

WIT Replacement Project FAQs

You can find this document and more information on [The WIT Hub on WPC](#).

The following questions are sourced from Town Halls, sprint reviews and the [WIT feedback form](#).

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General information

When does the WIT Replacement launch? WA Works (replacing ETO) and the new WorkSourceWA.com are planned to 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.

Is there a chance the project may not be completed due to funding? The Office of Financial Management (OFM), WaTech, the governor and ESD leaders have prioritized the WIT Replacement implementation, and the project has strong statewide support.

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Training

What training will be available for WA Works? We are delivering targeted training tailored to your specific job duties. There is no one-size-fits-all training. Resources such as desk aids, scenario-based interactions, short tutorial videos, instructor-led training, and local super user support will be available to you prior to launch and will continue to be accessible during and after launch.

Is WA Works difficult to learn? What can I expect? While it differs from ETO, WA Works is designed to be user-friendly, even for those with minimal technical experience. Training will be tailored to your specific job duties and supported by WA Works' design, which keeps tasks relevant to your role. Ongoing local and project support will also be available to address any questions.

Where can I find self-serve training support after launch? WA Works and the new WorkSourceWA.com are built on the Salesforce platform. Salesforce provides a unified experience with access to both the built-in training app and WA Works within the same platform. The training app will host reference guides you can access anytime.

What is the plan to prepare customers? As launch gets closer, an awareness campaign will inform current job seekers and employers about the new WorkSourceWA website. A how-to page with helpful content will be available to guide users. Additionally, staff will receive training and reference materials to familiarize themselves with the new website, ensuring they can assist customers if needed.

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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 mobile app for the website? The website is designed to be mobile-first and accessible through a browser, but there isn't a native mobile app.

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.

How will WorkSourceWA.com address job postings that are no longer available? We are setting an expiration date 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.

Will the new WorkSourceWA differentiate WorkSource information from UI information? Yes, we will clearly differentiate information and provide clarity on the paths to get help. External links, such as those to ESD, will be clearly indicated for easier navigation. ESD will be identified as the administrator of unemployment benefits, with WorkSource as a resource for job search requirement guidance, claims process questions, and training program connections.

Will WorkSourceWA prevent duplicate job seeker and employer accounts? WorkSourceWA will continue to use SecureAccess Washington (SAW) for authentication. Since SAW is managed by WaTech, its functionality will remain unchanged. This includes allowing multiple usernames to be linked to a single email address, which supports account creation for households. As a result, WorkSourceWA is unable to prevent duplicate job seeker accounts created via SAW but will mitigate this issue through best practice guidance.

For employers, however, WorkSourceWA will introduce an enhanced verification process. This improvement is designed to prevent duplicate business accounts while ensuring that organization staff can access their company's account.

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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.

Is help text available for guidance? Yes, help bubbles and collapsible help text are available for demographic questions and other interactions.

In WA Works, help bubbles 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 is also collapsible help text for deeper details and policy motivation. Additional context explains 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 customer, the information will be linked and visible in both WA Works and the new WorkSourceWA website. This allows job seekers to set up an account later with their information already linked, providing flexibility for both staff and customers.

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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 customer volunteers across different industries, backgrounds and digital literacy levels. The goal is to ensure they can navigate the site and complete tasks using website design mock-ups. We collect feedback both directly and through observation, then adjust based on what we learn.

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