



WorkSource Steering Committee

Meeting Title: WorkSource Steering Committee Meeting
Date: August 25th, 2021
Time: 2:45 – 4:15 PM (Pacific)
Location: WebEx | <https://esd.webex.com/esd/j.php?MTID=mde5f09515db82bd6945bcf3070952783>
Facilitator: Ardriel Galvan, WS Governance Process Manager
Scribe: Ardriel Galvan

Invitees

✓		✓		✓		✓	
x	Amy Martinez	x	David Kuhn	x	Nick Demerice		Guests:
x	Anne Goranson	x	Gary Kamimura	x	Nona Mallicoat	x	Mari McGill
x	Ardriel Galvan	x	Jairus Rice	x	Sandra Miller		Sean Campbell
x	Carole Holland		Joy Emory	x	Steven Ross	x	Stacy Middleton
x	Christa Castanon		Katie Condit		Tommy Weed	x	Sarafine Appadolo
x	Clare DeLong	x	Kevin Perkey			x	Liane Johnson
	Daniel Zeitlin		Lawrence Banks			x	Jordyn Johnsen
	Danielle Cruver	x	Mark Mattke			x	Mitch McGeary
						x	Lisa Henderson
						x	Susie Griffin

Agenda

Topic	Description	Time
1. Introduction	<ul style="list-style-type: none"> Roll Call & Review Attachments: <ul style="list-style-type: none"> Agenda/Presentation 	10 mins
2. Communications	<ul style="list-style-type: none"> Statewide Scheduler – Qtrac survey results 	30 mins
3. WorkSource Governance	<ul style="list-style-type: none"> Committee Member Nominees 	30 mins
4. Portfolio Dashboard	<ul style="list-style-type: none"> MS Teams Portfolio database 	30 mins
5. Open Mic	<ul style="list-style-type: none"> Announcements Q&A 	
6. Closing	<ul style="list-style-type: none"> Actions & Next Steps 	10 mins

Notes & Actions

Topic	Notes	Actions
Review Last Meeting	<p>We reviewed our Governance framework, including:</p> <ul style="list-style-type: none"> • Committee structure, roles, and member responsibilities • Key components of the Steering Committee Charter & Bylaws <p>We reviewed the list of Committee Member Nominees submitted by the Committee, including:</p> <ul style="list-style-type: none"> • WS Steering Voting and Non-Voting members • WS Advisory Intake & Analysis Team members <p>We reviewed our MS Teams Portfolio database, including:</p> <ul style="list-style-type: none"> • INTAKE ticket logging and management for WorkSource Governance Solution Requests 	
Qtrac Survey Results	<p>Results of the Qtrac feedback survey conducted at the end of July/early August Presented by Anne Goranson, Sarafine Appadolo, and Liane Johnson</p> <ul style="list-style-type: none"> • Attachment: Qtrac Survey 8.25 • Agenda <ul style="list-style-type: none"> ○ History / Background ○ WDA’s survey results ○ Challenges / Obstacles ○ Post launch activities (What have we done?) ○ More to come (What are we working on?) ○ Next steps <ul style="list-style-type: none"> ▪ Continue to create tools that aid offices in set-up and usability ▪ 1 on 1 support/training is available to any offices that want/need it ▪ Lavi is looking at ways to simplify the process and is committed to helping us be successful in Qtrac ▪ Walk-in feature is being piloted in 6 offices and will be rolled out to all offices ▪ The team is working to create robust reports that will help leaders with data driven decision making <p>Discussion Notes</p> <ul style="list-style-type: none"> • Jairus Rice – thank you to the team for reaching out and doing the Survey, appreciate the feedback – I see that you get out of it what you put into it – and as offices add features they are really liking what they are seeing to help drive operational strategies – this will become the system we all wanted it to be, trying to launch it during covid reopening was a challenge • Mark Mattke – challenging because we already had a scheduling tool we were using so we are evaluating Qtrac as a replacement for our tool without losing existing functionality – just want to be sure we’re not 	<p>Committee Members:</p> <ol style="list-style-type: none"> 1. Encourage usage and adoption – we will only get out what we put in (the more we use the tool, the more valuable it will be for us) 2. Support your teams in this adoption and make it a requirement to attend training and provide time to test

	<p>adopting a tool that doesn't have the same or better functionality, so if it doesn't it's a challenge to sell that, needs a strong value proposition – for some areas that didn't have a scheduling tool it was a Godsend, but for those that did have one it's a bit of a challenge to migrate</p> <ul style="list-style-type: none"> • Anne Goranson – as we think about statewide data, it would be helpful to have an apples to apples [functional] comparison.....but there may be other approaches, if you want to stick to Tables Ready for instance, there may be a way to pull data from that system – the way we implemented Qtrac, there were [config] changes needed that we're implementing now • Mark Mattke – any time we implement technology these systems need to be able to talk to one another so we do need to continue toward those efforts • Gary Kamimura – Is there a public-facing communications plan in play for the scheduler or planned for future implementation once early issue are addressed? <ul style="list-style-type: none"> ○ Anne – there will be, yes, once we have more adoption, currently we are focused on local communications • Jairus – we don't want to ask anyone to take a step backward, so we would want to know about any features or functionality you have that you are not seeing in Qtrac so that we can be sure to take that back to Lavi and see if we can get it built into the system or confirm whether it's already available • Kevin Perkey – I want to echo Mark's comments. We're in a similar situation and trying to better understand the value proposition to switching. I'd be curious to learn more about Auburn's (or other's) operational decisions that were influenced by reporting from Qtrac that I may not already have. Can anyone share? <ul style="list-style-type: none"> ○ Anne – they've shared it's been helpful for staffing decisions ○ Jairus – they are just now starting to get reports and are seeing value already, they can see information like when people are booking appts, time of day, what kind of appts are being booked, whether they are in-person or virtual, as well as the average time spent per appt, and helping them to begin forecasting for the type of staff they need and when – also glad they have support for this and don't have to maintain it themselves ○ Anne – we can definitely share out some of the reports that Auburn is using if folks are interested 	
<p>WorkSource Governance</p>	<p><u>Nominee Updates</u> Steering Committee:</p> <ul style="list-style-type: none"> • All Voting & Non-voting members have been confirmed! <p>Advisory Committee I&A Team:</p> <ul style="list-style-type: none"> • All members have been confirmed! <p>Thank you, Executive Leaders!</p>	<p>Ardriel:</p> <ol style="list-style-type: none"> 1. Update member lists to reflect staff changes for Tommy Weed and David Kuhn

	<p>Discussion Notes:</p> <ul style="list-style-type: none"> • Christa Castanon – Tommy Weed will be leaving the Agency, so we will need to backfill that position • David Kuhn – will be replacing Joel Getzendanner’s position on the Steering Committee moving forward • Gary Kamimura: Know it's a bit late in the game, but was there prior discussion as to whether or not WTECB, which has performance accountability responsibility and interest in system approaches to common intake and data sharing, should have a seat on the WorkSource Steering Committee, in some capacity? Workforce Training Board does do some of the same stuff, so just wondering... <ul style="list-style-type: none"> ○ Jairus – yes and if ever appropriate to invite them we will – we also capture this in the charter for our other title reps <p><u>Next Steps</u></p> <p>Steering Committee Charter Execution</p> <ul style="list-style-type: none"> • The fully-executed Charter has been posted to the WS Governance SharePoint site and will be uploaded to the WPC website this week. • We updated the monthly meeting invite with new attendees & will confirm the meeting schedule date/time for Sept – Dec with the team. <p>Workforce Professionals Center Updates</p> <p>New Governance Page updates have been submitted, including:</p> <ul style="list-style-type: none"> • Committee structure, Charters and Meeting Minutes • Document Library • WSG Solution Requests <p>WS Advisory I&A Team</p> <p>Currently working to evaluate the following Solution Requests, to prepare for a Steering Committee decision:</p> <ul style="list-style-type: none"> • Submitted by RD Lekha Fernandez - requesting approval to standardize JotForm as the solution used to serve the "universal intake form" [enrollment intake] for the EC Southwest Coastal Region / WDA2 Pacific Mountain. • Submitted by RD Norton Sweet - requesting approval to standardize Alchemer as the solution used to serve the "universal intake form" [referrals, RFI] for the Central Sound Region / Seattle-King County WDC. 	
<p>Portfolio Dashboard</p>	<ul style="list-style-type: none"> • Reviewed Dashboard Report, current as of 8/20/21 • Project Status Updates <ul style="list-style-type: none"> ○ MS Teams Planner – live view <p>Discussion Notes:</p> <ul style="list-style-type: none"> • Mark Mattke – for ‘ETO Enhancements: Federal Reporting Changes’ – this is in yellow – what’s the cause? <ul style="list-style-type: none"> ○ Notes say there is an issue with “frozen records” – Gary explained why DOL uses the records freezing process ○ Brian Mark or Elise McKnight would need to confirm any additional detail 	<p>Ardriel</p> <ol style="list-style-type: none"> 1. Follow up items – check with Brian Mark/Elise McKnight regarding the Federal reporting Changes project to confirm what the due date for this project is, to be in

	<ul style="list-style-type: none"> ▪ Ask Brian Mark what is the due date for this project in order to be in compliance with Federal reporting changes • Mark Mattke – asks for update on the ‘SAW MFA Replacement (for WSWA)’ project <ul style="list-style-type: none"> ○ Mitch & Stacy gave update during the meeting – WaTech is asking for a delay so project timeline has been extended, so Mitch has escalated this to Jairus to help with decision on how to address • Mark – OCIO webpage – wondering about interface between OCIO and Steering Committee. Disaster Recovery COOP Project for instance – how does the OCIO process layer into our Steering Committee? <ul style="list-style-type: none"> ○ Jairus – the state outlines the requirements, there are specific projects that require OCIO oversight, so where they will interface will be part of that project’s brief and managed by the PM ○ Carole – they can put us in gated funding – OCIO & OFM must confirm we’ve met requirements of that phase of the project before we can expand those funds, even if we come to the table with our own funds 	compliance with the federal reporting changes?
Open Mic	<ul style="list-style-type: none"> • Anne Goranson – regarding the WorkSource Technology Access process for folks who can edit Qtrac users, the current policy allows delegates for access requestors, so please let me know if you or anyone else needs support with adding a delegate, etc. 	
Closing	<p>Next Meeting: September 2021</p> <ul style="list-style-type: none"> • Now that we have our new member & attendee list finalized, we’ll be adjusting our monthly session to a new date/time - TBD 	<ol style="list-style-type: none"> 1. Ardiel – compile meeting minutes and distribute 2. Ardiel – update Steering Committee meeting invite

Decision Log

Topic	Decision
WorkSource Steering Committee Charter Fully Executed	8/24/21 – WS Steering Committee Charter fully-executed via DocuSign
WS Steering Committee (LWDBs) Voting & Non-Voting Members approved by ELT	8/18/21 – all LWDB Voting and Non-voting members confirmed
WS Steering Committee (ESD) Voting & Non-Voting Members approved by ELT	7/28/21 – all WorkSource Steering Committee members have been designated by ESD executive leadership.
WS Advisory Committee I&A Team members approved by ELT	7/26/21 – all Intake & Analysis team members have been designated by ESD executive leadership.



WorkSource Steering Committee

WS Steering Committee Scoring & Prioritization Framework	6/30/21 – The Committee has approved the first iteration of our new solution request Scoring Framework and Matrix, effective today’s date. The framework will be evaluated for changes and enhancements in October 2021.
WS Steering Committee Scoring Poll	6/30/21 – The Committee has approved the first iteration of our new solution request Scoring Poll, effective today’s date. The voting poll will be evaluated for changes and enhancements in October 2021.
WS Governance Committee Structure	3/30/21 – The Committee has approved the Structure document, effective today’s date 3/30/21.
Local Texting Solution – Security Review for Spokane	3/30/21 – LWDB Spokane has decided to move GovDelivery to Security Review, as a possible stop-gap implementation until a system-wide solution becomes available.