



WorkSource Integrated Technology (WIT) Information & Technology Steering Committee

Providing strategic direction, prioritization and governance for systems and services of the WIT

Date: Thursday October 9th, 2025
Time: 10:00 a.m. – 11:30 a.m.

Meeting Notes

Attended by: *Joy Adams, *Cynthia Garcia, *Bill Dowling, Joy Emory, Jack Chapman (for Joy Emory) Cami Feek, *Lisa Kissler, *Ish Maidadi, *Amy Martinez, Alberto Isiordia, Martin McMurry Guests: Anne Buchan (scribe), Linda Kleingartner, Anne Goranson, Michael Luchini, Chris Jenkins-Torres, Karandeep Kondal, Gasper Gulotta, Jeff Pearson, Dave Wallace, Liz Gallagher, Sumit Gupta, Rebecca Mc Ginnis, Puneet Agrawal Unable to attend: *Gustavo Aviles, Barney Brockwell, Katie Condit, Marissa Cahill, *Mark Mattke, 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: **Approved-** Deactivation of inactive ETO offices
Approved- Martin McMurry, interim ESD CFO and current COO, was formally appointed as a voting member of the Steering Committee.

Action Items: None.

Welcome! | Cami Feek opened the meeting by commenting on the project work that continues and that things are moving forward. Ish Maidadi welcomed everyone and shared an important update: the November meeting date has been changed due to the WWA conference. **The new meeting date is now November 3.** Ish apologized to Puneet Agrawal acknowledging that the new date doesn't work for him and assured everyone that the calendar invite was updated yesterday. Amy Martinez stepped in for Mark Mattke who was unable to attend and welcomed the Committee.

Deactivation of Inactive ETO Offices | Anne Goranson introduced Rebecca McGinnis, who provided information to the Committee on offices in ETO with little to no Touchpoint activity. There are currently 168 offices in ETO with little to no Touchpoint activity—some of the offices have never recorded a touchpoint, others hadn't had one in over five years, 2-3 years, and more than a year. Deactivation of the inactive offices simplifies the IT team's process for adding new users and reduces the risk of staff logging services to outdated offices, which complicates data mapping and transformation to the new system. If any office is mistakenly deactivated, the WSS team can quickly reactivate it. Additionally, deactivating offices does not delete them, it only *deactivates* them, so the data remains in ETO, but staff can't record services against them. This information was provided to the Advisory Committee who agrees with deactivation and recommended moving this item to the Steering Committee for approval to deactivate.

Ish Maidadi stepped in to support the recommendation, emphasizing that this is a flexible decision—offices can be added or reactivated later if needed. He moved to approve the Advisory Committee's recommendation, and Amy Martinez seconded it. Voting members were asked to submit their vote in the chat and the **Steering Committee approved the request to deactivate the inactive offices in ETO.**

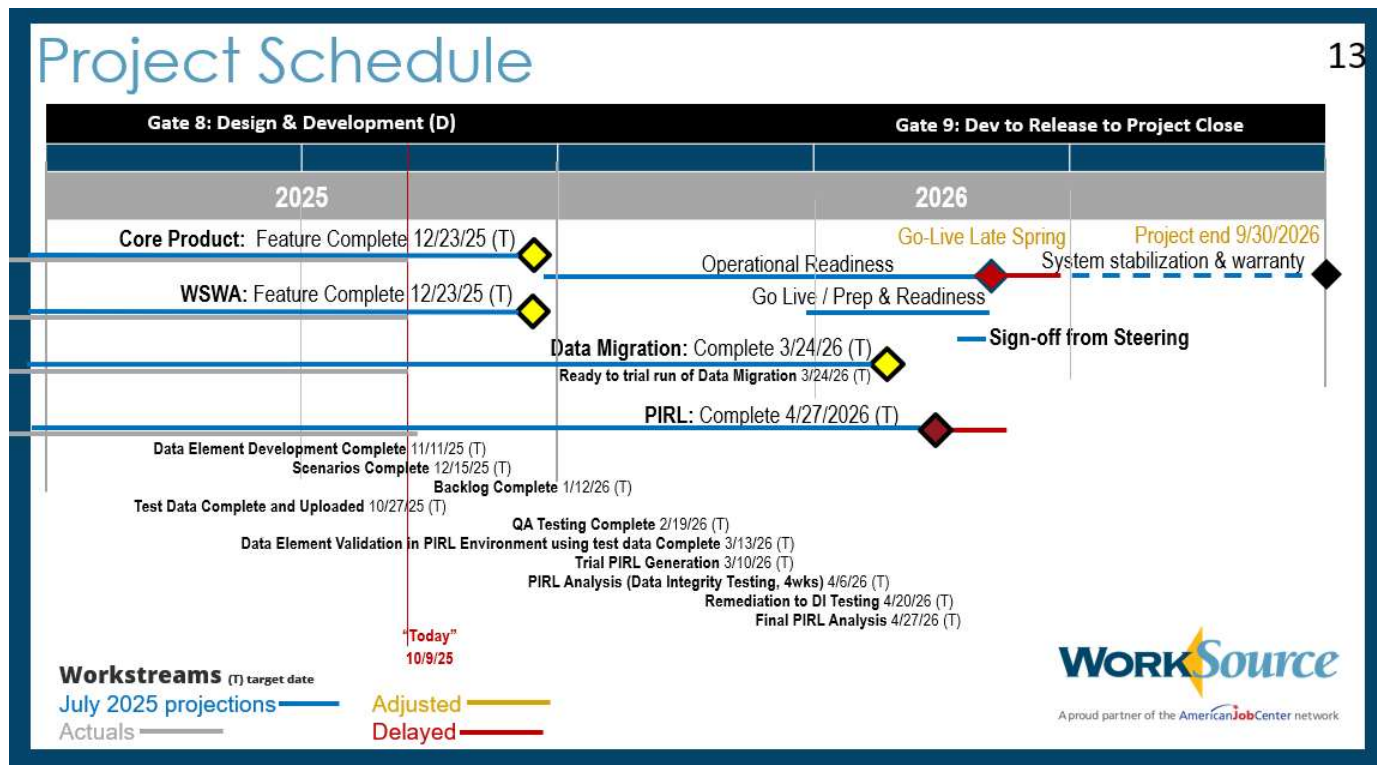
WIT Replacement Project –Updates | Linda Kleingartner reports the project's status remains unchanged. The dashboard colors are the same as last month. And while the team is still working through some challenges, there's a sense of momentum. A few exciting milestones have been reached that will be discussed later.

On the budget front, things are looking solid. Although the tech budget hasn't been officially approved yet — which makes the numbers appear a bit off — overall expenditures are trending slightly below expectations. This could be due to backend financial processing delays, but the outlook remains positive. The DP has been submitted.

Project issues remain consistent, with the critical path being the PIRL. The team has escalated efforts with the vendor to address this (see next section). Currently, the project is facing a six-week delay with the main concern now is PIRL testing capacity — the pace isn't quite where it needs to be.

Current schedule projects do have go-live to occur before June 3. The PIRL delivery scorecard reinforces the urgency: the QA testing phase is on the critical path, meaning there's no buffer between tasks. Any delay in one area directly impacts the next, creating a domino effect.

The team is navigating a tight timeline with little room for error. The tone was realistic but hopeful, with a clear message: stay engaged, because the best updates are still to come.



IT Vendor Discussion Update | Lisa Kissler and Sumit Gupta shared updates on the discussions (e.g., schedule and resource) with the IT Vendor. The five resources discussed in July are now onboard. Earlier resource commitments would have helped, the 6-week schedule delays realized in August-September do not have a recovery plan. A finalized contract amendment is with Carahsoft for signature

PIRL timelines are of concern. The team has been working to optimize testing processes. A formal recovery plan is pending, but internal actions are underway, including broader resource discussions.

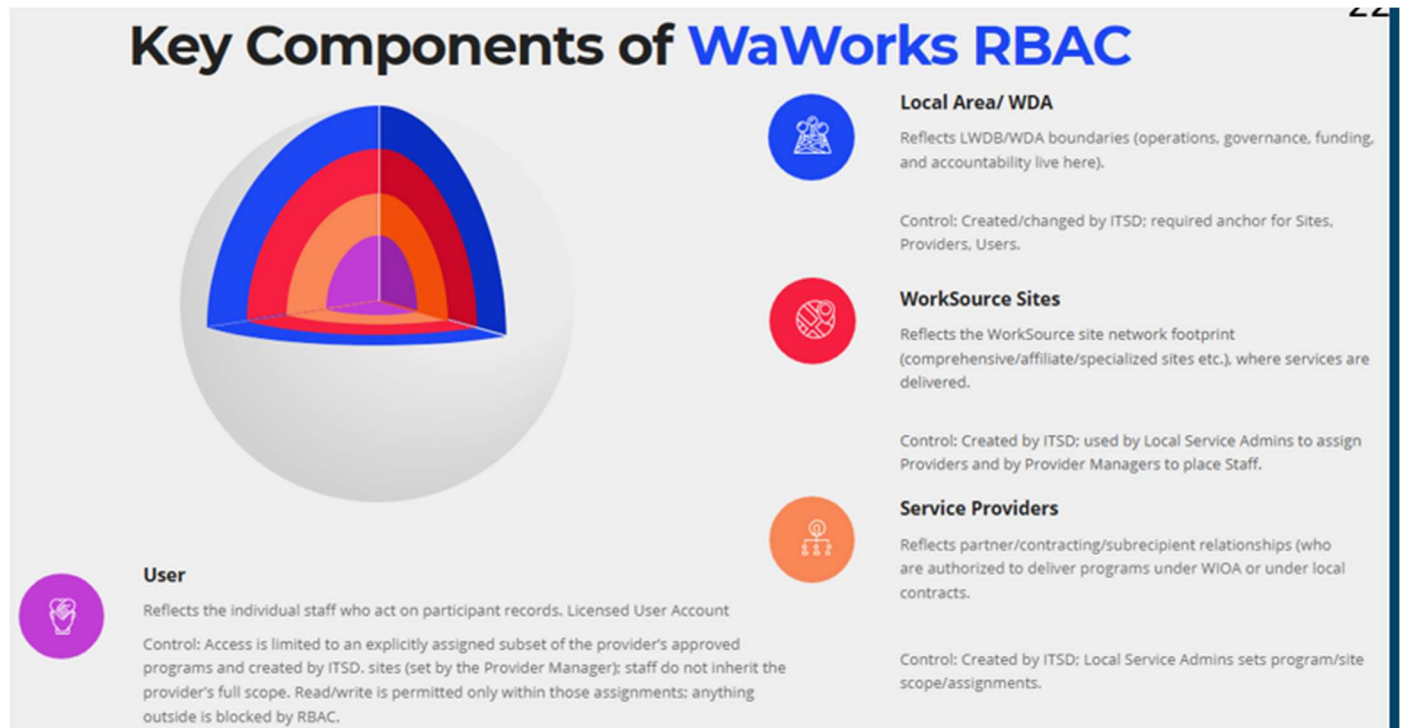
Sumit noted ESD's lean staffing and the ripple effect of reallocating resources across interconnected areas like Virtual Swap, Source, and Gold. A temporary slowdown may be necessary to enable long-term gains.

Next week, the team will finalize PIRL projections. Deliverable quality remains high, with low bug counts and key requirements addressed. Two ESD resources have been embedded into PIRL, to provide short-term support and to ensure long-term understanding beyond vendor involvement.

Despite delays, the operational readiness team is using a Late Spring 2026 go-live date for their actions. This means training is forecasted to begin in March 2026.

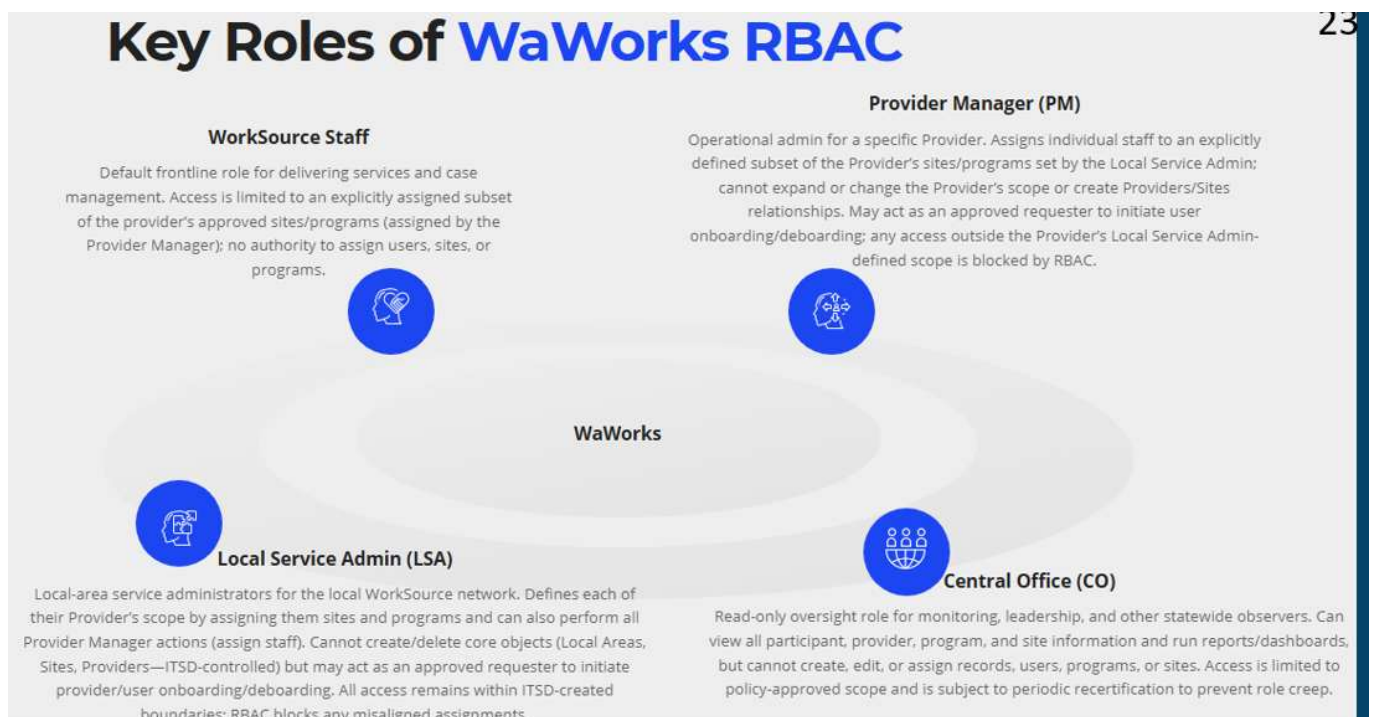
Go / No-go Updates- Comms and Stakeholder Plan | Anne Goranson provided a brief update on operational readiness. Three plans have recently been updated and were included in the meeting materials. The most significant change is in the go-live Communications plan, where the marketing campaign for job seekers and employers has been moved to post-go-live to allow time for system stabilization and user comfort. Following sponsor feedback, the team is also shifting terminology from "launch" to "go-live," which has been reflected in all project communications. The stakeholder engagement and project communications plans have also been refreshed, primarily with updates to named contacts. All updated documents are available on the WPC site for future reference.

System Access Workgroup | Michael Luchini shared an update on the System Access Workgroup, which is focused on streamlining fragmented internal policies and procedures that govern access to the state MIS. The goal is to build a unified framework that supports the new role-based access control (RBAC) model. The workgroup includes representatives from Innovation and Technology, ASD, Workforce Services, Policy, and ESPI, with Product leading the effort.



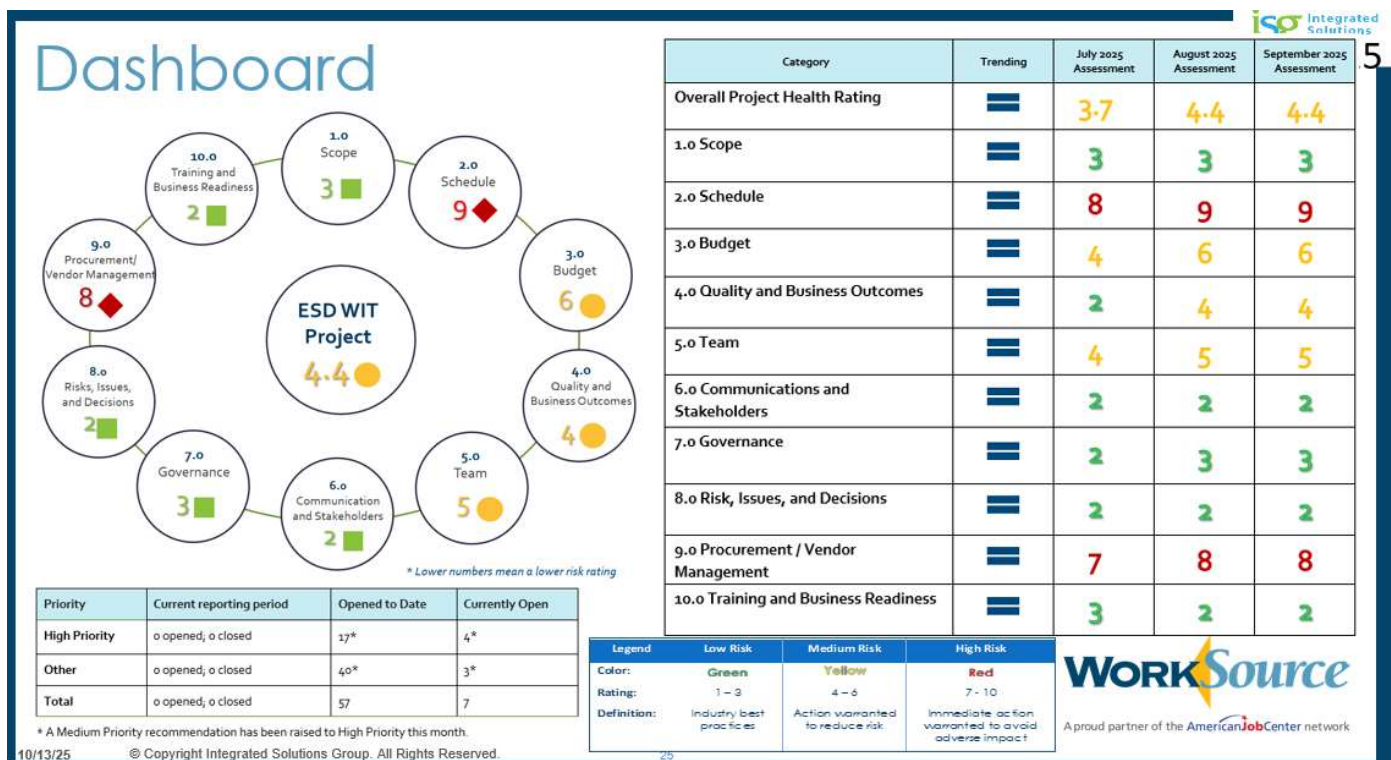
The team has aligned on the RBAC model from both policy and technology perspectives. Policy revisions are underway, particularly around provider access, which requires complete documentation before users can be linked. With agreements now in place, user access becomes a delegated and more manageable process. The next phase will focus on IT support, including ticket tracking and routing.

The new system shifts from ETO's office-centric model to a customer-centric approach, using referential relationships in Salesforce to tightly control access. Program rights are managed locally, reducing reliance on IT for updates. Michael noted that the RBAC design draws from contemporary practices in healthcare and service-driven systems, emphasizing flexibility and local control.



Linda highlighted RBAC also connects to the tiered support model discussed in last month's meeting. Michael clarified most access issues fall under Tier 1 and 2, while initial provisioning requires centralized support due to Active Directory and single sign-on needs (Tiers 3 and 4).

Quality Assurance | Gasper Gulotta shared that last month's QA report showed high schedule risk due to resource gaps and limited vendor engagement. Recent updates—like filled resource slots and a stronger contract amendment—suggest the project may be turning a corner.



Jeff reviewed four high-priority recommendations that remain open (snip to the right). The agency is actively addressing to these items, though some require longer lead times. The QA team was thanked for its partnership, and the group expressed optimism about continued progress.

High Priority Recommendations	Opened
2.9 Establish a schedule as quickly as possible. Even an estimated schedule will provide the necessary stability to project staff. Status: An updated schedule was agreed upon at the end of July. This schedule provides an estimated timeframe for completion that has been socialized with interested parties. This recommendation remains open because the vendor has not onboarded all staff that the schedule assumes are on the project. The project missed an early August milestone by approximately three weeks. Although progress is being made it is not clear how time will be made up while expected resources are not present. This results in a low confidence schedule that does not provide the stability intended by the recommendation.	June 2025
3.11 The agency should develop a strategy and plan to communicate and coordinate with the authorizing environment to support and protect the large investment made in the WIT project. Status: QA is concerned that the decision package being submitted for this legislative session may only include resources to keep the system operating and not include resources to enhance the system with functionality that did not make it into the MVP. This has caused us to raise this recommendation priority to High.	May 2025
4.1 The project should consider engaging a third party to review code quality and provide feedback on areas of the code that deviate from best practices. Status: The project has identified some code that deviates from best practices. Since Salesforce is a new platform for the agency, a third-party review could improve the agency's understanding of best practices for this platform. The project continues to test the Salesforce Code Analyzer tool, and the vendor has committed to providing testing results to QA.	August 2025
9.5 The project should consider initiating options analysis to complete the project, including worst-case scenarios with the vendor. Status: No change this month. A schedule was agreed to in late July. However, expected vendor resources are not yet onboard. The agency has explored different options for completing the project. We recommend they continue exploring and be prepared to act quickly on the best options to meet the current target completion date.	May 2025

Next Steps, Project Steering Committee closing comments | As the project portion of the meeting wrapped, Cami Feek and Puneet Agarwal praised the team's collaboration and transparency, noting that ongoing project challenges don't reflect the strength of the project team. They emphasized the thoughtful approach to recovery. Puneet shared the Technology Budget Amendment is nearing approval, with gate certification and funding to follow. The decision package is in review, with scoring results expected early next month.

Linda highlighted October milestones to include preparing for the final employer user study in November, progress toward green status in change management, and the onboarding of training resources (A/B testers) for training material review.

A major milestone was the launch of the closed beta, enabled by role-based access control. Michael introduced 25 users into the system with minimal instruction to test intuitiveness. Feedback from this group will guide system and training improvements, supported by weekly office hours.

Another highlight was the PIRL generator demo, where the data integrity team was able to view the PIRL being generated, and able to work in the system alongside the lead developer. Their response was enthusiastic, calling the functionality a game changer for ESD. There's interest in having them present the system after further use.

The next steering meeting will be Monday at 3:30 PM, with I&T Steering first and project discussions from 4 to 5 PM.

Transition to the I&T Steering Committee Only Items

Martin McMurray was officially welcomed as a voting member of the Steering Committee in his role as interim CFO and current COO. His participation was confirmed via chat vote, and he expressed appreciation for being part of the group and staying connected to WIT since joining.

Portfolio and Technology Update | Chris Jenkins-Torres shared updates on Workforce Services portfolio projects. One WA web platform updates are paused until February 2026 due to system dependencies. The Workforce Voucher Modernization project closed out in September, with the P-card pilot continuing for the Proud program. Lessons learned and discovery documents are under review, with a retrospective planned for October 27. RAS phone accommodation changes were demoed to OLT but are on hold pending staff training and readiness.

The Pathway Grant is active through 2028 and expanding reentry services across multiple facilities. Reentry 2030 efforts are underway with a cross-sector subcommittee addressing employment barriers. T-Gold 1023 remains under a preliminary injunction with no hearing scheduled. State policies are drafted and held in reserve, and statewide training is being considered. Development teams are preparing for potential reprogramming, and LWDBs are involved in planning. DOL is working on an FAQ to clarify scope, though its release is delayed due to the government shutdown.

Pathways reporting will use GPMs, not ETO, due to system limitations. No further questions were raised, and the session concluded with thanks.

Federal Policy Update | Joy Adams report the policy update remains unchanged since the last meeting. The team is still in a legal holding pattern on the TEGL 1023 change 2 and continues preparing for potential next steps, though no new developments have been reported.

A brief discussion followed regarding federal grant draws. Some direct grants are pending approval due to staffing gaps, while others—like JBS and GMBLS—are processing without issues. The team will follow up internally to confirm any discrepancies.

Roundtable and Questions | Amy Martinez will meet with Gustavo Aviles to discuss updates to the occupation-in-demand list and explore bringing that topic to next month's meeting.

New RESEA projects are also in development, including changes to the RESEA orientation process and messaging timelines. Chris Jenkins-Torres will provide updates on those efforts next month.

A business services project is launching to clarify and standardize service delivery, with a dedicated manager now in place.

The meeting closed with a reminder about the upcoming WWA conference. Rooms are still available, and attendees were encouraged to register. TikTok USA will be a major sponsor!