

**Date:** Wednesday October 15th, 2025

**Time:** 1:00 pm- 2:30 pm  
**Location:** Teams Meeting

**Attended by:** Aaron Parrott, Amy Gimlin, Anne Buchan, Anne Goranson, Ariana Cordova, Byron Mukai, Cassandra Yi, Chris Barron, Chris Jenkins-Torres, Jesse Cardwell, Jeremy Warren, Josh Stovall, Karandeep Kondal, Liana Johnson, Luci Bench, Rob Crow, Ross Gearllach, Scott Iddings, Sue Keltner, Sumit Gupta  
**Guests:** Eric Le, Woody Anderson, Linda Kleingartner

**Unable to attend:** Aaron Pentland, Barney Brockwell, Emily Kok, Madeline Veria- Bogacz, Tim Robison

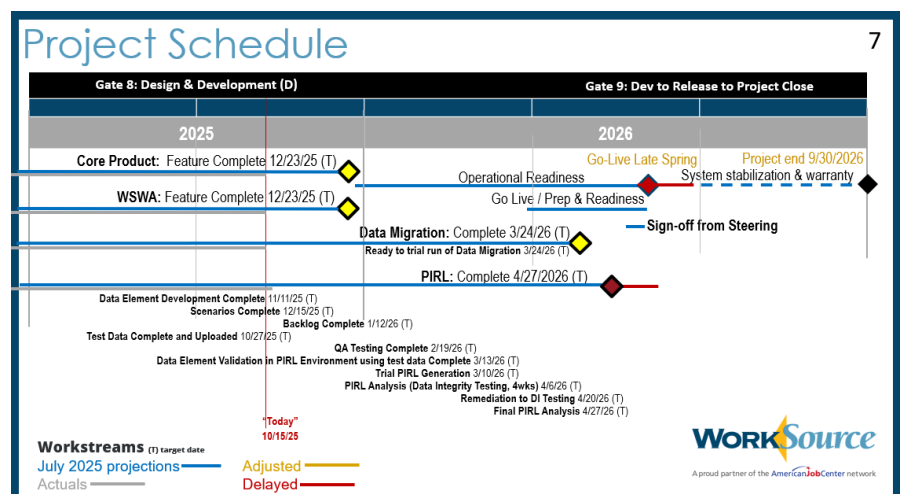
**Welcome** | Anne Goranson opened the Advisory Committee meeting with a welcome and agenda review, followed by an introduction of new member Scott Iddings from the Northwest Workforce Development Area. Scott is the Director of Program Strategy and Business Development.

**WIT Replacement Project Update** | Linda Kleingartner reported that the project remains in red status due to its high-risk nature and complexity, as anticipated over the past two years. Despite challenges, the go-live date is still set for late spring 2026. She noted that the PIRL component is on the critical path and that the vendor began missing key deadlines after the July baseline was established. To ensure accuracy, the data integrity team has started validating PIRL output through a structured testing process that will be repeated nine times with increasing complexity. A major milestone was reached: the PIRL can now be generated with the push of a button, replacing the previous manual, time-consuming process. Linda acknowledged Byron Mukai’s comment in chat about the difficulty and significance of this achievement and reaffirmed the goal of delivering a validated PIRL.

Linda reviewed the risk report, explaining that risks fluctuate between high and moderate levels and serve as early warnings rather than confirmed delays. She emphasized that issues—not risks—cause actual timeline impacts. Risks are tracked across five categories: schedule, scope, quality, stakeholder engagement, and cost, with stakeholder engagement involving 30–40 organizations. Josh Stovall asked whether Core Product and WorkSourceWA would remain active through go-live, and Linda confirmed they would. She also addressed his concern about the risk log, clarifying that risks don’t guarantee delays; they highlight *potential threats*. Linda assured the group that the timeline remains realistic and that transparency in forecasting is a priority.

The Committee reviewed the project timeline showing progress across five workstreams: Core Product, WorkSourceWA, Data Migration, PIRL, and Operational Readiness. Linda noted that Core Product and WorkSourceWA are closely monitored due to their impact on Data Migration, and scope prioritization is underway to reach “hard feature complete” and avoid delays.

Linda closed by suggesting the group revisit its past practice of sharing risks, especially as operational readiness deepens.



**Partner Access to WA Works** | Woody Anderson shared progress on enabling external users to access Salesforce via single sign-on. A security group was created within the “universe of IDs,” allowing internal users to log in successfully. The current focus is integrating external users—those without ESD emails—into that system.



# WorkSource Advisory Committee Notes

He demonstrated the Azure user list and showed that external users had been added to the Salesforce identity provider group and could now log in using a verification code and authorization app. He noted the login process is streamlined, avoiding multiple email selections.

Next steps include developing processes to track user access, duration, and removal. Woody emphasized this method is more efficient than requiring ESD email addresses.

Josh Stovall asked if switching devices requires reconfiguring the Microsoft Authenticator app. Woody hadn't tested it but assumed the old device would need removal and the new one added. Further follow-up on Josh's question on if **"users switch devices, what is the process for helping them reauthenticate using the Microsoft Authenticator app?"** to come as Woody follows up with the technical team. Anne Goranson added that guest users follow ESD policies, and internal users can get help from the ESD help desk for authentication resets.

**Core Product/WA Works LDP Report** | Aaron Parrott shared updates on Core Product LDP work, highlighting the upcoming closed beta—a sandbox version of WA Works where a small group will test features and provide feedback. While awaiting beta access, the team completed discovery on employment plans, refining the structure between Individual Employment Plans (IEP) and Individual Service Strategies (ISS), and clarifying their link to triggering services for WIOA participants.

The team also redesigned measurable skill gain and credential objects to better align with federal policy. The current ETO input method is outdated and inconsistent, so the new design will allow case managers to enter accurate data by category, with backend alignment to PIRL. This will improve tracking and reduce errors, offering near real-time dashboard visibility instead of delayed federal reports.

**WorkSourceWA Sprint and LDP Update** | Eric Le shared updates on WorkSourceWA, noting steady progress on LDP access and sprint development. He described the employer experience as "lateral"—similar questions to the current system but with a refreshed interface and added prompts to boost engagement.

A centralized hub is being built for job seekers to manage work history, education, licenses, and skills in one place, streamlining resume creation and job applications. With consent, this data can be shared with employers and accessed by case managers for efficient job matching.

Eric encouraged viewing the recent sprint demo on the [WPC site](#) and announced integration with Lightcast, the new labor market data provider. Lightcast offers rich occupational data, including SOC codes, salary info, and emerging roles, improving system accuracy and usability.

He highlighted the shift from a guest portal to a registered experience for job seekers and employers, enabling personalized features via SAW accounts. LDPs will soon gain sandbox access to test the system and provide feedback. Eric emphasized that every feature will be thoroughly tested before launch.

**WA Works Licensing Update** | Anne Goranson started by informing the Committee that this is a follow-up to a previous assignment where each local area was asked to report how many WA Works licenses will be needed at go-live. The initial numbers have been shared with Launchpad to help shape the contract. However, due to staffing disruptions across the state—including reductions at Employment Security and other areas—an updated count is now needed.

A new [survey link](#) was provided in the chat, and attendees were asked to complete it by October 23. This updated information will be used to finalize the next phase of the vendor contract. Anne reviewed assumptions from the previous survey, noting that most remained the same, with one key change: this time, workforce development areas are asked to report numbers for everyone in their area except ESD staff. ESD numbers will be pulled directly from HR reports, so local teams only needed to focus on non-ESD users who will require access to WAWorks. The group is encouraged to be conservative in their estimates—if there is uncertainty or anticipated staff reductions, it is better to guess low. Unused licenses will still be paid for, but additional licenses can be added later if needed.

Another addition to the survey is a question about how many users will need training prior to go-live.

**Data Migration Report** | Aaron Parrott shared a data migration update, describing it as final refinements to last year's decisions. As new items arise, they're added and addressed. He praised the team's process design support.



# WorkSource Advisory Committee Notes

The group approved migrating all employer contact records created in ETO within two years of go-live. Credential data from three touchpoints—ITSS, Outcomes, and Follow-Up—will also be migrated as-is, even if duplicated. Basic follow-ups without performance data won't be included, but credentials tied to approved services will count toward performance measures.

Nearly all credential data will transfer, with post-migration sorting to ensure proper categorization and PIRL alignment.

**Steering Committee Updates** | Anne Goranson reported that the Steering Committee reviewed the work done around inactive offices in ETO and expressed strong appreciation for the effort. Rebecca McGinnis presented the recommendation to the Committee to deactivate the inactive offices and the committee voted to approve it.

**Unemployment Insurance (UI) Hold Line Promotional Message** | Anne Goranson shared proposal for adding a WorkSource message to the UI hold line, rotating every eight minutes with existing messages. The draft reads: "Need help with your job search? WorkSource offers free resume support, interview practice, and job listings across Washington. For more information, visit [WorkSourceWA.com](https://www.worksourcewa.com)."

Ross Gearllach suggested clarifying that support is human-centered and free, to distinguish it from automated or paid services.

**Portfolio/Tech Update** | Chris Jenkins-Torres was scheduled to present but had a meeting conflict. He provided a summary of his update for the meeting notes: 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. TEGL 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.

The advisory group responded positively, with general agreement to move the proposal forward.

**Roundtable** | Anne Goranson shared that updated technology resources, including a revised [partner IT pricing list and new FAQs](#), are now available in the Workforce Professional Center. Attendees were encouraged to review the updates.

Jeremy Warren asked a follow-up question about Lightcast, noting that some Lightcast reports include ESD citations and blended proprietary data with state-sourced information. He found it interesting that the team is purchasing data from a private vendor that partially relies on ESD's own data and wondered about the rationale behind that decision. Lightcast offers a comprehensive, ready-to-use solution with data from BLS, ESD, and proprietary sources. Though current integration focuses on statewide data, Eric said regional breakdowns like MSA analytics may be explored if demand grows. Eric encouraged participation in upcoming Sprint Reviews to track progress, noting the team is still early in integrating data into the new Salesforce system.

Anne Goranson closed the meeting by highlighting the Community of Practice session on change management led by Luci Bench and Liane Johnson this afternoon.