Date: Tuesday March 4, 2025

Time: 9:00 a.m. – 10:30 a.m.

Meeting Notes

Attended by: *Joy Adams, *Gustavo Aviles, *Cynthia Garcia, *Bill Dowling, Cami Feek, *Lisa Kissler, *Mark Mattke, *Ish Maidadi, *Amy Martinez, Rod Van Alyne

Guests: Puneet Agrawal, Gasper Gulotta, Anne Buchan (scribe), Anne Goranson, Linda Kleingartner, Michael Luchini, Chris Barron, Chris Jenkins, Sam Havens, Aaron Parrott, Luci Bench, Karandeep Kondal, Jack Chapman, Alberto Isiordia

Unable to attend: *Danielle Cruver, * Katie Condit, Marissa Cahill, Joy Emory, Miriam Halliday, Marie Kurose, Eleni Papadakis, Lisa Romine, William Westmoreland

*I&T Steering Committee voting members

Meeting Objectives:	• Shared understanding on the New WorkSource WA and WA Works project deliverables • Full engagement from participants on decisions and advice requested.
Decisions Made:	(Governance- Project) Advisory Committee's Data Migration recommendations- **APPROVED** (Governance) Change of 3 Steering Committee meeting dates- **APPROVED**
Action Items:	• Karandeep to set-up follow-up meeting with Mark Mattke • Include virtual customer connection for customers in WorkSource Resource Rooms in the portfolio.

Welcome | Cami Feek opened the meeting mentioning the project's red status that represents risk. This wasn't unexpected. Mark Mattke mentioned more information to come throughout today's meeting. Ish Maidadi looks forward to a great meeting.

Data Migration 3/2023- 1/2025 | Sam Havens & Aaron Parrott presented information on the Data Migration Advisory Sub-Group decisions. The Data Migration Advisory Subgroup is a collaborative group that works through issues and questions identified during the data migration process. The subgroup aims to be transparent and collaborative, addressing issues and questions that arise during the data migration process. The subgroup's decisions facilitate the continuation of the data migration process. The team implements feedback and ideas, using migration logic to continue their work and conduct simulations and testing.

Process Overview:
The data migration work involves the team working to determine where existing data from ETO fits into the new system. Weekly standing meetings are held to address rate-limiting questions collaboratively with representation from LWDB's, ESD, and others across the system. Business recommendations are documented and serve as an ongoing informative document for decision-making. The process is circular, focusing on constant improvement and informed decision-making. Governance reviews are conducted to gain visibility and permission to proceed.

Recommendations:
Since March 2023, 23 recommendations have been made, with a 24th decision made recently. The 23 recommendations began with broad, large-scale considerations and narrowed down to specific issues affecting smaller groups within the data system.

Importance of Migration Activities: It's crucial to understand why each migration activity is important. The full recommendations are available in the ADV documentation.

Initial Steps: The group identified job seekers and entities (employers, businesses, organizations) in the current state to be moved to the new system. General rules and dataset definitions, including the handling of null values, were established.

- **Data Mismatches:** Common data mismatches, such as differences in data fields across multiple locations in the current state ETO, were identified as critical issues (e.g., date of birth, disability information).
- **Verification and Documentation:** Verification, eligibility, and documentation issues were addressed to ensure accurate data migration. Phone number and email mismatches, as well as identification issues, were highlighted for resolution.
- **Data Cleanup Requests:** ESD Business Analyst, Sri Sivasankaran sent out data cleanup requests to boards and agencies involved in entering data in ETO to address incomplete, invalid, or outdated data.
- **Eligibility and Touchpoints:** eligibility touchpoint and TAA-related touchpoints are still in draft status. Reports list these in each area for case manager verification. Case managers are asked to verify whether open durational services are still active or if participants are no longer engaged.
- **Invalid Social Security Numbers:** Invalid or null Social Security numbers in ETO need to be rectified for new state data mapping.
- **Logic Maps for Data Mapping:** Logic maps for mapping information from ETO to the new system need to be developed to ensure compatibility between the data fields in both systems.

Decision: *The Committee approved the data migration recommendations presented. Also, the Steering Committee agreed that approval on future data migration decisions can occur on the Advisory Committee level, with periodic report outs to Steering if there is an impasse or challenges with decision making.*

Project Update | Linda Kleingartner reports project status has shifted to red due to delays in Milestone 2, which won't finish until mid-March and Milestone 3 wraps up in April. Despite this, the project is progressing and remains on track to meet the goal of being feature-complete in September, and a November launch. There is no slack in the schedule, and the team is implementing the contingencies they identified in the last few months. She alerted the Committee the three watchpoints for the team is PIRL development and testing, Data Migration activities, and the project resourcing (which has consistently been a challenge for the Vendor, open issue since early fall 2024). Linda highlighted the initial target of PIRL testing in January was postponed, and a new date is being established by the Product Managers next week. Launchpad had planned to leverage the Oklahoma PIRL work to Washington, and as it turns out they have run into difficulty to complete the project and are not able to bring over the large amount of learnings to WA-WIT project. The good news is very positive discovery progress has been made in the last four months, and the development of the PIRL features has started.

Mark commented that resourcing concerns with Launchpad are a concern and inquired about what is being done to address this. Cami acknowledged Mark's perspective and emphasized the project has taken a proactive approach to tackling issues directly. This week she

intends to execute a more formal communication to the Vendor (Carahsoft/ Launchpad-sub) addressing the Agency's expectations, and the concerns regarding resourcing, project schedule, and commitments outlined in the fixed contract. Bill Dowling supported Cami's approach, agreeing on the need to apply firm accountability measures. Puneet Agrawal inquired about the reorganization of the schedule specific to Milestones- M6, M7, and M8. Linda highlighted the Milestones were established in the contract and the initial plans to reflect the work at this high-level for the team has become problematic to reflect actual progress of completed work. Given this, Linda shared this illustrated schedule will likely reflect the features (e.g., WorkFirst, RESEA, Business Services) as opposed to bundled milestones. The Project's agile processes in place remains unchanged and the teams are continuing to increase in their velocity.

Lisa Kissler reiterated the project scope is fixed, there are ways to implement the project and meet objectives. While adjusting the schedule of activities is being worked out by the team, she emphasized any change or decision to go live
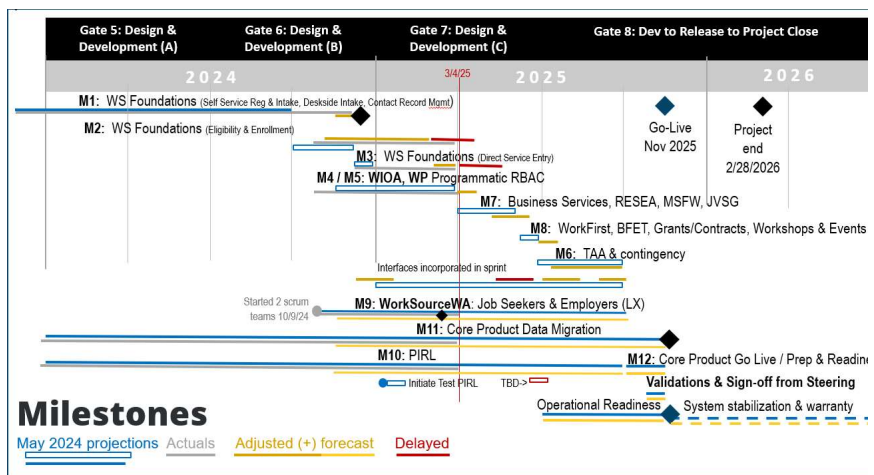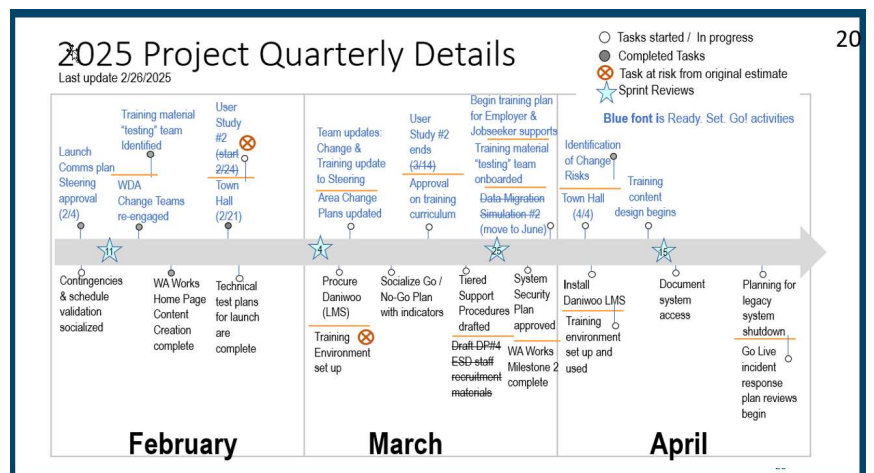
will rest with the Steering Committee. Michael Luchini reinforced there's no wiggle room in the schedule, and a buffer to protect the project team from distractions needs to be created to mitigate risks. Amy Martinez is disappointed in Launchpad's executive leadership and is concerned about decisions being made at that level that will inadvertently make an impact on the Vendor's team assigned to the project. This was evidenced by a significant leadership change after Monday's Sponsor meeting with Launchpad executives, which directly shifted work to the Launchpad Project Manager. Amy made a point with Launchpad executives that Washington should be their priority. Cami acknowledged Launchpad's experience and desire to scale business as one of the risks and challenges, and grateful for a good contract that outlines key staffing commitments and expectations. Cami reiterated she is taking direct action with the vendor(s) and will work closely with Lisa, Ish and the project team with the intention to document formally with written commitment and affirmation. Linda expressed gratitude to the group for the discussion and emphasized the importance of strong sponsorship. She highlighted the team's health, characterized by good communication, trust, and transparency. Significant progress is being made, with today's Sprint Review reflecting planned work completed in addition with capacity to bring on additional work.

WIT Change Agent activities | Luci Bench provided an update to the Committee on her role as the project's contracted Change Agent. The Change Agent work aims to ensure a smooth transition to the new case management system by aligning internal ESD readiness with field implementation across Washington's 12 Workforce Development Areas. This involves internal system readiness, technical integration, policy alignment, and staff training, alongside localized adoption strategies, change leadership, and collaboration with Local Workforce Development Boards, and community partners. Liane Johnson's change management focus is on internal ESD operations. This dual approach ensures internal operations and field implementation are coordinated for a successful rollout. Efforts are focused on engagement across all areas, addressing communication strategies, resistance, and desired metrics to identify issues and sustain momentum.
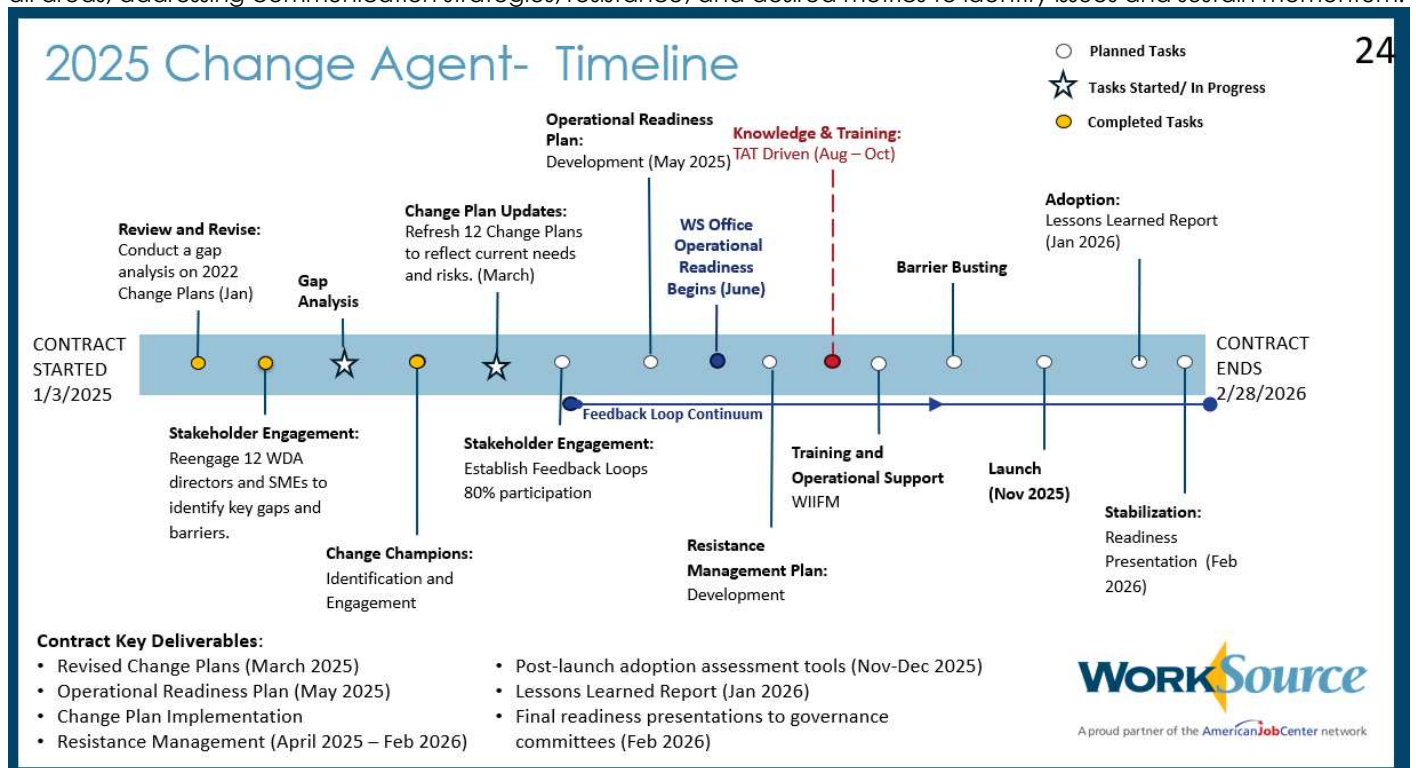

By the end of the month, team plans will be finalized, building on Liane Johnson's initial work and incorporating updates with new sponsors, SMEs, communication strategies, gaps, and barriers. Training remains a frequent topic of inquiry, and Luci plans to provide updates and tools to ensure operational readiness. Communication surveys will form a longitudinal study to track progress, demonstrate success, and identify resource needs. Luci emphasizes the importance of sponsor support and encourages clear communication of commitment to change management

Updated WorkSourceWA Content Review Process | Chris Barron provided an update to the Committee on the WorkSourceWA content review process (see next page for revised process). The updated content review process introduces two pathways: user testing (focused on usability and navigation) and non-user testing (streamlined). SME reviews follow user testing, and final content proceeds to design mock-ups to reduce bottlenecks. Steering is no longer embedded in the content review but should retain visibility. Lisa Kissler asked about Steering's access to the WSWA's look and feel, and Linda confirmed this will be provided through communication team updates, including additional design

elements. Michael highlighted that the Steering Committee review of the site is part of the release conditions. Meanwhile Michael offered to provide the Steering Committee with a link to **the sandbox.**

Quality Assurance | Gasper Gulotta from ISG-NW reports that despite the resourcing issues and scheduling, the management of the project is strong, and the project remains in green status. The green status highlights exemplary project management, with the schedule issues being handled exceptionally well. Key points include tracking and clarifying workstreams, promptly addressing escalations, and ensuring cross-team communication for transparency. The project team leads are effectively managing and aligning all workstreams to meet timelines, and there are no high-priority

Revised WSWA content review process
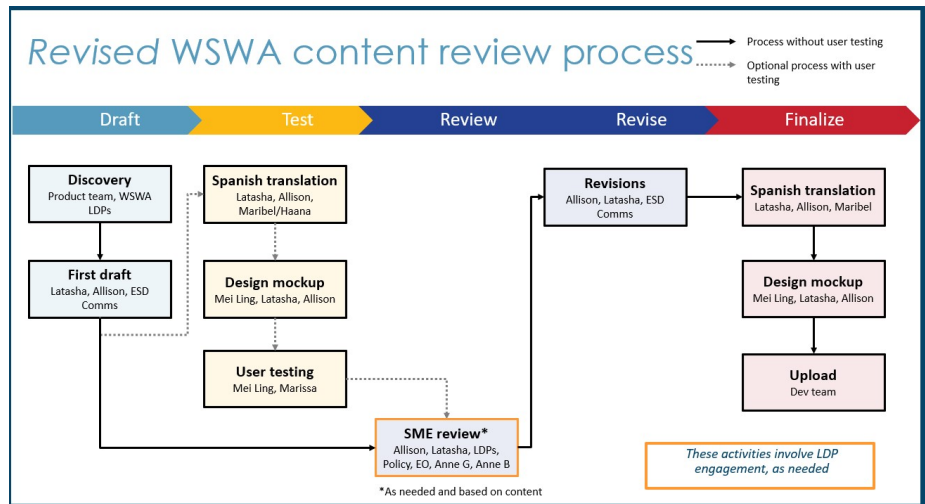
Dashboard

Category	Trending	December 2024 Assessment	January 2025 Assessment	February 2025 Assessment
Overall Project Health Rating	↓	2.4	2.5	2.4
1.0 Scope	=	2	2	2
2.0 Schedule	=	3	4	4
3.0 Budget	=	2	2	2
4.0 Quality and Business Outcomes	=	2	2	2
5.0 Team	↓	3	3	2
6.0 Communications and Stakeholders	=	2	2	2
7.0 Governance	=	2	2	2
8.0 Risk, Issues, and Decisions	=	3	2	2
9.0 Procurement / Vendor Management	=	3	3	3
10.0 Training and Business Readiness	=	2	3	3

* Lower numbers mean a lower risk rating

Priority	Current reporting period	Opened to Date	Currently Open
High Priority	0 opened; 0 closed	12	0
Other	0 opened; 0 closed	37	4
Total	0 opened; 0 closed	49	4

Legend	Low Risk	Medium Risk	High Risk
Color:	Green	Yellow	Red
Rating:	1 – 3	4 – 6	7 - 10
Definition:	Industry best practices	Action warranted to reduce risk	Immediate action warranted to avoid adverse impact

recommendations. Great management efforts are acknowledged!

Next Steps, Project Steering Committee Closing Comments | Cami expressed admiration for Luci's presentation and description of the team, emphasizing full support. She values the group's collective and collaborative leadership, notes the team's health, and highlights the importance of vendor management. All parts are coming together well. Appreciation and investment across the board were reiterated. Puneet Agrawal stated this is a well-executed project with good leadership and sponsorship engagement / support. There is good transparency. The schedule status of red is the nature of the business. All the right actions being taken. Puneet is looking forward to the project continuing to final launch. Ish mentioned that the sponsor coalition that collaborates with Launchpad will now meet monthly instead of quarterly to better address the project's needs.

Transition to I&T Steering Items

I&T Steering & Governance Future Planning | Mark Mattke reflected on a recent in-person meeting with Cami Feek and the I&T Steering Officers, highlighting the valuable discussion about the project's successful elements and future

strategies to progress. He praised the strong spirit of teamwork and expressed optimism that this implementation will surpass the ETO implementation, acknowledging potential challenges but noting teams are in place to address them. Updates are expected soon.

Decision- 2025 Steering Committee Meeting Date Adjustments | Ish Maidadi reviewed proposed alternate dates for the Steering Committee meetings in June, September, and October 2025. The recommendation is to meet June 9th from 3:00-4:30 pm, September 4th from 9:00-10:30 am, and October 9th from 10:00-11:30 am.

Decision: The Committee reviewed calendars and agreed on all date adjustment recommendations.

WorkSource Technology Updates | Karandeep Kondal provided an update on ESD technology initiatives underway.

WebEx
Webex licenses will expire on June 15, 2025, prompting a transition to a unified communication experience to enhance collaboration and streamline support. This change aligns with ESD's long-term technology strategy to optimize tools for better business support. Zoom will serve as the primary tool for external customer interactions, while Microsoft Teams will continue to facilitate internal communication for WorkSource staff. Mark noted that Webex is used by partners for workshops in Spokane, and its transition could negatively impact services. Ish clarified that ESD will no longer use Webex, though partners may continue to do so. Karandeep assured that all options are being explored before the June deadline, aiming for a smooth partner transition. Lisa will ensure connections with LWDBs to address needs and secure access to necessary technology. Karandeep will schedule a follow-up meeting with Mark.

Action: Karandeep to set-up follow-up meeting with Mark Mattke (has been scheduled per Anne Goranson).

Windows 11
By 7/1/2025, all ESD end-user devices, including ESD partner devices, will be upgraded. Testing of public-use computers is underway. The upgrades will introduce a refreshed user interface with changes like a centered 'START' menu, updated taskbar, and new layouts, alongside productivity features such as snap layouts, snap groups, and virtual desktops to enhance multitasking and workflow. Additionally, technical and security improvements will occur behind the scenes with minimal impact on ESD staff workflows. While the functionality impact is minimal, public-use devices may need replacement before the deadline as Windows will no longer support them. Bandwidth issues in WS offices are linked to these public-use computers. Funds have been collected in a special account over the years, with efforts ongoing to secure additional funding for replacements. Amy inquired about IFA and MOU updates, seeking clarity on cost changes, and Lisa noted that discovery is underway. Ish expressed gratitude for Karandeep's impressive efforts and emphasized bringing all tech changes to this group first, with Mark echoing appreciation for Ish's ongoing commitment to bring these topics to this group.

PIRL Performance | Ish provided a brief update on PIRL performance. It is important to understand that performance itself could improve or get worse, once we implement the new system. Leaders will gain improved capabilities to identify and resolve errors, as well as build dashboards.

ESD Workforce Services Portfolio Update | Chris Jenkins provided an update on the WorkSource Portfolio projects. The JAS/JFS Workforce Vouchering Modernization has completed discovery, with a kick-off meeting set for March 10th. The RAS Phone Accommodation Project remains in discovery as the team gathers more details. A new link is available for real-time **portfolio status updates**.

Current Projects

ESD Workforce Services Portfolio

Project Name	Status	Start Date	Estimated Duration	Deadline
WIT Replacement	In Progress	12/17/2020	24+ Months	12/30/2025
WorkSource Site Slowness	In Progress	N/A	N/A	N/A
JAS/JFS Workforce Vouchering Modernization	In Progress	2/17/2025	3-6 Months	6/30/2025
RAS Phone Accommodation Project	Discovery	TBD	6-12 Months	TBD

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Mark Mattke suggests discussing ways to improve technology use and creating a platform for customers to connect with remote workers. Spokane is facing lengthy wait times, which technology could help address. The idea emphasizes enabling online connections for visitors upon arrival. Ish requested adding this to the portfolio.

Action Chris Jenkins: Include virtual customer connection for customers in WorkSource Resource Rooms in the portfolio.