WorkSource Integrated Technology (WIT)
Information & Technology Steering Committee

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

Date: Tuesday February 4, 2025
Time: 9:00 a.m. – 10:30 a.m.

Meeting Notes

Attended by: *Joy Adams, *Gustavo Aviles, *Danielle Cruver, *Bill Dowling, Cami Feek, *Lisa Kissler, *Mark Mattke, *Ish Maidadi, *Amy Martinez, Lisa Romine

Guests: Anna Minor, Puneet Agrawal, Gasper Gulotta, Anne Buchan (scribe), Anne Goranson, Linda Kleingartner, Michael Luchini, Latasha Hudson, Chris Barron, Chris Jenkins

Unable to attend: *Cynthia Garcia, Katie Condit, Marissa Cahill, Joy Emory, Miriam Halliday, Marie Kurose, Eleni Papadakis, Lisa Romine, William Westmoreland, Rod Van Alyne, Jack Chapman

*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:** | Danielle Cruver to return to Steering Committee as a voting member. |
| | Approval of the Launch communications plan |

Welcome | Cami Feek, Ismaila Maidadi & Mark Mattke opened the meeting by welcoming the Committee. A lot has been happening over the last month and Cami is looking forward to discussing the project and "bright spots" at a future Technology Services Board meeting. Mark was at a WWA legislative meetings in Olympia and joined in person by Bill Dowling and Amy Martinez. Ish acknowledged Chris Barron, ESD Communications Manager will be continuing to attend as a guest.

Project Update | Linda Kleingartner opened by noting the project sits in yellow status. As communicated in the follow-up notes in January, the team reassessed the schedule and given the targeted Milestone completion dates established in May 2024 have not been met. We will keep this as yellow and when Milestone 2 completes per the re-baselined timeframe (end of March), the schedule could move back to green (or possibly red). The overall Project Status will always defer to the "lowest" dashboard color, moving the entire project to yellow. The Project's leads completed the contingency planning and schedule validation in the prior month as well.

Linda highlighted a watch point pertaining to an elevated risk (#181755) around Federal changes to WIOA or other federal reporting requirements while under system development that could impact project delivery (November 2025). The risk rating was increased in January to 20 (out of 25) after a discussion with LMIR and DATA project representatives reviewed the risk, and the project has accepted this risk. The ESD Policy team is closely monitoring all federal / congressional activities as expected. Linda wanted to alert the Steering Committee that this risk was acknowledged, but it is difficult to mitigate, noting awareness that several Steering Members will continue their advocacy and conversations. Discussion was initiated requesting feedback from the Committee about the Risk Rating and ultimately proposed to lower to a level of 9 or 10. Following reasons were noted:

- Congress can't implement a law and expect it to be applied in three months. If the new version of WIOA passes it will take a year or two for DOL to go through the process to provide direction and guidance.- so the probability of this impacting Project Launch is lower (2 or 3)
- Too many unknowns around how the current administration is working through the executive orders, noting recent attempts to implement things without congressional change, but those attempts won't immediately come to fruition.
- There is a formal process in state agencies when executive orders and new policies are initiated as to how the agency responds.
- Joy Adams also pointed out that 3 weeks ago this was a real possibility, but much has changed since this risk was reviewed and she doesn't feel the probability is higher than 3.

Based on this discussion Linda will follow up with the Risk Owners and provide this feedback which will result in lowering the risk rating. Regardless of the risk level, the team will continue to monitor this risk.

WA Works Logo. Linda shared the results of the Steering Committee's selected WAWORKS logo from the online vote in January. The WIT Planning Team appreciates the quick turnaround. Votes are in and the WA Works logo has been selected.

Ready. Set. Go. Linda shared the Project is progressing with activities for the year. A couple items for January are lagging. The identification of training resources is underway, feedback is due 2/7. Excellent progress continues on the new WorkSourceWA. The training environment is not up and running yet due to a Salesforce bug in environments. A manual process exists, but it slowed the creation of new environments.
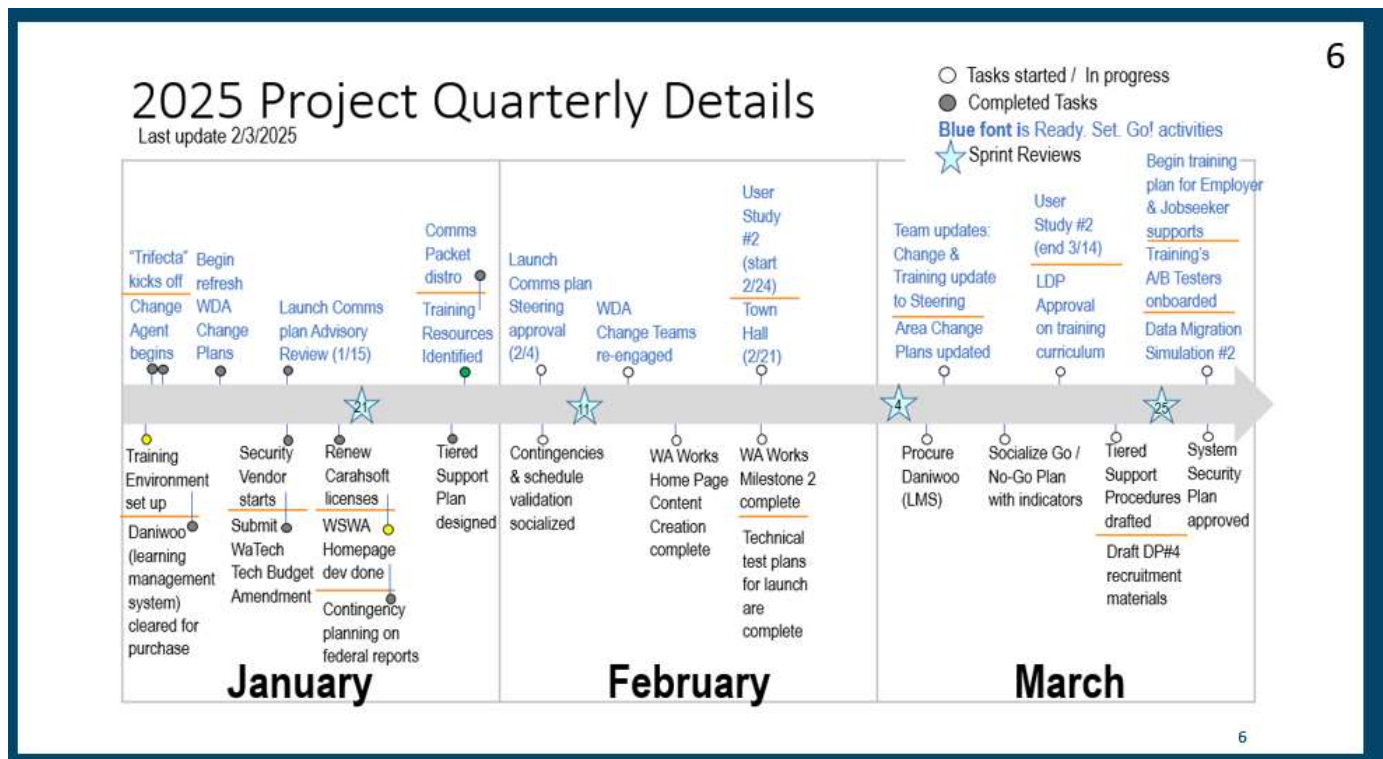
Project Budget – December 2024

Section	Monthly Budget Summary						
	December 2024 Budget	December 2024 Expenditures	December 2024 Variance	Monthly Variance %	Gate 6 Budget	FYTD Expenditure as of December 2024	Projected Ending % Variance
134-116 CPP WIT Gate 6- State	$938,894	$531,752	$401,142	43.36%	$4,292,518	$3,531,399	17.73%

NOTES:
-This month we are ONLY showing Gate 6 and Year to Date totals
-Monthly budget and expenditures are artificially higher due to fiscal adjustments made that month.
-Gate 6 closed – some underspend.
-Awaiting WA Tech approval for next budget and gate (submitted 1/21/2025 to WaTech Consultants Pool email inbox)
-Awaiting Leg / Governor's approval on DP's submitted for project finalization and M&O

Launch Communications Plan | Latasha Hudson, WIT Communications Manager, presented the Launch Communications Plan to the Steering Committee, which the WS Advisory Committee recommended be brought to Steering for approval. The plan was developed using the I&T Steering Guiding Principles. The objectives of the plan are to inform and prepare audiences about what the system includes, the benefits, what to expect during "Ready-Set-Go", actions to take for operational readiness, and where to find help; build trust and confidence and generate excitement. The approach identifies what audiences need to know, who needs to know, when they need to know, and how they receive the information: the right message at the right time to the right audience through the right channels. Messaging will be straightforward, enthusiastic, friendly, and confident.

"Ready" goals are to build awareness, trust, and excitement before training. "Set "goals are to enable, equip, and prepare from training to launch. "Go" goals are to reinforce information from launch through stabilization.

Next steps are to activate the plan (if approved). There is a townhall coming up on February 21st and more content to come.

The Steering Committee voted and approved the WIT Launch Communications Plan.

Launch Impacts to WorkSource Offices | Linda Kleingartner asked the Committee to start thinking about what impact the system launch will have on WorkSource operations. The Planning Team is not seeking a decision and wanted to generate the Steering Committee's advice on their tolerance around not having access to the ETO live data during this transition period. The current thinking is to implement the new system November 7th through 11th, 2025. This leverages two weekend days and a holiday over the five-day span. The Steering Committee provided the following comments:

- Ish responded the plan looks good for WSD. Management can work with teams to help minimize appointments on 12th so there isn't a heavy workday in the event there are issues.
- Cami thinks the timeline allows appropriate preparation.
- Lisa Kissler mentioned a desire to see milestones for test activities, duration for those activities, timeline for stopping changes to ETO etc. She feels like she needs that information to determine if the date and timeline are appropriate.
- Chris Barron cautioned against launching after a holiday. He has done this with software in the past and mitigated the risks, but there were still issues.
- Mark likes idea of working around holiday, but another consideration is that the WWA conference is November 5th and 6th. Any last-minute entries will have to occur prior to going to the conference.
- Amy mentioned days when ETO is frozen and the need for a good communication plan.
- Lisa feels from a technology staff perspective that a Monday through Friday schedule is more appropriate.
- Ish recommended areas working together to have alternate options in place for 11/12-13, so business continues.

Data Integrity Team Resourcing/Freeze Time | Ish Maidadi communicated a need to protect the Data Integrity Team's time between now and launch. Over next few months the team will be focused on data migration and PIRL development and their regular PIRL reporting production activities. Ish is asking they be allowed to focus on that work. Program managers may approach them, but they might not have the ability to help. Mark Mattke asked for examples of requests that are out-of-scope for them at this time. Ish didn't have a specific example, but said they've been getting requests over the last few months around technical assistance. Mark would like more details and feels a balance is needed. Ish said the issue revolves more around expertise than resources. There needs to be prioritization as to whether the project launches on time or if ETO assistance continues to be provided. Michael Luchini commented that it's all important work, but he must make a choice on what their focus is or the launch date may slip. A lot of the current requests around the PIRL, data collection in ETO, etc. can take days and weeks. Mark is also concerned about migrating bad data, as that was an issue last time. He would like more conversation regarding the risk around bringing bad data over from ETO and how that is being mitigated. Ish asked for this to be included in the next Steering Committee Meeting. Lisa Kissler states that it's imperative the data that goes into WIT is good data. Do we use that team's time to fix the data in ETO, or make sure the data migration to WIT is successful?

New Lead Development Partners (LDPs) | Linda Kleingartner updated the committee for awareness of the additional LDP teams. The two original LDP's are the Service Delivery LDP and the WorkSource WA LDP. Four additional groups were added in the past few weeks (see below), and the Federal Reports/PIRL team was formalized as a LDP group.

Service Delivery
- Tim Robison, Spokane
- Aaron Parrott, N Central
- Bryan Pannell, SeaKing
- Amy Gimlin, Southwest
- Michelle Griffith, ESD

WorkSource WA
- Jensie Rosenow, N Central
- Darcy Hoffman, Southwest
- Valerie Edwards, ESD
- Cameron Cassidy, ESD
- Mei Taylor, ESD
- Rick Perez, ESD
- Michelle Wilson, ESD

Federal Reports/PIRL *(all ESD)*
- Carri Callaghan
- Haley Hildebrandt
- Ryan Scott
- Elise McKnight
- Sam Havens

Program Operations *(all ESD)*
- Sandy Crews
- Shellie Dunning
- Polly Criscuola
- Adeline Kerns
- John Krause
- James Lau Rae
- Sam Mitchell
- Craig Carroll
- Anne Goranson

Monitoring, Data, Policy, and Privacy *(all ESD)*
- Erin Blades
- Greg Ferland
- Emily Kok
- Kelly Moore
- Byron Mukai

Optional: Gary Kamimura & Joy Adams

Business Services
- Hannah Schoepp, ESD
- Cristina Kluth, ESD
- Mike Robinson, ESD
- Darcy Hoffman, Southwest
- Jack Chapman, Snohomish
- Matthew Hanusa, Pac Mtn

Grants Mgmt/Finance *(all ESD)*
- Byron Mukai
- Kimberly Green
- Aundrea Nunez
- Casandra Kiosef
- Kim Anensen
- Ross Gearllach

Quality Assurance | Gasper Gulotta, ISG, states the project continues to perform spectacularly. The key quality assurance measures at this time are around the convergence of all the work streams, increasing visibility into how the work streams are performing, and timely escalation at the level where people can get the help they need.
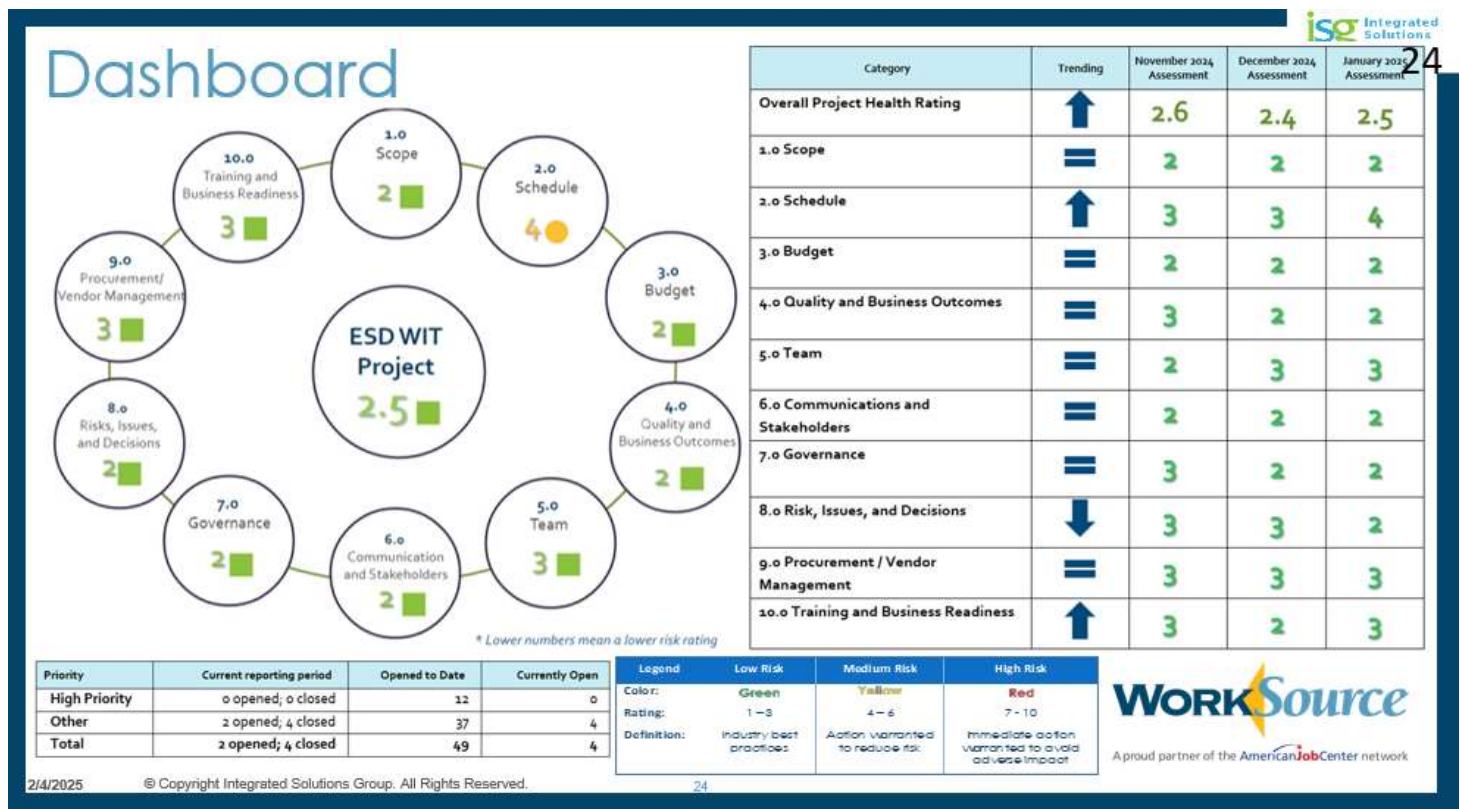
LWDB Voting Member Change | Ish Maidadi announced Danielle Cruver is back as the ESD Chief Financial Office for the Steering Committee. She was a voting member prior to her temporary assignment and the Committee voted and approved for her to return as a voting member.

2025 Steering Committee Meeting Date Adjustments | Anne Goranson provided some proposed date alternatives for Steering Committee Meetings in 2025. The only date that didn't work for all was the June date, so further evaluation of an alternative June date will occur and brought for a committee vote

Original Date	Proposed Change	Time
June 3, 2025	June 5, 2025 Thursday	9:00 – 10:30
September 2, 2025	September 4, 2025 Thursday	9:00 – 10:30
October 7, 2025	October 9, 2025 Thursday	10:00 – 11:30

Portfolio Update | Chris Jenkins provided an update on the status of items in the WorkSource Portfolio:

- **WS Site slowness:** This work continues to progress with guidance from ESD's Deputy Chief Information Officer, Karandeep Kondal.
- **JAS/JFS Workforce Modernization/P-Card Sub-Project:** The hope is to kick this off very soon. There is a new project manager on-board to drive the work. Portfolio analysis is occurring this week. There are two other projects in the portfolio that relate to this work, so Lisa Kissler will discuss with Chris prior to kick-off.
- **RAS Phone as Last Resort**: The intent is to start this work soon now that the new project manager is on-board. Portfolio analysis is occurring this week. The title of this project has changed to "RAS Phone Accommodation Project." A link to the portfolio will be provided once the portfolio has been updated.