WorkSource Integrated Technology (WIT) Project:
ETO Replacement (Phase1)

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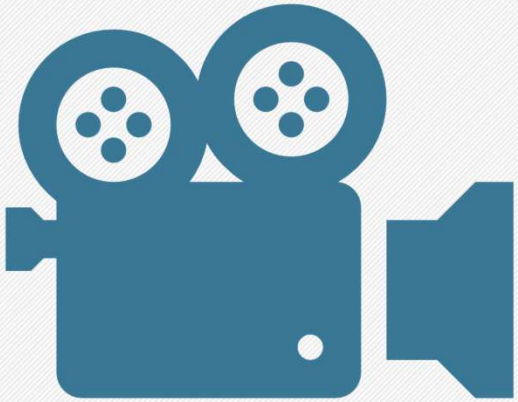
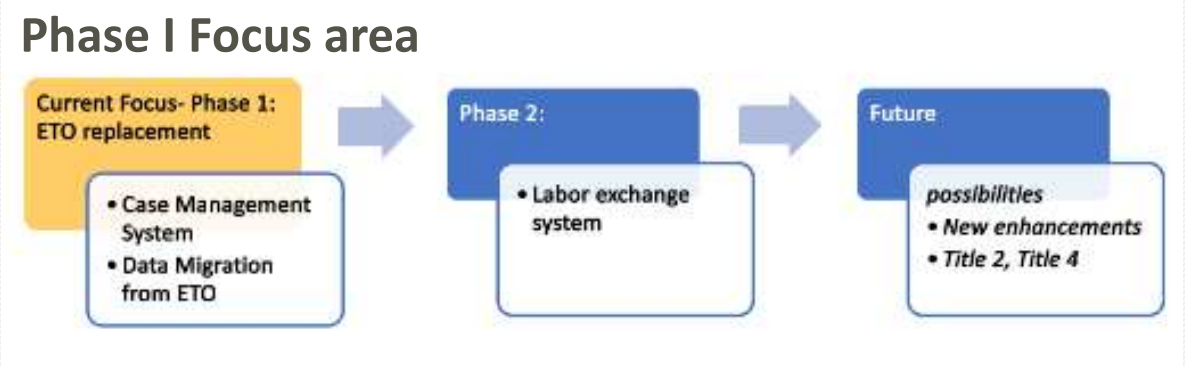
April 22, 2022

This meeting is being recorded



Agenda

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

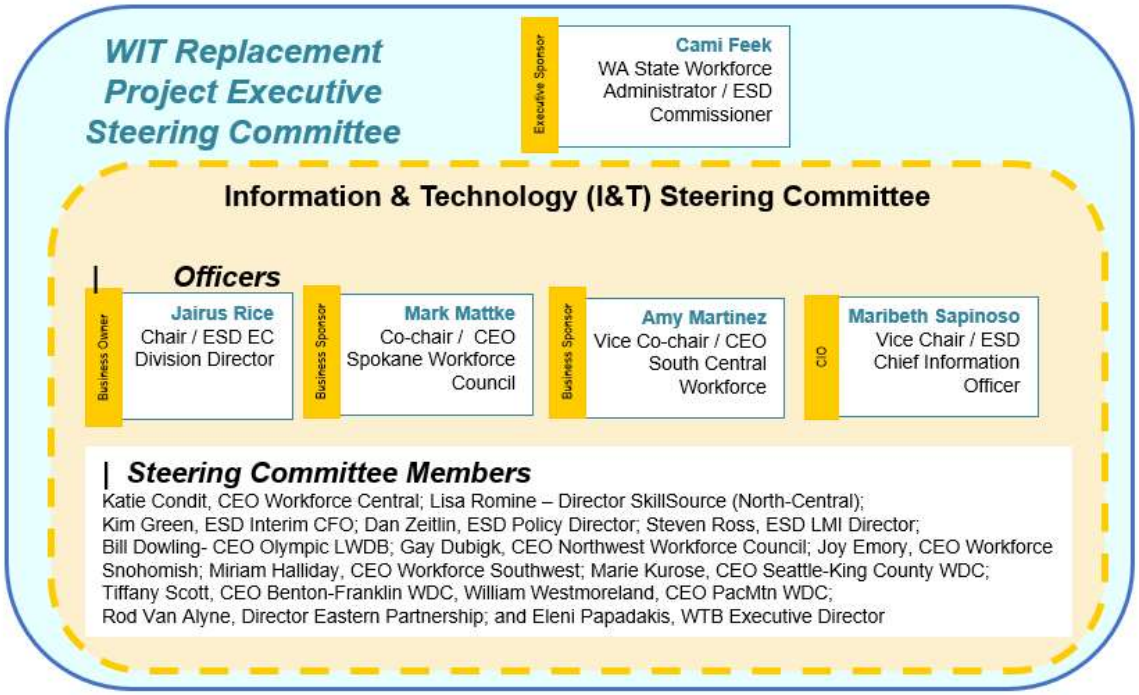


Meeting objectives

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



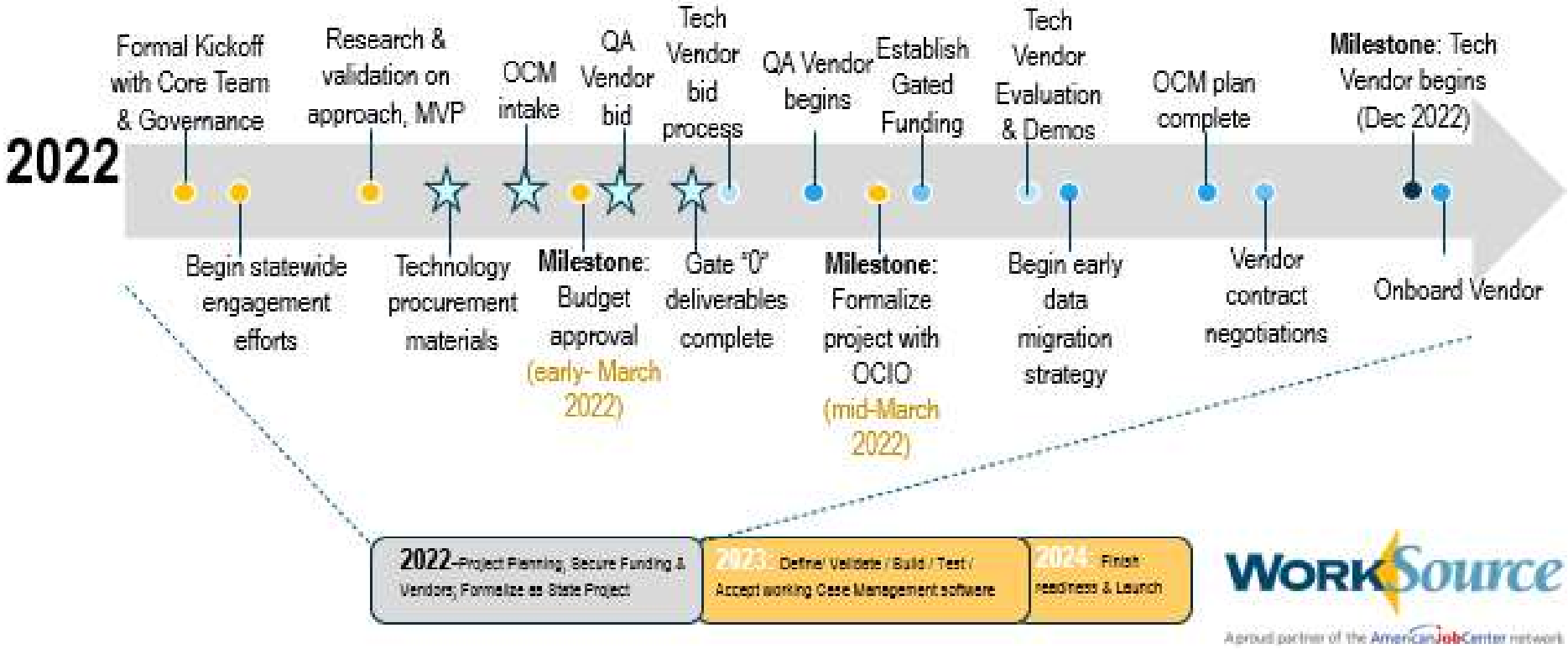
This month, you will hear from:

- Mark Mattke
- Jairus Rice

Project Timeline

★ Tasks started/in progress

● Completed tasks



WorkSource

A proud partner of the AmericanJobCenter network

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

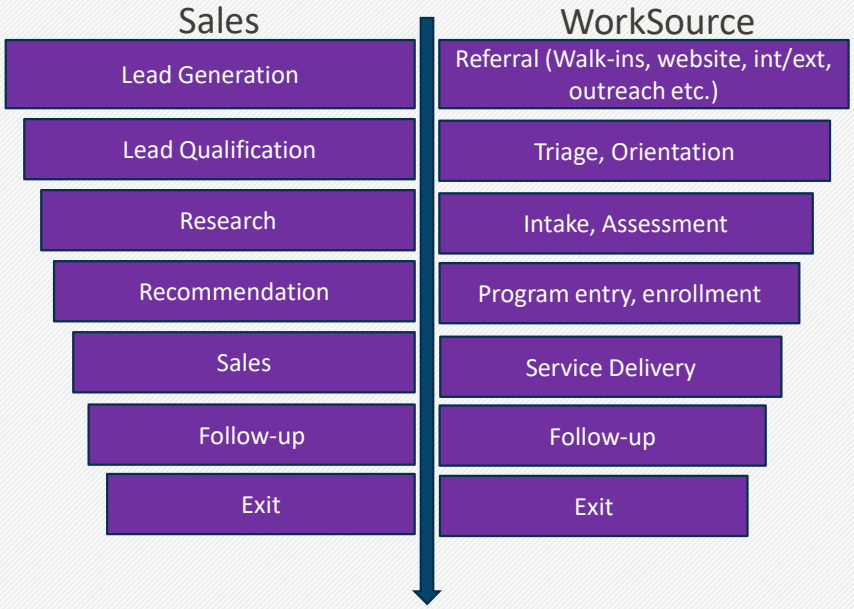
Time

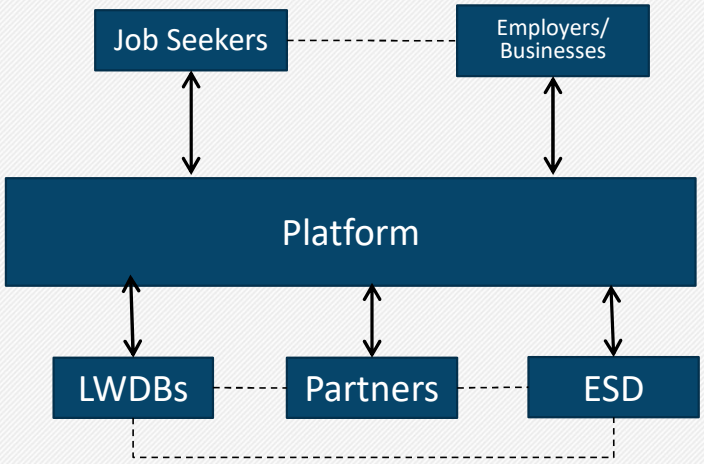
- The most valuable thing the system can provide WorkSource professionals
- Minimize system interaction
- Aggressively streamline, consolidate and automate
- Embrace modern platforms that focus on modular design, low-code principles, and customization.

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

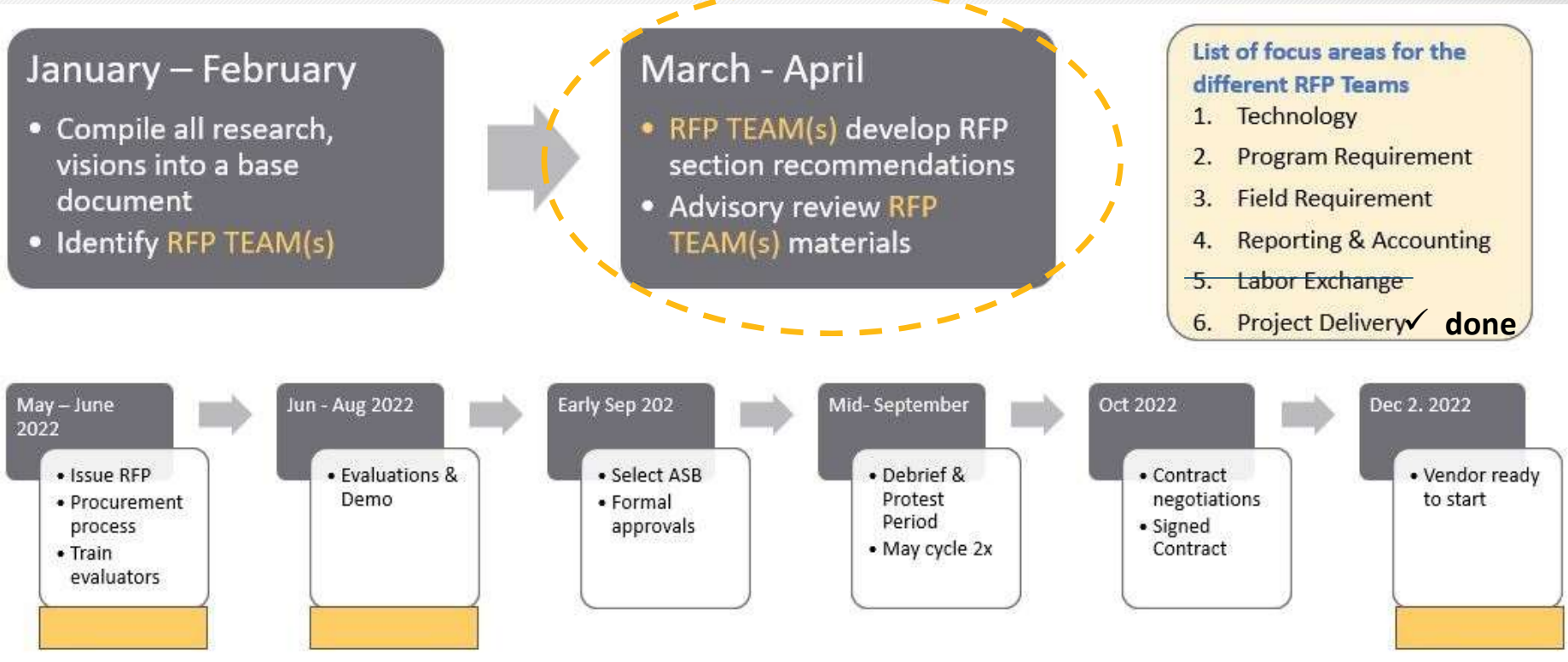
- Contacts Management
- Progressive Assessment
- Workflow Automation
- Case Tracking
- Task Management
- Context Aware Reminders
- Internal/External Referral
- Channel and Outreach Support
- Email/Comm Integration
- Document Management
- Reporting/Analytics
- Dashboarding

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



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

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