



WorkSource Advisory Committee Notes

Date: Wednesday January 17, 2024

Time: 1:00 pm- 2:30 pm

Location: Teams Meeting

Advisory Members in Attendance

- | | | |
|---|---|---|
| <input type="checkbox"/> Emily Kok | <input checked="" type="checkbox"/> Ross Gearlach | <input checked="" type="checkbox"/> Bryan Pannell |
| <input checked="" type="checkbox"/> Alberto Isordia | <input checked="" type="checkbox"/> Ardiel Galvin | <input type="checkbox"/> Deborah Howell |
| <input type="checkbox"/> Madeline Veria-Bogacz | <input type="checkbox"/> Famous Atkison | <input checked="" type="checkbox"/> Amy Gimlin |
| <input type="checkbox"/> Emily Persky | <input type="checkbox"/> Mari McGill | <input checked="" type="checkbox"/> Aaron Parrott & Emily Anderson |
| <input type="checkbox"/> Sam Havens | <input checked="" type="checkbox"/> Michael Luchini | <input checked="" type="checkbox"/> Ariana Cordova |
| <input type="checkbox"/> Byron Mukai | <input checked="" type="checkbox"/> Luci Bench | <input checked="" type="checkbox"/> Rod Van Alyne |
| <input checked="" type="checkbox"/> Anne Buchan | <input type="checkbox"/> Katherine Payne | <input checked="" type="checkbox"/> Jesse Cardwell |
| <input checked="" type="checkbox"/> Rob Crow | <input type="checkbox"/> Malinda Bjaaland | <input checked="" type="checkbox"/> Tim Robison |
| <input checked="" type="checkbox"/> Elise Rowe | <input checked="" type="checkbox"/> Cassandra Yi | |

Guests: Linda Kleingartner, Anne Goranson, Michelle Griffith, Eric Le

WIT Accessibility, Design, and Quality Assurance | Michael Luchini

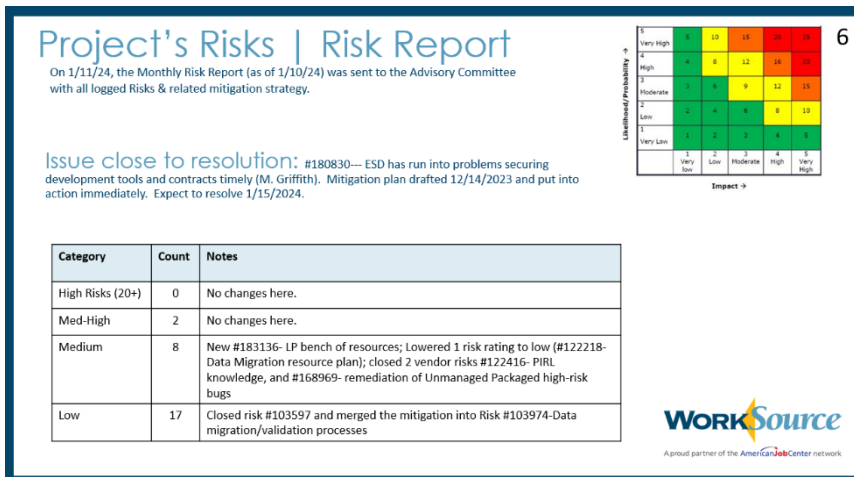
As the WIT project progresses, questions have come up around accessibility. Specifically, how the team assesses and assures compliance. Michael provided a summary to the committee on the project's engagement and collaboration with the ESD Equal Opportunity Office and ESD Accessibility Coordinator, as well as reviewed products being used to assure accessibility. WCAG and the 508 Compliance Guide from the Rehabilitation Act are being leveraged by the project to assure accessibility. Voluntary Product Accessibility Template (VPAT) will also be done at regular intervals via third-party vendor. Additionally, there are several accessibility testing tools in use by those with disabilities including JAWS, NVDA, Microsoft Narrator, Dragon Dictate.

WIT Replacement Project Update | Linda Kleingartner

Linda provided an update on the WIT Project.

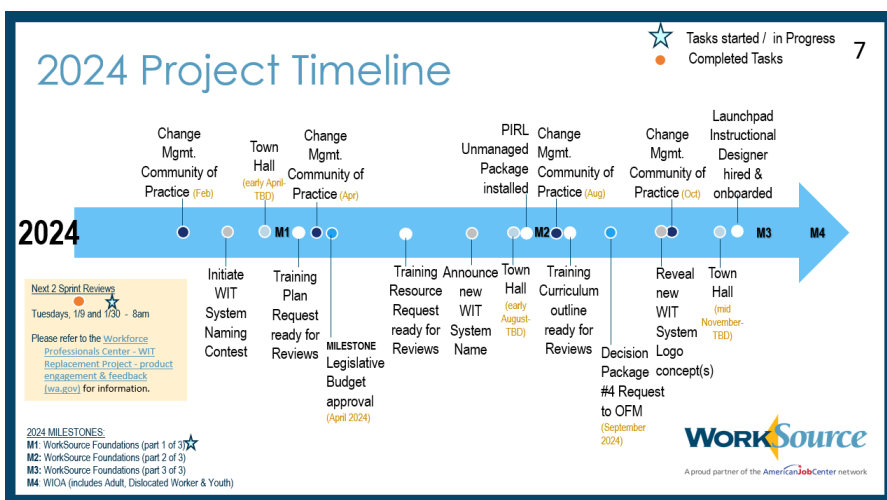
Risks

The risk log was sent to the committee with the agenda and there were no questions. Risk 180830 “ESD has run into problems securing development tools and contracts timely” is close to completion. There were no changes in high and medium-high risks.



Timeline

Sprint's 1 and 2 are complete and preparation for Sprint 3 is occurring. All Advisory Committee Members should have a meeting invite for the live Sprints. Let Linda know if you don't have the invitation. Sprint 3 is scheduled for 1/30/24.



Sprint Reviews

Linda also reviewed data around the Sprint reviews and requested feedback. There were a total of 65 attendees for the 12/19/23 Sprint and 79 attendee's for the 1/9/24 Sprint. 27 people dropped around the 30-minute mark on the 1/9/24 Sprint (specific data for the 12/19/23 Sprint is not available). Feedback was requested as to why that might have occurred. Luci stated she attended the 2nd Sprint live but left early because of introductions. Her interest in the Sprints is the system itself, the meat and potatoes. She wants to see how the system works. Staff will not stay

engaged if a lot of time is spent on topics that do not impact them (introductions, technical jargon, etc.) The value lies in actually seeing the system, what it can do, and interaction with the system. Emily mentioned it is helpful to have the invites for the Sprints so there is a reminder of day and time. Emily also agreed with Luci on staff interest in the Sprints. She suggested that an 8:15 am start time might garner more participation. People are still getting settled at 8:00 and some areas have short huddles every morning.

WIT Project Communications Update | Michelle Griffith

Michelle provided an update on communications work around the WIT project. The Communications Advisory Team onboarded two new members: Jessie Cardwell, Benton Franklin WDC and Joe Taylor, Sea-King. ESD filled the CC5 position which supports project needs including participation in BAM and content creation for customer facing platforms such as WorkSourceWA. Meeting frequency is increasing to ensure timely communication tools and content are being developed. Comms Packet 5 will be landing mid-February. The content will focus on Sprint Reviews and WIT naming contest plans.

Stakeholder **FEEDBACK** on Sprint Review communication include requests for more information about Sprint schedule, so project communicators have been added to the invites.

Michelle also provided a friendly reminder about the strategy to promote the use of the recorded Sprint sessions with WorkSource staff which can be accessed at a time that meets customer/business needs.

Townhall Sessions- VOTE | Michelle Griffith

Michelle requested a vote from the Committee on a new cadence for Townhalls. ***The Committee approved the option of 1 session to be hosted on Fridays (as opposed to 2 sessions) as there is an option for staff to view the session after it is recorded.***

Lead Development Partner Report-Out | Michelle Griffith and LDP Team

Michelle started by commenting that there have been some meetings since first sprint review and she is seeing things take shape and come to life. Tim commented that he is most happy about getting back to full speed with meetings and Sprint Reviews. Meetings have been productive, and the team has been reviewing registration elements. Bryan echoed Tim's comments and likes to see the flexibility and capabilities to adapt to what is needed in the new



WorkSource Advisory Committee Notes

platform. There is capability to build things into this system that will prevent the current issues that exist in ETO. Amy echoes Tim and Bryan.

Data Migration Advisory Team Report Out | Anne Goranson and the Data Migration Advisory Team

The Data Migration team recently made decisions related to how the migration of phone numbers and email addresses will occur with the new system. For example, there are 3 fields where phone numbers are collected in ETO. In most cases they match, but there are a number of conflicting values. The team heard from DM team members that the demographics touchpoint is most frequently used by local team members. The team also considered how customer updates impact the system and that full registration training steers folks to the demographics touchpoint. Based on that information, a process has been developed to ensure that a clear process is followed. Coming soon - lists of local programs need to be reviewed, and a list will go out for clean-up work.

Steering Committee Decisions | Alberto Isiordia

The Steering Committee approved the Advisory reviewed changes for the Community Reinvestment Plan: ETO Enrollment and Training Services implementation.