STATE LEADERS SPOTLIGHT: Virginia

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Key Takeaways for States

- ✓ **Understand each agency's needs.** Successful data sharing starts with understanding agency priorities and identifying where they align.
- ✓ **Establish clear data governance.** A governance council and shared service model support consistent data management and help agencies bring datasets and use cases onto a shared platform.
- ✓ **Break down data silos.** Moving beyond one-to-one data matches is important to Virginia's goal of achieving a "no wrong door" approach that allows residents to receive services seamlessly across agencies.
- ✓ **Keep security and trust at the center.** Both are fundamental to data sharing and remain essential as states explore AI and advanced analytics.

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Read the full interview on the following pages.

FULL INTERVIEW

Data Governance

1. **Virginia's Workforce Data Trust (WDT) brings together data from 12 Commonwealth agencies. What have been the most important governance, policy, or organizational lessons you've learned in building trust and collaboration across so many partners?**

   Every day across the Commonwealth of Virginia, we rely on data. The Workforce Data Trust seeks to provide enhanced workforce insights to ultimately deliver the best combination of services to each unique individual.

   The most important lesson from data sharing between multiple agencies is understanding each agency's operational priorities, and how best the Workforce Data Trust meets their needs. We continue to work with agencies to ensure everyone understands the security of their data and moving forward where it makes the most sense where there is alignment.

2. **As data flows across agencies and systems, how do you balance the need for accessibility and usability with strong data governance, privacy, and security requirements?**

   In terms of addressing specific agency data needs – the WDT has an established governance council to support consistent and effective management of data throughout the Commonwealth. In addition, we have developed a shared service model to support agency dataset and use case onboarding to the WDT platform.

Interoperability & Service Delivery

3. **Many states are working toward greater interoperability but struggle to move beyond data sharing agreements into meaningful operational integration. How is Virginia approaching the transition from data exchange to a truly connected workforce ecosystem?**

   Virginia along with many other states is working towards a no wrong door policy, which allows residents to receive services seamlessly between multiple agencies. To reach that full potential, we can no longer operate in data silos and conduct one-to-one matches. The data needs to move quickly and securely to meet the needs of the individual, so that we can continue to support clients as they continue up the social economic ladder.

AI, Analytics & the Future of Interoperability

4. **Looking ahead, what interoperability challenges or opportunities do you believe workforce agencies should be preparing for now, particularly as AI and advanced analytics become more dependent on high-quality, connected data?**

   Artificial Intelligence seems to be integrating into every aspect of technology. The challenge will be to judiciously apply it when absolutely necessary and critical. The most important aspect of data sharing is security and trust, without these fundamentals, there is no level of automation and advanced analytics that will move us forward.

FOR MORE INFORMATION

The Workforce Information Technology Support Center (WITSC) supports state workforce agencies and government partners in modernizing technology, improving data sharing, and strengthening service delivery.

WITSC provides education and training, online tools, advisory services, and opportunities for states to share experiences and learn from one another.

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