

CWSN Insider

Vol I Issue 2

July 27, 2011

Message From Art O'Neal, CWSN Business Manager



If It Is A COTS, Why Is CWSN Going Live In 2012?

A **COTS** is a Commercial Off-the-Shelf system – most of the software on our pc's could be described as **COTS**. So if California Workforce Services Network (CWSN) is a **COTS**, why is it taking so long?

The vendor for CWSN, Geographic Solutions Inc. (GEOSol), currently supports Virtual One Stop (VOS) Version 11. Version 12, currently in development, includes many enhancements and new features, which are mandatory for the way California provides our workforce services. Therefore, we have to wait until Version 12 is completed.

In the meantime, California has specific configuration requirements that must be added into our Version 12 – such as, field office numbers, activities, employer accounts, funding streams, etc. Then, to add even more complexity, the State requires new or expanded modules built to work with Version 12 – such as the Worker Adjustment and Retraining Notification (WARN), California's Eligible Training Provider list, and the Cash Drawer features.

In a nutshell, California is getting the newest and most up-to-date version of VOS and a lot of added functionality. We believe that by waiting for Version 12, adding extra modules and customizing our configuration, the people of California will receive the very best automated integrated workforce system! The best not only for those of us who will use the new system in our daily business, but most importantly, California jobseekers and employers.

Inside this issue:

Message from Art O'Neal	1
Project Timeline	1
Policy Committee	2
eLearning	2
Insider Spotlight	3
OCM Corner	3

Get More CWSN

Subscribe to the Insider [HERE!](#)

Send inquiries and comments to:

cwsn@edd.ca.gov

[Workforce 411 Newsletter](#)

[Cal-Liope](#)



Page 1

CWSN Project Status Timeline (Listed are project start dates)



CWSN Project Policy Committee

By Art O'Neal

The California Workforce Services Network (CWSN) project has entered the execution phase with an implementation date scheduled for July 2, 2012. This new automation system will introduce an integrated delivery system; unlike anything California has had before – improving services to job seekers and employers.

Every effort has been made to identify all workforce services business requirements in the original Request For Quote (RFQ) and in subsequent development sessions with the vendor, Geographic Solutions. However, it is foreseeable that there will be requirements and related policy issues that will require clarification as the project goes forward. To prevent a delay in decisions and potentially slow down the implementation process, the CWSN Project Policy Committee has been created.

This Committee will represent both the experience and interests of the Employment Development Department (EDD), the California Workforce Investment Board (CWIB), and the local partners.

Members include:

- ◇ **Richard Verches**, Executive Director, LA County Workforce Investment Board (WIB)
- ◇ **Adam Peck**, Executive Director, Tulare County WIB
- ◇ **Robin Purdy**, Deputy Director, Sacramento Employment and Training Agency (SETA)
- ◇ **Michael Evashenk**, Chief, Workforce Services Division, Workforce Services Branch (WSB)
- ◇ **Diane Ferrari**, Chief, Northern Division, WSB
- ◇ **Doug Sale**, Chief of Operations, CWIB
- ◇ **Art O'Neal**, Business Project Manager, CWSN, WSB

Members will be contributing to the successful implementation and system-wide adoption of CWSN, which will bring about fundamental changes in our administration of California's workforce development programs. CWSN will offer common client management tools, improved data collection, improved ability to use timely program data in our decision making, and allow us to tell our full story to the Department of Labor and the State of California.

eLearning at Your Fingertips

The Capacity Building Unit (CBU) provides eLearning modules for EDD's policy programs; such as the Trade Adjustment Act (TAA), Wagner-Peyser Act (WP), and Workforce Investment Act (WIA), which will be molded into the new CWSN. The modules are self-directed and are only 30 minutes each. Get a head start by familiarizing yourself with these programs. The modules are available on the CBU site and linked below:



http://www.edd.ca.gov/Jobs_and_Training/How_To_Do_WebCBU_eLearning.htm.

Want your own
copy of the
Insider?

Steps:

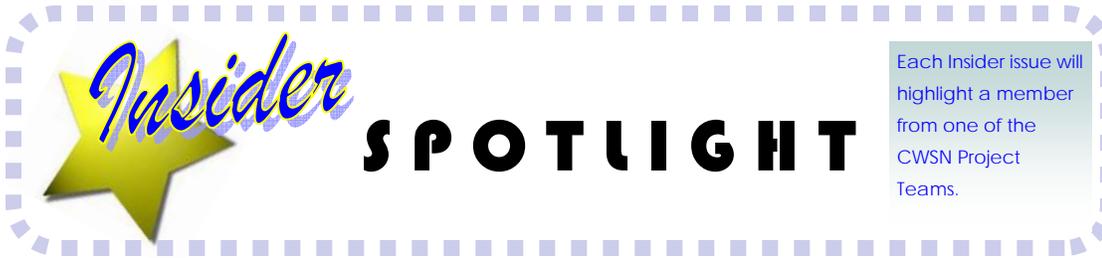
1. Go to <http://www.edd.ca.gov>
2. Select "Jobs and Training" tab
3. Click on "Workforce Partners"
4. Select "California Workforce Services Network (CWSN) Insider" link
5. Click "Subscribe"
6. Type in your e-mail address and click "submit"
7. Confirm or reply to the automated e-mail
8. Voilà, you've subscribed and will now receive bi-weekly CWSN updates from the Insider!



Did you know...

The new system, once it goes live, will be used by more workforce professionals, WIA, and Wagner-Peyser clients than any other system in the country.

Page 2



Each Insider issue will highlight a member from one of the CWSN Project Teams.



“Semper Gumby,” is a U.S. military services motto (a Latin phrase) which means “always flexible.” This motto best describes Annette Wolfgang, a Workforce Services “veteran.” During her 17-year tenure connected with the Workforce Services Branch (WSB), Annette has weathered the reauthorization of Job Training Partnership Act, implementation and closeout of Welfare to Work, and the advent of the Workforce Services Act. Annette has been a Veteran representative, a trainer in the Capacity Building Unit, an accountant in the Fiscal Management Unit, a research analyst in the Data Analysis Unit, and an IT specialist for the Job Training Automation (JTA) unit. Currently, Annette is the manager of the IT Services group – supporting both the JTA system and the CallJOBS systems.

Through all her experiences, Annette understands the importance of transitioning to a new system, providing clear communication, and the impact it has on management and staff. For these reasons, Annette now leads the Organizational Change Management Team (OCM). The OCM Team members are diligently developing organizational change strategies, managing communication efforts, and coordinating training. “Annette is always enthusiastic about the next project and encourages each one of us to think outside of the box,” says a team member. Annette’s indispensable work experience with WSB will give the Branch the added confidence to successfully transition to a new system, while embracing the journey each step of the way.

OCM Corner

CWSN Development and Training

By **Jacqueline Harris**, Organizational Change Management (OCM) Team Member

There are three stages of staff development and training to be considered during a system implementation project:

Stage 1: Development by Implementation Team: Coordination for the CWSN between Geographic Solutions (GEOsol) and EDD’s Implementation Team. Involves the training of GEOsol on EDD’s business needs and allows both teams to prepare the system before the training of end-users.

Stage 2: General project promotion and awareness raising: Preparation of the organization for change – changes in business process and culture along with raising awareness of the project activities, accomplished through formal and informal training, such as management and staff briefings, video presentations, system demonstrations, and open seminars.

Stage 3: Training for “All” users: Developing and providing detailed training to ensure a working understanding of the most important features and functionality of the replacement system; ensuring all users can operate the system effectively and efficiently after going live.

Two types of all-user training:

1. **“Trainers” training** – for internal support staff (implementation team, help desk staff, and “super” trainers).
2. **“How to” training** – for all users that will use either one or multiple aspects of the system on a daily basis for job accomplishment.

CWSN Training Timeline:

Stage 1: March 21, 2011 – March 26, 2012

Stage 2: On going

Stage 3: March 26, 2012 – July 2, 2012



State of California

Labor and Workforce Development Agency

Employment Development Department

Produced by The OCM Team Workforce Services

Division MIC 50

P.O. Box 826880 Sacramento, CA 94280-0001

Dennis Petrie Deputy Director

Nancy Cha Editor

EDD is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Requests for services, aids, and/or alternate formats need to be made by calling: 916-654-6937 (voice). TTY users, please call the California Relay Service at 711.