

WIT – ETO Replacement Project

Organizational Change Management Plan for WDA3 – ONE PAGER

ESD Region: North Sound Region
 Change Leader: Liane Johnson, Organizational Change Leader
 Plan Approval Date: December 21, 2022

The Employment Security Department (WDA3) OCM Working Group Team:

Roles	Assigned	Primary Responsibilities
Sponsor(s)	Jessica Barr (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	Michelle Wilson Kevin Logan Shiloh Penland Teresa Davis Wendy Dobbs	<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 Plan?	Who will be the preferred sender of messages?	How often will the team meet in 2023
Sponsors – Jessica Barr	Jessica to administrators, administrators to supervisors, supervisors to staff	Quarterly for 60 minutes – ad hoc once we know training schedule
How will this team share information?	How will this team seek-out feedback?	Why are we replacing ETO?
Teams Channel – summary sent out thru supervisors, team meetings & quarterly all staff meeting	Team meetings, System meetings & Center Meetings Network for change All Leadership meetings Regional Townhalls	We are replacing ETO because we want to offer our customers a system that is more robust, easier to navigate, and that streamlines all of our processes, so they spend less time waiting and more time being heard and getting their needs met. This will streamline the data entry for our staff lessening the burden to do multiple entries to get the same information, streamline enrollments for our customers and will provide our leadership comprehensive reports that allow data to provide actual numbers and progression towards our goal and strategies for ESD.
Strengths Unique to WDA 3		Opportunities Unique to WDA 3
<ul style="list-style-type: none"> I understand the nature of the change’s impact on my work and workgroup (awareness) I believe the change is worth it and outweighs not changing (desire) I have the capacity to learn the new things I need to be successful in this change I can overcome any barrier to implementing this change in how I do my job (ability) 		<ul style="list-style-type: none"> Communication (50% somewhat effective) I have the knowledge I need to be successful after the change is implemented (knowledge) Resources and tools are available to help me be successful There are mechanisms in place to sustain the change (Reinforcement)

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?

- Success looks like staff being able to spend 80+% of their time (at least) on customers rather than current state which is more like 50% with the rest being on entering data into multiple systems.
- Streamlined customer service with referrals, access, and opportunity to the multiple services.
- A system that meets 85% to 90% of our needs
- Staff is engaged and excited about the new tool
- Positive attitudes and people have been able to participate with feedback and have had concerns addressed
- Staff is adequately trained and are equipped to use the new system
- Resources are available when staff need it
- Staff is able to articulate the wins with the new system and the benefits
- Everybody has access to data that is accurate and timely, and it is easy to pull in one place.

ADKAR Methodology and Planned Steps to Support Change in WDA3:

Awareness	Desire	Knowledge	Ability	Reinforcement
Communication <ul style="list-style-type: none"> Features and benefits Improvements What will we be getting Here were your pain points but this is how we are fixing them Partnership Management Team – include in ESD update as needed Promote bi-monthly townhalls and recordings Promote WPC – WIT project page 	Today the desire is strong staff is looking forward to the change. We will continue to drive desire by: <ul style="list-style-type: none"> Continue to talk about the benefits 	We are using an agile approach, which means we'll change and adjust as we go. <ul style="list-style-type: none"> Proactively prioritize as things come out – clear the day so staff can participate Communicate schedule early and often Ensure staff has time to dedicate to training Message needs to be that training is what you are 	We are using an agile approach, which means we'll change and adjust as we go. <ul style="list-style-type: none"> Dedicate time to practice – with scenarios, list of what to do a task list Maybe even a check list / challenge (gamify it) Scavenger hunt with prizes Dedicate time to practice and train --- Early in 	We are using an agile approach, which means we'll change and adjust as we go. <ul style="list-style-type: none"> Celebrate by using dashboard data (strong users) Success stories – market and promote Lessons Learned Standard agenda topic to discuss successes, concerns and best

		<p>scheduled for today. (required/ priority)</p> <ul style="list-style-type: none"> • Training is critical to become experts /supervisors to drive message since they have largest impact to teams • Communicate the big why – This is why – this is how it connects to your work – direct leader positive messaging. • Train supervisors early in the process so they can support /coach their teams • Ensure we have people in for user testing so they can become SME's 	<p>learning then again right before launch</p> <ul style="list-style-type: none"> • Account for different learning styles – hands on, 1 on 1, in person, virtual • What barriers did you have with learning ETO? Learn that ahead of time so we can plan for it • Continuous learning --- SME's host best practices sessions • Team Channel for support with SME's • Make sure SME's have a POC to get answers/support from 	<p>practices at team and system level</p> <ul style="list-style-type: none"> • Kudos
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