WorkSource Advisory Committee Notes

Date: Wednesday March 19th, 2025
Time: 1:00 pm- 2:30 pm
Location: Teams Meeting

Advisory Members in Attendance

☒Emily Kok
☒Anne Goranson
☐Madeline Veria-Bogacz
☐Chris Barron
☒Sam Havens
☐Byron Mukai
☒Anne Buchan
☐Rob Crow
☒Sue Keltner

☐Ross Gearllach
☒Ardriel Galvin
☒Brandon Marsh
☐Mari McGill
☐Michael Luchini
☒Luci Bench
☐Malinda Bjaaland
☒Cassondra Yi

☐Bryan Pannell
☒Josh Stovall
☐Amy Gimlin
☒Aaron Parrott & Emily Anderson
☒Ariana Cordova
☐Rod Van Alyne
☐Jesse Cardwell
☒Tim Robison
☒Aaron Pentland

Guests: Linda Kleingartner, McKenzie Hogan, Jensie Rosenow, Chris Jenkins, Gary Kamimura

WIT Replacement Project Update | Linda Kleingartner

Linda informed the Committee the project now sits in red status. Milestone 2 (M2) was originally scheduled for completion by the beginning of February (M2 deadline). However, it is now projected to finish by the end of next week, which means the February deadline was missed. Milestone 3 (M3) is also coming past due and won't be finished until June because pieces of it will overlap with other work, which is expected. M3 delays are creating skewed perceptions about overall project progress. The project status defaults to the lowest denominator, so it is expected to stay red up until the go-live date. Launchpad Business Analysts (BAs) are not stable and changes in BA roles are affecting progress which include PIRL development. There are Launchpad BAs on another project whom we're requesting to transition to our project. The next meeting with Launchpad, project executive sponsors, and other key stakeholders is scheduled for Monday. Tim raised concerns about resourcing issues and cancellation of Data Migration meeting. Linda clarified these issues are related to BA availability and not the work of the DM team.
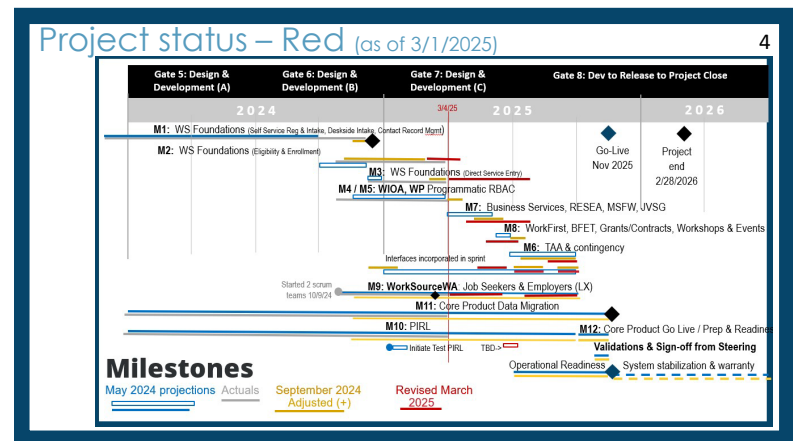
Risks

The project is likely to remain in red status, primarily due to resourcing challenges with BA's needed to keep the backlog full. One risk has been elevated to high, centered on the time and capacity required to build and validate the PIRL, with the probability increasing as PIRL-related issues persist. Launchpad, the solution architect, has requested the inclusion of all key resources to address this risk, which was already rated as medium-high. Linda is closely monitoring the situation to ensure resources are allocated and to prevent it from escalating into an active issue. For the quarterly map, several activities require urgent attention, including procuring Daniwoo LMS—which has been delayed, raising its risk level. Additionally, Launchpad is overseeing the setup of training environments which are critical for LDPs to access and experiment with the system. These

environments must be ready to allow users to test and identify system issues. Progress on tiered support remains stalled due to incomplete procedures; while these are not needed until June, Linda is pushing for earlier completion.

Services Catalog | Anne Goranson and Sam Havens

Background

The WorkSource Services Catalog underwent changes approved by the I&T Steering Committee in October 2023. The ESD Data Integrity Team is responsible for maintaining the Job Seeker Services, while the ESD Data Solutions Team manages State EcSA and Business Services. Additionally, a new policy is being developed to outline the process for requesting catalog changes, maintaining the catalog, and effectively communicating those changes.

Training Plan

The latest updates to WA Works include a streamlined selection of fewer, more clearly defined services, making navigation much easier. Services have been tailored to align with local access approvals, participant eligibility, and staff roles, ensuring greater relevance. A convenient hover function now provides quick access to helpful service definitions, and certain services are automatically "credited" for more accurate performance reporting. Additionally, the updated services catalog has received an endorsement from USDOL, reflecting its enhanced quality and utility. The approach to training prioritizes the services and their impacts at the time of selection, rather than concentrating on the services catalog itself. To enhance usability, accessible definitions and key information are embedded directly into WA Works. Cross-program service information is seamlessly integrated into general WIT training, developed with insights from subject matter experts. Additionally, program-specific scenarios are incorporated into wraparound program training, thoughtfully designed by dedicated program training leads.

Next steps involve discussing with the WorkSource Advisory Committee to incorporate feedback and questions. Recommendations are then shared with the I&T Steering Committee. Training leads collaborate with subject matter experts (SMEs) to develop universal content, while program leads focus on creating program-specific content in coordination with each other. Updates are shared with the SME group throughout the process, with feedback requested as materials are developed.

WIT Project Contact List Update | Anne Buchan

Anne Buchan provided the Committee with a link designed to simplify the process of identifying WIT project work group representatives by area. Local areas can refer to this document to easily determine which representatives are assigned to specific groups within their region. The document can be found here.

ETO Office Review | Anne Buchan

Anne presented a project to the Committee aimed at reviewing ETO offices with few or no Touch Point entries. The focus is on identifying and addressing the offices that require further examination for potential removal from ETO. Offices on the report are categorized based on their Touch Point recording history. Some offices have never had a Touch Point recorded, while others have gone without one for varying periods—ranging from 5 or more years, 2-4 years, to within the last year. Additionally, the number of staff assigned to each office is provided. There are also offices that are not assigned to any specific WDA or ESD Division that need review. The review process begins with the ESD Regional Operations Managers (ROMs) providing their recommendations regarding whether to retain, remove, or temporarily hold the offices listed. Next, the WS Advisory Committee reviews these offices and offers their own recommendations on whether to keep, remove, or hold them. Both sets of recommendations are then consolidated and presented to the WS Steering Committee, which makes the final decisions. After today's meeting, Anne will send the spreadsheet to the LWDB Committee Members via email. Gary asked about the process to follow if ESD ROMs and LWDB representatives disagree. Such cases will be handled individually to gather additional information and ensure clarity before presenting the matter to the Steering Committee. Amy questioned why this issue is being escalated to Steering. In response, Anne Goranson and Linda Kleingartner explained that it is part of the Governance process. However, the Steering Committee will discuss whether they want to continue making these decisions in the future or delegate them to the Advisory level. Gary also asked about the procedure for adding new offices in the updated system. While a process will be developed as the system evolves, it has not been established yet.

New WSWA LDP Report Out | Jensie Rosenow

Jensie provided an update to the Committee that the WSWA LDP began exploring tabs and analyzing language to ensure it aligns with the intended impact of each page. Questions like "What is training?", "What is education?", and "What are resources?" guide the team as they work intentionally. They're also examining employer account streamlining. Currently, there are over 100 accounts linked to various Amazon locations, with no validation on whether they still exist. The goal is to establish a less fragmented process. For job seekers, the intent aim to highlight the benefits of the system while being intentional about its design and functionality. Lastly, the team is focusing on creating accurate WS pages for each center. These pages will detail offerings, services, and clear pathways to connect job seekers with a live representative—whether through phone, email, or other means.

Data Migration Advisory Team Report Out | Aaron Parrott

Aaron informed the Committee that recent decisions include the establishment of Wagner-Peyser enrollment and job seeker historical data. Additionally, the Steering Committee reviewed and approved the data migration recommendations presented at last month's Advisory Meeting. During that meeting, the Steering Committee agreed that, moving forward, DM decisions could be made at the Advisory Committee level.

Portfolio/Tech Update | Chris Jenkins

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. 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. 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.

Current Projects

Project Name	Project Status	Start Date	Deadline
WIT Replacement	In Progress	12/17/20	12/30/25
WorkSource Site Slowness	In Progress	N/A	N/A
JAS/JFS Workforce Vouchering Modernization	In Progress	2/17/2025	06/30/2025
RAS Phone Accommodation Project	Discovery	TBD	TBD
RESEA Enhancements (Strategic Plan)	Intake	TBD	TBD
Windows 11 Updates	In Progress	2/10/2025	7/1/2025
WebEx License Expiration	In Progress	N/A	6/15/2025

Recent Steering Committee Decisions | Anne Goranson

The Steering Committee approved the Data Migration recommendations from the Advisory Committee at their March meeting.