WORKSOURCE INTEGRATED TECHNOLOGY (WIT) INFORMATION & TECHNOLOGY ADVISORY COMMITTEE

February 19, 2025

WorkSource

A proud partner of the AmericanJobCenter network

WorkSource is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Washington Relay Service: 711

Agenda:

- Welcome / Agenda review
- Data Migration Advisory Group Recommendations
- System Training Approach Conversation
- ETO Access Requestor Updates
- Core LDP Report Out*
- New WSWA LDP Report*
- Data Migration Advisory Team Report*
- Recent Steering Committee decisions*
- WIT Replacement Project update*

*Standing Item

Meeting objectives:

- Shared understanding on the WIT Replacement Project deliverables
- Full engagement from participants on decisions and advice requested

Data Migration Advisory Group Recommendations

Sam Havens & Aaron Parrott

WorkSource
A proud partner of the AmericanJobCenter network

Data Migration Advisory Sub-Group Purpose

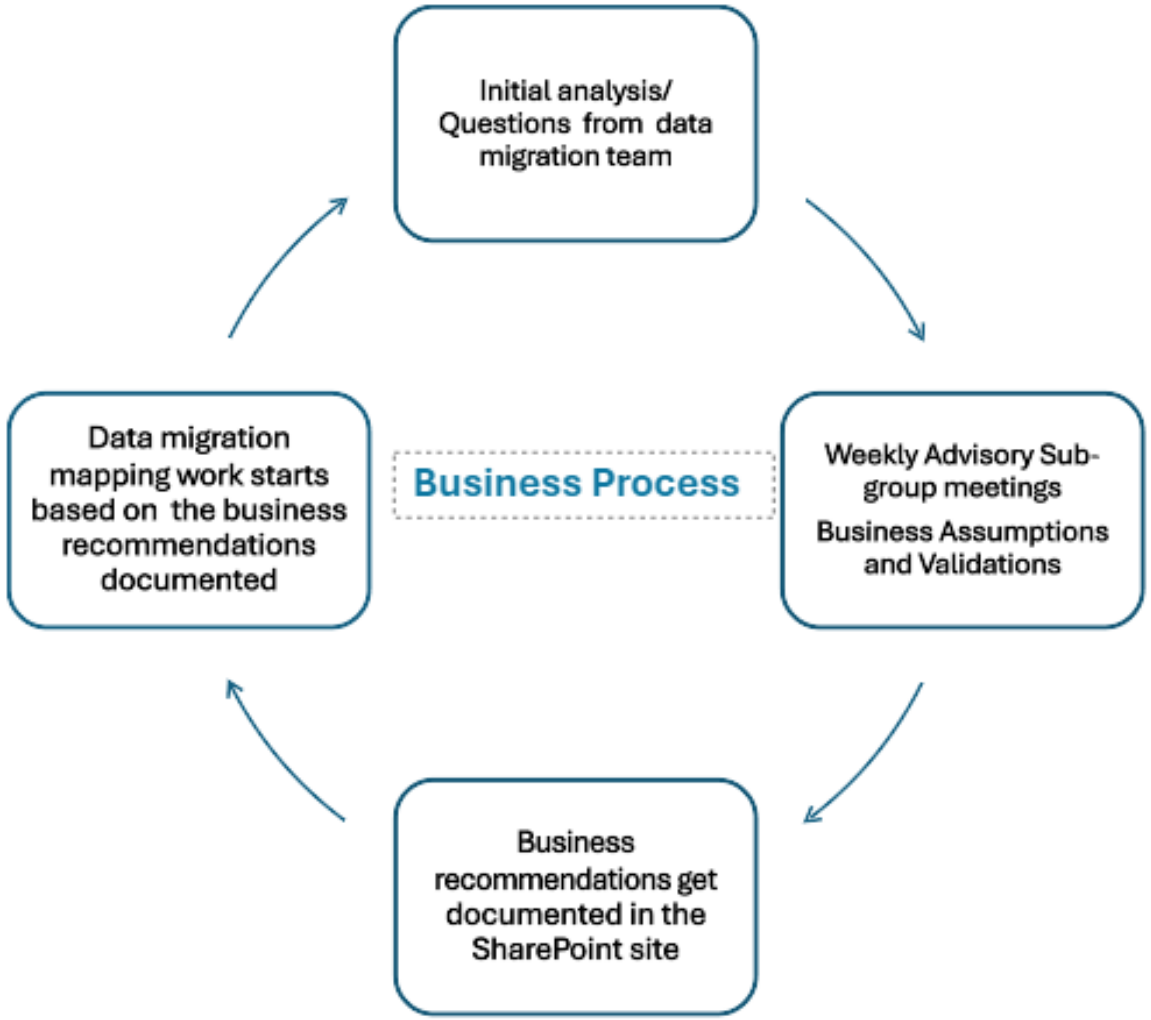
- Review business assumptions and validations of code ready data fields
- Ensure alignment with business process and data integrity requirements
- Agree on business recommendations before the data migration team constructs migration logic and conducts simulations
- Address any questions from the Data Migration Team that are cycled back through the business process

WorkSource
A proud partner of the AmericanJobCenter network

Data Migration Team Composition

WIT Project Manager	Linda Kleingartner
Data Migration Project Manager	Venkatappaiah Ammisetty
Scrum Lead	Rebecca McGinnis
Senior Data Manager	Douglas McCabe
Senior Data App Developer	Ashok Vallapaneni
Business Analyst	**Sri Vidhya Sivasankaran**
Business Intelligence Specialist	Kevin Persell
Data Integrity	Carri L. Callaghan, Haley Hildebrandt , Ryan Scott
Data Engineer	Chuong Huynh
Launchpad Data Engineer	James Stakelum

Data Migration Process



Governance review and decision making

WorkSource
A proud partner of the AmericanJobCenter network

23 Data Migration Advisory Group's recommendations:

1. **Job Seeker Universe** - 03/20/2023 (updated on 01/29/2024)
2. **Nullable values for Demographic data** - 08/21/2023
3. **Entities Universe** - 09/21/2023
4. **Date of Birth data mismatches** -09/28/2023 (updated on 02/28/2024)
5. **Disability data mismatches** - 11/11/2023
6. **Phone number data mismatches** - 12/21/2023
7. **Email address data mismatches** - 12/21/2023
8. **Data cleanup for Open durational services** (Work in Progress)
9. **Data cleanup for WIOA eligibility touchpoints in Draft status** (Work in Progress)
10. **Data cleanup for TAA related touchpoints in Draft status** (Work in Progress)
11. **Local Program review** started on 01/26/2024 - completed on 03/04/2024
12. **Invalid or Null SSN data in ETO** - 02/01/2024
13. **Self Reg: Logic for mapping Military connection field in WIT system** - 02/22/2024
14. **Self Reg: Residential information Mapping decisions** - 02/29/2024
15. **Self-Intake Veteran Information Mapping decisions** - 03/07/2024
16. **Self-Intake Employment Status Mapping decisions** - 03/28/2024
17. **Self-Intake: MSFW and Education Info Mapping decisions** - 04/04/2024
18. **Self-Intake: Income and Public Assistance Mapping decisions** - 04/18/2024
19. **Self-Intake: Youth Details Mapping decisions** - 05/02/2024
20. **Self-Intake: Veteran info and HVRP data** - 06/27/2024
21. **Revised participation script and Veteran's HVRP decisions** - 07/25/2024
22. **Self-Reg: Preferred language decision** - 08/29/2024; **Revised Logic** 1/08/2025
23. **Deskside Intake fields** - 10/16/2024

Data Migration Decision Recommendations

- General scope of work (large scale considerations to very specific issues)
- Why is this important to you
- A glimpse at the complexity of this work
- The full recommendations, with complete business processes, are included in the advance documentation

WorkSource
A proud partner of the AmericanJobCenter network

Universes (1-3): Defining the Data to be Migrated

Item	*Definition or process in plain language*	*Why is this important*
1. Job Seeker Universe	Identifies the job seekers whose data will be migrated from ETO to WA Works	• Defines the complete dataset of job seekers to migrate
2. Nullable Values for Demographic Data	Determines what happens when migrating job seeker demographic data that contains a NULL value	• Ensures accurate migration of job seeker demographic data limiting the NULL values to when data can't be found
3. Entities Universe	Identifies entities whose data will be migrated from ETO to WA Works	• Defines the complete dataset of entities (employers/businesses) to migrate

Data Mismatches (4-7): Reconciling Job Seeker Demographic Data

Item	*Definition or process in plain language*	*Why is this important*
4. Date of Birth (DOB) Data Mismatches	Occurs when there is a mismatch in the DOB data gathered from **View/Edit** screen and from **Demographic Details** touchpoint in ETO	• Critical for Compliance & Eligibility: Federally reportable data; used for identity verification; can impact eligibility and documentation requirements
5. Disability Data Mismatches	Occurs when disability data gathered from **Disabilities Details** and **Demographic Details** touchpoints don't match (may involve NULL data in one or both touchpoints)	• Critical for Compliance & Accessibility: Federally reportable data; can impact eligibility and documentation requirements; determines qualifications for services and accommodations for services
6. Phone Number (PH#) Data Mismatches	Occurs when PH# data gathered from **View/Edit** screen and from **Demographic Details** touchpoint don't match	• Essential for communication: Allows case managers to contact customers
7. Email Address Data Mismatches	Occurs when email address data gathered from **View/Edit** screen and from **Demographic Details** touchpoint don't match	• Essential for communication: Allows case managers to contact customers

Data cleanups (8-11): Preventing the Migration of Incomplete or Invalid Data

Item	*Definition or process in plain language*	*Why is this important*
8. Data Cleanup for WIOA Eligibility Touchpoint in Draft Status	WIOA eligibility touchpoints have been identified in the ETO system that are in DRAFT status	• Prevents incomplete or erroneous data from being migrated unnecessarily
9. Data Cleanup for Open Durational Services	Durational service touchpoints have been identified in the ETO system with no end date or if applicable, missing an ONet code	
10. Data Cleanup for TAA related touchpoints in Draft Status	TAA related touchpoints have been identified in the ETO system that are in DRAFT status	
11. Local Program Review	Identify the Local Programs in ETO that need to be migrated to the WIT replacement system	

Mapping and Edge Cases (12-15): Ensuring Clean Data Migration to WA Works

Item	*Definition or process in plain language*	*Why is this important*
12. Invalid or Null SSN Data in ETO	Occurs when job seeker record has invalid or NULL SSN	• Identifies the job seekers that have invalid or NULL SSN value that need to be alerted to review and correct their SSN
Data Mapping: Self-Registration		
13. Mapping Military Connection Field in WIT	Logic for mapping Military Connection responses in new system	• Format of information in current system does not exactly match format in new system to answer reporting requirements • Logic maps validating various touchpoints and data fields in ETO have been created to ensure a clean data migration to WA Works
14. Residential Information Mapping	Logic for mapping residential information (home and mailing address responses) to new system	
15. Preferred Language	Logic to migrate a job seeker's responses to *"Primary Language"* and *"Translation Assistance Language"* to new system question *"What is your preferred language?"*	

Mapping and Edge Cases (16-17): Ensuring Clean Data Migration to WA Works

Data Mapping: Self-Intake		
Item	***Definition or process in plain language***	***Why is this important***
16. Veteran Information Mapping	Migrate data for the Military Connection WIT questions, *"You indicated you are active military. Are you retiring within the next 24 months or are you separating from service within the next 12 months?"*, and *"Have you attended a Transition Assistance Program (TAP) Workshop within the last 3 years?"*	• Format of information in current system does not exactly match format in new system to answer reporting requirements • Logic maps validating various touchpoints and data fields in ETO have been created to ensure a clean data migration to WA Works
17. Employment Status Mapping	Map the employment status data from ETO to the new WIT System self-intake questions: • **Q1:** *What is your current employment status?* • **Q2:** *We see that you are employed, have you received a notice of termination or any other notice that your place of employment may close?*	

Mapping and Edge Cases (18-20): Ensuring Clean Data Migration to WA Works

Data Mapping: Self-Intake		
Item	***Definition or process in plain language***	***Why is this important***
18. MSFW and Education Info Mapping	Map the MSFW information and Education information to the new system from various intake questions in ETO	• Format of information in current system does not exactly match format in new system to answer reporting requirements • Logic maps validating various touchpoints and data fields in ETO have been created to ensure a clean data migration to WA Works
19. Income & Public Assistance Mapping	Map income and public assistance information to the WIT replacement system from various touchpoints in ETO	
20. Youth Details mapping	Map Youth-specific information to the new system from various touchpoints in ETO	

Mapping and Edge Cases (21-23): Ensuring Clean Data Migration to WA Works

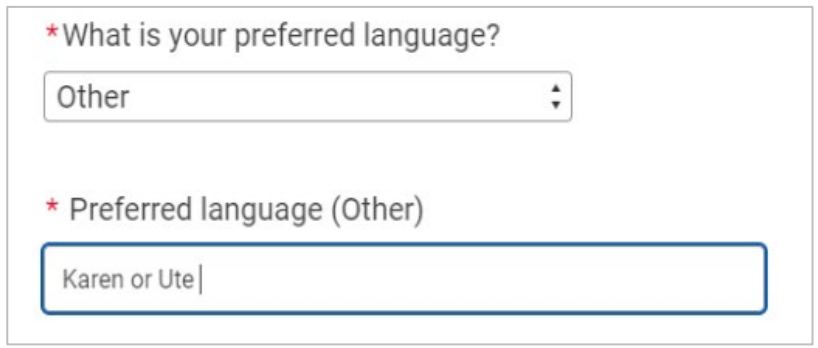
Data Mapping: Self-Intake		
Item	***Definition or process in plain language***	***Why is this important***
21. Veteran Info and HVRP Data	Map Veteran information and Homeless Veterans' Reintegration Program (HVRP) data to the new system from various touchpoints in ETO	• Ensures Veterans and HVRP data is collected from appropriate ETO touchpoints and migrated to required WA Works fields
22. Revised Participation Script and Veteran's HVRP	Determine the logic revisions that need to be made to the ETO participation script and Veteran HVRP decisions for the data migration process	• Ensures the correct Veterans and HVRP data is migrated (similar to universes)
Data Mapping: Deskside intake Field Recommendations		
23. Data Migration of BSD/IEP or 504 Participant	Determine the data migration process that needs to be used for the '*Basic Skills Deficient*' and *'IEP or 504 Participant*' field questions in the WIT replacement system	• Ensures that federally reportable information that ETO did not collect correctly in all cases is migrated to correct location in WA Works to be reportable

Data Mapping Process Example: Preferred Language

- The table shows the ETO values used for data mapping a response to WA Works question '*What is your preferred language?*'

- For SOMALI, KAREN, and UTE languages data available in ETO:
  - SOMALI will be added as a picklist value for WA Works question
  - KAREN and UTE will be populated as free text for Preferred Language (Other) field

ETO Value **Primary Language &** **Translation Assistance Language**	**WIT Replacement Value** **Preferred Language**
Both languages are same	Bring the value
One of the values is NULL	Bring the available value
One of the values is English, and the other is non-English	Bring the non-English value
Primary Language is 'Chinese' and Translation Assistance Language is either Cantonese or Mandarin	Bring the Translation Assistance Language (either Cantonese or Mandarin)
Different spelling across two fields	Fix mapping for Cambodian, Vietnam, Ukrainian (different spellings across two fields to match WA Works value)
Both are non-English without obvious mapping – two different languages	NULL



Data Migration: Progress & Acknowledgments

- Data Migration is an ongoing and evolving process, requiring continuous monitoring and refinement
- Post-migration manual reports will be utilized to validate data accuracy and address any discrepancies
- Discussion with the Data Migration Advisory Group highlight the significance of this work and its impact
- A special thank you to the Data Migration Team for their dedication and efforts in ensuring a smooth transition from ETO to WA Works

Recommendation for Approval

Does Advisory committee support this information going forward to Steering Committee for formal decision?

Please respond in the chat:

Yes, I concur

Yes, I concur but have concerns or reservations

No, I do not concur

WorkSource

A proud partner of the AmericanJobCenter network

System Training Approach Conversation

McKenzie Hogan

WorkSource
A proud partner of the AmericanJobCenter network

Targeted Approach

Traditional Approaches

- By area
- One size fits all

Alternative is a Targeted Approach

- Meet learners where they are
- Allow greater targeting of modality
- Target support where it is needed

WorkSource

A proud partner of the AmericanJobCenter network

Targeted Approach

Self-paced Learners Weeks 1 & 2	Blended Learners Weeks 2-6	Interpersonal Learners Weeks 6-9
First to train and able to help super users to support others* who train after	Next round to train and local support from super-users and early adopters*	Last group to train and local support from super-users and early adopters*
Comfortable adapting to new materials and concepts	Largest group that learn with moderate guidance	Benefit most from having a designated resource
Accelerated pace of instructor led courses	**Moderately** paced Instructor led courses	**Normal** paced instructor led training
Allows for completion of many courses on own	Mix of self-led and Interpersonal learning styles	Support from trainers and super users for both Instructor Led and online courses

*As capacity allows.

ETO Access Requestor Updates

Anne Buchan

WorkSource
A proud partner of the AmericanJobCenter network

ETO Access Requestors

Olympic/WDA1
Luci Bench- ALL offices

Pac Mountain/WDA2
Aaron Pentland-ALL offices

Northwest/WDA3
Luci Bench- ALL offices

Snohomish/WDA4
Heather Brink- All offices
Jack Dryden- All offices

SeaKing/WDA5
Bryan Pannell-ALL offices

Pierce/WDA6
Shellie Willis-ALL offices
Autumn Hughes- All offices
Cori Ann Ching- ALL offices

Southwest/WDA7
Amy Gimlin- ALL offices
Haley Hansen- Next Vancouver, Longview Goodwill, Next Cowlitz-Wahkiakum
Alyssa Simmons- WS Vancouver, WorkSource Cowlitz-Wahkiakum, Next Vancouver (back-up), Longview Goodwill (backup)

North Central/WDA8
Kristine- Ringsrud-ALL offices
Emily Anderson- All offices
Aaron Parrott- All offices

South Central/WDA9
Lisa Pietkauskis- ALL offices
Ariana Cordova- ALL offices

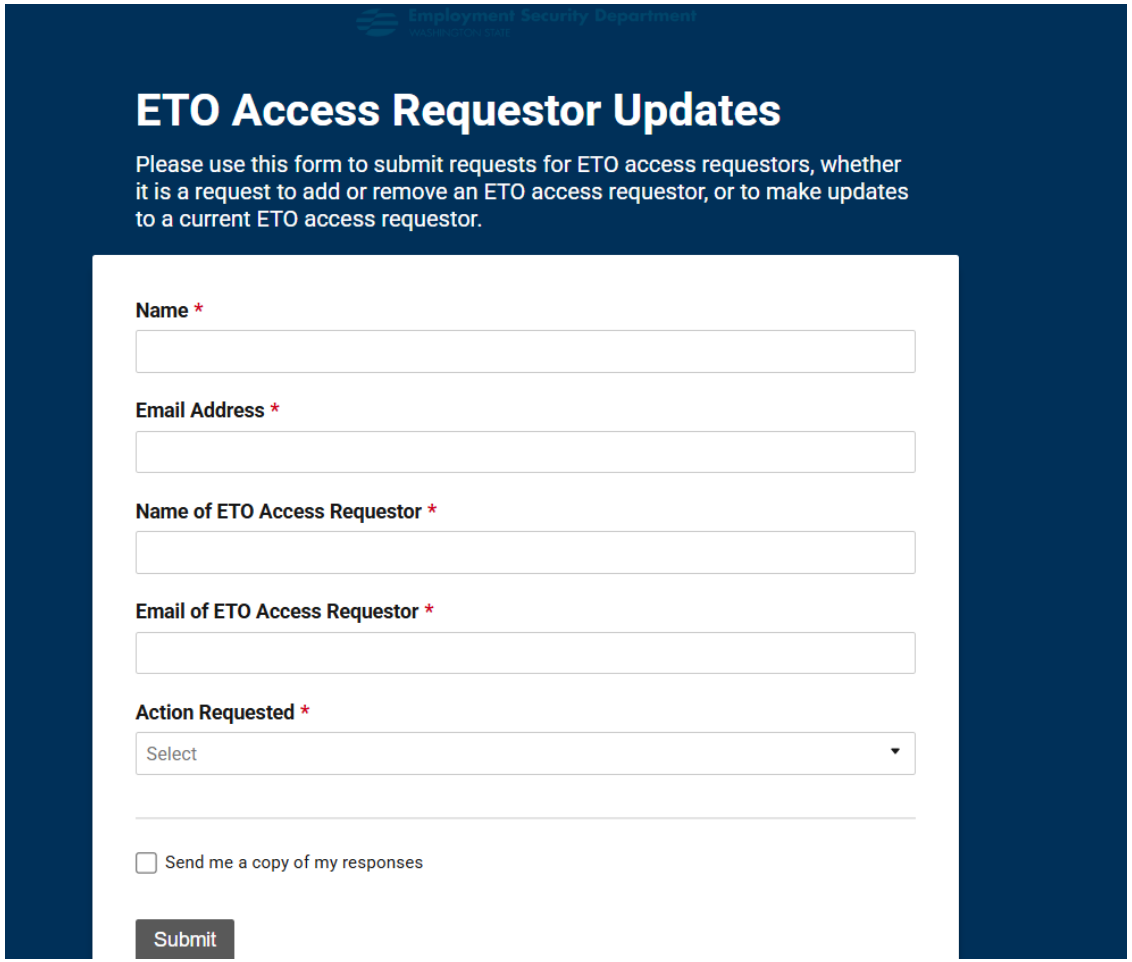
Eastern/WDA10
Barney Brockwell- ALL offices

Benton Franklin/WDA11
Gabby Torres-ALL offices
Jessie Cardwell- ALL offices

Spokane/WDA12
Tim Robison- ALL offices

WorkSource
A proud partner of the AmericanJobCenter network

ETO Access Requestor Updates



Link will be sent out via email with list of current requestors.

1) Review list

2) Make updates via form

WorkSource

A proud partner of the AmericanJobCenter network

NEW WorkSource WA Report Out

Cameron Cassidy

WorkSource
A proud partner of the AmericanJobCenter network

DM Report Out

Tim Robison

- ✓Self Registration: Revised logic for preferred language decision
- ✓Enrollment: WIOA Adult program enrollment type decision

WorkSource
A proud partner of the AmericanJobCenter network

Core LDP Report Out

Amy Gimlin

WorkSource
A proud partner of the AmericanJobCenter network

Steering Committee Updates

Anne Goranson

✓WIT Launch Communications Plan approved

WorkSource
A proud partner of the AmericanJobCenter network

WIT Replacement Project Update

Linda Kleingartner

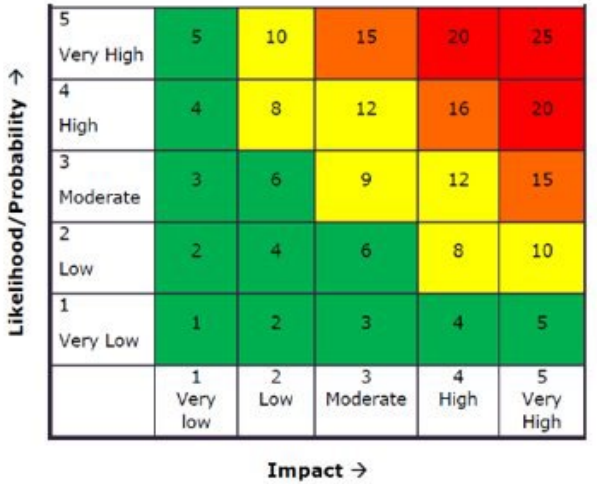
WorkSource
A proud partner of the AmericanJobCenter network

Project's Risks | Risk Report

On 2/12/25, the Monthly Risk Report (as of 2/12/25) was sent to the Advisory Committee with all logged Risks & related mitigation strategy. This report is reviewed with Advisory Committee every month.

1 Open Issue #195296 | Vendor Product team is unable to keep the Backlog "full" of development requirements. Action Plan Owner: Perla/ Launchpad

New Issue #236977- *resolved immediately!* ~~| WIT team is not consistently following established security process(es) to ensure CAT3+ data is protected~~

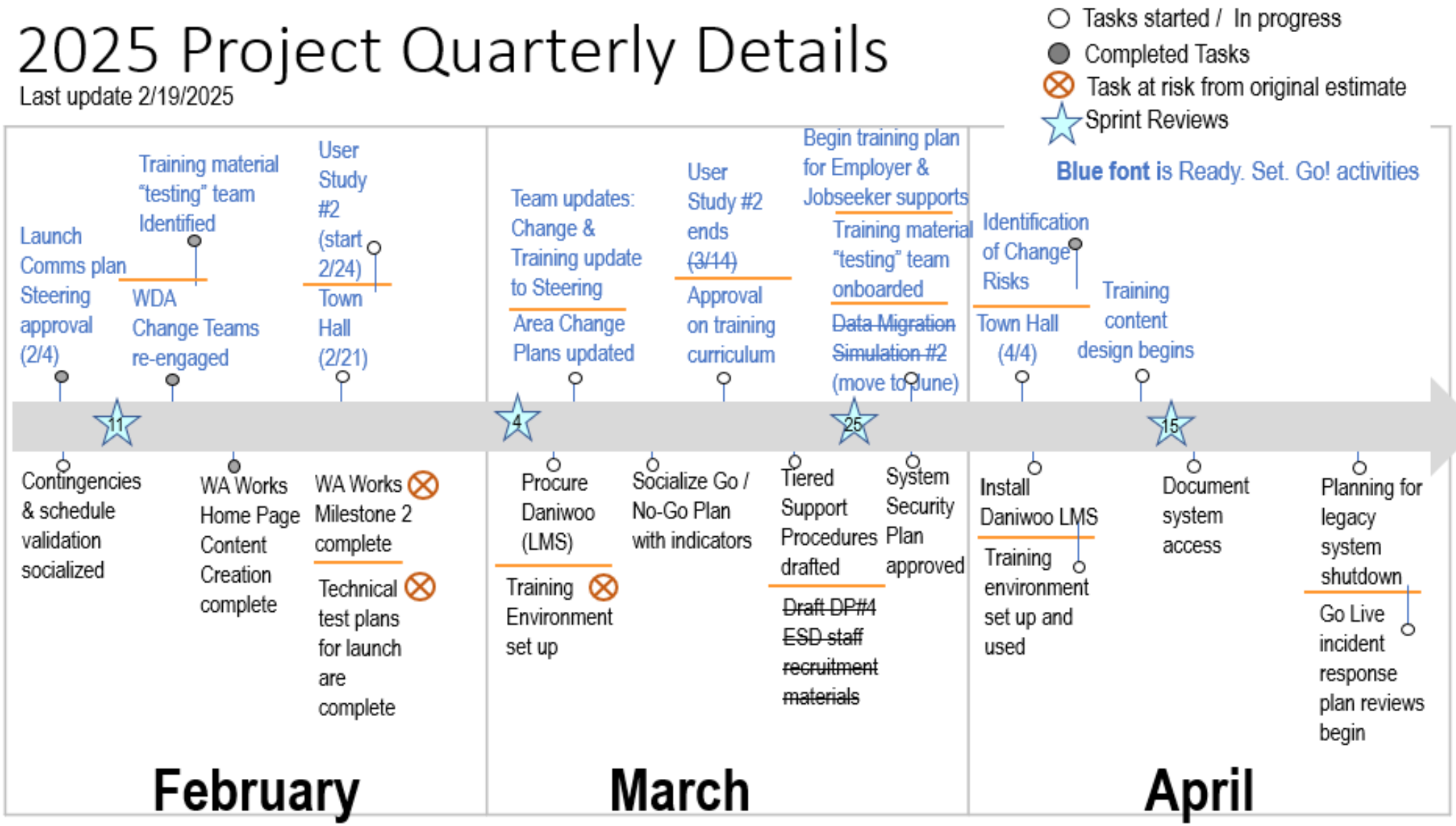


Category	Count	Notes
High Risks (20+)	0	No changes
Med-High	2	Reduced 2 risks #101179 (ESD project resources) to Low and #181766 (Federal changes) and elevated risk rating to Medium; Finalized risk review for 222071 (LP Product VP) which elevated risk rating to 15
Medium	37	Closed 2 risks #231610 (Trifecta tools) and #213084 (BA extended leave); Added 4 risks #234381 (LP BA lead), #234395 (LP Dev Team Lead), #235354 (Training dependency on Development) and #234491 (Final go live sprint)
Low	8	Closed 8 Risks #222394 (security vendor), #187663 (Monster data model), #195273 (2 scrum team transition), #230131 (federal reporting scope), risks #230755 (WA budget freeze), #195274 (QA testing estimates), #222172 (One WA impacts) and #219082 (LMS costs)

NOTE: Risks are logged if they are expected to impact one or more of the following element **around project implementation:** Schedule, Scope, Cost, Quality, or Stakeholder

2025 Project Quarterly Details

Last update 2/19/2025



THANKS!

WorkSource

A proud partner of the AmericanJobCenter network

WorkSource is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Washington Relay Service: 711