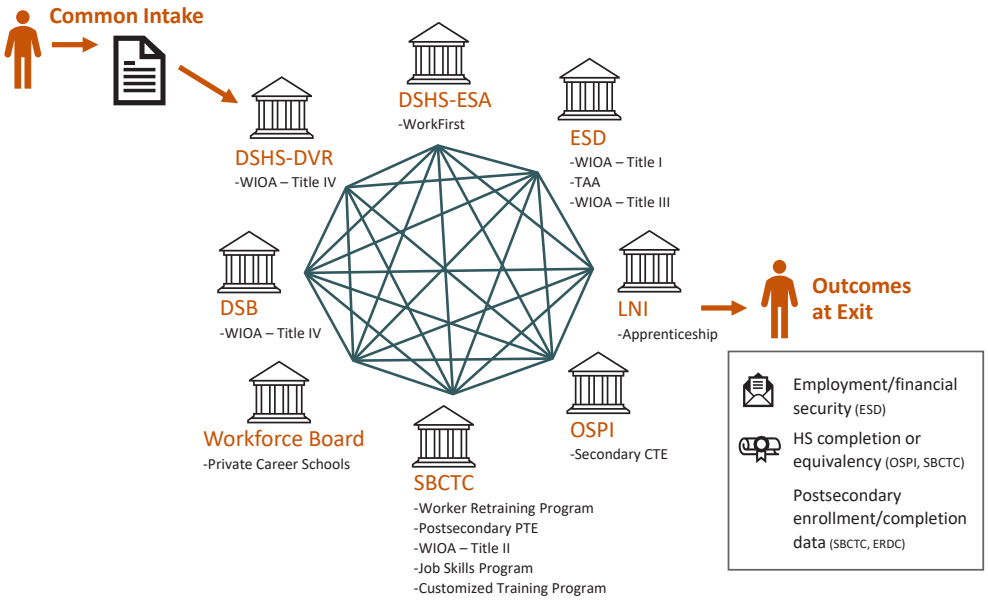
Workforce "No Wrong Door" Integrated Data Initiative



Seven coalition agencies, representing the state workforce system, request $11.3 million over four years to transform service coordination and accomplish the "no wrong door" approach—where jobseekers will be able to effectively and efficiently access all education, training, and support services no matter which agency door they walk through.

Customer Centered, Data Driven

The state workforce system is administered across seven state agencies, resulting in siloed and disconnected service delivery for job seekers. This has culminated in "intake fatigue" among job seekers, who must not only share their personal and often difficult story to multiple providers but go through redundant processes at each stage of service delivery. The Workforce Board and its partners seek to leverage modern and innovative practices to address a decades-long challenge for the workforce system through a "no wrong door" approach. This initiative has received three years of legislative funding (2023-25) and is partnering with WaTech as a pilot for the state enterprise data platform initiative towards the Enterprise IT Strategic Plan: Goal #2. The project is part of UPenn's Actionable Intelligence for Social Policy Network, a coalition of organizations working toward responsible data sharing to improve policies, programs and impacts for communities. This initiative is critical to meet federal guidelines and a top priority of the state's strategic plan for workforce development, Talent and Prosperity for All, for a fully coordinated workforce system and to improve the experience and service delivery for Washingtonians.

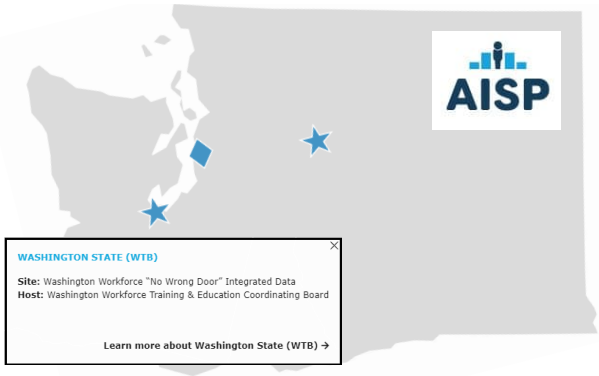


Image courtesy of Actionable Intelligence for Social Policy Network.

Impact Highlights

Job seekers

- Reduce confusion of job seekers in navigating system.
- Reduce redundancies during intake, address "intake fatigue."
- Ensure needed services are provided, promoting access particularly for individuals with significant barriers.

Frontline Staff

- Automate processes for eligibility determinations and referrals.
- Effective bundling and coordination of services.
- Save administrative time.

Program Administrators

- Address reporting challenges.
- Empower agencies with relevant information to make meaningful and continuous improvement.

Project Costs

- $2.825M/year for four years of development across seven coalition partners; $1.384M/ year ongoing for 5.8 FTE.

Washington Workforce Training & Education Coordinating Board

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