WORKSOURCE INTEGRATED TECHNOLOGY (WIT)

April 3, 2026

WorkSource

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

What is WIT?

- WIT stands for WorkSource Integrated Technology.
- The WIT project includes a full replacement of our ETO case management system and our public facing job-matching website, WorkSourceWA.com.
- Our new technology system is called WA Works and is built on a Salesforce platform. Launchpad is our vendor.
- This is a WorkSource partnership project, led by ESD with significant involvement from the Local Workforce Development Boards (LWDBs)
- More Info: The WIT Hub

	What's new	Why it matters
Job seeker assistance: intake or personal profile	Flags missed data inputs before advancing.	Prevents user error.
	Help text included on input fields.	Understand the purpose of requested information.
	Built-in guidelines that hide or show relevant questions based on provided information.	Saves time by focusing on pertinent information, while reducing irrelevant questions.
	Some information is "soft required", meaning encouraged but not required to collect.	Allows the ability to track services without going through the whole intake process.

	What's new	Why it matters
Job seeker assistance: enrollments	All qualifying information across programs is collected and validated by a case manager.	Integrated data entry identifies needs earlier to optimize customer experience and outcomes.
	Program opportunities suggested from intake data; updates when changes are made.	Supports case managers with real time data to help make enrollment determinations.
	Identifies opportunities for customers beyond specific program scope. Tracks internal and external referrals.	Centralized data streamlines co-enrollment, referrals and reduces duplicate entry.
	Services link to specific programs. Users only record service for programs they can access.	Improves accuracy and streamlines data entry.
	Services can be tracked if a customer does not provide their SSN.	Captures basic service delivery with minimal customer information.
	Upload and use documents in the workflow. Enrollment documents, case notes and service records are accessed from one place.	Faster uploads, easier referencing and improved file management.

	What's new	Why it matters
Reporting and progress tracking	WA Works keeps "snapshots" of data records across customer's service history.	WA Works enables better tracking of customer progress and outcomes.
	Ability to sort and filter to build custom reports, share and subscribe.	Provides flexibility to create and modify reports based on evolving needs and requirements.
	Confidential data is excluded from reports.	Ensures privacy without losing data insights.

	What's new	Why it matters
Communication and workflow	Staff can tag others in notes and can be searched across records. Full "chatter" features will come after go-live.	Saves record of notes between staff directly in the file with better search capabilities.
	Create and manage internal and external participant referrals by local area, site and program.	Easily refer participants to other services and programs and log external referrals. Plus, easily transfer case information between case managers.
	The new Helix system, replacing Remedy, is integrated into WA Works.	All partners and customers will be able to submit support requests through the new Helix system.

Services Catalog

Redesigned 3 catalogs
(known collectively as the Services Catalog)

Job Seeker

Business Services

State Funded Services

What has changed?

- DOL guidance informed the service breakdown
- New services mapped to PIRL elements
- Only relevant services remain
- Services created to be independent of the application
- Greater alignment of data entry to standard practices

How does this impact me?

- Services go-live in conjunction with WA Works
- Training on how and where to find list of services and their meanings
- Centralized access for all partners to training content
- Local & program specific training on when to use which services

The Numbers

- 74 services reduced from 180
- 25 out of 30 state-funded services aligned to WA Works services
- 14 definitions revised for clarity
- 10 business service names updated
- 9 services changed to connect to an individual
- 6 additional service category lists identified
- 5 new services created
- 3 catalogs redesigned into 1 source of truth

How we got here:

Focus on service names, intention, & definitions

Statewide engagement with strong LWDB participation

Formal voting process & leadership awareness

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WAWORKS

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Operational Readiness Roadmap

Tasks In Progress

Completed Tasks

Team communication and preparation | **Training** | **Ongoing support**

March – June 2026

2026

- Super Users complete training (Part 1)
- Content validated by A/B testers (Part 1)
- Convene Leader-ship Learning Liaisons (Readiness Roundtable)
- Training schedule finalized
- Local schedulers send training invites
- Learning App Admins trained on LMS
- Technical training support model published
- Final training reports to leaders
- Go-live
- Post-release "Lessons Learned"
- Benchmark survey to all users
- "What to Expect" leadership meeting **Feb 12 11:00 am**
- "What to Expect" materials for all users
- "Ready. Set. Go!" local and ESD team checklists created
- Employer campaign toolkit to local areas
- Job seeker campaign toolkit to local areas
- Begin regular feedback loop sessions with leaders/users

Monthly activities:

- Town Halls
- Comms packets
- Governance updates
- WIT Hub updates
- Pulse checks
- Go/no-go reviews

Ready. Set. Go!

Q & A

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