

# Workers' Compensation System Modernization (WCSM)

## Program/Project Overview

WCSM will create a business driven, technology enabled solution that serves all users (employees, injured workers, businesses, providers, etc.) and is adaptable to ever changing technology requirements, business operations, and future rulemaking.

The WCSM Program will result in streamlined systems, applications, and processes resulting in better service, better resource usage - increasing the capacity of existing L&I staff to manage their injured worker caseloads - and lowering costs for Washington businesses and taxpayers.

Welcomed new Program Director (now on his third workers' compensation modernization effort) and Deputy Program Director (formerly at Department of Health) since last TSB update.

## Critical Risks and Issues

High-level summary of risks and issues.

- Gate 6 funding approval was delayed for over 5 months.
  - Mitigating delay by using internal resources to advance requirements elicitation and refinement efforts.
- Increasing Pace has been a focus since October to get the program moving forward.
- Evaluating how the program will use Contractors vs State FTE positions, especially in light of budget concerns.
- Revising FY26-FY27 plans to match projected budget authorization.

## Consultation Needed

What feedback does the program or project need from the Board?

- We are about to start training for our non-IT internal staff on Agile methodology. What advice can you offer on how to make Agile methodology understandable without being overly technical?
- June brings the end of the fiscal biennium. What recommendations do you have for a new-to-Washington program director on getting solid deliverables received, reviewed, and accepted in June to maximize vendor output?

- L&I has a very deliberative culture, with some having a “go slow and make no mistakes” approach, which is different than I have experienced in the past. How have you approached this in other organizations?