

# What is your favorite energizing song?

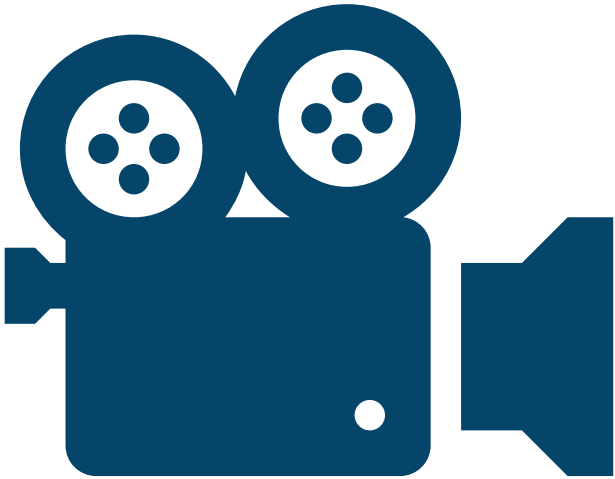


- What songs are on your workout list?
- What song makes you want to get up and dance?
- What song do you love to rock out to in the car?

**Share in the chat:**  
What is your favorite  
energizing song?



This meeting is being recorded



# WorkSource Integrated Technology (WIT) Project

Town Hall | April 2025



**Guiding principles:** Customer-centric • Integrity • Accountability • Openness • Commitment

# Agenda and objectives



## Agenda

1. Sponsor remarks
2. Project update
3. A look inside the new WorkSourceWA and WA Works
4. Questions and comments

## Objectives

- Keep WorkSource professionals informed about the project
- Offer opportunities to ask questions and provide feedback

# Pop quiz:

Where did you go to get the Zoom link for today's Town Hall?

- A. WIT Hub on Workforce Professionals Center
- B. Email newsletter
- C. An alert in ETO
- D. A calendar invite from 'WA Works + WorkSourceWA (ESD)'
- E. Other

# Sponsor remarks



Ismaila Maidadi  
*ESD Workforce Services*

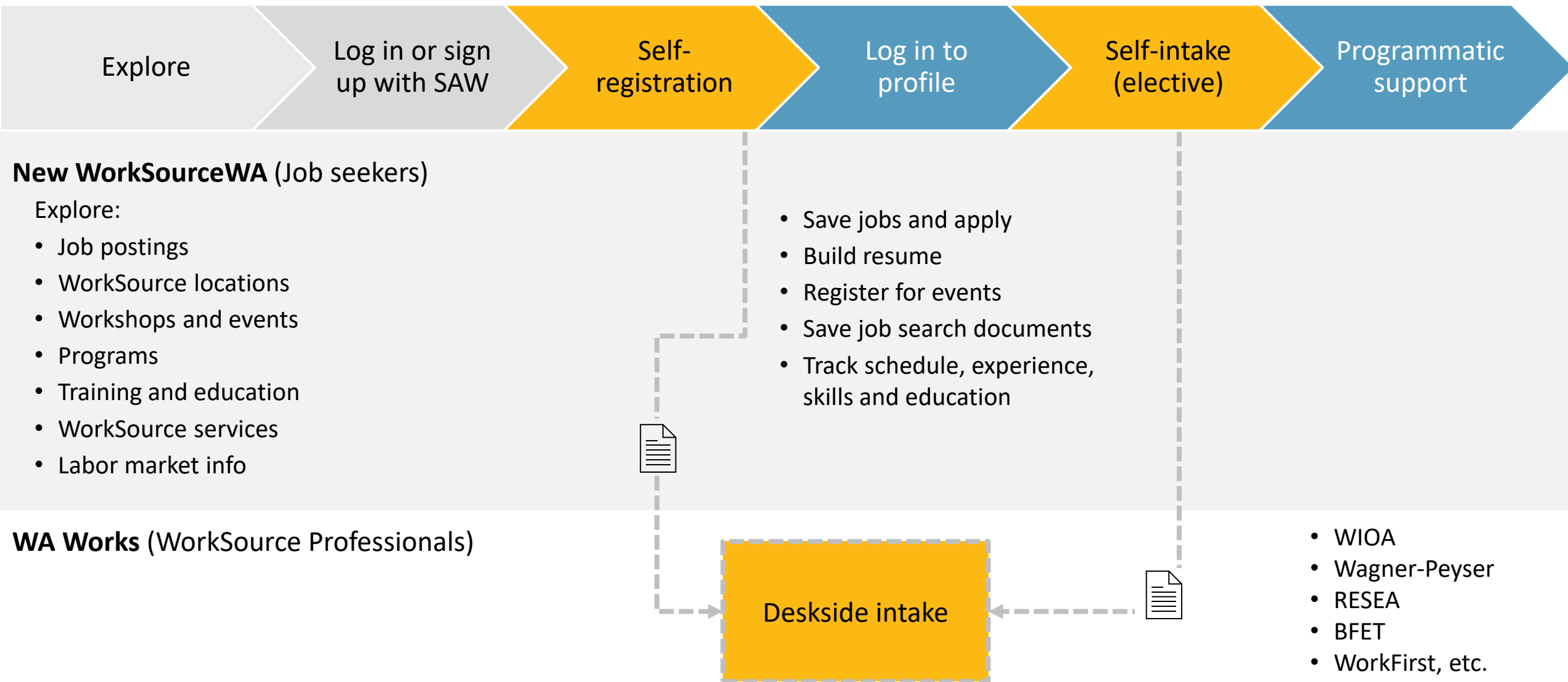
# Inside WA Works + new WorkSourceWA.com



## Today's focus:

- Registration and intake for job seekers
- New self-service options
- Integration between WorkSourceWA.com and WA Works

# How WA Works and the new WorkSourceWA together




# WorkSourceWA: Job seekers



# BEFORE

## Log in or sign up

- Confusion between WorkSourceWA and SAW
- Unclear if the log in page is for job seekers or employers

[← Return to WorkSourceWA.com](#)

## Welcome to WorksourceWA.com!

Our goal is to power your job search with the information, tools and resources you need to find your next job fast!

### Have an account? Sign in.

Enter the username and password you provided to create your SecureAccess Washington (SAW) account. [What's SAW?](#)

**Username:**

[Forgot username](#)

**Password:**

[Forgot password](#)

[Resend my activation code](#) [Sign in](#)

### Need an account?

If you haven't already, you must create and activate a SecureAccess Washington (SAW) account. [What's SAW?](#)

1. Check to see if you already have a SAW account.

[Do I have an account?](#)

2. If you don't have an account, sign up below.

[Sign up](#)

Need help creating an account? [Watch this video.](#)

*We use SecureAccess Washington to protect your personal information.*

# AFTER

## Log in or sign up

- Direct use of SAW
- Clearly labeled for job seekers
- Optional help text
- Spanish translation available



Español

### Job seeker log in or sign up

WorkSourceWA uses **SecureAccess Washington(SAW)** to keep your personal information safe when you access WorkSource services

Log in with SAW

Switch to employer log in

> New user step by step instructions

> What is SecureAccess Washington (SAW)?

**Need help?** [Contact support](#)

# BEFORE

## Account creation

- Creates an account but is not a full self-registration
- Social Security number is required for account creation
- Not enough information is asked to complete job seeker registration
- Help text does not explain why we ask for information
- Confusing error messages without clear instructions

User setup

You've completed your registration with Secure Access Washington (SAW). Now it's time to set up your free WorkSourceWA.com account to view the latest job openings, post a resume online, get career advice and more.

\* Required fields

Verification details [Why do we ask for this information?](#)

\* Are you legally entitled to work in the United States?

Yes No

\* Social Security number [?](#) \* Re-enter Social Security number (SSN) \* Date of birth:

SSN Re-enter SSN mm/dd/yyyy

Account details [?](#)

\* Email address:

[Change email address](#) | [Change password](#)

Contact information [?](#)

\* First name: \* Last name:

\* Primary phone number \* Type \* Preferred contact method

- SELECT - - SELECT -

+ Add more phone numbers

Chat With Support

# AFTER

## Self-service registration

- Available in Spanish
- Social Security number is optional if not receiving unemployment benefits – but strongly encouraged
- Help text explains why personal information is needed
- Progress is clearly shown
- Only asks info relevant to the job seeker
- Captures enough info to complete job seeker registration

**WorkSource**

[Español](#)

### Create a New Job Seeker Account

1. **Contact Information** 2. Residential Information 3. Personal Information 4. Military Information 5. Consent and create account

Welcome to WorkSource!

We will guide you step by step in this process. Let's start with some basic information and make sure we have a way to reach you.

[Save & Continue →](#)

Information you provide here will not be shared with employers.

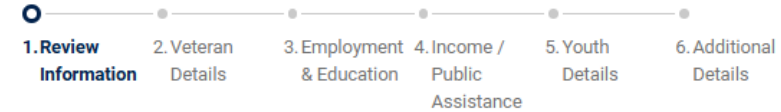
WorkSourceWA.com

# NEW!

## Self-service intake

- Covers information needed for program eligibility and reporting requirements
- Available in Spanish
- Ability to save progress and return to finish intake later
- Auto populates information from registration
- Information saves to WA Works contact record in real time

### Complete Job Seeker Intake



Answer a set of questions to see if you qualify for additional benefits or services.

The answers you share help us understand what's going on in your life right now and provide assistance that best meets your needs.

Use this self service to complete your intake with WorkSource. We will collect the following information if it applies to you:

- Veteran details
- Employment and education
- Income and public assistance
- Youth details
- Additional reportable characteristics

You can save your application and come back to it at any time.

Start →

# WA Works: WorkSource professionals



# Deskside registration

- Questions are the same as the self-service experience
- Help text is available
- Only requires information relevant to the job seeker
- Option to continue to intake questions or save and exit
- Changes status to registered
- Deskside registration does not create a WorkSourceWA account for job seekers

The screenshot shows a web browser window with the WorkSource logo and a 'Sandbox: Product | Log out' link. The main content is a 'Create New Contact' form with a progress bar at the top showing steps: 1. Contact (active), 2. Personal, 3. Military, 4. Employ..., 5. Educati..., 6. Income ..., and 7. Additio... The form is titled 'Contact Information' and contains the following fields:

- \* First Name (required, with an information icon)
- Middle Name
- \* Last Name (required, with an information icon)
- Preferred Name
- \* Birthdate (required, with a calendar icon)
- \* Receiving or Plan to Receive UI (required, with an information icon):
  - ☐ Yes
  - ☐ No
- SAW Email (with an information icon)
- Other Email (pre-filled with 'you@example.com')
- Primary Phone Number
- Secondary Phone Number

A 'Continue' button is located at the bottom right of the form.

# Deskside intake

- Picks up where registration left off
- Ability to save and complete later
- No need to duplicate data from registration to intake
- Changes status to non-validated intake if not completed by a WorkSource professional

The screenshot shows the 'Edit Elphaba Thropp' form in the WorkSource system. The form is titled 'Edit Elphaba Thropp' and has a progress bar at the top with seven steps: 1. Contact, 2. Personal, 3. Military, 4. Employ..., 5. Educati..., 6. Income ..., and 7. Additio... The fourth step, '4. Employ...', is highlighted with a red box. A red arrow points to the 'Employment Status at Program Entry' dropdown menu, which currently shows '--None--'. Below this, there is a section for 'Difficulty Obtaining/Upgrading Employment' with two radio button options: 'Yes' and 'No'. At the bottom of the form, there are three buttons: 'Save & Exit', 'Previous', and 'Continue'. The background shows the WorkSource interface with a sidebar and a top navigation bar.

# Intake validation

- All intakes are validated by a WorkSource professional
- Missing data is automatically flagged
- Completed categories are green
- Status becomes validated intake
- Program eligibility reflected automatically
- Co-enrollments and referrals are simplified

The screenshot displays the WorkSource WaWorks interface. At the top, the 'Sandbox: Product | Log out' header is visible. The main navigation bar includes 'WaWorks', 'Home', 'Contacts', 'Participation Episodes', 'Referrals', 'Assessments', and 'More'. A search bar is located below the navigation bar. The 'Contacts' section is active, showing a list of contacts. The contact 'Elphaba Thropp' is selected, and the 'Launch Intake' button is highlighted with a red box and a red arrow. The contact's details are shown below the name, including 'Preferred Name', 'Preferred Language' (English), 'Gender Pronoun', 'Status' (Non-Validated Intake), and 'Contact Record Type' (Job Seeker). Below the contact details, there is a 'Related List Quick Links' section with links to 'Eligibilities (4)', 'Enrollments (0)', 'Enrollment Services (0)', 'Participation Episodes (0)', 'Assessments (0)', 'Snapshots (0)', 'Work Experience (0)', and 'Credential/Measurable Skill Gains (0)'. The 'Record Detail' section is visible on the left, showing contact information such as Name, Birthdate, Preferred Name, Email, Other Email, Primary Phone Number, Primary Phone Type, Primary Phone Voicemail, and their corresponding values. The 'Activity' section is visible on the right, showing filters and a message: 'No activities to show. Get started by sending an email, scheduling a task, and more. No past activity. Past meetings and tasks marked as done show up here.'

# Pop quiz:

How confident are you with sharing information about the project?

- A. I can answer questions about WA Works or the new WorkSourceWA
- B. I can explain the goal of the project to someone that is new
- C. I can identify meaningful updates to share with teammates
- D. I'm new and just learning right now

# Q&A

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



**This time is for  
YOU!**

# Post-event survey

Feedback is a gift!

1. How satisfied were you with this Town Hall?
2. Which area of the state do you support?
3. Which option best reflects your relationship to WorkSource?
4. What way do you prefer to get project updates?
5. What topics do you want to hear about in the future?

# Key take-aways



- Self-service intake will be a new feature on WorkSourceWA.com
- Info updates between WorkSourceWA.com and WA Works in real time
- WA Works automatically reflects program eligibility and simplifies co-enrollments
- All program information is validated by a WorkSource professional
- Both WorkSourceWA.com and WA Works are designed to be user-friendly

# Save the dates



## 2025 Town Halls:

- February 21<sup>st</sup> ✓
- April 4<sup>th</sup> ✓
- June 27<sup>th</sup>
- August 22<sup>nd</sup>
- September 19<sup>th</sup>
- October 17<sup>th</sup>

