

WA Works

Improved data and better experience for staff and customers.

Job seeker intake process

What's new

Why it matters

Job seekers can do self-serve intake on WorkSourceWA, data populates in WA Works.

Intake is streamlined so job seekers can be served more efficiently.

Information updates between WA Works and WorkSourceWA in real time.

Program specialists can collaborate better. There are fewer interruptions in service.

All program qualification information is validated by a program specialist.

Data collection is integrated and focuses on understanding job seeker needs.

WA Works suggests program opportunities based on job seeker's unique circumstances.

Co-enrollments and referrals are simplified. Duplicate data is reduced.

Missing information is automatically flagged for entry before advancing.

Helps prevent human error.

Questions include help text.

Explains the purpose of the requested information to staff and customers.

Only relevant questions are shown, based on the information provided.

Reduces time spent answering questions that are not necessary.

Some information is encouraged but not required.

Helps staff record informational services before enrollment.

Job seekers can have an account without a Social Security number.

Interactions can still be documented even if job seeker opts out.

Progress tracking

What's new

Why it matters

Snapshots of a job seeker's service history are automatically recorded.

Tracking job seeker progress and outcomes is easier and more effective.