

WIT “What to Expect for Leaders” session on Feb. 12, 2026

Session notes

Watch the recording with Michael Luchini: [WIT "What to Expect for Leaders" meeting: Feb.12, 2026](#). Each topic below links directly to the matching chapter in the recording.

1. [End-to-end system control](#)

WA Works provides full ownership of the system.

- ESD controls development, QA, product decisions and enhancements.
- Support is fully owned by ESD under a centralized command-and-control model.
- No component of the system is outside of our technical capacity to correct.
- Adjustments can be implemented with lower cost, lower effort and less time.

Operational implication:

If functionality is misaligned, defective or underperforming, we have the authority and infrastructure to correct it directly. Prioritization of changes will go through our existing governance. Leadership accountability increases alongside system control.

We control our destiny!

2. [Registration event – Staff assisted registration](#)

WA Works formalizes the registration event, including staff assisted registration where staff assist customers to register in the state MIS.

- “Staff assisted” refers to any activity or service completed with the direct support of a WorkSource professional. Examples include completing a WA Works registration or creating a WorkSourceWA.com account.
- WorkSourceWA.com registrations automatically creates a WA Works registration, but a WA Works registration does not automatically create a WorkSourceWA.com account.

Program guardrails

There are new guardrails around fund source attribution:

- Basic and individualized services must be attributed to a fund source (including Wagner-Peyser).
- Currently in ETO:
 - All basic services automatically co-enroll in Wagner-Peyser.
 - Fund source blending occurs.
 - There is no differentiation in staff performance tied to funding streams.
 - PIRL data is pulled from ETO and created outside the system.

In WA Works:

- WA Works will generate the PIRL directly.
- Services must be attributed to a program.
- A program enrollment is required before services can be delivered.
- Informational services must be logged, regardless of which staff member provides them.
- Resource room activity will require greater intentionality:
 - Services logged will attach to the program associated with the staff member delivering the service.

Critical distinction:

Intake and registration are separate activities and must be understood operationally as distinct steps.

Operational implication:

Leadership must ensure staff understand:

- When a registration event occurs
- When enrollment is required
- How service attribution impacts funding, reporting and performance

3. Staff association to provider and site

Every staff member will be formally associated with:

- A provider and then assigned the appropriate
 - program(s)
 - site(s)

Staff will only be able to access and record services aligned to their associated program.

Operational implication:

Program attribution is no longer flexible at the point of entry. Organizational structure must match system configuration. Misalignment will surface immediately in service entry limitations.

4. Service menu reduction and program alignment

Resources for reference:

- [Introduction to the new services catalog \(PDF, 135KB\).](#)
- [Updated services catalog for WA Works \(EXCEL, 67KB\).](#)

Current ETO state:

- A broad service catalog exists.

WA Works state:

- The service menu is reduced.

- Service availability can be customized based on program.
- Staff may only record services tied to their program.

Operational requirement:

Staff must understand how daily interactions translate into system-recognized services.

Leadership must ensure clarity around:

- What constitutes an information service.
- What qualifies as a basic or individualized service.
- How face-to-face interactions map to actual system activities.

This is not just a technical change — it is an operational shift.

5. Work authorization flow – UI registration

WA Works introduces structured work authorization tracking.

The system will:

- Capture the nature of an individual’s work authorization.
- Indicate whether authorization has been validated and verified.
- Distinguish between permanent and temporary authorization.
- Allow digital association of source documents.
- Maintain documentation for monitoring (digitally and in paper files).

There will also need to be clarity around when work authorization verification is required and when it is not required at the workforce program level. (This is an operations/policy discussion).

Operational implication:

Verification events become visible, traceable, and monitorable within the system.

6. Full enrollment & source documentation (TEGL 23-19)

At full enrollment — when individualized, supportive, or higher-level services are introduced —

WA Works activates a source documentation review process.

The system will:

- Pull demographic and participant characteristic data from intake.
- Calculate required source documentation.
- Identify documentation types (including self-attestation where allowable).
- Centralize all documentation requirements in one location for monitoring.

There is flexibility:

- Documentation may be collected later. (Monitoring expects the documents to be available as required).
- Enrollment records will clearly indicate when documentation is missing.

Operational implication:

Compliance tracking becomes proactive rather than retrospective. Missing documentation will be visible and actionable.

7. UI claimant registration “Register to work”

This represents a significant compliance correction.

Historical practice:

- UI claimant data was automatically pushed into ETO.
- A scaffolding ETO account was created regardless of:
 - RESEA status.
 - Service delivery.
 - Registration in WorkSourceWA.
- Individuals were not exposed to career matching or candidate search.
- This created state and federal compliance risk related to register-to-work requirements.

WA Works model:

- WA Works becomes the source of truth for WorkSource contacts.
- UI claimants will no longer be automatically pushed into WorkSource.
- Claimants will be:
 - Notified of their obligation under federal guidance,
 - Required to register for work within a specified timeframe after filing for unemployment benefits,
 - Directed to register through WorkSourceWA.

Impact on RESEA:

- RESEA staff are no longer guaranteed an account in advance.
- Staff must verify whether a claimant has registered in WorkSourceWA.
- If registration has not occurred, staff must guide the claimant to complete registration.

Operational implication:

Compliance responsibility shifts back to the claimant as intended under federal guidance. Non-registration will surface and require active staff intervention.

8. Session Q&A

Executive considerations

Leadership should focus on:

- Understanding the information contained in this document – review, ask questions, dig deeper!
- Alignment of staffing structure to program association.
- Clear operational definitions of intake, registration and enrollment.
- Training on service interpretation within a reduced service menu.
- Monitoring of source documentation completion and operational procedures.
- Reinforcement of register-to-work compliance expectations.

This is not a system replacement alone.

It is a structural correction to service attribution, compliance visibility and operational accountability.