

Frequently Asked Questions (FAQs)
for the
ETO Data Entry TA Support Session 6:
DOL Veterans' Priority of Service
Quarterly Reporting Analysis (QRA)
Technical Assistance (TA) Session

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QUESTIONS AND RESPONSES:

1. **Question:** Does this presentation only cover what is needed for the PIRL for the DOL Veterans' Priority of Service QRA? Are there other fields that will need to be completed in ETO when serving a job seeker?
 - **Response:** Yes, there are other fields outside of this presentation that will need to be completed for a job seeker. This presentation only covers data entry in ETO for the DOL Veterans' Priority of Service QRA. Please follow state and local policy and monitoring guidelines when filling out job seeker information in ETO.

2. **Question:** Does ETO allow the *Title III Wagner-Peyser (WP)* program to record a Reason for Exclusion, on the Outcomes, Program Completion TouchPoint (TP)?
 - **Response:** No, ETO does not allow the *Title III Wagner-Peyser (WP)* program, to record a Reason for Exclusion, on the Outcomes, Program Completion TouchPoint (TP).

Note: For the *Title III Wagner-Peyser (WP)* program enrollment data, of which is collected and reported out on the PIRL, the data is pulled outside of a program enrollment recorded in ETO.

 - Therefore, there is no way to connect a *Title III Wagner-Peyser (WP)* program enrollment to a decision of documenting/assigning of a Reason for Exclusion, on the Outcomes, Program Completion TouchPoint (TP), for a current program enrollment, in ETO.
 - Since there is no data collected here, for the *Title III Wagner-Peyser (WP)* program, there will be no way to migrate this data over to the new WIT.
 - All of the current DI team's DOL dashboards, on the WPC website, are affected by this incident.

This incident will be added to the Known Incidents documentation and the Functional Requirements.

3. **Question:** What options on the Outcomes, Program Completion TP Exclusion Information tab remove a job seeker from the performance measures?
 - **Response:** The options on the Outcomes, Program Completion TP Exclusion Information tab that remove a job seeker from the performance measures are Deceased, Incarceration or Institutional Care, Medical Treatment Expected to Last Longer than 90 Days, Reserve Military Called to Active Duty, Youth in Foster Care Moved Out of Area (Youth only). The other options displayed do not exclude job seekers from the performance measures.

4. **Question:** Why is it important to enter Characteristics and Barriers for job seekers in ETO?
 - **Response:** It is important that Characteristics and Barriers are entered in ETO so that the PIRL is reporting the Characteristics and Barriers to DOL. It is especially important to record the Characteristics and Barriers in ETO before the first Staff Assisted Service, many Characteristics and Barriers are reported at time of program entry. Reported Characteristics and Barriers also impact the Statistical Adjustment Model which is used in performance target negotiations, for more information about the Statistical Adjustment Model please reach out to Liz Gallagher from the WTECB at Liz.Gallagher@wtb.wa.gov.

5. **Question:** Is it correct that in Washington State individualized services may only be taken by case managers at this time?

- **Response:** Yes, ETO requires that a program enrollment be selected when completing the Individualized Training and Supportive Services (ITSS) TP. Since Wagner-Peyser does not have a program enrollment in ETO therefore the ITSS TP cannot be used to record services delivered by the Wagner-Peyser program. This will be added to the Known Incidents document on the WPC webpage.