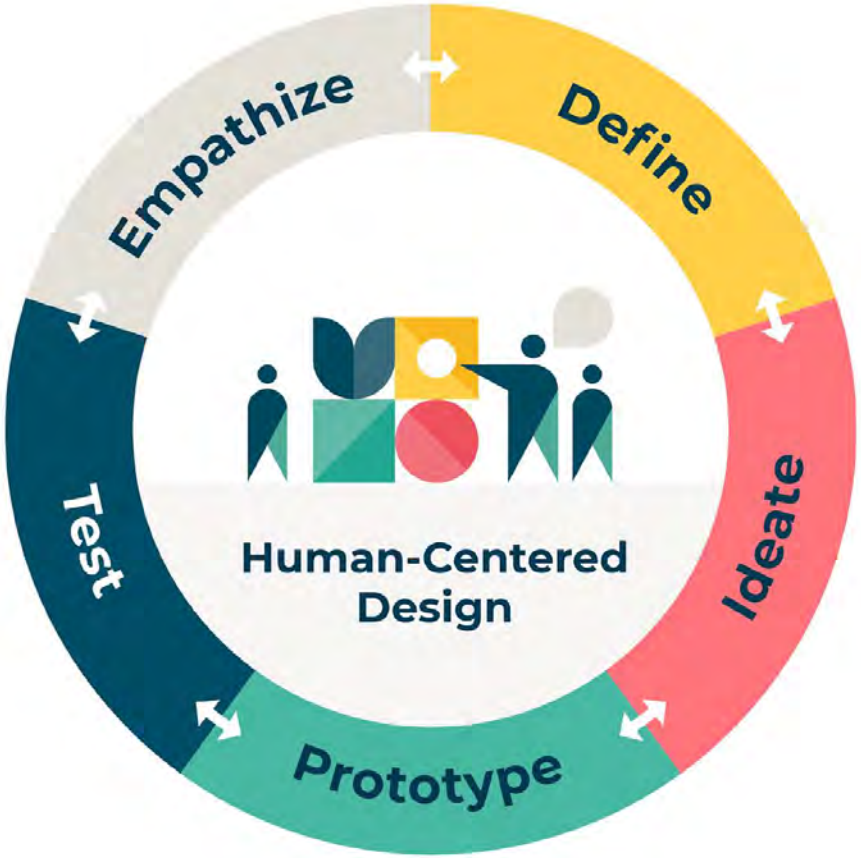
CivicMakers

September Updates

Examining ‘FIFO’ using HCD



Timeline & Activities

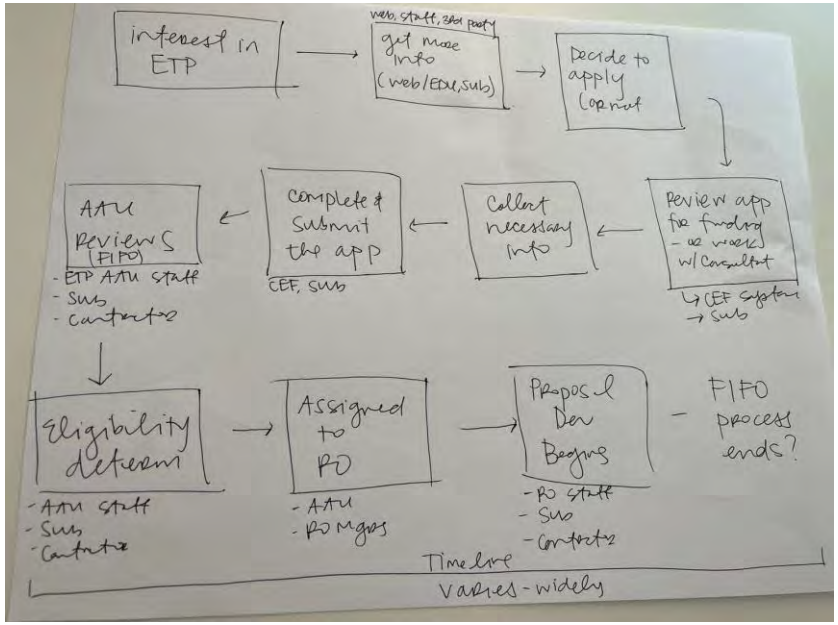
Focus	Month
Stakeholder Interviews *Empathize with stakeholders*	September - October
Data Analysis *Define the challenge(s) from multiple perspectives*	October - November
Ideation *Explore ways to address the challenge(s)*	December
Prototyping and Testing Ideas *Feedback through a transparent and open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

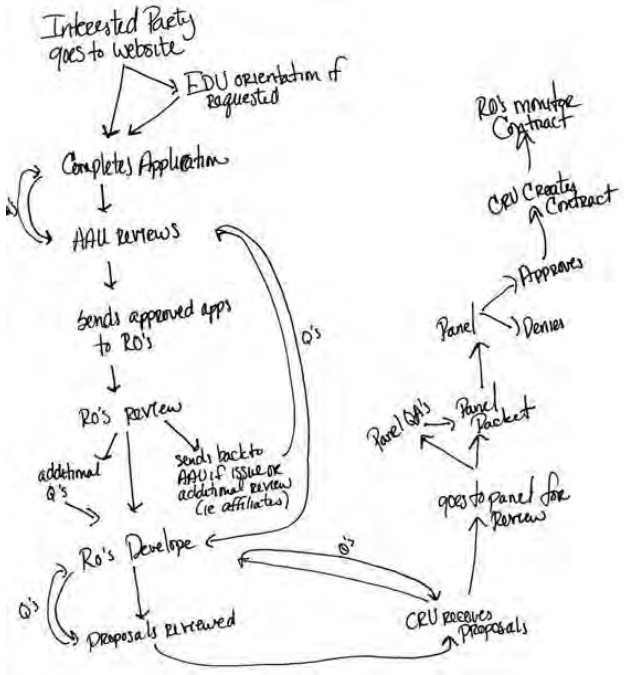
Updates: Design Team

- 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

Thank you!