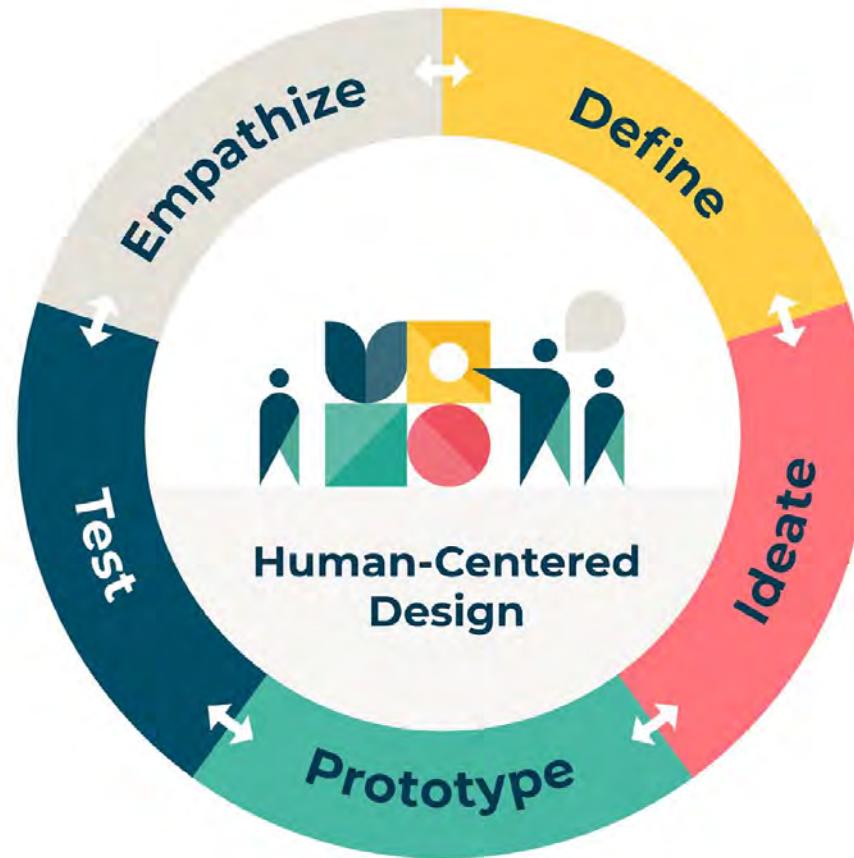


# CivicMakers

September Updates



# Examining 'FIFO' using HCD



# Timeline & Activities

Focus	Month
<b>Stakeholder Interviews</b> <i>Empathize with stakeholders</i>	September - October
<b>Data Analysis</b> <i>Define the challenge(s) from multiple perspectives</i>	October - November
<b>Ideation</b> <i>Explore ways to address the challenge(s)</i>	December
<b>Prototyping and Testing Ideas</b> <i>Feedback through a transparent and open public process</i>	January
<b>Prepare &amp; Present Recommendations</b>	February – March
<b>Stakeholder Messaging &amp; Implementation</b>	April - June

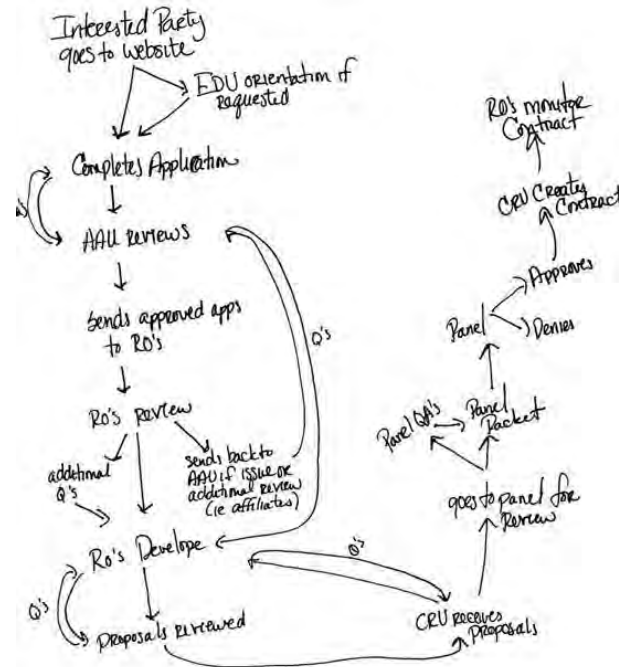
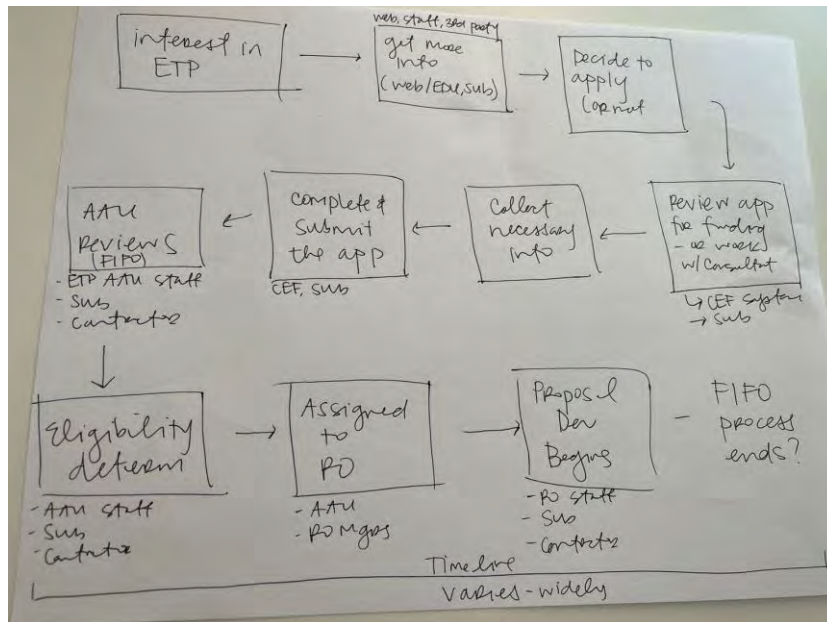
# Updates: Design Team

- Design Team consists of ETP Staff who touch or are impacted by the ETP FIFO process at various points, from various locations, and with varying roles.
- The purpose of the ETP Design Team is to learn and understand the process of Human-Centered Design for how and why design decisions will be made to improve the current application process, stay informed , and give input when necessary: (i.e. who should we talk to, and what do we want to learn from them?)
- CivicMakers will continue to lead interviews and keep raw data confidential, then present findings to Design Team who will help come up with solutions based on stakeholder input.
- Scheduled bi-weekly meetings with **ETP Design Team** (next one is Oct. 5)



# Updates: Current State Process

- We are asking internal and external stakeholders to sketch the Current State of the process so we can have a visual representation of different experiences:



# Updates: Stakeholder Interviews by the numbers

- **13** stakeholders identified and contacted.
- **8** interviews scheduled.
- **4** completed.
- **12-13** additional stakeholders *to be identified* by ETP Staff, Panel Members or any other interested parties.
- Some broad categories of stakeholders currently missing from list:
  - Applicants
  - Businesses w/o consultants
  - Labor Agency
  - Prospective applicants
  - Applicants w/o eligibility

# What's Next?

- CivicMakers team will continue interviewing stakeholders with input on who else should be consulted by the ETP Design Team and Panel Members.
- Interviews are 45-minutes and consist of questions that explore what's currently working and what can be improved.
- Questions? Comments? Email [judi@civicmakers.com](mailto:judi@civicmakers.com)

**Thank you!**

