

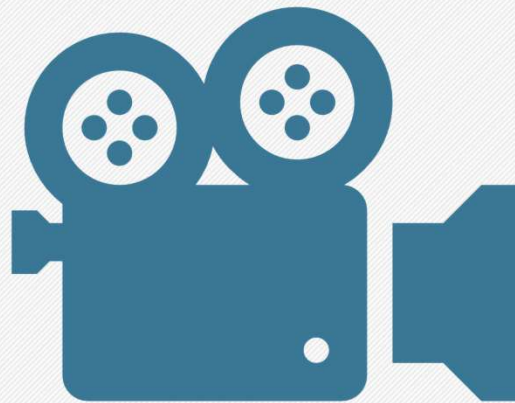
WorkSource Integrated Technology (WIT) Project: ETO Replacement (Phase 1)



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April 22, 2022

This meeting is being recorded



Agenda

- I. Welcome
- II. Sponsor remarks
- III. Project update
- IV. Questions
- V. Survey

Phase I Focus area



Meeting objectives

Today, we will:

- Inform you about the status of the WIT ETO Replacement Project
 - Provide updates on the project timeline
 - Provide updates on the site visits
 - Provide updates about the Request for Proposal (RFP) process
- Offer opportunities to ask questions and provide input

Sponsor remarks



WIT Replacement Project Executive Steering Committee

Executive Sponsor

Cami Feek
WA State Workforce
Administrator / ESD
Commissioner

Information & Technology (I&T) Steering Committee

Officers

Business Owner

Jairus Rice
Chair / ESD EC
Division Director

Business Sponsor

Mark Mattke
Co-chair / CEO
Spokane Workforce
Council

Business Sponsor

Amy Martinez
Vice Co-chair / CEO
South Central
Workforce

CIO

Maribeth Sapinoso
Vice Chair / ESD
Chief Information
Officer

| Steering Committee Members

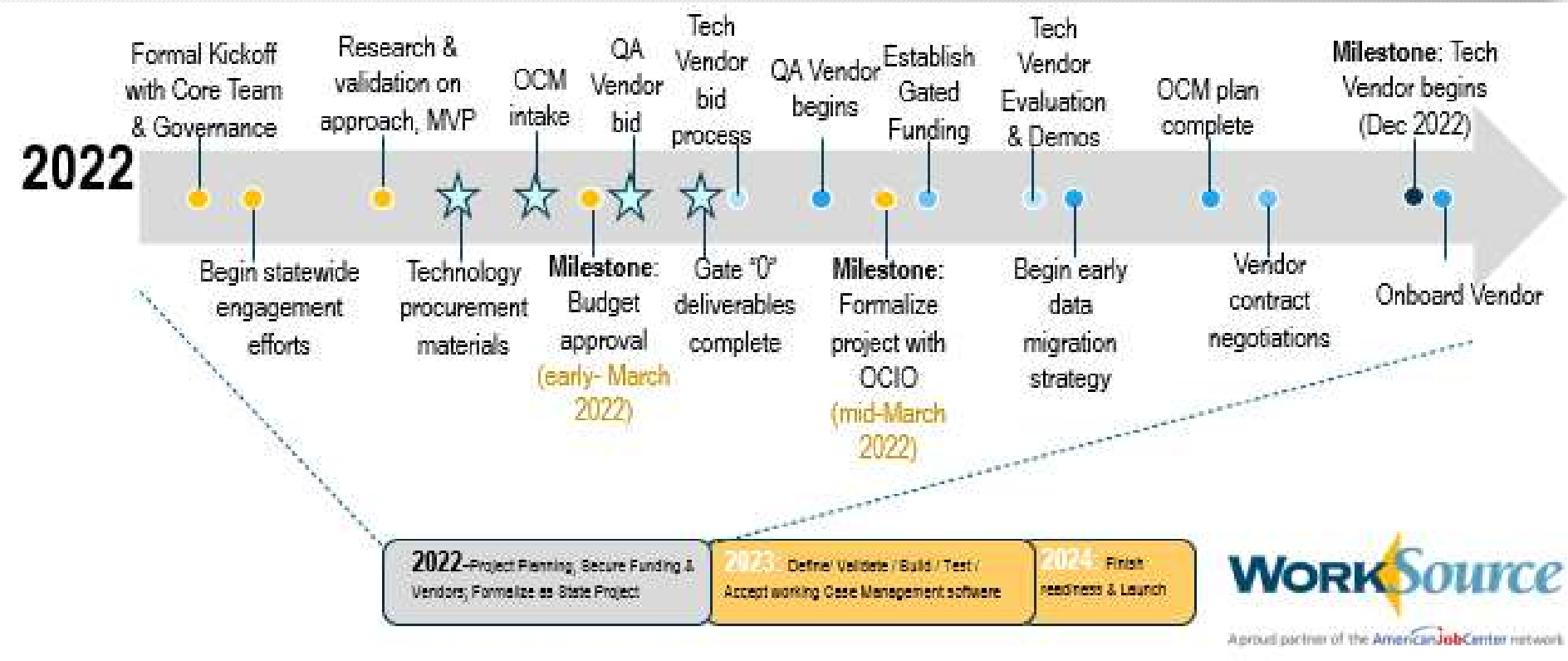
Katie Condit, CEO Workforce Central; Lisa Romine – Director SkillSource (North-Central); Kim Green, ESD Interim CFO; Dan Zeitlin, ESD Policy Director; Steven Ross, ESD LMI Director; Bill Dowling- CEO Olympic LWDB; Gay Dublisk, CEO Northwest Workforce Council; Joy Emory, CEO Workforce Snohomish; Miriam Halliday, CEO Workforce Southwest; Marie Kurose, CEO Seattle-King County WDC; Tiffany Scott, CEO Benton-Franklin WDC, William Westmoreland, CEO PacMtn WDC; Rod Van Alyne, Director Eastern Partnership; and Eleni Papadakis, WTB Executive Director

This month, you will hear from:

- Mark Mattke
- Jairus Rice

Project Timeline

- ★ Tasks started/in progress
- Completed tasks



Site Visits

Update: Visited 11/12 WDCs -- Walla Walla visit next week!



Some Key Confirmations and Takeaways:

WorkSource is a body of knowledge -- WSBOK anyone?

WIT Replacement “How” is equally as important as the “What” and “Why”

- How any one *feature* goes from ideation to delivery.
- How we measure and define value of the system itself. How do we measure “success”?

Accuracy

- Source of truth
- Demographics – dynamic and fixed
- Align workflows to program and service realities.
- PIRL and reporting
- Adaptable to change
- Trust

Insight

- Next action, previous actions, and status
- Program/service eligibilities and opportunities
- Operational/Business Intelligence
- Business and job seeker journeys
- Trust

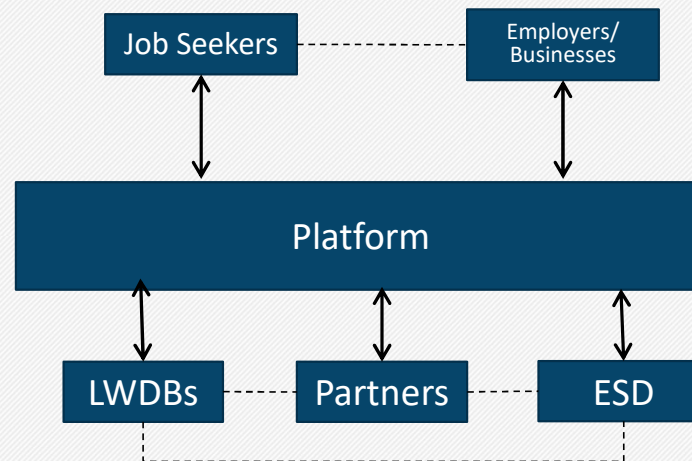
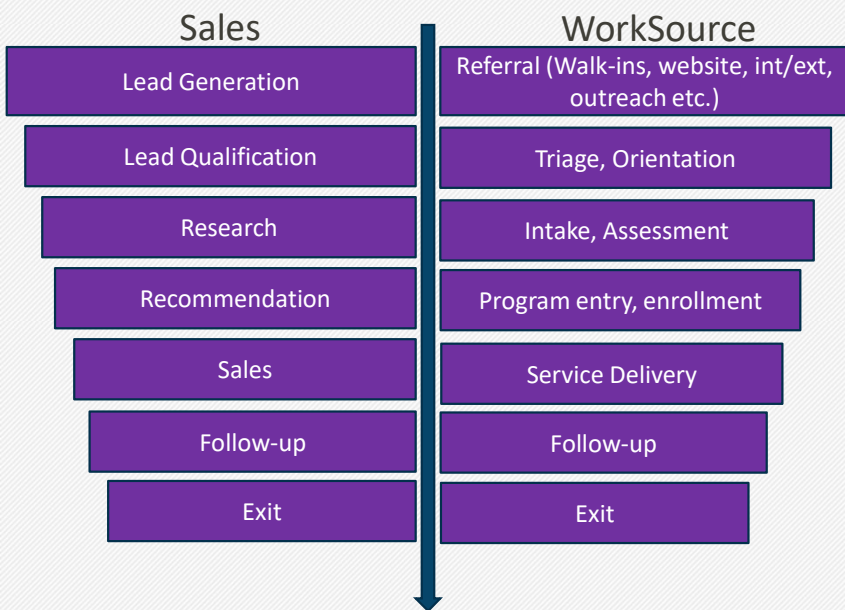
Time

- The most valuable thing the system can provide WorkSource professionals
- Minimize system interaction
- Aggressively streamline, consolidate and automate
- Embrace modern platforms that focus on modular design, low-code principles, and customization.

Site Visits

How?

Surprisingly—WorkSource has *a lot* in common with sales: Specifically multi-sided markets



Allows us to embrace industry leading, modern CRM platforms that are adapted and customized for the WorkSource ecosystem

- Contacts Management
- Progressive Assessment
- Workflow Automation
- Case Tracking
- Task Management
- Context Aware Reminders
- Internal/External Referral
- Channel and Outreach Support
- Email/Comm Integration
- Document Management
- Reporting/Analytics
- Dashboarding

WIT: Reporting Outputs



Required PIRL Reporting

- ESD's accountability to the US Department of Labor (DOL)
- The other WHY behind the WIT replacement
- Ongoing process improvements

Request for Proposal – Technology system vendor



January – February

- Compile all research, visions into a base document
- Identify **RFP TEAM(s)**



March - April

- **RFP TEAM(s)** develop RFP section recommendations
- Advisory review **RFP TEAM(s)** materials

List of focus areas for the different RFP Teams

1. Technology
2. Program Requirement
3. Field Requirement
4. Reporting & Accounting
- ~~5. Labor Exchange~~
6. Project Delivery ✓ **done**

May – June 2022

- Issue RFP
- Procurement process
- Train evaluators

Jun - Aug 2022

- Evaluations & Demo

Early Sep 202

- Select ASB
- Formal approvals

Mid- September

- Debrief & Protest Period
- May cycle 2x

Oct 2022

- Contract negotiations
- Signed Contract

Dec 2. 2022

- Vendor ready to start

Questions?



Please put questions in the Chat or raise your hand.

- We will get to as many questions as possible.
- We are recording this meeting and will provide a FAQ document as soon as possible.
- **Please take the survey that we will put in Chat.** This will help us serve you better!

Change Readiness Survey



Please take the time to complete the survey.

- The survey will create a baseline that will guide us in creating a robust change management plan.
- We have over 400 surveys completed.
- Thank you to those of you who have already taken the survey.
- **Please take the survey that we will put in Chat.**

Save the date! Bookmark Project page!



Next Online Town Hall:

Friday, June 24, 2022

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

Workforce Professionals Center- Project page:

<https://wpc.wa.gov/wswa/wit-replacement-project>

Overarching project questions?



Please contact:

Program Management

Nona Mallicoat, Employment Connections Deputy Director
nona.mallicoat@esd.wa.gov

Project Management

Linda Kleingartner, WIT Replacement Project Manager
linda.kleingartner@esd.wa.gov

Workforce Professionals Center- Project page:

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