

WORKFORCE CONNECT

Your link to an integrated workforce system



IMPLEMENTING WIOA JUST GOT EASIER

Workforce Connect, a three-module software suite, will help states implement WIOA by connecting partner information and providing a seamless experience for the job seeker.

The open source software suite helps states align with workforce partners across employment services (ES), unemployment insurance (UI), and other workforce entities.

Workforce Connect is the common front door needed for states to fully transform how they deliver services under WIOA.

Funded by a grant from the U.S. Department of Labor, Workforce Connect was designed by the workforce system for the workforce system.

The National Association of State Workforce Agencies (NASWA)'s Information Technology Support Center (ITSC) worked extensively with three pilot states to ensure that the software suite was flexible, scalable, and able to meet the diverse needs of states and their workforce partners.

Helping Your State Do More. . . With Less

The Workforce Connect suite includes three modules:

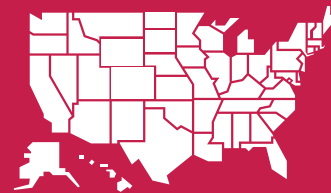
- ▶ Single Sign On
- ▶ Integrated Registration
- ▶ and a personalized Workforce Profile Dashboard.

With a user-friendly interface and flexible design, Workforce Connect allows job seekers to register for multiple programs at once, and to quickly access the real-time, personalized information they need for training opportunities, employment resources, job search and UI claims.

The personalized information reduces customer questions and phone calls to UI staff about claims. Most importantly, it helps to streamline work processes for your state, which results in creating a more efficient system.

For state workforce systems,

Workforce Connect provides the solution to connect disparate systems without undergoing an expensive and extensive technology overhaul.



For job seekers,

Workforce Connect allows users to apply for and access UI information online and register for employment services such as job postings, training programs, labor market information and much more.



What Your Tech Team Needs to Know

Workforce Connect is an open source technology solution, which requires no software licenses and allows your state to own all intellectual property. The full application source code is available for state tech teams to customize as they see fit.

However, unlike other open source systems, ITSC provides technology and integration support to assist with implementation and upgrading, so that the tech team does not have to go it alone. We also have a security architect that works with the tech team to ensure security and protection of all user data.



Key Benefits

Workforce Connect helps you implement WIOA by:

- ▶ Integrating UI, ES and workforce IT systems so they “speak” to each other.
- ▶ Allowing for easy expansion of the modules to new partners in your workforce system, such as adult basic education and vocational rehabilitation.
- ▶ Interfacing with your state’s job postings and other resources, such as labor market information, career fairs, workshops, and social media links, which results in real-time personalized information for the job seeker.

The modules can be adopted all together or individually and can be easily branded to be consistent with your state system. The configurability of Workforce Connect provides a flexible approach to common data collection among different WIOA partner agencies. This flexibility allows the Workforce Profile Dashboard to deliver personalized information to jobseekers that is relevant to their needs, for example, a veteran or youth job seeker can see information based on their demographics.

Other Benefits of Workforce Connect:

- ▶ Uses universal job coding (ONET) for job matching, while also remaining adaptable to other job matching systems.
- ▶ Provides a platform for messaging the job seeker directly in a secure environment.
- ▶ User-friendly platform is easily accessible and viewable on mobile devices.
- ▶ Includes a translator so states can present questions in multiple languages.
- ▶ Acts as a connector to existing systems, eliminating the need to implement and learn a new technology solution.
- ▶ Password recovery is automated: if a user forgets or loses his/her password, recovery can be done through an automated, self-healing process, with no human interaction required.

ABOUT ITSC

NASWA’s Information Technology Support Center (ITSC) is an innovative national collaboration of all state workforce agencies, the U.S. Department of Labor and private sector partners. ITSC provides subject matter expertise on unemployment insurance technology solutions and best practices to state agencies.

To learn more visit www.itsc.org