A top-down view of several yellow pencils scattered on a red surface. The pencils are arranged in a circular pattern around a central yellow square. The square has a thin blue border and contains white text. The text is centered and reads: "Welcome! We'll get started with the WIT Town Hall soon!"

Welcome!
**We'll get started with the
WIT Town Hall soon!**

**While we wait...what is your favorite
back-to-school memory?**

Feel free to share in chat.

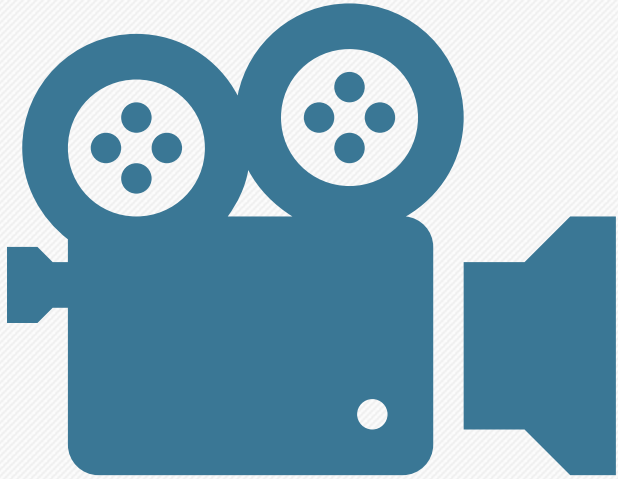
WorkSource Integrated Technology Project: WIT Replacement



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

September 15, 2023

This meeting is being recorded



Agenda



- I. Welcome
- II. Sponsor remarks
- III. Project update
- IV. Training Needs Assessment
- V. Questions / Comments

Meeting objectives



Today, we will:

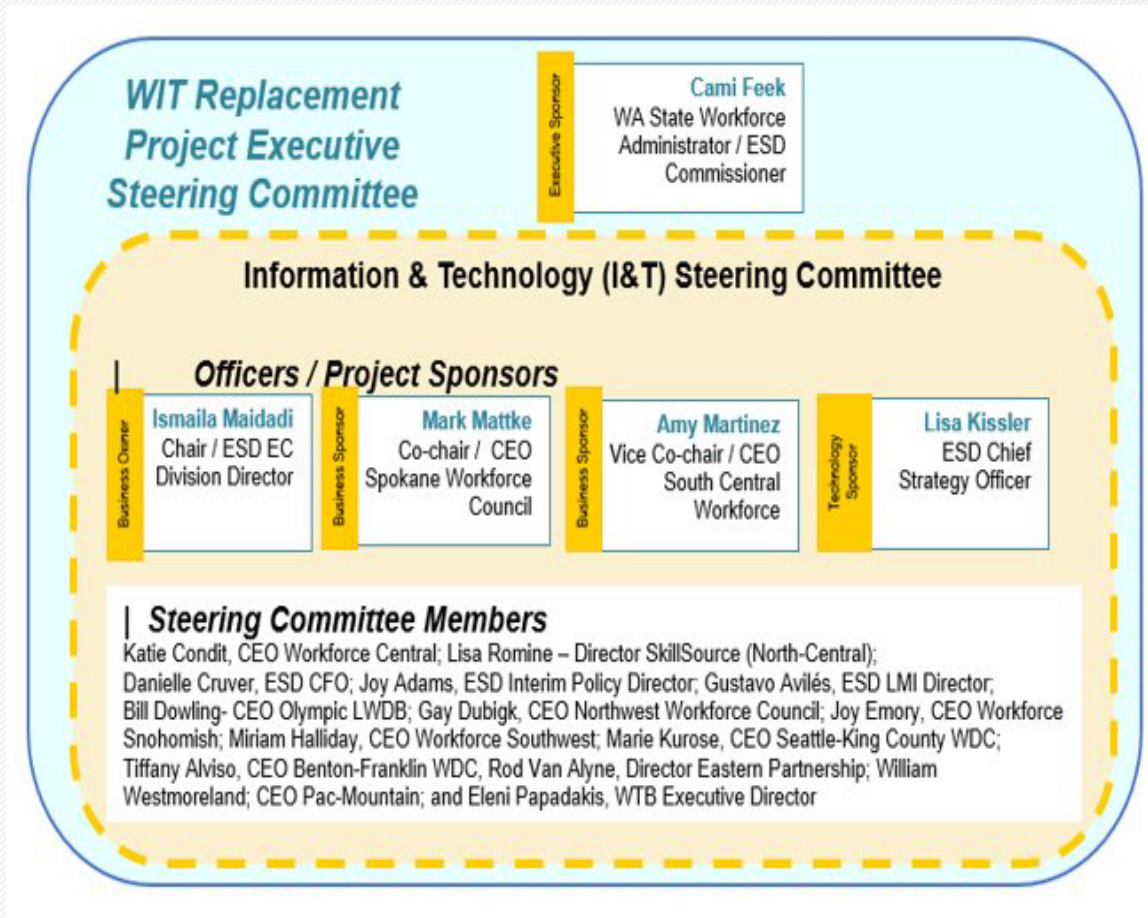
- Learn how the Training Advisory team is maximizing their time
- Review the Training Needs Assessment vision and goals
- Offer opportunities to ask questions and provide feedback

Sponsor remarks



This month, you will hear from:

Tiffany Alviso
CEO Benton-Franklin WDC



Project update

Project updates



- The new contract is with the vendor Carahsoft, who has a state master contract. This contract structure allows us to continue working with Launchpad without having to go through a new procurement process.
- Contract reviews are taking longer than anticipated, however are continuing to progress.
- Contract pricing from the prior vendor was not in-line with the work needed to produce the system we need. There will be an increase in the project cost.
- The timeline for launch has been tentatively identified as fall 2025.
- Product has started to work with partners to review ETO enhancements and prioritization- we know this directly impacts the staff and will carefully mitigate the impact.

Training Needs Assessment



**Add your
questions and
comments to the
chat.**

The WHY

- WIT WHY:
 - This technology will ensure staff have more time to deliver essential services to job seekers and employers in their communities.
- Training Needs Assessment WHY:
 - To hear from YOU
 - To make sure the training meets the needs of the trainees
 - To innovate and collaborate across the Worksource system on training



Training Needs Assessment



Audience

These questions are intended to gather feedback from all partners within the WorkSource OneStop System, so that the Training Team can create content that meets everyone's unique needs.



How do you think you will interact with the new WIT Replacement System?

*

- I will be inputting data into the system or directly supporting staff who input data in the system.
- I will audit, technically support or analyze the data already input into the system.
- I will NOT use the WIT system.

- Once you have completed the questions in the “Audience” section and click next, you will move into “Personal Experiences”.

What is Important to You



Who or what resource do you go to FIRST when you have a question about the current case management system? *

- Supervisor
- Co-worker/Peer
- Program Operations Team
- Documentation first (ex. Desk Aids)
- Knowledge websites such as Team SharePoint or WPC site
- Other



Personal motivators

Move to rank by the most important aspect of training to you? (If you choose other, please elaborate below) *

-
-
-
-
-

What makes Training resonate with you?



Which factors have contributed most to successful training for you? *

Select all that apply.

- Supervisor/manager support
- Instructor engagement
- Real world scenarios
- Shared understanding of language
- Targeted approach to content
- Access to Video Replay
- Cheat Sheets for important content (quick reference)
- Learning community for ongoing support
- Other



What kind of training do you think YOU as an end-user will need? *

- New user training
- Program specific training
- Complete system training
- Reports
- Management training
- Business services training
- Ongoing training
- Other



What do you Need/Desire



What types of tools or resources



Methods of Delivery

What tools and resources do you like to have (move to rank by preference) * Pre – Training & Post- Training to ensure you learn the material?

Access to review parking lots or Q&A from prior trainings

Step-by-step written manual



Interactive step-by-step

Video walkthroughs

Centralized website with links to material

Compiled best practices, tips and tricks, or FAQs

Super-user support/Subject Matter Expert (SME)

Written documentation- desk aid PDF

Learning Environment



I have been successful in the following types of learning environments. *

	Strongly Agree	Agree	Neutral	Disagree	Strongly disagree	Does not apply to me
In-person Instructor led training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Virtual Instructor-led training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Self-paced training modules	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hands-on scenario based training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shadowing on the job	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Peer-to-peer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



From your experience, please rank by importance the topics we need to address in our training. (Move to adjust rank by importance) *

- Not sure
- Time dedicated solely to learning
- Accessibility- Visual, Auditory, Neuro-divergence, ect.
- Adapting to new technology
- Distracting Learning Environments- external factors
- Lack of Plain Talk- Communication



Any additional info about training that you want to share



Is there anything else you would like us to know?



Want to provide more feedback?



Edit

WIT Replacement Project

The WorkSource Integrated Technology (WIT) Replacement Project is a statewide initiative that's critical for re-employment service delivery to employers and job seekers as well as meeting state and federal reporting requirements. Target date to complete the project is spring 2024. Scope includes replacing the WIT case management system for WorkSource system staff, which include ESD employees, partners and stakeholders. And replacing the public-facing WorkSource WA labor exchange system, which job seekers and employees use to access WorkSource system services.

Share your input

Please use [this link](#) to share your ideas, questions and concerns related to the WIT replacement project.

2023 Project timeline (click image to expand)



[Workforce Professionals Center Project Webpage](#)

Today's key take-aways



- Last day to submit your feedback via the Training Needs Assessment!
- The information provided in the needs assessment will be reviewed by Training Advisory Team
- We will begin work on drafting the strategy and approach for training based on the input we receive
- This work is a collaboration of the entire WorkSource system. This isn't the only opportunity to provide input.

Save the date!



Next online WIT Town Hall sessions:

November 17th, 2023

9 a.m. and 2:30 p.m.

