When pressed on why remote work was denied, Director Erickson said that "people were needed here to do trainings," but these are already trained workers who are not coming in anyway, so are not available to train new employees nor should they require additional training. She spoke of already undergoing massive change and not wanting to add additional change on top of that, further straining the IT dept. If the department can hire 600 new employees, surely a few of those new hires could be IT and HR workers who get remote workers properly set up. And if everything must change anyway, now seems like the perfect time to design a system that allows further remote work. When asked about updating the system with funding that has been available since 2009, Erickson said it takes time. She has had four years as director to utilize those funds to be better prepared for natural disasters and emergencies. If the overhaul is going to take years anyway, the workers out on leave should be set up on the old systems. Broadband, multiple monitors, and a VPN are all very basic things, even if multiple systems and databases are required. This is just reluctance to do hard work. How many of the systems that the remote tax auditors use overlap with claims systems? Could the auditors be put to work on any piece of the backlog given what they already have remote access to? She spoke of a lack of comfort with tech multiple times and an entire committee separate committee on technology will be meeting. Director Kay Erickson, please delegate that which you do not understand.