

PACS Conversion

Panel Discussion

PANELISTS

Jenny Rynearson | Asotin County Assessor | WSACA Past-Past President

Melissa McKnight | Grant County Assessor | WSACA Past President

01

QUESTION

What wasn't working with your old system, and what finally made the decision clear?

02

QUESTION

Walk us through the timeline — from contract signing to feeling genuinely steady. How long did it really take, and what did "steady" actually look like when you got there?

03

QUESTION

How close were you to your original budget and timeline? Where did things cost more or take longer than expected, and how did you talk to your Commissioners about it when they did?

04

QUESTION

If a county in this room is planning a conversion, how much buffer — time and money — would you build in, and why?

05

QUESTION

On the vendor side, what do you wish you'd had better control over? Project manager continuity, escalation paths, specific contract language — what would you go back and tighten up?

06

QUESTION

Were there surprises with data migration or third-party integrations like Marshall & Swift or DCS? What would you look for in a contract if you were doing this again?

07

QUESTION

How did your staff handle the transition? What actually helped with training and morale, and what would you skip next time?

08

QUESTION

Now that you're on the other side, what do you wish you'd had walking into this — a checklist, a mentor county, a template? What could this user group have provided that would have made a real difference?

09

QUESTION

For the counties in this room who are considering PACS:
what's the one thing you'd want them to know that
nobody told you?

Building the Support Framework

What can WSACA's PACS User Group provide to counties converting next?

Conversion Checklist

A practical, step-by-step checklist from the Assessor's perspective — covering vendor contracts, data validation, staff prep, and Commissioner communication.

Peer Mentorship

A mentor county program connecting converting counties directly with assessors who have been through it — real answers, not vendor talking points.

Resource Library

Templates, contract language tips, training materials, and lessons learned — accessible through the PACS User Group for any county considering a move.

Any questions?