WORKFORCE CONNECT SESSION WITH WORKFORCE INNOVATION & OPPORTUNITY ACT (WIOA) CORE PARTNERS
Tuesday, July 18, 2017
8:30 A.M. – 4:00 P.M.
Hawaii State Capitol
415 Punchbowl Street, Conference Room 309
Honolulu, Hawaii 96813

MINUTES

Attendees:
Thomas Kusnirik, NASWA, Information Technology Support Center
Lou Ansaldi, NASWA, Information Technology Support Center
Scott Murakami, Chair, Data Management & Technology Committee
Sheryl Nojima, Vice-Chair, Data Management & Technology Committee
Elaine Young, Department of Labor & Industrial Relations, Wagner-Peyser
Carol Kanayama, Department of Labor & Industrial Relations, Wagner-Peyser
Laurie Tachino, Department of Labor & Industrial Relations, Wagner-Peyser
Lester Tanji, Department of Education, Adult Education
Susan Foard, Department of Human Services, Division of Vocational Rehabilitation
Rusnell Pascual-Kestner, Department of Human Services, Division of Vocational Rehabilitation
Artie Barba, Department of Labor & Industrial Relations, Unemployment Insurance
Greg Sue, Department of Labor & Industrial Relations, Unemployment Insurance
Jean Osumi, Hawaii Data eXchange Partnership
Todd Ikenaga, Hawaii Data eXchange Partnership
Bennett Yap, Department of Labor & Industrial Relations, EDPSO
Rolanse Crisafulli, American Job Center – Dillingham
Erick Pascua, American Job Center – Dillingham
Allicyn Tasaka, Workforce Development Council
Doreen Miyaki, Workforce Development Council
Jan Kusakabe, Workforce Development Council
Jayson Muraki, Workforce Development Council

I.   **Call To Order**…………………*Allicyn Tasaka, Executive Director & Scott Murakami Chair, Data Management & Technology Committee*

The meeting was called to order at 8:50 a.m. by Allicyn Tasaka and Scott Murakami.

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I. **Workforce Connect is a software application that helps connect WIOA partners as a "common front door" for workforce agencies' programs and systems , including Unemployment Insurance, employment services and workforce development. Assessment discussion and demonstration conducted by representatives of Workforce Connect, Thomas Kusnirik, Director of Software Services, Information Technology Support Center (ITSC) and Lou Ansaldi, ITSC Technology Director**

A. Assessment of HireNet system and Core Partners' Information Technology Systems

To better understand the overall information technology (IT) situation, Thomas and Lou wanted each partner agency to share specific technical information about their systems in place, to better assess the integration process and capability with the Workforce Connect modules.

Since no UI representatives were present at this point of the meeting, Bennett Yap briefly explained the UI database framework to Thomas and Lou. Thomas asked if the State has any technology standards in place concerning architecture, cloud-based technologies, hosting, etc.

Thomas inquired about Vocational Rehabilitation's self-service capabilities for individuals through their Aware system. Rusnell Pascua-Kestner responded that they do not have any interface for the clients to enter the system and VR staff enters all the data for their clients.

B. Overview of the National Association of State Workforce Agencies ITSC

The Information Technology Support Center (ITSC) is under the National Association of State Workforce Agencies (NASWA). ITSC provides expertise and best practices on unemployment insurance (UI) technology solutions and supports states with its UI modernization. ITSC is funded directly by the U.S. Department of Labor (USDOL).

Workforce Connect is a three-module software suite that assists states with the implementation of the Workforce Innovation and Opportunity Act (WIOA) by connecting the various partner agencies and providing a personalized seamless experience for the job seeker. Workforce Connect allows job seekers to enroll in multiple programs at once because of its flexible design and framework that can be fully-customized by the partner agencies. The Workforce Connect suite includes three modules: Single Sign-On, Integrated Registration, and a personalized profile dashboard. As a result, individuals are able to apply for UI, register for employment services and access valuable local labor market information.

C. Demonstration of Workforce Connect Application

Thomas Kusnirik demonstrated the use of the three different modules available with Workforce Connect: Single Sign-On, Integrated Registration and Workforce Profile Dashboard.

Single Sign-On:
- The single sign-on module streamlines the process for individual users by eliminating the need for multiple log-in information for different systems. Numerous inquiries from job seekers confused about the log-in process is reduced as a result from this module.

Integrated Registration:
- The integrated registration module allows for an easier experience for individuals registering. As the framework that sits atop all the partner systems', Workforce Connect is able to scan all the partner' systems for the common data elements to eliminate the need to re-enter redundant information if the individual has already applied and eliminates the issue of duplicate records. At this point, the ownership of the individual's application information lies within the general framework of all the partners' systems to share. Once the appropriate program is identified for the individual, the information is then transmitted to the appropriate partners' system for ownership. Within the integrated registration, all components including the layout, application questions, and number of application pages are all fully-customizable by the State.

Workforce Profile Dashboard;
- The Workforce Profile Dashboard is a personalized dashboard for each job seeker to view important personal information relating to UI claim information, job matches, specific labor market information, job fair and workshops and training opportunities. The personalized information on the dashboard is displayed in a user-friendly way that is easy to understand for the individual. As a result, questions relating to an individuals' weekly UI benefit amount, UI claim deadlines and job and training opportunities is greatly reduced.

II. **Workforce Connect Technology Walk-Through**

A. System Architecture

By phone and remote access, the Chief Security Architect for ITSC explained the Workforce Connect system architecture and the capabilities and skill set required to manage and maintain the system. In addition, he explained the transferability and configurability of the system and how it can be configured to our systems.

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B. Open Source Technology

Workforce Connect utilizes open source technology, which allows states to have ownership of the intellectual property at no cost and requires no software licenses. In addition at no cost, the full application source code for Workforce Connect is available to all states to customize at their discretion. ITSC also provides integration support at a cost to assist the State with the implementation of Workforce Connect with their existing systems. With this support, ITSC also provides a security architect to work with the State's team to ensure security and protection of all data during the integration process.

C. Cloud

Thomas mentioned that Workforce Connect has options available with cloud-based technologies. The decision is left to the State to determine how they want to store their information, either through physical hardware or cloud-based technologies.

III. **Unemployment Insurance Technology Walk-Through**

The topic was not addressed at the meeting.

IV. **Employment Service Technology Walk-Through**

To better understand the employment service technology provided by Geographic Solutions, Thomas asked Carol Kanayama and Jayson Muraki to provide specifics regarding the HireNet Hawaii system in place. It was noted that Title I & III and TAA programs are being run through the HireNet Hawaii system.

UI requires all claimants to register with HireNet Hawaii, in order to receive their UI benefits. All claimants must create an account in HireNet Hawaii and must apply to at three jobs a week to receive their benefits.

V. **Adjournment**

At 3:14 p.m. Scott Murakami deferred adjourning the meeting until tomorrow. The meeting will re-convene at 8:30 a.m.