ISD and CSD Staffing Update

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What We Were Experiencing – Feb 2022

- Agency Growth: New AOC positions
- Staff leaving for higher paying jobs
- Recruitments open for months at a time
- Unprecedented demand on HR
- 46 Vacancies (19% Vacancy Rate)

What We Are Experiencing Now

More applicants to our recruitments

More qualified applicants to our recruitments

Improved staff support from HR (increased capacity)

21 Current Vacancies (8% Vacancy Rate)

February 2022 Vacancies by Program

Program	Impacted Projects	ISD Positions	CSD Positions
Appellate Court	Public Web Access Portal OnBase Version Upgrade Supreme Court Opinion Tracking System	Senior Developers (3) ✓ Bear Left – 4/1/22 ✓ Divya Sudhagoni – 6/1/22 ✓ Ishwor Ojha – 5/1/23	Business Analysts (1) ✓ Bailee Roby – 6/16/23 ✓ Brittni Rogers, Court Business Supervisor - 7/16/23
Superior Court	Odyssey Portal Support Text Messaging and Notifications SCDX Maintenance/Support HB1320 Legislative Changes New 2022 Legislative Changes	System Support Analyst (1) ✓ Heather Bisgaard -12/5/22	Business Analyst (1) ✓ Sergio Montemayor ✓ Veronica Willer – 12/1/22

February 2022 Vacancies by Program (cont.)

Program	Impacted Projects	ISD Positions	CSD Positions
Courts of Limited Jurisdiction	CLJ-CMS Project ESSB-5226 Legislative Changes HB1320 Legislative Changes New 2022 Legislative Changes	Deputy Project Manager (1) ✓ Brittanie Collinsworth – 9/5/22 Senior Integrator (1) Data Migration Specialist (1) Production Support (3) SQA Tester (1) ✓ Megha Chaturvedi – 8/16/23 Application Security Analyst (1) ✓ Jesse Christoffer – 6/1/23	Business Analyst (2+) ✓ Kelley McIntosh – 3/1/22 ✓ Cindi Hope - 11/8/22 ✓ Cathy Palermo - 9/1/22 ✓ Dawn Williams – 7/25/22 ✓ James Hayes – 1/3/22 Customer Services (2) ✓ Olivia Childress-White - 9/1/22 ✓ Carin Kissner – 6/6/22 ✓ Chrissy Lofgren – 4/18/22 ✓ Heather Peters – 4/18/22
Juvenile Court	Juvenile Court Assessment Tool (JCAT) JCS Platform Migration HB1320 Legislative Changes New 2022 Legislative Changes	Senior Developer (2) ✓ Christopher Smith – 5/1/22 ✓ Mahima Subbaraman – 1/16/23 Senior Support Analyst (1) ✓ Mark Mentzer – 12/1/22 Tester (1) ✓ Mark Edwards – 7/3/23	Business Analyst (1) ✓ Kristen Hersrud - 5/16/23 ✓ Scotty Jackson left - 5/19/23

February 2022 Vacancies by Program (cont.)

Program	ISD Positions	CSD Positions
JIS Enterprise Support (JABS, JIS-Link, EDR, JISC, Infrastructure, Architecture, etc.)	IT Business Liaisons (2) ✓ Arsenio Escudero – 4/1/22 ✓ Phillip Gonzales – 1/3/23 Senior Server Admin. (1) ✓ David Hill – 8/16/22 Enterprise Architect (1) ✓ Rick Villamil – 1/1/23 Admin Secretary (1) ✓ Aryn Nonamaker – 11/21/22 PMO & QA Manager (1) ✓ Robert Anteau – 4/1/23 Data Quality Coordinator (1) ❖ Holding/TBD	Business Analyst EDR (1) ✓ Anusha Makam - 5/1/23

February 2022 Vacancies by Program (cont.)

Program	ISD Positions	CSD Positions
JIS Enterprise Support (JABS, JIS-Link, EDR, JISC, Infrastructure, Architecture, etc.)	System Integrator (1) ✓ Scott McGeary – 10/17/22 Senior Developers (2) ✓ Andrew Enright – 9/12/22 ✓ Praneetha Sistla - TBD	
Grant Funding – Washington Traffic Safety Commission	Integrators (2) ❖ N/A – Doing the work with existing internal resources	Business Analyst (1) ❖ N/A – Doing the work with existing internal resources

February 2022 Vacancies by Program (cont.)

Program	ISD Positions	CSD Positions
Firearms Program		Business Analyst (1) Administrative Secretary (1)
JIS Training		Technology Educators (2) ✓ Franka Butler – 5/16/23
Court Services Division		CBO Manager (1) ✓ Jamie Kambich Sr. Administrative Assistant (1) ✓ TJ Grace - 1/16/23 Business Analyst (1) ✓ Jennefer Johnson – 6/16/23 Court Education Services (1) ✓ Maggie Christofferson – 8/16/23

February 2022 Vacancies by Program (cont.)

Program	ISD Positions	CSD Positions
Legal Services		Principal Legal Analyst (1) Legal Services Sr. Analyst (1) ✓ Stephanie Hyatt- 8/17/22 ✓ Victoria Latus – 10/10/22 ✓ Douglas Kiger – 5/16/23 Court Program Analyst (1) Administrative Assistant (3) ✓ Helen Hall - 5/16/23 ✓ Breda Fitzgerald – 4/4/22 ✓ Lilly Lindberg – 4/1/22 ✓ Samantha Varrone – 10/1/22
TOTAL VACANCIES (2022)	**28 Vacancies (19%)**	**18 Vacancies (19%)**

What We Did . . .

- Completed 2021 Compensation Study (The Segal Group)
- Submitted 2022 supplemental budget request to retain and recruit staff with competitive salaries
- Hired some contracted resources
- 3.25% salary increase for all state employees – effective July 1, 2022
- Posted starting salaries for recruitments at the mid-range of salary structure
- 4% salary increase for all state employees – effective July 1, 2023
- Planning for another Compensation Study (Part 2)

New 23-25 Legislative Funded Positions

Program	ISD Positions	CSD Positions
Appellate Court	Senior Software Developer (1) ✓ Mark Gu – 6/1/23 (Supreme Court)	Business Analyst (1)
Data Quality Program	Senior System Integrator (1) System Integrator (1) IT Solutions Architect (1)	Business Analyst (2) Senior Court Program Analyst (1)
Blake Implementation	System Support Analyst (1) ✓ Sravya Chaparla – 7/17/23	
Migrate to Office 365	Senior Server Administrators (2) Desktop Support (2)	
Protection Orders/Hope Cards – ESHB 1766	IT Solutions Architect (1)	CBO Manager (1)
Online Court Education LMS and Education Websites	Senior Software Developer (1)	

Current 2023 Vacancy Rates

	ISD	CSD
Total Number of Staff	157	92
Current Vacant Positions	16	5
2022 Vacancy Rate	19%	19%
2023 Vacancy Rate	10%	6%

Interesting Observation . . .

	ISD	CSD
Total Number of Staff	157	92
Total Number of NEW Staff (since June of 2021)	42	43
Percentage of Staff with less than 2 years of AOC and court knowledge	27%	47%