

## Consumer Directed Employer Project Talking Points #4 – OCM/Readiness

Transforming  
Lives

### What are Organizational Change Management (OCM) and Readiness?

OCM is the people side of change. Resistance is a natural human reaction to change and the role of OCM is to help people understand the change and be prepared. Using OCM tools and methods on a project increases the likelihood of a successful transition.

Readiness is about working with staff and stakeholders to identify the impacts of the change, create plans to address the impacts, and gather data. Readiness activities use tools to measure how informed and primed people are for the change. Readiness activities include communication and training for staff, stakeholders, and tribes as needed. Another important readiness activity is constructing transition plans, which detail out the work needed to achieve the business process changes. An example of readiness data is measuring how much providers, consumers and staff know about the CDE implementation.

For more information about the OCM approach on the CDE project, please see the October webinar materials posted on the CDE website (see below).

### The CDE RFP

To ensure a fair and transparent procurement process, DSHS has adopted rules that govern how communications are to be handled while the RFP is open. If you receive a question or contact from a potential bidder on the CDE RFP, please direct them to:

James O'Brien, DSHS RFP Coordinator  
Telephone: (360) 664-6055  
Email: [obriejm@dshs.wa.gov](mailto:obriejm@dshs.wa.gov)

### Stay Engaged and Informed about CDE!

- By email: visit <http://public.govdelivery.com/accounts/WADSHSALTA/subscriber/new> and select the **Consumer Directed Employer** box under the ALTA News and Resources category to sign up for regular updates
- On the internet: find the CDE website at [www.dshs.wa.gov/altsa/cde](http://www.dshs.wa.gov/altsa/cde)
- Attend an informational webinar or stakeholder meeting: details and presentations posted on the [CDE website](#)



For more information:  
Contact the CDE Project Team at  
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