WIT Replacement Project FAQs

You can find this document and more information on The WIT Hub on WPC.

The following questions were sourced from 2024 Town Halls and the WIT feedback form.

Table of Contents

Updated January 29, 2025

General information

When does the WIT Replacement launch? WA Works (replacing ETO) and the new WorkSourceWA.com launch November 2025.

What is an LDP? Lead Development Partners (LDPs) represent the WorkSource community by outlining requirements and connecting with field subject matter experts, jobseekers, and employers to review business needs and gather details. We collaborated with leaders in each area to ask for volunteers and appoint members. They provide valuable insights for staff and customers. There are currently two groups of LDPs: one focused on WA Works and the other on the new WorkSourceWA website.

WA Works

- Tim Robison (WDA 12 Spokane)
- Aaron Parrott (WDA 8 North Central)
- Bryan Pannell (WDA 5 Sea-King)
- Amy Gimlin (WDA 7 Southwest)
- Michelle Griffith (ESD)

WorkSourceWA

- Darcy Hoffman (WDA 7 Southwest)
- Jensie Rosenow (WDA 9 South Central)
- Michelle Wilson (ESD)
- Rick Perez (ESD)
- Cameron Cassidy (ESD)
- Mei Taylor (ESD)
- Valerie Edwards (ESD)

How do we give feedback about the WA Works and the new WorkSourceWA.com now? You can provide feedback during sprint reviews by filling out a form, whether you attend live or watch the recording. You can also contact an LDP to share your feedback and suggestions for consideration.

Back to top

New WorkSourceWA website

Will the new WorkSourceWA.com be updated more frequently? Yes, the new WorkSourceWA.com will be updated more regularly. With the website under our control, we won't have the lag time and costs that come with third-party ownership (currently Monster).

Is there a customer portal to save information and documents? Yes, the career profile on the new WorkSourceWA.com will allow job seekers to save resumes, experience, skills, and more.

Employers will also have a portal where they can search for candidates and manage job postings.

Are there plans to collaborate with other job search sites? Our main goal is to inform customers about what WorkSource can do for them. We are leveraging valuable links relevant to WorkSource services, and we plan to include jobs from outside sources, including National Labor Exchange (NLX). Although these jobs may not be included at launch, it is a desired feature we plan to implement in the future.

Will there be a mobile app for the site? The website is mobile-first and accessible through a browser, but there won't be a native mobile app.

How will WorkSourceWA.com address job postings that are no longer available (filled, expired, removed)? We are planning to set an expiration date for job postings to regularly update and remove non-viable job postings. To help find the most current listings, you can filter and sort for the latest posted jobs.

Back to top

Accessibility

What is being considered for people with disabilities? Accessibility is a top priority for WIT Replacement. We have a third-party vendor auditing WA Works and WorkSourceWA to ensure an accessible experience for all users. Our design integrates accessibility to meet Web Content Accessibility Guidelines (WCAG) standards, making it usable for people with disabilities as well as those without. Examples include compatibility with screen readers, color contrast, and alternative text for images.

Additionally, we provide pathways for individuals without digital interaction where staff can assist. Our training materials will also be designed with accessibility best practices.

Is content available in other languages? At launch, content will be available in English and Spanish. We are focused on building in the ability to support other languages, with plans to formally translate additional languages in the future.

What features are being implemented to improve navigation? Visual indicators, clear titles, and help text are part of the design for easier navigation and user experience. Additionally, we are working to improve tab navigation and ensure compliance with Web Content Accessibility Guidelines (WCAG) standards for better data entry.

Will there be help text available on each screen for guidance? Yes, help bubbles and collapsible help text will be available for demographic questions and other interactions.

In WA Works, help bubbles will have a brief description for WorkSource professionals that differs from the customer view. When you hover over or click on a help bubble, you'll see the actual question shown to customers. This helps you collect information accurately and empathetically.

There will also be collapsible help text for deeper details and policy motivation. Additional context will explain what happens when you interact with an element, informing you about the functionality and what to expect next.

How do we handle account creation and ensure customers have accounts, especially for those with low digital literacy or other challenges? We recognize that some customers may have challenges registering themselves. Digital access is necessary to record services, but there are pathways for customers to receive services if they need human assistance rather than navigating the website alone.

While the new WorkSourceWA.com encourages account creation, WA Works allows deskside intake where WorkSource staff can register the customer directly. If a staff member creates a new record for a participant, the information will be linked and visible in both WA Works and the new WorkSourceWA website. This allows the job seeker to set up their account later with their information already linked, providing flexibility for both staff and participants.

Back to top

Testing

Can frontline staff test the new technology before implementation? Yes, sprint reviews present details about how WA Works and WorkSourceWA.com are progressing. We value your feedback and are seeking early visibility to address concerns before it is fully developed. Additionally, early access will be included as a part of training.

How are we gathering information from current users to inform the development of the new WorkSourceWA website? We gather information in several ways:

WorkSource professionals

- **Lead Development Partners (LDPs):** They connect with field subject matter experts, job seekers, and employers to provide valuable insights.

- **Sprint reviews:** WorkSource staff can preview the progress every three weeks, either live or via recording, and give feedback through the provided form.

Job seekers and employers

- **Customer surveys:** We determined a customer satisfaction baseline for the current WorkSourceWA.com by surveying customers about their experience.
- **Customer research:** We established a customer research pool for product testing and ongoing feedback. Participants include job seekers, employers and recruiters, with both English and Spanish speakers.
- **User tests:** We run tests with our customer research participants using website design mock-ups to ensure they can navigate the site and complete tasks. We collect feedback both directly and through observation, then adjust based on what we learn.

Back to top