WIT – ETO Replacement Project
Organizational Change Management Plan for Workforce Southwest Washington (WDA7) – TWO PAGER

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

The Workforce Southwest Washington (WDA7) OCM Working Group Team:

Roles	Assigned	Primary Responsibilities
Sponsor(s)	Miriam Halliday Tennille Johnson (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	Amy Gimlin Chris Skinner Marnie Farness Teresa Anda Jessica Richards Marra Johnson Tana Haddenham	• 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 WDA7 Plan?	Who will be the preferred sender of messages?	How often will the team meet in 2023
Sponsors – Miriam & Tennille	Julia Maglione, and/or Victoria Pruett will be main point of contacts and will disseminate as needed. Engaging Jessica and working with the Regional Change Agent	Starting in April once a month for 30 minutes – once closer to training increase to an hour. 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	All Staff Meetings Supervisors Program Teams	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 documents directly and once. It will be intuitive and help case managers create a workflow that makes sense to them.

Strengths Unique to Workforce Southwest Washington	Opportunities Unique to Workforce Southwest Washington
Awareness • I understand the goal of this change (89%) • I understand the risk of not changing (82%) • I understand the nature of the change's impact on my work and my group (75%) Desire • I believe making the change is worth it and outweighs not changing. (85%) • There is a compelling business need for WIT-ETO Replacement project. (89%)	• Lowest score on how you are feeling about the WIT-ETO replacement project at 5.5 Desire • I know what's in it for me (WIIFM) (36%) • I believe the organizational motivations for this change are true and accurate (64%) • I have been able to voice my objections and they have been taken into consideration (21%) Knowledge • I clearly understand the impact this change will have on my behaviors, processes, tools, and workflow (43%) • I have the knowledge I need to be successful after the change is implemented (36%)

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 7:

Awareness	Desire	Knowledge	Ability	Reinforcement
• Celebrate milestones, people and accomplishments • Listening sessions or focus groups (demonstrate where we are at and allow for staff feedback) • Provide opportunities to participate in hands-on sprint demos • Encourage supervisors to attend Navigating Change for Leaders **Communicate –** • Here were your pain points but this is how we are fixing them • Promote townhalls and encourage participation • Targeted communications around programs being worked on at that time • Plan a communication every other month opposite of the WIT Town Hall • Create a Gov delivery distribution list for all staff to track engagement (Cam, Jessica & Carson) • Monthly agenda topic on all staff meetings • Promote WPC site and do demos of the site during meetings	We will continue to drive desire by: • 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	We are using an agile approach, which means we'll change and adjust as we go. • 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	We are using an agile approach, which means we'll change and adjust as we go. • 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	We are using an agile approach, which means we'll change and adjust as we go. • Celebrate milestones • 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