

# WORKSOURCE INTEGRATED TECHNOLOGY (WIT) INFORMATION & TECHNOLOGY STEERING COMMITTEE

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June 7, 2022



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## Agenda:

- Welcome / Agenda Review
  - WIT- ETO Replacement Project Update
    - Highlights from last month
    - IT Vendor RFP Review
    - Identify Evaluation Team
    - Project Communications Plan
  - Next Steps
- 
- 5/18 Advisory Committee Items

## Meeting objectives:

- Shared understanding on the WIT Replacement (Phase 1- ETO) project deliverables
- Full engagement from participants on decisions and advice requested



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# WIT Replacement Project Status

As of 5/31/2022 : 

-  Budget
-  Risk
-  Schedule
-  Scope
-  OCM

## Accomplishments:

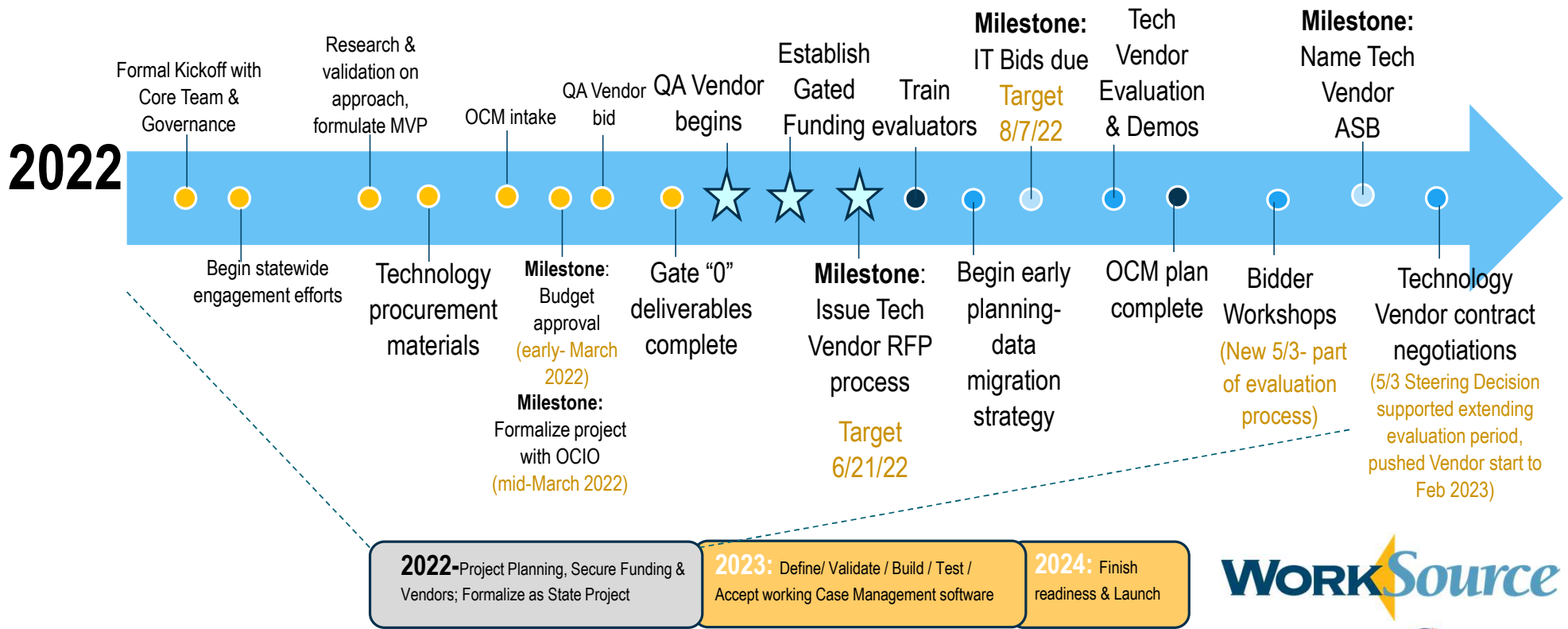
- **MILESTONE:** Completed draft IT Vendor RFP and circulated for Advisory & Steering comment & feedback
- Routed 1st draft of the project’s Gated Funding Technology Budget and 5/2/22 the OCIO conducted kick-off meeting
- Fully activated the risk management plan- highlighting initial risks with both Advisory & Steering, completed mitigation plans & established review dates.
- Secured broader statewide representation of the Change Management- Advisory Team. Held kick off meeting.
- Named Quality Assurance Vendor Apparent Successful Bidder
- Began analysis on OCM assessments



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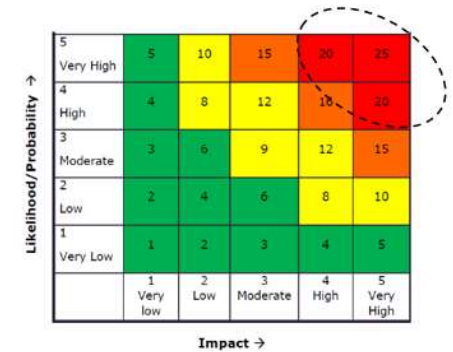
# Project Timeline

★ Tasks started / in Progress  
● Completed Tasks



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# Project's High-level risks



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Risk (owner)	Mitigation Next Steps (review date)
If IT Vendor cost is higher than estimated / approved decision package (Nona)	Proactively meeting with budget to identify steps needed to acquire more funding if cost proposal is higher than estimated (8/1/22)
If ETO data has quality issues effecting migration (Michael)	Mitigation plan drafted- next step is to convene the Data Migration Advisory Team to develop and validate the strategy/ mitigation plan (6/24/22)

Update- Advisory Committee lowered this risk to a risk rating of 12 (Yellow):

- If the stakeholder engagement does not garner trust and instill confidence in ability to deliver (Review quarterly)



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# IT VENDOR RFP REVIEW –

WHAT QUESTIONS / COMMENTS DO YOU HAVE?

Circulated feedback 5/31- feedback due 6/9/22 to Linda

ADVICE: (Governance) Process check on approval process










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# Proposed IT Vendor RFP Evaluation Teams

<b>Core Solution*</b>	<ul style="list-style-type: none"> <li>3-EC Programs + Project Owner when *</li> <li>1-DATA</li> <li>2-LWDBs</li> <li>1-ESPI</li> <li>2-Technology / Product</li> </ul>
<b>ESD Tech</b>	<ul style="list-style-type: none"> <li>4-Technology / Product</li> </ul>
<b>ESD Cost</b>	<ul style="list-style-type: none"> <li>3-Technology / Product</li> <li>3: Project Owner, Budget Manger, Contracts Manager</li> </ul>
<b>PIRL</b>	<ul style="list-style-type: none"> <li>3-Technology / Product</li> <li>2-DATA</li> <li>2-LWDBs</li> <li>1-EC Programs</li> <li>1-ESPI</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>3-Technology / Product</li> <li>2: Contracts Manager, Project Owner</li> <li>1- ESPI</li> <li>1-LWDB</li> </ul>

## Evaluator's Estimated Time Commitment

Activity	Dates	Time commitment
Evaluation Training & RFP review	July TBD	4 hours 
Conduct RFP Evaluations (Individual)	8/11-24	Allow 40 hours 
Group Evaluation	8/25-31	6 hours 
 Vendor Demos & Debrief (min 3 up to 5)	9/12-23	15-25 hours 
 Planning Workshops <sup>!</sup> & Debrief (min 1, up to 2 bidders)	10/3-28	20-40 hours 

! Planning workshops will include participation from EC Program Staff and 12 LWDBs based on subject matter expertise (all TBD)

 Open Forum to any Staff interested in observing

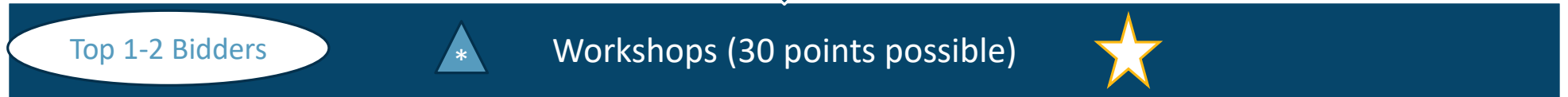
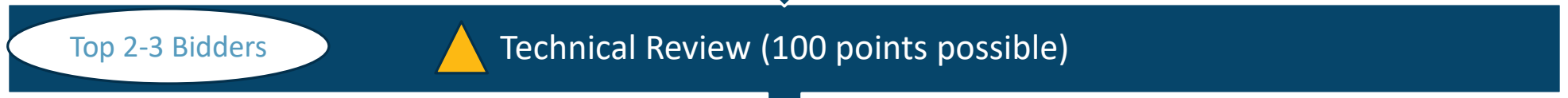
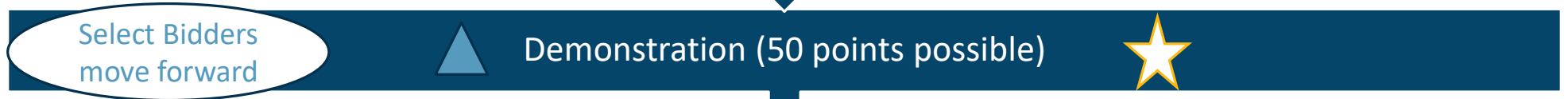
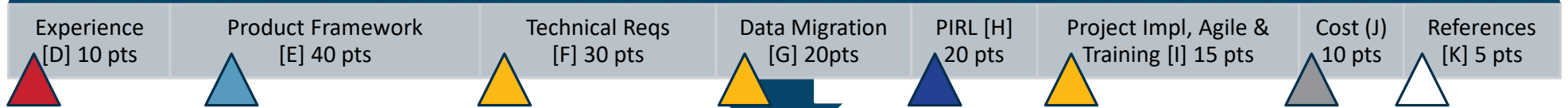


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# RFP Evaluation Breakdown

## RFP- written response (150 points possible)

▲ Appendix A, B, C (not scored)



### Legend



★ Open Forum to any Staff interested in observing





# PROJECT COMMUNICATIONS PLAN

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Circulated feedback 5/10, feedback due 5/23. No questions posed. Written approval provided by Cami, Maribeth, Amy, Jairus, and Mark.

DECISION: (Governance) Approve WIT Replacement Project Communications Plan



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OCIO insights

Next Meeting:  
July 5, 2022  
Discuss Date

## Project Next Steps:

- Identify participants and form two Advisory Committee teams (IT Vendor evaluation & Data Migration). Close RFP Teams.
- Continue to prepare for project implementation (prototype, potential technical risks, other states' lessons learned).
- Post the IT Vendor Request For Proposal – targeting 6/21/2022 and conduct a bidder's conference to field initial questions.
- Working with Advisory Committee Change Team, analyze assessments and start OCM plan development.
- Onboard Quality Assurance Vendor- first deliverable is QA Assessment (part of Investment Plan).
- Submit Gated Funding Technology Budget.
- Plan and host Town Halls, scheduled for 6/24/2022.
- Socialize and seek support from Advisory Committee on proposed IT governance process improvements 6/15/22 (Steering Agenda topic in July).

**WORK**Source

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## EcSA Self-Sufficiency Calculator Utilization

- (Governance) Decision- EcSA: Self-Sufficiency Calculator utilization

John Traugott, Development and Expansion Manager, Employment System, Policy and Integrity Division - Guest

*Economic Security for All (EcSA) is an initiative to build and test locally developed approaches to streamline access to existing services and benefits to help more low-income families move out of poverty.*

## Transition to I&T Steering Agenda topic(s):

### 5/18 Advisory Committee

- EcSA Grant Tooling Requirement
- Charter Update



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# EcSA Self-Sufficiency Calculator Usage

## Current usage

- All local EcSA programs are currently required to use the Calculator to establish individual self-sufficiency targets as part of participant career plans
- Local programs are not currently required to save this information in the Calculator database and record information at exit to track progress toward self-sufficiency targets

## Proposed Usage

- Local EcSA programs continue to use the Calculator to establish individual self-sufficiency targets as part of career planning.
- Local EcSA programs will utilize the Calculator to track contractual self-sufficiency outcomes – defined as attainment of 100% of individualized household Income Adequacy, as established through use of the Calculator.
- Case managers save this information in the Calculator database for each participant – this would only require that they hit a save button after completing the Calculator conversation with a participant.
- At participant exit, case managers enter and save updated household income information at exit
- Each program pulls a report quarterly from the Calculator database and shares reports via secure file transfer with ESD to report self-sufficiency outcomes. ESD Data Solutions team will crossmatch this data with ETO participant level data
- Information stored in the Calculator database includes: Participant name, case manager, ETO#, family size, family type, county, , housing type, employment status, the type of public benefits they are receiving, budget, household income at registration, and household income at exit.



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# EcSA Self-Sufficiency Calculator Response Summaries

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## Calculator Inaccuracies

- Inaccurate estimation of local costs, particularly for rent and transportation in rural Washington.
- The calculator does not equitably account for differences between Urban and Rural participants' access to and costs for transportation and related services and related expenses.
- Concern if the self-sufficiency targets established by this tool are not an accurate representation of local living wages

## Cycle for updating the calculator

- The stated "2-3 years" cycle for updating the calculator. This period exceeds the program length for EcSA (2022-24) the program for which it is a KPI.
- Concerned that the next update is planned for early 2023 that is halfway through the EcSA grant and KPIs associated.
- is this a frequent enough update?

## Data Entry

- "Our current process to track this outcome is also prone to data entry errors because it relies of individual case managers to calculating and enter estimated annualized wages at exit." Won't the self-sufficiency calculator face similar potential for human error?
- Double entry - all data elements can be obtained from ETO records.
- Additional data/administrative time spent on records keeping when we are required to do a lot more in ETO for compliance, participant progress record-keeping, and tracking.

*Discussion/Vote*



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# Advisory Committee Charter - Update

The LWDB Advisory Committee brought forward one clarification and one process change that have been adopted by the WorkSource I&T Advisory Committee:

**Clarification:**

Non-response to vote requests will be counted as “abstained”. (This language will be added to charter)

**Process:**

The final tally of votes will be to communicate to the WS I&T Advisory Committee prior to it being sent to Steering.



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# THANKS!

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## Program Management

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## Project Management

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