

## Message From Michael Evashenk, Workforce Services Division Chief



The California Workforce Services Network (CWSN) is less than a year away from implementation, and I am very excited for what the future holds for the Workforce Services Division (WSD), field offices, employers, local partners, and jobseekers. At WSD Central Office, we have made it a priority to make this transition a success by staffing the Implementation Team and Organizational Change Management Team (OCM). These two teams were created from staff within WSD and are crucial to the success of this transition.

Our Implementation Team is hard at work with Geographic Solutions Inc. (GEOSol) to ensure the Virtual One-Stop System (VOS) is designed to work for California. They have spent numerous hours in meetings and are currently working to finalize the system's design and configuration. When this stage is finalized, the team will move into system development.

The OCM team launched the *CWSN Insider* to publicize information to WSD, field offices, and local partners. Their next step is to develop statewide training strategies and timelines. We have approximately 6,000 users to train which will not be an easy task or accomplished overnight.

With both teams hard at work implementing the CWSN, I'm happy with the progress. Moving toward a 21st century system is an exciting venture. I believe this system will allow us to work more efficiently and more effectively in all aspects of our jobs, but most importantly, will improve upon our customer service.

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## CWSN Project Status Timeline





EDD field staff and local partners submitted the following questions to the project team. E-mail your questions to [cwsn@edd.ca.gov](mailto:cwsn@edd.ca.gov).

- 1. Q:** In reading the latest CWSN Newsletter, the timeline indicates that the ‘**Design and Configuration**’ was completed on 07/1/11. Can we, as a county, request a copy of the details, or will the design and configuration details be posted on the EDD Web site?

**A:** The newsletter timeline showed that design and configuration started (not completed) on 6/29/11. We do not plan to post detailed design documents to the EDD Web site for the following reasons: documents contain proprietary information, security concerns about releasing these documents, and the information is subject to change.
- 2. Q:** What and when will information be available to help us assess potential changes to our operations, business processes, internal policies, etc.?

**A:** Change in business processes and policy would stem from the work of the policy team—things such as common records, documentation, duplication of social security numbers, and loading of information to the system. Once the policy team determines a policy, they will issue an information notice or directive to explain it.
- 3. Q:** When we will be able to receive a demo or preview of the system functionality?

**A:** The new system will be customized for California and must go through the vendor’s Quality Assurance Testing prior to beginning User Acceptance Testing (UAT). UAT is scheduled for February-March 2012. A group of local staff members will be selected to participate in UAT and they will be the first to “preview” the new system. When additional information becomes available, it will be shared in future newsletters.
- 4. Q:** I appreciate receiving the newsletter and am looking forward to implementation. I was wondering who, or how you were going to staff the stage 3 “Training for all users” phase?

**A:** The OCM Team is working with an advisory group to develop the training and recruitment plan. As details are developed, they will be shared with management and staff as well as in future newsletters.
- 5. Q:** Riverside LWIA has the VOS system. We were wondering which of the functions and modules the state expects to be part of CWSN; for instance, advanced funding module; document imaging, Workkeys, etc. There are multiple modules from which to choose and many will be very welcome. Can you share this information with the local areas?

**A:** The RFQ and the contract with the vendor for CWSN include the standard modules with implementation planned for July 2, 2012. We are actively considering the other features, including the modules and features you identify; however, a decision has not been made. We will keep all stakeholders advised. Any expansion of the project beyond that already contracted for will involve a formal process.

## 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!





# Insider SPOTLIGHT

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



Kathleen Twomey is the Information Technology (IT) Project Manager for the CWSN Project. Kathleen has worked for the EDD's IT Branch since June 2006. Previously, she spent three years in the Project Management Office at CalPERS where she obtained her Project Management Professional (PMP) certification through Project Management Institute (PMI).

As the IT Project Manager, Kathleen ensures that best practices are followed and that the project is delivered on time, within scope, and on budget. "This project is a great opportunity for the EDD to form a long-term partnership with Geographic Solutions, one of the leaders in the field of workforce services. Our existing systems are outdated and no

longer support our needs; the CWSN Project will deliver a state-of-the-art system to carry us forward into the future," says Kathleen.

When not working on the project, Kathleen enjoys traveling, reading, and spending time with her family. Her biggest adventures this year were taking a camping trip at the Russian River, kayaking, and she even attempted karaoke for the first time. Unfortunately, Kathleen will NOT be trying out for "American Idol" any time soon!

## OCM Corner

### How to Cope With Change

As some of us are counting down the days until July 2, 2012, others are not looking forward to the change. Whatever thoughts, emotions, and anxiety you may have concerning the new system, the Employment Development Department University (EDDU) can assist EDD staff during these transitional phases.

Courses such as Basic Supervision Training, Managing Organizational Transitions, and Personal Transition in Organizations are designed to help staff/management prepare and embrace changes that are forthcoming. These courses are classroom directed and training varies from 1-3 days. Course descriptions, schedules, and enrollment information are available on the EDDU site linked below:

<http://eddi.edd.ca.gov/sites/ABi/AdminBranchIntranet/hrsd/eddu/courses.html#tb>



#### State of California

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Employment Development Department

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