

Workforce IT Insights

State Technology Profiles

The Workforce Information Technology Support Center (Workforce ITSC) State Technology Profiles tool provides its members with a detailed and unique understanding of the workforce development technology landscape. Real-time analysis of the technology modernization and replacement practices within state workforce agencies is available as the profiles are updated weekly as information is provided. Analysis of the data has illustrated a complex ecosystem that is largely unique to each state, with few patterns emerging between variables such as IT infrastructure, the number of agencies involved, system age, and connectivity.

Key Insight: Improvement Possible in Program Connectivity

Program connectivity has been identified as an area with the most potential for progress, due to 35% of state profiles reporting no connectivity or integration between programs. One contributing factor to the lack of connectivity may be that there are currently 147 agencies responsible for 256 unique IT systems. While this provides evidence of a complex environment, it also highlights the need for enhanced integration. It is important to note that there are 36 additional planned connections or integrations, and 37 systems scheduled to be replaced or modernized in the next year.

Count of Connections and Integrations by Program Pairing

	Title II – Adult Education	Title III – Wagner-Peyser	Title IV – Vocational Rehabilitation (VR)	Temporary Assistance for Needy Families (TANF)	Supplemental Nutrition Assistance Program (SNAP)	Unemployment Insurance (UI)
Title I – Adult, Dislocated Worker, and Youth Programs	6	11	4	7	7	23
Title II – Adult Education		7	1	3	3	3
Title III – Wagner-Peyser			4	7	9	29
Title IV – Vocational Rehabilitation (VR)				5	4	4
Temporary Assistance for Needy Families (TANF)					4	7
Supplemental Nutrition Assistance Program (SNAP)						8

The table above shows that most connections and integrations are between programs that are commonly required to share information by policy mandate or activities and customer base, such as UI and Title III of WIOA. While these programs have high levels of connectivity, there is substantially less between TANF and SNAP despite both pairings having a high percentage of shared customers, and often being administered by a single agency. However, even though TANF and SNAP connections are low, they often utilize the same system. One possible explanation is that the activities in these programs lend themselves to differing system requirements. Another possibility is the type of systems and vendors that exist in these spaces.



The Usual Suspects

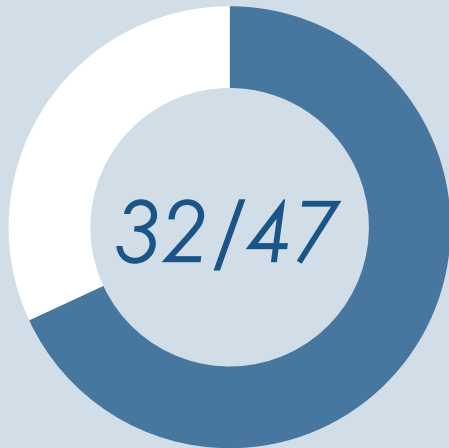
Despite there currently being 136 commercial and hybrid applications and platforms out of a total of 256 unique IT systems reported, there are currently only 42 different vendors identified. The most utilized vendors (in no order) are Alliance Enterprises; America's Job Link Alliance; Deloitte Consulting; Geographic Solutions; and LiteracyPro.

Is More Better? Looking at states with completed profiles, the number of unique IT systems ranges from 3 to 17, with an average of 6 systems in place to operationalize the WIOA programs. The most systems reported are for Title I; somewhat surprising as Title IV, for example, is often administered by multiple state agencies.



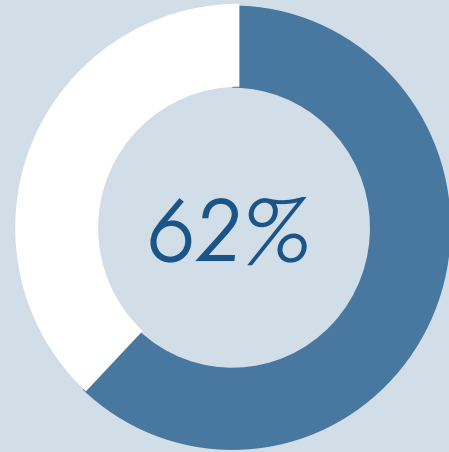
Quick Facts

Profile Completion



32 of the 47 available technology profiles have information on all WIOA Titles, SNAP, TANF and UI. Among these states with completed profiles, the majority have centralized IT structures to aid in information collection and data sharing more broadly.

System Modernization



62% of homegrown systems are greater than 10 years old. As only 1-in-4 are UI systems, evidence shows the data is not skewed by the existence of legacy UI systems. This in turn suggests that legacy modernization may be of interest to all programs.

Stakeholders

On average, there are four agencies in each state that are responsible for administering WIOA. The range varies from one to a high of six, suggesting that modernization strategies require buy-in across agencies.

Customization

Just over half of the reported IT systems are homegrown (GOTS) or hybrid systems, suggesting an IT infrastructure in many states that is key for future innovation.

Expect the Unexpected

Despite what many would assume to find, Workforce ITSC research shows that no significant correlation exists between the number of agencies and the prevalence of system connectivity or age. Similarly, having a centralized IT structure has a weak relationship with these variables. These findings add complication to understanding state workforce agency IT landscapes.

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