

WorkSource Integrated Technology (WIT) Replacement Project

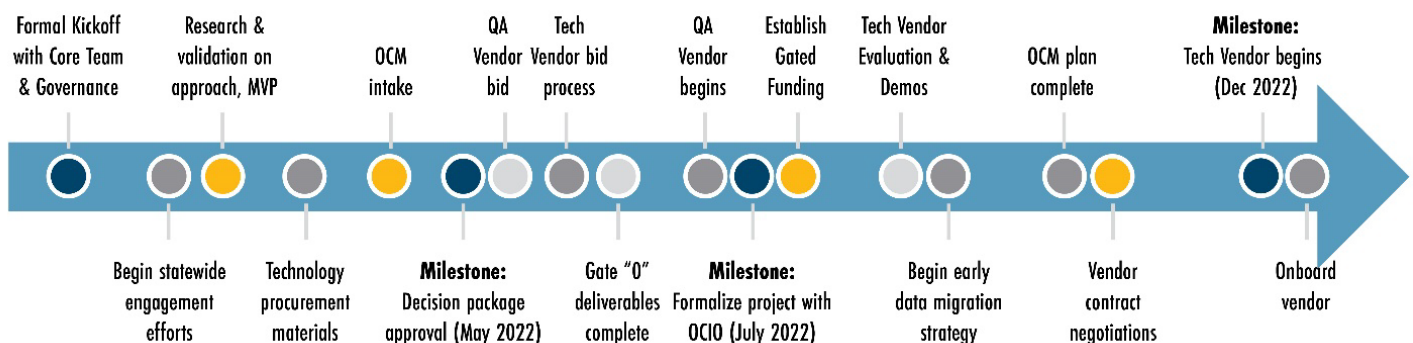
Project Phase 1-Statement of Work: Acquire and replace WIT case management system, currently referred to as Efforts-to-Outcomes (ETO) & case management system.

Benefit to the State of Washington

The WIT platform serves as the state's customer relationship system, case management system and labor exchange for employers and job seekers. The project to replace the current WIT platform is ESD's top priority. The replacement system will support workforce administration statewide to ensure of:

- The United States Department of Labor (USDOL) integrated service delivery model.
- Program performance reporting requirements for the state's Workforce Innovation and Opportunity Act (WIOA) and other state and federal grants and programs.

2022 Schedule: Project planning, securing funding and vendors, formalizing project



Objective: Deliver a new case management system that meets all users' needs

- Meet local and state case management and reporting requirements for WIOA and other federal and state grants (refer to as outputs from the PIRL Validation Project).
- Align and streamline performance requirements and indicators issued by US DOL Training and Employment Guidance Letters (TEGLs).
- Offer flexibility to accommodate future compliance requirements from US DOL and/or State law.
- Accommodate the unique requirements of all programs and grants serving clients in WorkSource Offices (e.g., Reemployment Services and Eligibility Assessment Grants (RESEA), Migrant and Seasonal Farmworker (MSFW), Veterans State Grant (JVSG), and National Farmworker Jobs Program; along with various short-term grants, such as Opioid and NDWG grants).

- Provide the application programming interface(s) and integration(s), with Agency Financial Reporting System (AFRS) and Department of Social and Human Services' (DSHS) eJAS system, labor exchange (new or existing WorkSourceWA), and all other interface(s) outlined in the technical requirements.
- Ensure forward and backwards compatibility with ESD IT systems of record.
- Track all activities and services for job seekers and employers, linking job applicants to potential employers.
- Create expenditure reports and support service vouchers and obligate/de-obligate funds for program participants.
- Meet US DOL and state reporting requirements that provide informed statistical modeling for performance negotiations.
- Allow for customized and ad hoc reporting with pre-built and/or dynamic reports and visualizations.
- Meet accessibility requirements for OCIO (Policy 188) and certification application for One-Stop System.

Developing the request for proposals (RFP)

To meet project goals for the WIT Replacement Project, the WorkSource I&T Advisory Committee will identify and assign subject matter experts as required. All teams have been formed and Non-Disclosure Agreements Signed. Initial meetings of RFP teams and SMEs are underway.

Advisory Team	Focus Area	Team Lead(s)
RFP- Business	Field, Program, Reporting & Account, and Labor Exchange Business Requirements	Michael Luchini
RFP- IT	System Administration & Technology; Data Migration Services & Delivery Requirements	Chad Stoker
RFP-Project Delivery	Professional Services & Delivery Requirements	Chad Stoker & Linda Kleingartner
Business Process Review	Personas, Analyze statewide and local Workflows	Matt LaPalm
MVP	Define Project's minimum viable product	Michael Luchini
Communications Team	Project Communications	Emily Persky
Change Team	Organizational Change Management	Liane Johnson
Training	Statewide readiness for knowledge and ability of new system	WorkSource Trainer- TBD / Rebecca McGinnis
Data	Data normalization and transition readiness	Chad Stoker
Tech Transition Team	Technical Operational Supports of the ETO and New System	Rebecca McGinnis

Learn more

For the most recent updates regarding the WIT Replacement Project visit <https://wpc.wa.gov/wswa/wit-replacement-project>.

WorkSource is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Washington Relay Service: 711