

## 2025 WIT Change Plan Support Teams: ESPI, LMIR\* (Data Team), Administrative Services, Customer Compliance (CC), Equal Opportunity (EO) & Insurance Services Division (ISD/UI Benefits)

**Purpose:** The purpose of this change plan is to ensure a smooth and effective transition for support teams to the new WaWorks system by equipping them with the tools, training, and processes needed have confidence in the new platform.

**Plan Approved** by Sponsors on 09/30/2025

### Ready (Preparation & Planning)



#### Key Objectives:

- Engage key stakeholders and SMEs for alignment.
- Assess current readiness levels and identify gaps.
- Define success metrics and key performance indicators (KPIs).

#### Stakeholders & Roles:

- **Sponsors:** Joy Adams (ESPI), Tracy Hall (LMIR), Emily Kok (Administrative Services), Customer Compliance – Shalina Latiff (Customer Compliance), Teresa Eckstein – (Equal Opportunity) Brian Levy (Insurance Services/UI Benefits)
- **Change Leader (OCM Support):** Liane Johnson
- **Subject Matter Experts (SMEs):** **ESPI** - Sue Keltner, Ross Gearllach, Phouang Hamilton, Jessica Ripley, Diana Cook, Petra Meraz, Gerald Gabbard, Gregory Ferland. **LMIR** – Barb Arnott, Byron Mukai. **ASD** – Emily Kok. **CC** – Shalina Latiff, Megan Israel. **EO** – Megan Eason, Kelly Moore, **ISD/UIB** - Ginger Bernethy

#### Communicators:

**ESPI** –Gerald Gabbard,

**LMIR** – Barb Arnott,

**ASD** – Emily Kok,

**CC**– Shalina Latiff,

**EO** – Teresa Eckstein

**ISD** –Ginger Bernethy

- **Leverage local communication forums: Team channels, email, periodic updates at huddles and meetings, 1 on 1 meetings and manager meetings**

#### Strengths and Opportunities:

Strengths Unique to Support Teams	Opportunities Unique to Support Teams
<ul style="list-style-type: none"><li>• Strong ETO Navigation skills</li><li>• Adaptability</li><li>• Communication. Asking the good questions</li><li>• Self-directed and daring open to try new things, will ask questions if need clarification.</li><li>• Knowledge of UI benefits and UTAB</li></ul>	<ul style="list-style-type: none"><li>• Learning curves</li><li>• Data driven feedback loops</li><li>• Data migration issues</li><li>• Change is hard</li><li>• Re-adjust mindset</li></ul>

#### Metrics & Risks

##### Metrics: What will success look like?

- No one is calling me and yelling
- Consistent trustworthy performance
- Faster performance
- User friendly
- Less what happened conversations
- IT WORKS
- We hear nothing.....
- Ongoing communication, continuous support and improvement
- Efficiencies mean employee time can be freed up for other tasks
- We can access the information we need timely and efficiently
- We know where to find info

- We know enough to make sense of the data
- We know where to go for support
- Everyone is trained
- In compliance with EO regulations
- Customer demographic information is protected

• **Risks, Perceptions and Concerns**

- Information they are trying to find is the same
- Getting trained and have access to what we need
- What we need is in the system
- Information is clear to field in recording information
- Why it is important
- Robust training to eliminate errors
- WSD operations has the resources they need to stay in compliance with federal and dol
- More confident that past systems
- More faith and confidence than past – but still waiting to see and play with it – or a timeline – level of uncertainty
- \*Reporting - building, ETO history of "black box" when extracting data for reports - internal and external use

- Minimal use in WaWorks cause information will be in other sources (UIB)
- Everyone understands how we use WaWorks

- Cross walk were things change – terminology and where things are located in WA WORKS vs ETO
- Morale – none of the tech changes have gone well. We need to get this right to feel good about where they work.
- Availability of documentation for reporting
- System navigation training that gets us what we need for our role
- Learning curve
- Knowledge on how to keep accounts active
- Refresher – bite size training if need reminder how to use
- Increase workload especially in the beginning as we learn and shift mindset

## ADKAR Methodology and Planned Steps to Support Change

Awareness	Desire	Knowledge	Ability	Reinforcement
<ul style="list-style-type: none"> <li>• Promote WIT town halls</li> <li>• Promote Sprint reviews</li> <li>• Promote WIT HUB</li> <li>• Standing agenda topic for team meetings</li> <li>• Leverage Communication packets</li> <li>• emails</li> <li>• 1:1s asking change support questions</li> <li>• Team huddles</li> <li>• Trivia</li> </ul>	<ul style="list-style-type: none"> <li>• SMEs participate in development</li> <li>• Change Champions</li> <li>• Staff voice sharing with peers</li> <li>• Videos</li> <li>• Ensure folks feel heard, are part of the process, suggestions are considered</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure everyone attends training</li> <li>• Short training videos</li> <li>• FAQs</li> <li>• Layered approach; multiple places to learn new system</li> <li>• Central repository with desk aids</li> <li>• Live support</li> </ul>	<ul style="list-style-type: none"> <li>• Test model for people to practice; non-live environment / trivia, job aids with task</li> <li>• Refresher training</li> <li>• Small, micro training after each major training (like 101 training)</li> <li>• Create 'admin' time/ days for learning, practice of new system</li> <li>• TEAMS channel/group email inbox to ask questions</li> </ul>	<ul style="list-style-type: none"> <li>• Helpful if staff can see 'dashboard' in real-time</li> <li>• Share the wins</li> <li>• Celebration of milestones</li> <li>• Recognize behaviors we want repeated</li> <li>• Use feedback loops</li> </ul>

### Change Support Questions to ask as Leaders

- What support do you need for this change?
- How can I support you thru this change?
- Do you feel supported thru this change? Why? Why not?
- How are you supporting your team thru this change?
- What does change support look or feel like to you?
- What tools do you need to feel supported thru this change?
- What is/are your biggest challenges you have with this change?

## Ready, Set, Go!



Ready: Sept – Dec 2025 Preparation & Planning	Set: Jan – Go-live 2026 Implementation & Engagement	Go: Go-live and Beyond 2026 Sustainability & Reinforcement
<ul style="list-style-type: none"><li>Take the Training Readiness Survey</li><li>Attend the Oct WIT OCM CoP meeting – agenda topic training</li><li>Standing agenda topic for team meetings</li><li>Promote November Townhall &amp; Sprint reviews</li><li>Use October communications package</li><li>1 on 1's using Change Support questions</li><li>Share what you are hearing with the project team – feedback loop</li></ul>	<ul style="list-style-type: none"><li>Create a go / no go checklist</li><li>Standing agenda topic for team meetings</li><li>Promote Townhalls &amp; Sprint reviews</li><li>Use communication packages</li><li>1 on 1's using Change Support questions</li><li>Support training activities</li><li>Ensure support is available to help individuals from the user end</li><li>Check in to see how people are feeling – asking change support questions</li></ul>	<ul style="list-style-type: none"><li>Make sure everyone knows go live plan / support plan and where to go with questions/ technical support /navigation and feedback</li><li>Celebrate go live</li><li>Share success stories</li><li>1 on 1's using Change Support questions</li><li>Collect feedback to share with project team</li><li>Check in with everyone to see how they are doing</li></ul>

### Set (Implementation & Engagement)



#### Change Activities & Strategies:

- Leadership Engagement:** Strategies for ongoing sponsorship involvement.
- Training & Support:** Updated training plans, user guides, and peer mentoring.
- Communications Plan:** Key messages, frequency, and delivery methods for updates.
- Feedback Mechanisms:** Surveys, Q&A sessions, and direct feedback channels.

#### Engagement Milestones:

- [Milestone 1: e.g., Reintroduction of the change initiative – Target Date]
- [Milestone 2: e.g., Training completion – Target Date]
- [Milestone 3: e.g., Full transition – Target Date]

### Go (Sustainability & Reinforcement)



#### Sustainment Strategies:

- Monitoring & Support:** Continued system support, help desk readiness.
- Performance Tracking:** Ongoing measurement against success metrics.
- Recognition & Reinforcement:** Acknowledging champions & successful adoption stories.

#### Risks & Mitigation Strategies:

- Risk 1:** [Identify potential risk, e.g., low user adoption]
  - Mitigation:* [Plan to address risk, e.g., additional targeted training]
- Risk 2:** [Identify potential risk, e.g., leadership turnover]
  - Mitigation:* [Plan to address risk, e.g., succession planning]

### Parking Lot Items

- [Placeholder for unresolved questions, new considerations, or future phase items]
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#### **Next Steps & Action Items**

- [Action Item 1] – [Responsible Party] – [Due Date]
- [Action Item 2] – [Responsible Party] – [Due Date]

*This plan is a living document and will be updated as new insights, challenges, or opportunities arise.*