WorkSource Advisory Committee Notes

Date: Wednesday February 19th, 2025
Time: 1:00 pm- 2:30 pm
Location: Teams Meeting

Advisory Members in Attendance

☒Emily Kok
☒Anne Goranson
☐Madeline Veria-Bogacz
☐Chris Barron
☒Sam Havens
☒Byron Mukai
☒Anne Buchan
☒Rob Crow
☒Sue Keltner
☒Ross Gearllach
☒Ardriel Galvin
☐ESD IT- VACANT
☐Mari McGill
☐Michael Luchini
☒Luci Bench
☒Malinda Bjaaland
☒Cassondra Yi
☐Bryan Pannell
☒Josh Stovall
☒Amy Gimlin
☒Aaron Parrott & Emily Anderson
☒Ariana Cordova
☒Rod Van Alyne
☒Jesse Cardwell
☒Tim Robison
☒Aaron Pentland

Guests: Linda Kleingartner, McKenzie Hogan, Sri Sivasankaran, Cameron Cassidy

Data Migration Advisory Recommendation | Sam Havens & Aaron Parrott

The Data Migration Advisory Subgroup is a collaborative group that works through issues and questions identified during the data migration process.

Introduction:

- The subgroup aims to be transparent and collaborative, addressing issues and questions that arise during the data migration process.
- The subgroup's decisions facilitate the continuation of the data migration process.
- The team implements feedback and ideas, using migration logic to continue their work and conduct simulations and testing.

Process Overview:

- The data migration work involves the team working to determine where existing data from ETO fits into the new system.
- Weekly standing meetings are held to address rate-limiting questions collaboratively with representation from LWD, BS, ESD, and others across the system.

Documentation and Governance:

- Business recommendations are documented and serve as an ongoing informative document for decision-making.
- The process is circular, focusing on constant improvement and informed decision-making.
- Governance reviews are conducted to gain visibility and permission to proceed.

Recommendations:

- Since March 2023, 23 recommendations have been made, with a 24th decision made recently.

The 23 recommendations began with broad, large-scale considerations and narrowed down to specific issues affecting smaller groups within the data system. Detailed explanations of data element mapping are available in the document emailed by Anne on 2/18/25.

Importance of Migration Activities: It's crucial to understand why each migration activity is important. The full recommendations are available in the ADV documentation.

Example of Complexity: One example of the complexity involved in the recommendations was highlighted, showing the detailed thought process behind each one.

Initial Steps:

- The advisory committee identified job seekers and entities (employers, businesses, organizations) in the current state to be moved to the new system.
- General rules and dataset definitions, including the handling of null values, were established.

Data Mismatches: Common data mismatches, such as differences in data fields across multiple locations in the current state ETO, were identified as critical issues (e.g., date of birth, disability information).

Verification and Documentation: Verification, eligibility, and documentation issues were addressed to ensure accurate data migration. Phone number and email mismatches, as well as identification issues, were highlighted for resolution.

Data Cleanup Requests: Sri sent out data cleanup requests to boards and agencies involved in entering data in ETO to address incomplete, invalid, or outdated data.

Eligibility and Touchpoints: eligibility touchpoint and TAA-related touchpoints are still in draft status. Reports list these in each area for case manager verification. Case managers are asked to verify whether open durational services are still active or if participants are no longer engaged.

Invalid Social Security Numbers: Invalid or null Social Security numbers in ETO need to be rectified for new state data mapping.

Logic Maps for Data Mapping: Logic maps for mapping information from ETO to the new system need to be developed to ensure compatibility between the data fields in both systems.

Training System Approach | McKenzie Hogan

The strategy and approach for training have been brought forward. McKenzie requested discussion on the approach. Concerns about the area-based approach include potential staff shortages, office closures, and stretched resources, as well as recognizing the diverse learning needs of job seekers, case management, business service case management, auditing, monitoring, and reporting.

Traditional Training Approach:

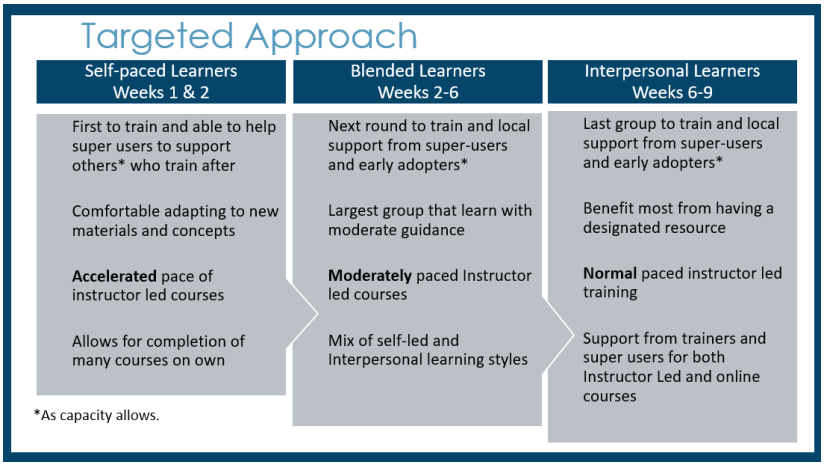
- Traditional training by area and a one-size-fits-all approach is not effective based on the needs assessment.
- Moving forward with a targeted approach for audiences and curriculum.

Targeted Approach:

- Meeting learners where they are, targeting modalities, and providing extra support where needed.
- Targeting the training to the specific job roles and functions.
- Learners will have the opportunity to learn at their own pace, guiding materials and support accordingly.
- Delivery of training will be targeted and paced to meet individual needs.

Proposed Training Phases:

- **Self-Paced Learners (Weeks 1-2):**
  - Targeting 20% of learners who prefer modules and scenario-based training at their own speed.
  - These learners will help support the next groups by reinforcing their learning.
- **Blended Learners (Weeks 2-6):**
  - Targeting 50% or more of learners who work at a moderate pace and need a mix of instructor-led and self-led training.
  - These learners benefit from both self-paced modules and interpersonal guidance.



- **Heavily Interpersonal Learners (Weeks 6-9):**
  - Targeting 30% or the remaining learners who need close support from trainers and super users.
  - These learners work best with designated resources for questions and support, closer to the launch.

The Committee unanimously agreed on the proposed targeted approach.

ETO Access Requestor Update | Anne Buchan

Anne received a request from IT to clean up the ETO access requester list. There is confusion about offices and authority to request access. The focus today is on the local Workforce Development Board partners present in the room.

Anne asked about the most appropriate approach for contacting areas to confirm and update ETO Access Requestors.
The process should be simple:
Anne will reach out to confirm if the ETO access requesters and offices assigned to them are correct. If not, a form will be provided to make necessary updates.
Traditionally, changes or new access requesters are supposed to come from the director of the local Workforce Development Board. The Committee agreed the best approach is to email the list to the current access requestors who have permission to request for "All Offices".

Core LDP Update | Amy Gimlin

Progress Update:

- Completed youth eligibility process 1-3 weeks ago.
- Currently building out the Services catalog, analyzing each service for data points, contingent objects, second-level reporting, and special requirements.
  - Determining if services will be auto-generated or staff-entered.

Current Focus:

- Basic services are nearly completed, with just a few remaining.
  - The process is tedious but worthwhile.
  - The system will be much more user-friendly as a result.

Benefits:

- The new system will guide staff through processes, reducing the need for manual input and decision-making.

  - This may initially be daunting for staff but is ultimately beneficial.
- Use cases have been instrumental in this development.

New WorkSource WA LDP Updates | Cameron Cassidy

Cameron provided an update on the new WorkSource WA, focusing on usability, user experience, and customer needs.

Key Points:

- Significant progress on the main access page, influencing the overall look.
- Initial focus on the job seeker experience, now shifting towards the employer experience.
- Discussions on the employer sign-up process, including information collection, ease of use, and maintaining a trustworthy experience for job seekers.

Challenges Addressed:

- Ensuring up-to-date and legitimate job postings to build trust with job seekers.
- Managing system functionality for larger employers with multiple sites and users.

Ongoing Issues:

- Secure Access Washington (SAW) remains a requirement for job seekers.
  - Challenges include password/username recovery and two-factor authentication.
  - Efforts to make the system as user-friendly as possible despite these challenges.

Positive Outlook:

- Continued focus on user feedback to improve the system.
- Encouragement from customer feedback and incorporating their suggestions into meetings.

Conclusion:

- The new WorkSource WA aims to be more user-friendly and responsive to customer needs.
- Open to questions and further discussions.

DM Advisory Team Report Out | Tim Robison

These were the two main subjects discussed during the meeting.

- Self-Registration: Revised logic for preferred language decision
- Enrollment: WIOA Adult program enrollment type decision: Decision made on February 12th regarding enrollment based on type. Discussion on local practices and information transfer in the WEO eligibility application.

Discussion on Enrollment Type Determination in the New System:

Sri Sivasankaran requested Committee members provide feedback on their local area practices.

  - Specify whether services rendered are for full enrollment or both basic and full.
  - Provide this information in the chat.

Responses:

- Several members provided feedback on local practices:
  - WDA1- full
  - WDA2- full
  - WDA3- full
  - WDA4- full
  - WDA6- full
  - WDA7- basic and full
  - WDA8- full
  - WDA9- full
  - WDA10- full
  - WDA11- full

Next Steps:

- Sri will document the feedback and reach out to any areas not present.
- The migration team will use this information to determine enrollment types based on local services.

WIT Replacement Project Update | Linda Kleingartner

Risk Report:

- Only one open issue, which was resolved quickly.
    - Data migration team's security issue was resolved in less than an hour.
    - ESD security team ensured proper encryption for necessary fields.
- Transparency in logging and resolving issues promptly.
- Continued open risk remains a challenge.
- Visibility on issues and risks improving.

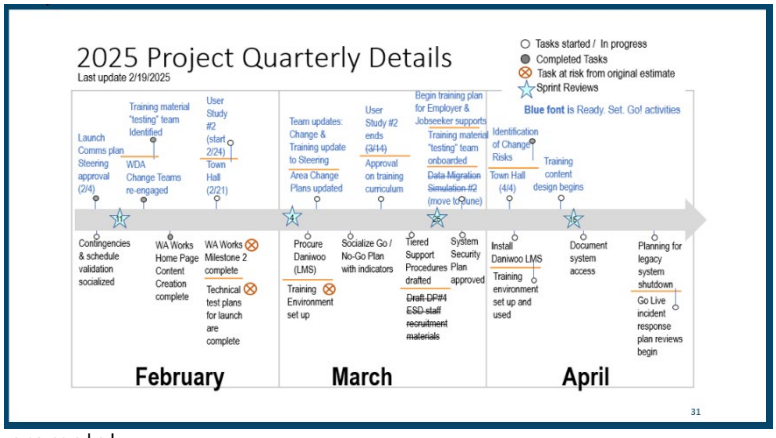
Core Product Team:
Various groups funneling requirements for the work wall works system. These groups include original 5 LDPs, RESEA, grants, finance, monitoring, and data integrity teams.
The BA team working to keep the backlog full. Developers moving quickly through requirements, leading to occasional task shifts.
Efforts continue to maintain a continuous flow of resources, requirements, consumption, and testing.

Timeline:
Revised 2025 Arrow plan presented, user-friendly version.

- Tasks related to operational readiness in blue, technical items in black.
- Tasks at risk or deviating from estimates demarcated.

Some technical pieces slipping, but manageable.

- Training environment setup delayed due to Salesforce defect.
- Pre-production environment needed for LDP access.



Upcoming Event:
Town hall scheduled for Friday. Communication packet sent out, aiming for higher engagement. Please promote!