WorkSource Advisory Committee Notes

Location: Teams Meeting

Date: Wednesday July 16th, 2025
Time: 1:00 pm- 2:00 pm

Advisory Members in Attendance

☒Emily Kok	☒Ardriel Galvan	☒ Jeremy Warren
☒Anne Goranson	☒ Sumit Gupta	☒Josh Stovall
☒Madeline Veria-Bogacz	☒ Karandeep Kondal	☒Amy Gimlin
☒Chris Barron	☐Mari McGill	☒Aaron Parrott
☐Sam Havens	☐Michael Luchini	☒Ariana Cordova
☐Byron Mukai	☒Luci Bench	☐Rod Van Alyne/Barney Brockwell
☐Anne Buchan	☒ Aaron Pentland	☒Jesse Cardwell
☒Rob Crow	☒Malinda Bjaaland	☐Tim Robison
☒Sue Keltner	☐Cassondra Yi	
☒Ross Gearllach		

Guests and Non-committee Attendees: Chris Jenkins-Torres, Luke Hansen, Valerie Edwards, Linda Kleingartner, Sandy Crews

Welcome | Anne Goranson

Anne opened the meeting by welcoming Jeremy Warren from The Workforce Development Council of Seattle-King County. Jeremy is replacing Bryan Pannell on the Committee.

WIT Replacement Project Update | Linda Kleingartner

Launchpad and ESD are continuing their "reset" conversations, with regular weekly check-ins held every Tuesday and Friday. These meetings help maintain alignment and momentum as the teams work through key project elements. An Executive Briefing Meeting took place June 23, providing a space for collaborative discussions focused on the schedule, cost breakdowns, potential risks and issues, and licensing details. These conversations are instrumental in shaping the next phase of the project.

The schedule is being re-baselined, with a new projected go-live in late spring 2026. This timeline depends heavily on a substantial new-hire effort and additional investment to support the necessary infrastructure and staffing. Efforts are also underway to confirm the contracted scope to ensure all deliverables and responsibilities are clearly defined moving forward.

Risks

Risk ratings were adjusted across several items during review. Rating for item 259618, concerning the vendor's PIRL SME capacity, was increased, while item 259544—related to PIRL technical requirement velocity—was lowered to medium. The data migration validation process- item 103974- was downgraded to low risk. Two items were successfully closed: 231617, regarding the definition of "done" for testing, and 255937, which focused on the SAW/CIAM plan. Item 260194, addressing offshore work using AVD, saw a rise in its risk rating. Finally, item 215720, tied to WIT ESD Team capacity, has been closed.

SAW Integration Update | Luke Hansen

Luke provided an overview of the SAW Spike work. The committee was shown the user flow for accessing WorkSourceWA, which included: navigating to the website, selecting "Login," being redirected to SecureAccess Washington (SAW), entering credentials, and then returning to WorkSourceWA to complete self-registration.
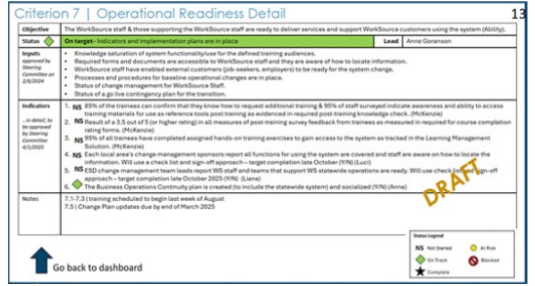
A question was raised regarding the experience of users who do not have a SAW login. Specifically: *"If someone is redirected to SAW and creates a new login, will they be automatically redirected back to WorkSourceWA?"* The response clarified that users are not automatically redirected. During registration, the referring context is lost, meaning job seekers or employers must manually return to WorkSourceWA or select it from the SAW services list.

Business Communications and Continuity Plans | Anne Goranson

During the meeting, slides were shared covering most of the key information of the Business Communications and Continuity Plan, and it was noted that the document functions more as a communications plan than a traditional continuity plan. While

workforce services are important, they are not deemed essential in the same way as programs like UI, where payments are directly affected. Each local area is expected to maintain its own continuity plan to ensure uninterrupted training services. Chris Barron suggested including the Communications team's responsibility for posting website alerts, which has been added to the attached document. Please send this version along with the meeting notes. The Committee majority—including Rob Crow, Sue Keltner, Jessie Cardwell, Chris Barron, Aaron Pentland, Jeremy Warren, Josh Stovall, Ariana Cordova, Ross Gearllach, Luci Bench, and Malinda Bjaaland—recommended forwarding the updated plan to the Steering Committee. Malinda also noted that having only one person on the contact list could cause bottlenecks if that individual is unavailable.

The Business Communications and Continuity Plan is one of our WIT Operational Readiness Indicators (Go/No-go Checklist)

Follow-Up—Advisory Committee Participation | Anne Goranson

Anne G lead follow-up conversation with the Committee regarding Advisory Committee participation--- emphasizing how vital consistent participation is for informed decision-making. Members were encouraged to complete a survey shared via slide presentation at last month's meeting which received limited responses. It was suggested that the survey be re-sent to boost engagement.

Attendees were reminded that if they are unable to participate in future meetings, they may designate an alternate by notifying the team in advance.

Aaron recommended embedding the survey questions directly into emails to accommodate non-ESD participants who may experience issues accessing the link.

There was also a request for slide decks to be distributed following meetings. While pre-meeting access is uncertain, it was noted that having the materials afterward would be beneficial. Follow-up: meeting notes and slide decks are posted on the WPC governance page within 1 week of each meeting.

DM Report Out | Sandy Crews

Decisions made include revising the working definition of "5 years of service data" to include services provided within the last five full program years. If a program enrollment exists, the enrollment start date must fall within that same five-year period. Services and data required for federal reporting will continue to migrate over, regardless of their age.

WSWA Report Out | Valerie Edwards

WorkSource is actively developing its website resources for job seekers and employers. Landing pages for both audiences have been created, and content is now being added. The site map has been initiated and includes links to key policies, such as the privacy policy, equal opportunity statements, and digital accessibility information.

Support pages are also in progress, guiding users to helpful resources, accessibility assistance, and contact methods for WorkSource.

For job seekers, the resource content is being separated from employer information and organized into six distinct topic areas:

1.   **Getting Help While Job Searching**: Support with financial assistance, health and human services, unemployment benefits, and RESEA.
2.   **Preparing for Your Job Search**: Resources for resume writing, interview tips, and fraud prevention.
3.   **Training and Education**: Information on free training programs and how to pay for education.
4.   **Tailored Services**: Support for individuals with disabilities and justice-involved customers.
5.   **Veteran and Military Services**: Specialized services for veterans and transitioning military members.
6.   **Farmworker Services**: Resources designed to support agricultural workers.

Development has begun on workshops and events content, with live chat support being phased out.

Additionally, work is underway on improving the job postings section—making it easier for candidates to track and apply for jobs, and for employers to submit job orders.

<u>Portfolio/Tech Updates</u> | Chris Jenkins-Torres

JAS/JFS Workforce Vouchering Modernization Progress continues on the modernization initiative with several strategic activities underway. The PROWD P-Card Pilot Policy has been refined to support evolving operational needs. As part of the discovery phase, a comprehensive list of programs utilizing vouchers has been compiled, helping to inform future process improvements. Discovery sessions with banking partners have been scheduled to explore implementation pathways and ensure alignment with financial systems. Additionally, the team maintains regular coordination with Chad Stoker to ensure the project stays synchronized with OneWA developments.

RAS Phone Accommodation While development experienced a brief delay due to a temporary shift in focus toward CDSSO deprecation efforts, the team has resumed work and remains on track to meet timelines. The current sprint is dedicated to evaluating and establishing change management strategies to facilitate smooth adoption and integration.

<u>Links Landing Page</u> | Anne Goranson

Beginning in August 2025, WorkSource offices will have the opportunity to implement the Links Landing Page model, which enables the sharing of curated resources with customers via Resource Room computers.

As demonstrated in the Yakima example, the model is limited to six content tiles. However, categories within the landing page can be tailored to meet local office needs.

Next steps: Advisory members from each office are asked to confirm participation by completing the provided survey. ESD's technical team will collaborate with local leadership to finalize link selections and page design. This support will be offered on a first come, first served basis.

The implementation goal is to onboard one to two offices per week starting in August.

Links Landing Page – "The Yakima Model"   Links PDF