

Date: Wednesday April 17th, 2024
Time: 1:00 pm- 2:30 pm
Location: Teams Meeting

Advisory Members in Attendance

- | | | |
|---|---|---|
| <input type="checkbox"/> Emily Kok | <input checked="" type="checkbox"/> Ross Gearlach | <input type="checkbox"/> Deborah Howell |
| <input checked="" type="checkbox"/> Anne Goranson | <input checked="" type="checkbox"/> Ardiel Galvin | <input type="checkbox"/> Amy Gimlin |
| <input type="checkbox"/> Madeline Veria-Bogacz | <input type="checkbox"/> Famous Atkison | <input checked="" type="checkbox"/> Aaron Parrott & Emily Anderson |
| <input type="checkbox"/> Travis Fish | <input type="checkbox"/> Mari McGill | <input checked="" type="checkbox"/> Ariana Cordova |
| <input type="checkbox"/> Sam Havens | <input type="checkbox"/> Michael Luchini | <input checked="" type="checkbox"/> Rod Van Alyne |
| <input type="checkbox"/> Byron Mukai | <input checked="" type="checkbox"/> Luci Bench | <input type="checkbox"/> Jesse Cardwell |
| <input checked="" type="checkbox"/> Anne Buchan | <input type="checkbox"/> Malinda Bjaaland | <input checked="" type="checkbox"/> Tim Robison |
| <input checked="" type="checkbox"/> Rob Crow | <input checked="" type="checkbox"/> Cassandra Yi | <input checked="" type="checkbox"/> Aaron Pentland |
| <input type="checkbox"/> Sue Keltner | <input checked="" type="checkbox"/> Bryan Pannell | |

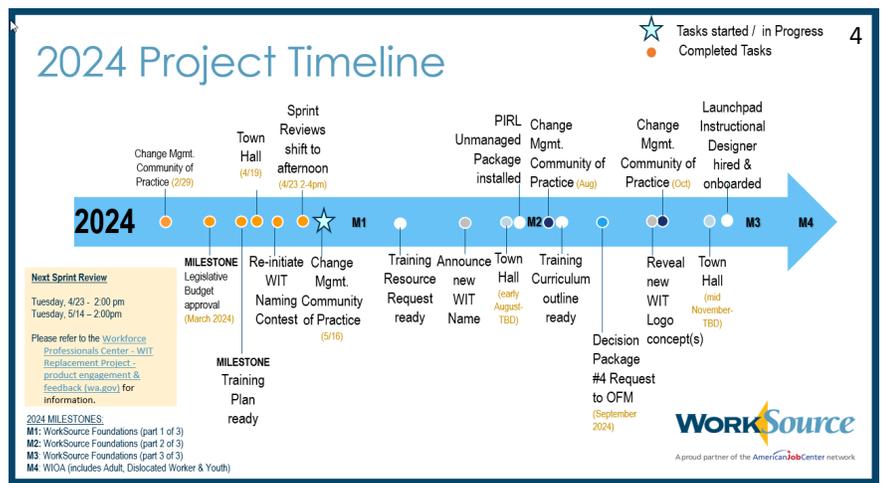
Guests: Linda Kleingartner, McKenzie Hogan, Erin Blades for Sue Keltner, Eric Le for Michael Luchini, Emily Persky for Travis Fish, Gasper Gulotta

1. Welcome and Introductions | Anne Goranson

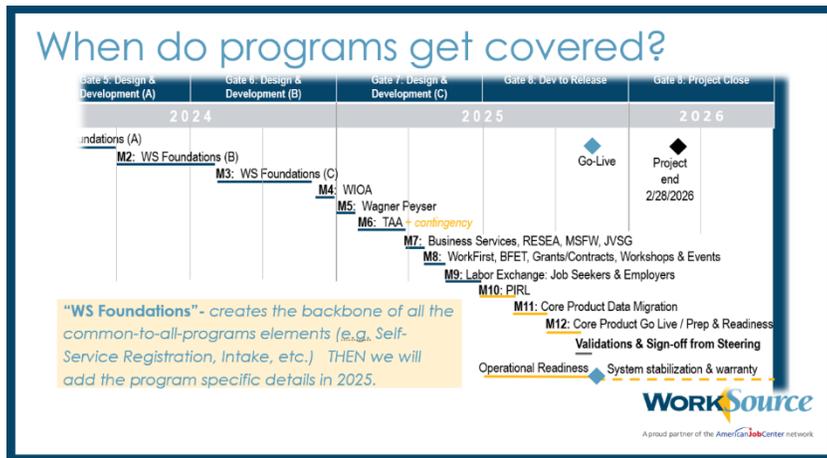
Anne opened the meeting welcoming the committee and reviewing the agenda.

2. WIT ETO Replacement Project Update | Linda Kleingartner

Milestones include budget approval of the 3rd decision package. The major change to this package was to extend funding duration to fall 2025 and included funding for some back fill positions. Items of note are the WIT Townhall (Friday 4/19 at 11am), new details on the WIT Naming Contest which you will hear about in a few minutes, and that Sprint Reviews have moved to Tuesday afternoons at 2 pm. They are scheduled from 2:00-4:00 but may not last the full two hours.



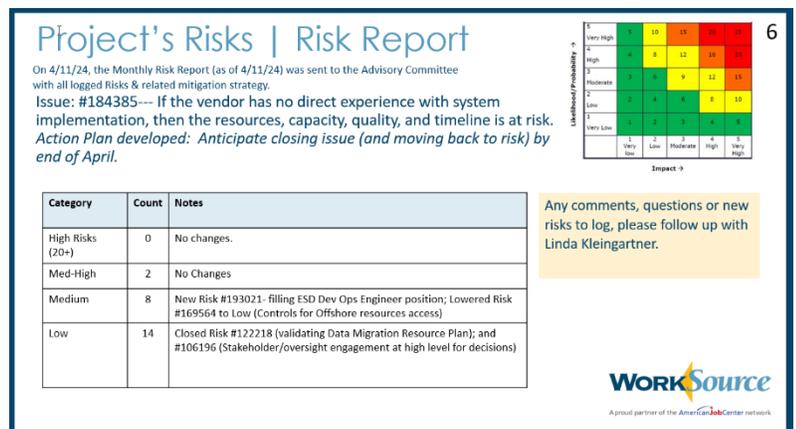
Programs



Linda has received a lot of questions about when programmatic work will be covered in the new system. The goal for 2024 is to solidify the "WorkSource Foundations" (self-service registration, intake, etc.) These are the elements that create the backbone for pieces common to all program elements. Specific programmatic detail work will begin in 2025, starting with WIOA.

Risks and Issues

The vendor issue around experience with system implantation (Issue 184385) closed today! Launchpad has leveraged experienced staff who were able to step into key roles. This issue will be moved back to a risk for continued monitoring. More good news is that the decision package will allow ESD to fund technical staff to work alongside Launchpad/Salesforce. After launch there will be no need to use Launchpad as ESD will have a fully operational development team.



3. Training Plan Update | McKenzie Hogan

McKenzie presented the Overarching Training Plan to the Committee. The plan identifies the target audience for the work completed from December 2023- April 2024 as the audience that will actively use ETO, and those who directly support active ETO users. Not in scope in the overarching plan are Monitoring, Data Integrity, IT Help Desk, Vendor Pay, and other areas that directly **support** the system.

Techniques	When to use it:	Tools	Technology used
Instructor Led Training (ILT) (In-person training)	Learning objectives require hands-on work and process observation. In-person group interaction is necessary/desired. Objectives seek to change attitudes in addition to new knowledge or skills.	Lecture Walkthroughs Hands-on Scenario-based learning Resource Links Parking lot Q&A	Screen/Projector PowerPoint Training Environment
Web based/ module-based training (Asynchronous E-Learning)	The participant group is large and geographically dispersed. The participants have varied levels of knowledge of the training content. The course is straight-forward knowledge build. There is an ongoing need for access to training materials in a resource bank. Repetition of content is helpful.	Modules Micro-learning Virtual scenario-based interactions (try & do) Videos Resource Links	Articulate Camtasia Training Environment LMS
Blended Learning (Synchronous Virtual Classroom and E-Learning or Virtual Collaboration)	Audience is geographically dispersed and moderate in size. Limited number of facilitators. The participant's share the same level of knowledge of the content. Facilitator and group interaction is necessary/desired. Objectives seek to change attitudes in addition to new knowledge or skills.	Lecture Role playing Group exercises Modules Virtual scenario-based interactions (try & do) Resource links Parking lot Q&A	Zoom or TEAMS MICO Training Environment LMS
Desk Aids (Job Aids and Reference Material)	There is an ongoing need for access to training reference materials in a resource bank. Training includes many steps and application of learning may not be immediate. Repetition of content is helpful.	Interactive job aids PDFs (easy navigation) Quick Reference Sheets/guides	Abode Suite Articulate LMS
Local Super-User Support (Social Learning)	The task to be taught is difficult to replicate in a classroom setting. Interaction with a Liaison between local area and training team is desired. Audience has a high degree of self-directedness and actively participates in an online environment and Super Users can monitor & assist learners.	A person to turn to at the local level. Social learning Shadowing Parking lot Q&A	TEAMS or ZOOM MICO LMS

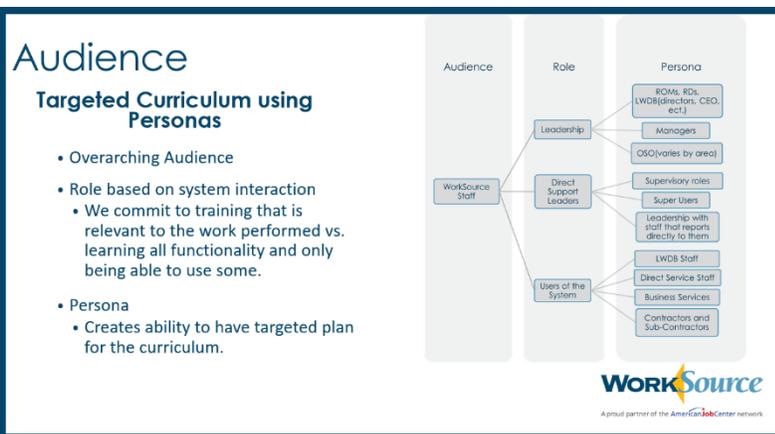
Techniques & Tools

- Methodologies are industry standards
- Varying needs require varying techniques and tools
- Mixture of those listed will be used to target the audience based on data and input from trainees
- Training Environment that empowers learners
- Equitable Training Platform and Content Location for all WorkSource Staff



Techniques and tools that will be used in the training were reviewed and include instructor led training, web-based/module e-Learning, blended learning (synchronous virtual classroom training and e-Learning or virtual collaboration), desk aids, and local "super user" support.

The audiences for this segment of training were also outlined and were selected based on roles and system interaction.



Rod asked about maintenance after the system has launched. There will be maintenance post-launch that will be developed and brought forward for I&T Steering approval 6 months prior to Implementation of the WIT Replacement System. It will include sections on the schedule of reviews, follow-up expectations, and continuous training for both new and existing WorkSource Staff.

Rob asked about how the training needs and desires were determined as concerns different methods per area. There was extensive surveying and focus groups used to compile the data.

Questions arose around training for staff who go from a direct service role to a supportive role. There will be a gateway for transitioning roles. If a user has completed system training, they will build on it with the direct support leader training upon promotion.

Mc Kenzie also provided details on 30, 60, and 90 feedback loops that are part of evaluation. The team will be measuring pulse and maintaining continuous improvement after training is launched and the system is implemented. There will need for continuous improvement efforts to iterate as needed. This will be done using surveys to gather feedback. Super users will also be able to provide feedback, and management will be able to offer input.

Aaron asked about dashboards for training records etc. McKenzie stated there will be a Learning Management System (LMS) that will allow for reporting on who's been trained, review dashboards etc.

Emily asked about the number of superusers. McKenzie stated that will be determined through resourcing.

The Committee unanimously recommended the plan go to Steering for review and approval.

4. WIT Naming Contest | Anne Goranson

Work related to the WIT naming contest has resumed and some confusion has occurred on what is being named. The naming contest was originally socialized as a contest to rename only the case management system, but since both ETO and WorkSourceWA are being replaced at one time, the question of whether to rename the entire system has surfaced. **The public facing WorkSourceWA.com domain will not be changing.**

WIT Naming Contest 17

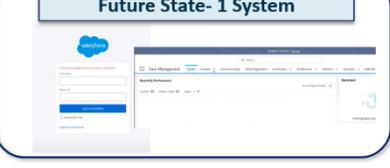
Current State- 2 Systems


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2 Systems: ETO and WorkSourceWA (powered by Monster)

Staff log into ETO and can access the job seeker's WorkSourceWA.com (job match) account through ETO

Future State- 1 System



1 System: Launchpad

Staff will log into Launchpad system to access both the case management and job match systems



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The committee was asked which option they prefer:

1. Use "WorkSourceWA" to describe the whole system and cancel naming contest?
2. Continue with naming contest only naming the case management system?
3. Continue with naming contest for the full system?

Rob suggested continuing the use of WSWA and adding subsets like "WorkSourceWA Case Management" and "WorkSourceWA Job Match" or something to that effect.

Rod asked if there will be an impact to employers and how they interact with the system. This should not be an issue since the domain will not change.

The majority of those on the Committee who provided feedback selected option 1. Some committee members responded with option 3 as long as "WorkSourcewa.com" was also being changed, but it is not so they needed more time to consider whether they prefer options 1 or 2.

The feedback will be used to further assess next steps as concerns a naming contest.

5. LDP Update | LDP Team

Aaron Parrot provided an update stating that over past few weeks the LDP's have been meeting a bit less due to availability. The group is moving on to the nitty gritty pieces of program enrollment. They have been going into detail on the individual tasks that occur with program enrollment and examining specific criteria such as categories of dislocated workers etc. Michael has been diagramming and the development team is taking copious notes. The LDP's are seeing the end of their work on registration and common intake via the Sprint Review. The work is



WorkSource Advisory Committee Notes

moving along. There was a lot of tedious work at the beginning, so things feel slower now, but you are seeing the results in the sprint reviews.

6. Data Migration Advisory Team Report Out | Bryan Pannell, Data Migration Advisory Team

Bryan started with the update on employment status mapping. Demographic details obtained in ETO Touchpoints will be used to populate the WIT system. Once it lands in WIT it will get split. There will be decision trees based on how the employment question is answered. For example, for those who answer "employed", there will be decisions trees with questions such as "have you received notice of termination". The same logic will apply for those who select "unemployed".

The MSFW Self-Intake question is "are you employed or have you been employed in the last 12 months in farmwork or work of a seasonal nature" and then branch out to options will appear.

Education mapping will ask the customer to select the highest school grade which will go through grade 12 and it will pull from ETO. For higher levels it will ask specifically the highest level completed. All info will match up as it flows over from ETO. This information will be more logical in the new WIT.

7. Recent Steering Committee Decisions- None