Employment Security Department
WASHINGTON STATE

WorkSource Information Notice (WIN)

Employment System Administration and Policy

☒ Policy-related | ☐ Fiscal | ☒ Performance | ☐ Q&A | ☐ Other

Number: WIN 0081, Change 3
Date: June 9, 2020
Expiration Date: N/A

TO: Workforce Development System Partners

FROM: Gary Kamimura, Policy Manager

SUBJECT: WIOA Title I and III procedures for creating accounts in Efforts to Outcomes (ETO) when individuals do not provide Social Security Numbers.

Purpose:

To communicate state policy on the collection of Social Security Numbers (SSN) from individuals seeking services through programs funded by the U.S. Department of Labor under the Workforce Innovation and Opportunity Act of 2014, including procedures for creating accounts in ETO when individuals refuse or are unable to provide SSN as well as to communicate a standard process to create seeker records and record services for eligible individuals who are unable or refuse to provide SSN.

This third revision adds the requirement for local Department Heads to complete four Details TouchPoints (Demographic, Migrant Seasonal Farmworker, Disability, Veteran).

Action Required:

Local Workforce Development Boards and their contractors, as well as Employment Security Regional Directors, must distribute this guidance broadly throughout the system to ensure that WorkSource System staff are familiar with its content and requirements.

Content:

Organizations that provide services to individuals under Titles I and III of the Workforce Innovation and Opportunity Act (WIOA) of 2014 must request Social Security Numbers from those individuals because matching SSNs against quarterly UI wage records remains the most timely, effective, and accurate way to ensure that performance data is available to the one-stop system, and WIOA statutes direct states to use UI wage records for this purpose.

Those same organizations, however, cannot require individuals to provide SSNs as a condition of program participation or receipt of services. Eligible individuals who do not provide SSNs must be provided all categories and types of services for which they qualify, subject to priority of service and resource availability considerations that otherwise apply to all eligible individuals.

There is one exception. The U.S. Department of Labor (DOL) has stated that U.S.Internal Revenue Service (IRS) rules take precedence over WIOA rules. Therefore, individuals who do not want to provide a SSN must decide whether or not to continue to withhold that information when the service would require reporting to the U.S. Internal Revenue Service (i.e., reportable income and wages). If those individuals choose to continue withholding their SSN, Local Workforce Development Boards (LWDBs) and their service providers may subsequently withhold those specific services.

Services and case notes connected to individuals who do not provide SSNs must be recorded and tracked in ETO. That is done by staff with Department Head permissions in ETO using procedures outlined in the Efforts to Outcomes (ETO) Social Security Number Procedure guide (Attachment A).

TEGL 10-16, Change 1, states that the two employment outcome measures (second and fourth quarters after exit) must be captured through supplemental information for individuals who do not provide SSN (or are self-employed) since matches cannot be done against Unemployment Insurance, Wage Record Interchange System (WRIS), and federal government and military employment data.

TEGL 10-16, Change 1, also states that supplemental wage information needs to be captured for the median earnings outcome measure (second quarter after exit) for those who do not provide SSN (or are self-employed).

TEGL 26-16 provides guidance on (1) acceptable supplemental wage information and (2) how it should be obtained.

Acceptable forms of supplemental wage information include, but are not limited to, the following:

Tax documents, payroll records, and employer records such as:

- Copies of quarterly tax payment forms to the Internal Revenue Service (e.g., IRS Form 941 (Employer's Quarterly Tax Return)) from the reference quarters
- Copies of pay stubs (minimum of two) from the reference quarters
- Signed letter or other information from employer on official letterhead attesting to an individual's employment status and earnings during the reference quarters

Other supplemental wage records:

- Follow-up survey (self-reported) of participants during the reference quarters
- Income earned from sales commissions or similar positions during the reference quarters
- Detailed case notes verified by employers and entered by case managers during the reference quarters
- Administrative records from other partners' automated database systems for which data sharing agreements exist, including current records of eligibility for programs with income-based eligibility (e.g., Temporary Assistance for Needy Families(TANF) or Supplemental Nutrition Assistance Program SNAP) from the reference quarters
- Self-employment worksheets (that reflect income after expenses during the reference quarters) signed and attested to by participants

Where wage matches are not possible and local areas choose not to pursue supplemental wage information, participants are still included in the denominator for performance, which means they count as negatives (0 in the numerator) for the second and fourth quarter employment indicators and are excluded from median earnings calculations.

Service delivery staff must explain to participants who receive services without providing SSN that they and possibly their future employers will be contacted in the future and asked about their employment and earnings outcomes. To that end, staff must ensure that full and extensive contact information is collected from such participants (primary and secondary phone numbers, e-mail addresses, mailing addresses, including the same for alternative and secondary contacts) and instruct such participants to provide updated contact information if anything changes. In following up with participants, staff should contact them as close as possible to the end of the second and fourth quarters after exit.

Upon receiving supplemental wage information, staff must take the Program Outcome TouchPoint in ETO to record the employment and wage information (use the OMB wage conversion chart provided in Attachment 3 of TEGL 10-16, Change 1, if necessary, to convert figures into quarterly wages required for federal reporting).

Definitions:

Department Head - An ETO user role with a higher level of system access than those assigned "Staff" role. They have the ability to make data corrections related to the Performance, Ingegrity, Reporting Layout (PIRL) and deleting services and program enrollments that were entered in error. This role is generally assigned to WDA MIS personnel, Supervisors and Administrators.

References:

- Public Law 113-128, Workforce Innovation and Opportunity Act (WIOA) of 2014, Section 116(i)(2)
- Federal Register, Volume 81, No. 161, August 19, 2016, Page 55838; 20 CFR 677.175(a)(2)
- Public Law 93–579, Privacy Act of 1974, Section 7(a)(1)
- Training and Employment Guidance Letter (TEGL) 10-16, Change 1
- Training and Employment Guidance Letter (TEGL) 22-15, Attachment A
- Training and Employment Guidance Letter (TEGL) 26-16
- WorkSource Services Catalog

Website:

https://wpc.wa.gov/policy/state/guidance

Direct Policy Inquiries To:

Employment System Administration and Policy
Policy, Data, Performance and Integrity Division
Employment Security Department
SystemPolicy@esd.wa.gov

Direct Technical Inquiries To:

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Attachments:

- Attachment A – *Efforts to Outcomes (ETO) No Social Security Number Procedure*

Attachment A

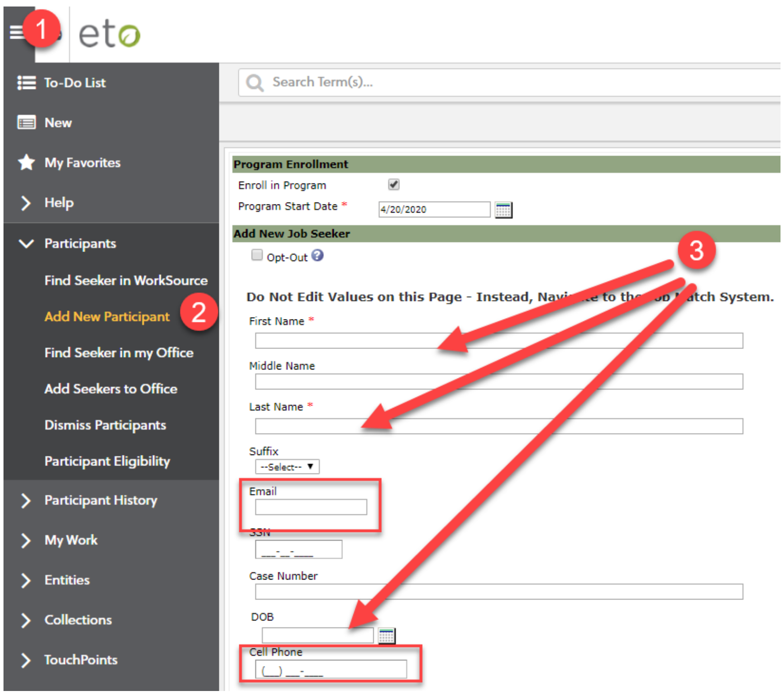
Efforts To Outcomes (ETO) No Social Security Number Procedure

The guidance for merging duplicate seeker accounts and correcting SSNs is at the end of this procedure

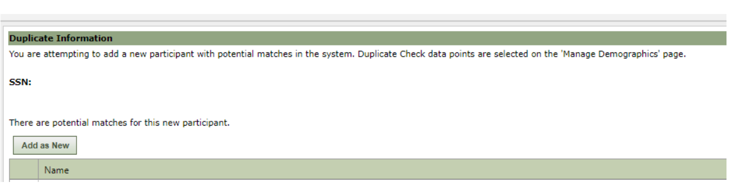
This procedure is for staff possessing the ETO Department Head role to create a record and document services provided to individuals in the case management system, Efforts To Outcomes (ETO), without entering an SSN. To add those individuals to ETO the following steps must be completed.

ADDING A NEW PARTICIPANT IN ETO

1. Log into ETO and verify that the individual does not have an existing account by changing the office assignment in the quick search bar to WorkSource and begin a seeker search by name, date of birth, address and other information the individual is willing to provide.
2. Click on the drop-down menu on the left side of your staff dashboard.
3. Open the Participant menu and click the Add New Participant option
4. Complete the required fields (noted with a red asterisk), and date of birth.
    a. Complete as many optional fields as possible with information the individual is willing to provide. Collecting the optional fields and other identifying information is helpful for locating returning participants.
5. When finished entering information scroll to the bottom of the page and click save.

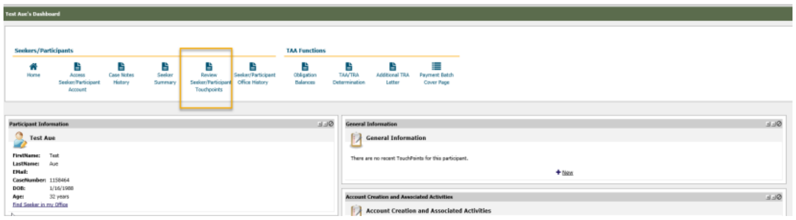


Clicking save without adding an SSN will land you on the Duplicate Information page. Review the duplicate information page for participant(s) with the same name and Date of Birth. When you are certain *this is not a duplicate account request*, click the Add as New button. The participant is now added to ETO.

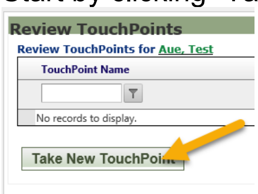


After clicking Add as New, you will land on the participant's dashboard. To complete the process, you need to add all the following "Details" Touchpoints (TP). Note, some of the TPs need only a "no" response to complete: Demographic Details Disability Details, MSFW Details and Veterans Details TP. *Participants who do not have these TPs completed will not be included in federal reporting and will require the TPs be added later.*

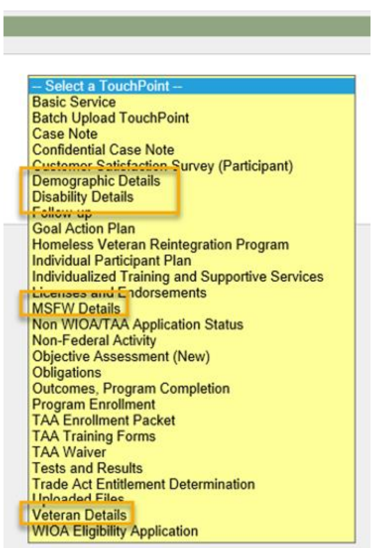
Adding the "Details" TP process starts from the participant's dashboard. Click the Review Seeker/Participants TP



Start by clicking "Take New TouchPoint to add the required "Details" TPs.



Select one of the TPs from the dropdown menu. Continue selecting and completing the TPs until you have created one of each as shown here.



The participant is now enrolled into ETO and you can begin adding programs and services to their record.

Remember to add a case note to record the action taken and why.

<u>PROVIDING JOB SEARCH ASSISTANCE</u>

To provide job search assistance to individuals without an SSN, seekers need to be referred to other job search website applications, such as career one-stop, career builders, LinkedIn, etc.

RECORDING SERVICES

Staff will record any of allowable services that reflect the assistance provided to individuals. The list of services is available in the WorkSource Services Catalog.

Participant data without an SSN will remain as a separate record in ETO even if the individual subsequently opens an account on WorkSourceWA.com. This means an increased probability of duplicate records.

DUPLICATE SEEKER ACCOUNTS

The WSS Team will merge duplicate seeker accounts. Submit a remedy ticket for action.

ADDITIONS OR CORRECTIONS TO SSN

The WSS Team can add the SSN into the individual ETO record if the participant wants to add their SSN to their ETO record. The WSS Team will reach out to you to verify you have viewed the seeker's identification before the correction is made. Submit a remedy ticket for action. *Do not include the SSN in the ticket.*

CONTACT

WorkSource Systems Support (WSS) Team at esdgpwssteam@esd.wa.gov