

Date: Thursday September 4th, 2025
Time: 9:00 a.m. – 10:30 a.m.

Meeting Notes

Attended by: *Joy Adams, *Danielle Cruver, *Cynthia Garcia, *Bill Dowling, Jack Chapman (for Joy Emory) Cami Feek, *Lisa Kissler, *Ish Maidadi, *Mark Mattke, *Amy Martinez, Alberto Isordia, *Gustavo Aviles, Marie Kurose
Guests: Anne Buchan (scribe), Linda Kleingartner, Chris Jenkins-Torres, Karandeep Kondal, Gasper Gulotta, Chris Barron, Venkat Ammisetty, Luke Hansen, Jeff Mortensen, Luci Bench, Dave Wallace, Liz Gallagher, John Traugott, Brian Mercurief (from BAM), Anne Goranson

Unable to attend: Barney Brockwell, Katie Condit, Marissa Cahill, Joy Emory, Miriam Halliday, 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: **Approved-** Motion to move BAM under the governance process passed with majority approval.

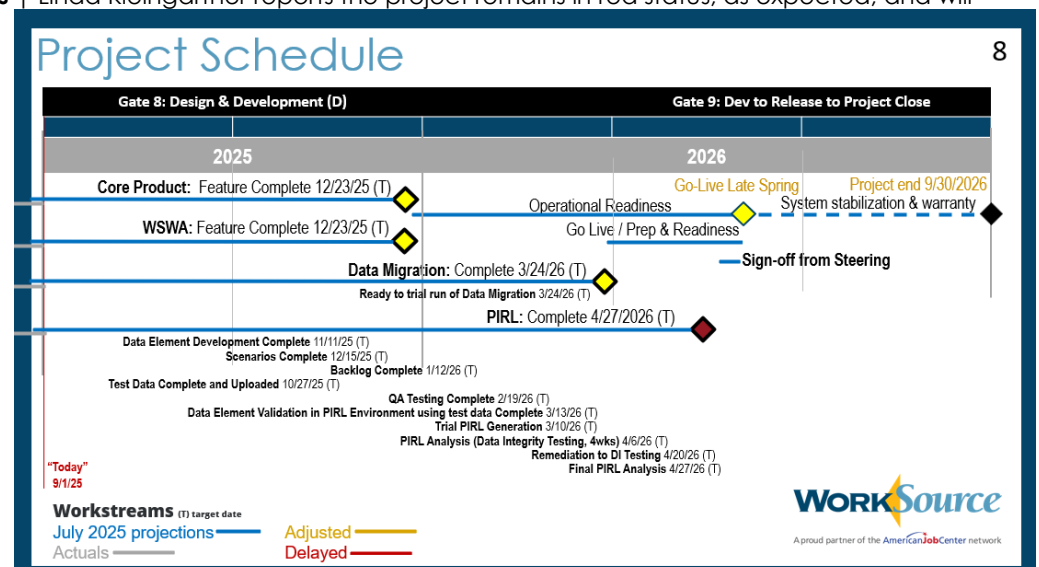
Action Items:
Chris Barron-Update to BAM charter replacing Rod VanAlyne
Chris Barron - Update to BAM charter replacing "Workforce Development Councils" with "Local Workforce Develop Boards"
Chris Barron- Update the BAM charter to reflect that escalations will go to the WorkSource I&T Advisory Committee.

Welcome! | Cami Feek opened the meeting by commenting that as we head into fall on the west side of the state, this season always feels like a time of transition—but the project has remained steady, and we're on a solid path! There has been strong progress in several focus areas, and she is looking forward to today's discussion. Mark Mattke welcomed the Committee wishing a happy Workforce Development Month to everyone. September is a time to celebrate the incredible work we do together—supporting staff, serving customers, and strengthening our communities. So, buckle up, it's going to be a great month! Ismaila Maidadi welcome all and stated that today he will stay off camera but is happy to be part of the meeting. He thanked Linda, for organizing today's meeting and is looking forward to the conversation.

WIT Replacement Project –Updates | Linda Kleingartner reports the project remains in red status, as expected, and will

likely stay that way for the foreseeable future. A key update this month is the reclassification of change management from green to yellow, due to outstanding deliverables that must be completed before it can return to green.

The budget details are not as extensive as usual. There are two key developments to note. The technology budget, currently on Amendment #7, has been submitted to WaTech and OFM and is under active review. Final adjustments are expected to be completed within the next week,



based on feedback received from Puneet Agarwal and Anna Minor. In addition, the decision package is still in development. This package serves as a supplemental request. The Implementation issues list continues to grow (reflecting project's state). Each issue has an action plan, and each risk a mitigation strategy. The project remains in red status due to ongoing delays, especially in the PIRL workstream. Illustrated above for the project schedule, it is organized by Milestone, replacing the contract milestones method used earlier. The project was re-baselined during the summer, completed at the end of July. The schedule in the presentation packet reflects the four development / technical workstreams: Core Product, WorkSource Law, Data Migration, and PIRL. PIRL is the critical path and the main reason for the red status, having shifted the timeline earlier this year. The project plans for feature complete in WSWA and WA Works/Core Product by the end of 2025, with data migration key activities lagging ten weeks later. The fifth workstream-Operational readiness, including training, communications and change management, is planned to kick off at the beginning of 2026, with training activities currently planned for March 2026 (Linda updated the project schedule based on the feedback from Mark Mattke). The Operational Readiness details will begin to be featured / illustrated for sharing in Q4.

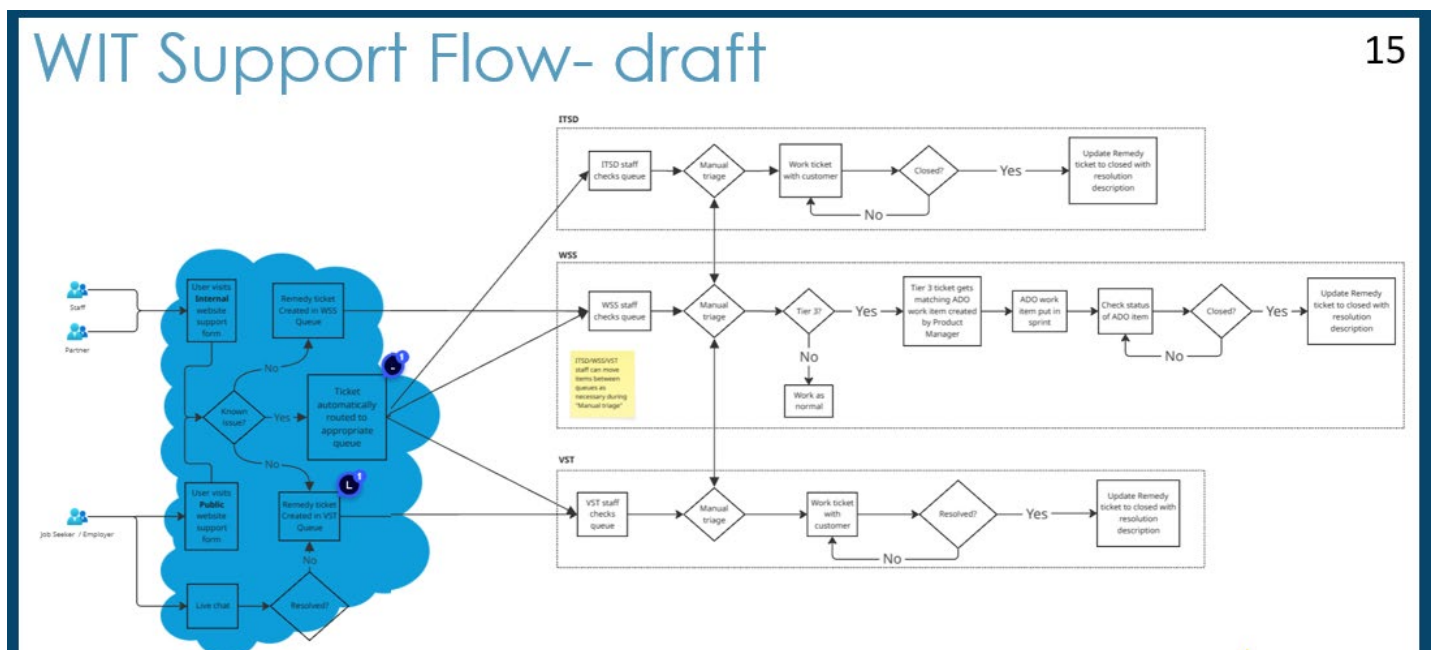
Specific to the PIRL workstream, Linda outlined testing delays have already caused a three-week slip. To manage this, the team holds twice-weekly meetings with the vendor focused on contracts and schedule / PIRL delivery.

Mark inquired whether the High Risks tied to DevOps and quality are already reflected in the yellow status of the other workstreams. Lisa elaborated risks tied to DevOps and implementation affects all workstreams, including operational readiness, but mostly is reflected in Core Product and WSWA.

TBS Follow-up & IT Vendor Discussions Lisa Kissler reports that Launchpad and ESD leadership are actively managing recovery efforts following a three-week delay in the Reportable Individual category. The vendor was asked to submit a recovery plan, and ESD will validate it through expert review. The delay stems from backlog and incomplete test data. ESD identified resource issues at Launchpad and secured a direct contract with a PIRL expert to ensure prioritization and contingency support. Weekly meetings with Launchpad, Carahsoft, and ESD leadership are underway to monitor progress. John Perla and Linda are closely tracking deadlines and recovery efforts. Amy Martinez raised concern about recent Salesforce layoffs. Lisa confirmed the impact is expected to be minimal, but the team will follow up to ensure no disruption. The team remains committed to transparency and collaboration. Mark Mattke praised their efforts and progress, especially given past challenges.

Go / No-go updates

Support Model-updates on planning | Luke Hansen and Venkat Ammisetty presented the current draft of the Customer Support Model, aimed at replacing the outdated ETO process. Currently, partners submit help requests via Word documents emailed to ESD staff, which is inefficient and lacks transparency. Remedy, the existing ticketing system, is being upgraded to Helix, allowing direct ticket submission through Salesforce. The new model enables staff and partners to submit tickets via integrated forms, with routing based on known issues. ESD's Virtual Service Team (VST) will handle service-related tickets, while ESD's IT WorkSource Services (WSS) unit will manage technical issues. Live chat support will allow unresolved issues to be escalated to Helix. A draft support flow diagram was shared, with ongoing updates based on team feedback. Eric Le and the team are defining workflows for common scenarios, and Ish requested an additional



field to capture organization names on the support form. Support will now be handled in-house, replacing Monster's role in ticket resolution.

Venkat reviewed a five-tier support model (this is quite standard in the industry (see presentation slide for more detail):

- Tier 0: Training and navigation support
- Tier 1: Basic technical issues
- Tier 2: Configuration and customization
- Tier 3: Product enhancements and data integration
- Tier 4: Vendor-supported issues

Service Level Agreements (SLAs) for each tier are being developed, with a meeting scheduled in three weeks to align expectations across ESD teams.

Cami praised the planning and user-focused improvements. Lisa noted the potential to extend the model across other technology teams within the agency.

Change Management- WDA statewide resistance themes | Luci Bench provided an update on change initiatives. In August, the first statewide Community of Practice with all 12 WDAs and ESD represented was held. The session focused on resistance management and generated strong, collaborative ideas. The change management roadmap has been extended, allowing deeper work on feedback loops, resistance planning, and training—especially training readiness, which will be a key focus over the next year. Resistance data shows that offering training in multiple formats has an 80.85% confidence level for success. Luci shared that nearly 80% of mitigation strategies are already being addressed by the product team, with only 21% falling to local areas. The focus is now shifting to training readiness.

Luci continues meeting with each area and asked for input on how best to communicate updates. The Steering Committee offered these ideas (additional suggestions can be communicated to Luci Bench):

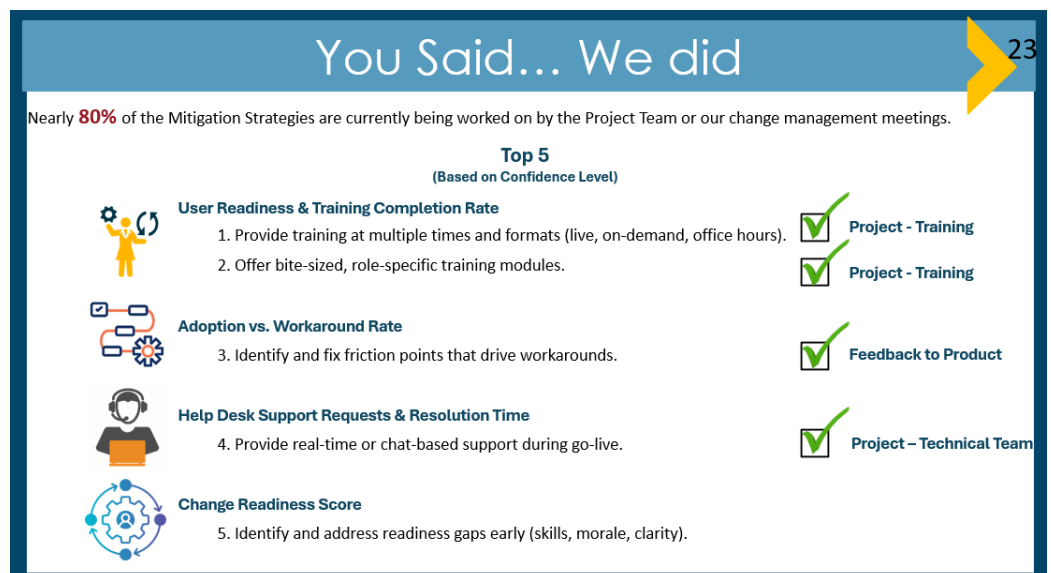
- Highlight the Lead Development Partner's access to the system and leverage this opportunity to provide highlights.
- Share the help desk flow chart, even if in DRAFT. WorkSource Professionals will quickly see it is better than the last.
- "Market the system"- share one-pagers and visuals to build awareness. There is strong support for simple, frequent communications, especially graphics posted in common areas.

Linda encouraged sharing other ideas, noting the next four months are key for building momentum. Luci closed by thanking the group for their support and collaboration.

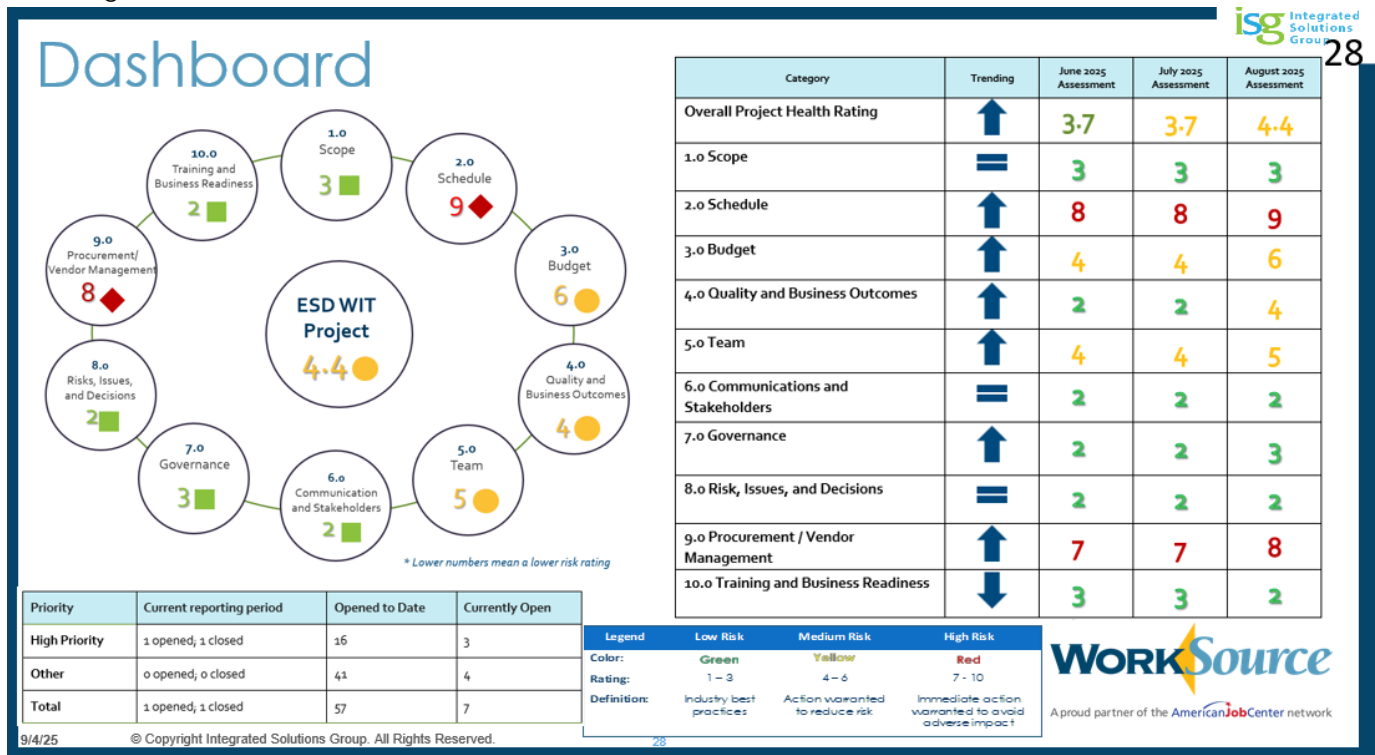
Quality Assurance | Gasper Gulotta provided a brief Quality Assurance update, noting increased project risk due to ongoing IT Vendor's resource churn and missed milestones. The vendor's recovery plans remain unconvincing until proven effective. Despite challenges, the team maintains strong collaboration and commitment to quality.

Three key recommendations were highlighted:

1. The schedule remains under review to determine if it's realistic.
2. Quality concerns are rising as pressure mounts; shortcuts in code now could cause long-term issues. A third-party code review is advised while the vendor is still engaged.
3. Continued contingency planning is essential. Hiring the PIRL SME was a strong step, and further actions are encouraged to prepare for worst-case scenarios.



The agency provides a monthly response to the full QA report, shared with the steering committee. Members are encouraged to review it for additional detail.



Next Steps, Project Steering Committee closing comments | Cami Feek closed by echoing Gasper's comments—the team continues to show incredible strength and progress despite the challenges. The change management approach Luci shared today was excellent. Her focus on implementation readiness and customer support structure is exactly what's needed as we prepare for launch next spring. It's encouraging to see all this work aligning toward that goal.

Transition to the I&T Steering Committee Only Items

BAM Charter and Update | Chris Barron and Brian Mercurief presented the updated BAM charter. Formed in the late 1990s, BAM includes representatives from each WDA and ESD Communications, with a mission to protect and guide the WorkSource brand across platforms. The new charter formalizes governance, roles, and responsibilities, enabling two-way communication and statewide campaign recommendations. BAM meets monthly to discuss branding updates, including websites and materials. Discussion clarified BAM's role in ensuring brand consistency, not directing local operations. Materials impacting the WorkSource brand may be reviewed, especially in statewide contexts. BAM also shares best practices to support areas with limited communications staff. Escalations will flow through the WorkSource I&T Advisory Committee. Mark requested updates to the charter language referring to the LWDB's as "Workforce Development Councils" for consistency, and membership for the Eastern Washington Partnership (Rod Van Alyne is no longer the CEO).

A motion to move BAM under the governance process with these changes passed with majority approval.

Federal Policy Update | Joy Adams provided an update on TEGL 10-23 Change 2, issued in late July, which requires work authorization documentation for participant-level services. Washington is part of a multi-state lawsuit, and enforcement is currently on hold pending the outcome of an injunction. In the meantime, a WorkSource Portfolio project is underway to define minimum implementation requirements, including monitoring criteria and handling cases without documentation. Representatives from WWA will be involved, and updates will follow once the injunction status is confirmed.

A second update was shared regarding next year's PIRL changes from USDOL. A new field requires reporting participants' sexual orientation. The team is consulting with the Attorney General's Office due to concerns about potential conflicts with EO and state policies. No action is needed yet; this is for awareness.

Ongoing policy updates will continue.

Portfolio/Tech Update | Chris Jenkins-Torres was unable to present the portfolio and technology update during the meeting due to time constraints, but provided the following summary after the meeting:

JAS/JFS Workforce Vouchering Modernization

The third-month reconciliation for the Workforce Vouchering Modernization project is currently in progress. During the August project meeting, it was agreed that the purchase card would continue to be used post-project until a permanent solution is identified or any issues arise. A change request has been submitted to align with the revised pilot program policy, which now emphasizes purchasing through approved vendors. As part of the discovery phase, the team shadowed WorkFirst staff at the Rainier office to gain deeper insight into the vouchering process. A contract meeting with OST has been completed, and a follow-up meeting with both US Bank and OST is scheduled to determine next steps.

RAS Phone Accommodation

The release of RAS changes has been temporarily paused due to concerns around operational readiness. Leadership convened on August 29 to assess the situation and agreed to delay the rollout until training and readiness measures are fully in place, ensuring a smooth implementation.

Links Landing Page

A survey was distributed to gauge interest in adopting the new Links Landing Page format. So far, three offices—Olympic, Southwest, and SeaKing—have expressed interest. Development is underway for these locations, with additional adoption anticipated as more responses come in.

WorkSource Hardware Refresh

The hardware refresh has been successfully completed at 35 of 36 sites, with 972 devices deployed. The final site, Grays Harbor, has 16 units pending installation at its new location. All deployed configurations meet ADA compliance standards. With the exception of Grays Harbor, the project is considered complete.