigating Change for Leaders <p>Communicate –</p> <ul style="list-style-type: none"> • Here were your pain points but this is how we are fixing them • Targeted communications around programs being worked on at that time • Plan a communication every other month opposite of the WIT Town Halls • Create a Gov delivery distribution list for all staff to track engagement (Cam, Jaide & Emma) • Monthly agenda topic on all staff meetings 	<p>We will continue to drive desire by:</p> <ul style="list-style-type: none"> • Explaining the benefits – speed, time outs, less re-work, more automation, less workarounds, less duplicity • Show - Contrast and compare – new vs current • This is what it looks like now – this is how we are changing it? • Awards (trinkets, swag) for attending orientations/ trainings • Ask – What would be the top 3 things you would fix in ETO in meetings and 1 on 1's 	<p>We are using an agile approach, which means we'll change and adjust as we go.</p> <ul style="list-style-type: none"> • Advertise training schedule - Communicate schedule early and often • Encourage participation – if you want to have access you need to attend training. (MIS) • Make time and space for employees to attend the training (try and take stuff off plate so can focus) • Feedback sessions after training – share with each other what we learned • Encourage people to become early adopters • Have Techy SME's – Change Champions – Bring dissenters in early. • Train supervisors early in the process so they can support/coach their teams • Promote – support teams' channel (what options would work for partners?) • Tips of the week - Did you know? Try this? • Use desk-aids – promote them • Recorded training sessions --- mini video's – snippets on how to... • Differences training by program • Different training options – some or all don't learn well online, maybe some in-person trainings • Share what to expect as we learn more about versions 	<p>We are using an agile approach, which means we'll change and adjust as we go.</p> <ul style="list-style-type: none"> • Dedicated time to practice • Group sharing – shadowing understanding how it is done. • Best practices / Tips and tricks newsletters / desk drops • Positive reinforcement • Identify super users who can be the SME's • Roving SME – walking around looking for ways to help • Desk aids, YouTube videos, show different aspects of WIT • Use real life scenarios in huddles/team meetings to practice • Use games to test knowledge and understanding 	<p>We are using an agile approach, which means we'll change and adjust as we go.</p> <ul style="list-style-type: none"> • Define milestones and celebrate them • Recognize and create champions • Continue to check-in for technical guidance and ask questions • Share success stories and lessons learned • Celebrate benefits, metrics, and easy attainable data (we have come this far) • More time with customers vs data entry • Formalized quality team that goes out and reviews data entry and gives awards • Sponsor messages celebrating successes