Efforts To Outcomes (ETO) No Social Security Number 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.

NOTE:

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

ADDING A NEW PARTICIPANT IN ETO

Start by logging into ETO to see if the participant has an existing account.

To search for an existing account, change 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. If no existing account is located, continue to add a new participant account.

Prior to this process, first you must ask if the participant is legally entitled to work in the United States.

- If yes, continue with step 1 to add participant.
- If no, **do not add to ETO**; refer job seeker to available resources on WorkSourceWA.com, or resources offered through your local office or area.

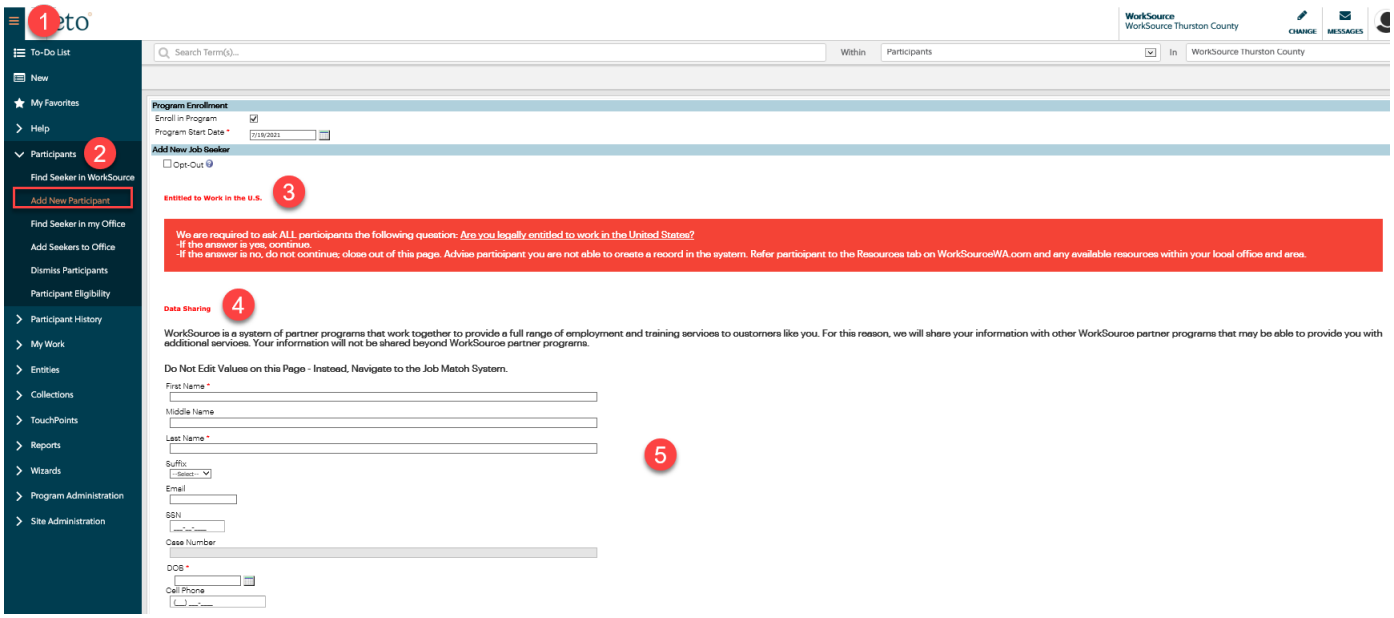
IMPORTANT: A remedy ticket must be submitted to the ETO/WorkSourceWA system support team immediately if a record was created on the view/edit page for a participant who is not entitled to work in the U.S.

The requirement that individuals must be eligible to work in the United States originates from WIOA section 188(a)(5), which states:

> PROHIBITION ON DISCRIMINATION AGAINST CERTAIN NONCITIZENS.
> Participation in programs and activities or receiving funds under this title shall be available to citizens and nationals of the United States, lawfully admitted permanent resident aliens, refugees, asylees, and parolees, and other immigrants authorized by the Attorney General to work in the United States.

Per previous discussions with the Department of Labor (DOL), if individuals are not entitled to work in the U.S., it is not productive to provide them with services that are designed to help them find work in the U.S.

STEPS TO ADD A PARTICIPANT:



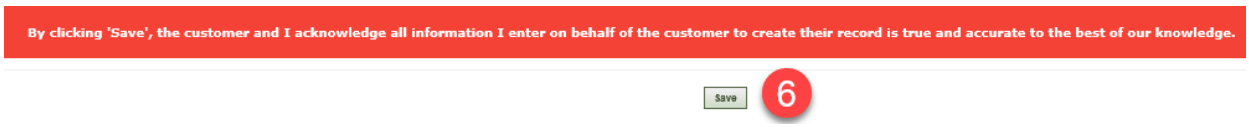
1. From the left side of your staff dashboard, click the drop-down menu.
2. Select “Participants” from the menu and click the “Add New Participant” option.
3. Review the “Entitled to Work in the U.S.” message. Ask the participant if they are legally entitled to work in U.S. Take the appropriate actions from the participant’s response:
    a. If the answer is yes, continue.
    b. If the answer is no, do not continue; close out of this page. Advise participant you are not able to create their record in the system. Refer participant to the Resources tab on WorkSourceWA.com and offer any available resources within your local office and area.

    Note: We are unable to provide a hard-stop on this page. We do have a stop-gap later in the procedure.

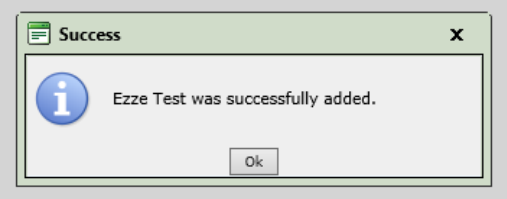
4. Read the Data Sharing message to the participant.
5. Complete the required* fields (first name, last name, DOB). Enter an email and cell phone if the participant is able to provide this information. Stop at the cell phone field as information after the field does not apply.

    Note: Entering the first name, last name, and DOB ensures this staff-created ETO participant account merges with a WSWA account created by the job seeker at a later time.

6. When finished entering information, scroll to the bottom of the page, and read the acknowledgement statement before clicking Save.

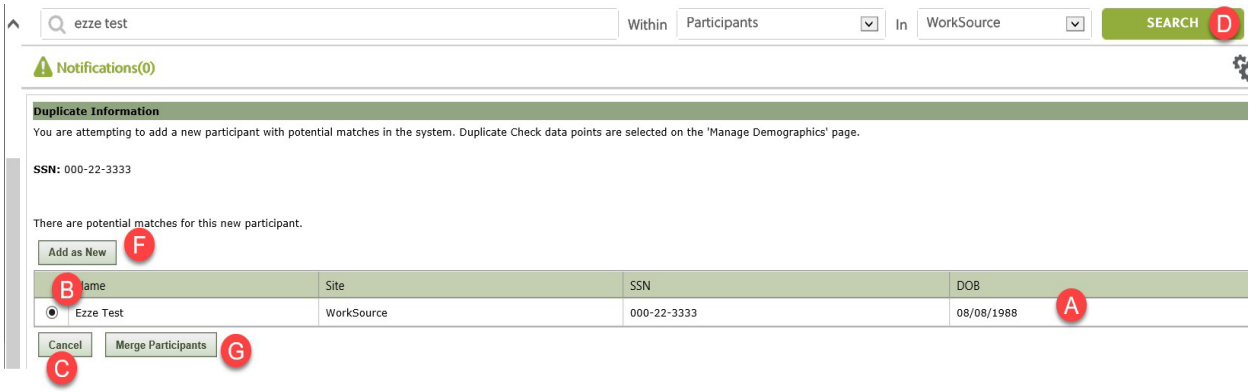


Click OK from this box.



7. You may get a Duplicate Information message if ETO detects you are trying to create a duplicate account. If this occurs review the name and DOB you used to create the account.

   Do not continue with the add new participant process until you review the information and decide whether this is a duplicate participant or if corrections need to be made before moving forward.



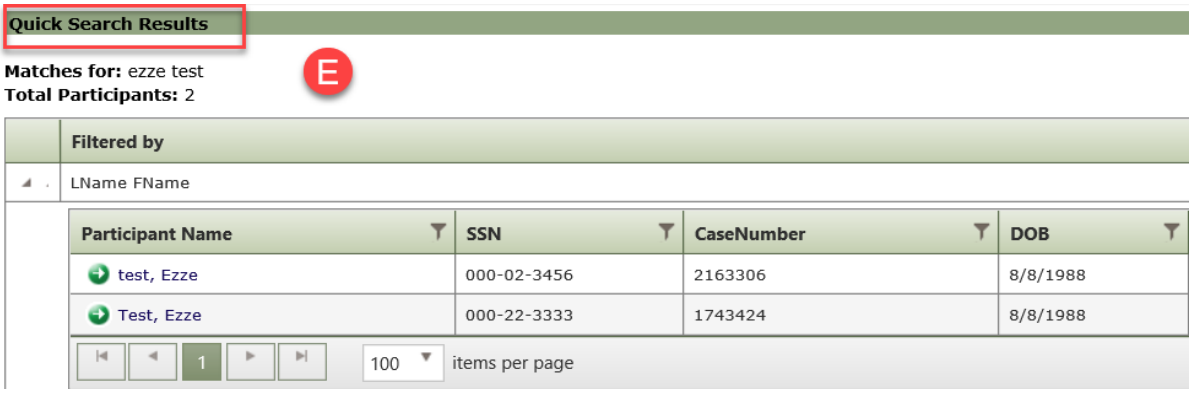
   a. Review the Name and DOB for accuracy.

If the data isn't correct:

   b. Select the radio button.
   c. Click Cancel, to return to the previous screen to make the changes and click Save to create participant record

If the Name and DOB are correct,

   d. Enter the participant's name in the Quick Search bar, change In field to WorkSource to search the entire ETO system for duplicate participants.
   e. Review the records produced in the Quick Search Results to determine if the participant record you are trying to create is already in ETO or if you will need to create a new record. If you find the record already exits, select the correct record, and enter the services provided to the participant there.



   f. If this is a new participant, go to step 1 above and start the process again; when you get to the Duplicate Information screen click Add as New to create the new record.
   g. DO NOT USE the Merge Participants functionality button if you find a duplicate record. Submit a remedy ticket so the records can be merged by ITSD, and other appropriate actions taken.

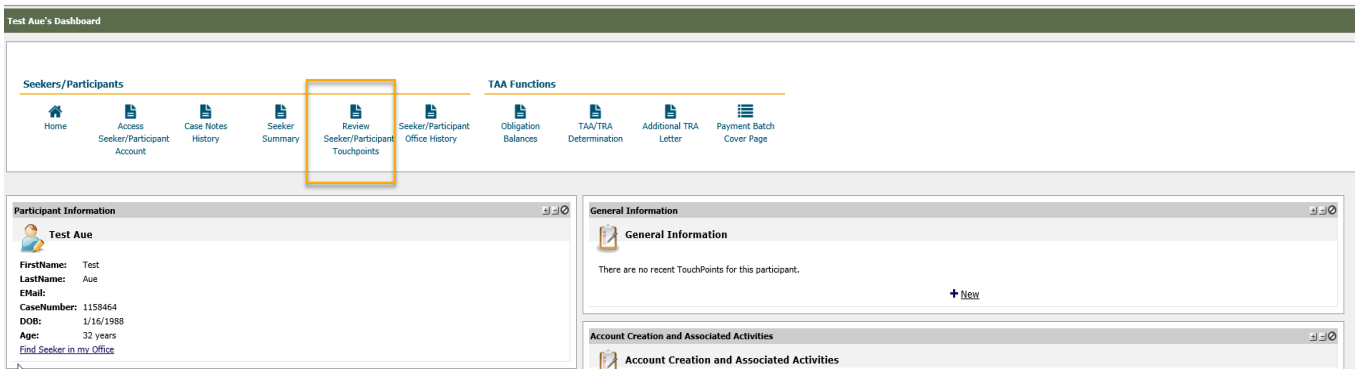
After clicking OK, you land on the participant's dashboard.

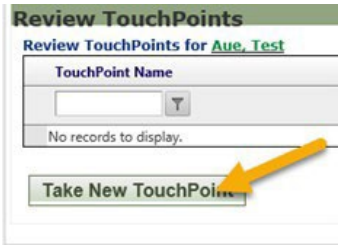
STEPS TO ADD DETAILS TPs:

To complete the record creation process, the following Details TPs are required:

- Demographic Details
- Disability Details
- MSFW Details
- Veterans Details

Adding the Details TP process starts from the participant's dashboard. Click the Review Seeker/Participants Touchpoints widget at the top of the dashboard.



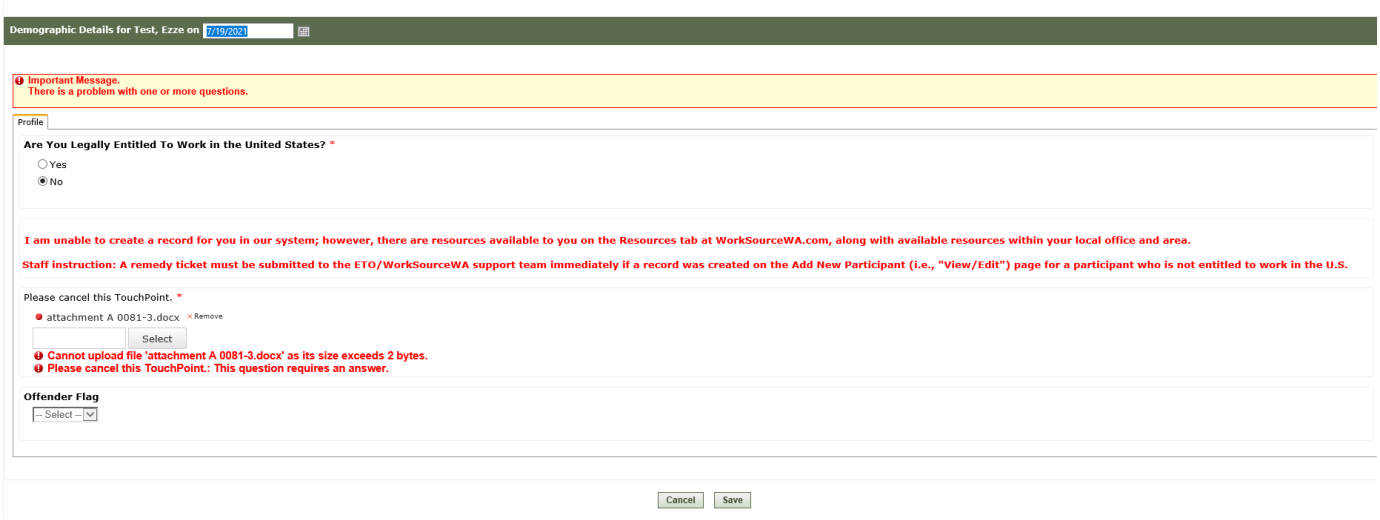


Click Take New TouchPoint to add the required "Details" TPs.

Always begin by selecting the Demographic Details TP from the dropdown menu.

There is a hard stop to completing the process of adding a new participant record when creating the demographic details TP.

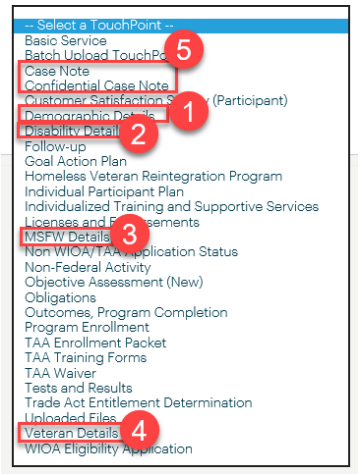
1. When the answer is no to the entitled to work in U.S., all fields disappear, you get a warning.
2. If you attempt to upload a document you get a message (see below).
3. If you attempt to save you get a message (see below).



Staff instruction: **STOP** and submit a remedy ticket to have participant information removed from ETO if a record was created on the view/edit page for a participant who is not entitled to work in the U.S.

If the participant is legally entitled to work in the U.S., continue by completing **all** information on all tabs of the Demographic Details TP. There are a few 'flag' fields that are read-only (grayed out); no data can be entered in read-only fields. They are located on the Profile, Occupation and Student tabs. Also, the Legacy tab is read only.

Once the Demographic Details TP is completed, continue on by selecting and completing the remaining TP's in the following order until you have created one of each of the TP's shown here. There is one read-only field at the bottom of the Disability Details TP. If the first question on the MSFW Details TP is answered 'Yes', then all other questions must be answered. And the Veteran Details TP has interactive questions based on how certain questions are answered. If a question displays on this TP, it is required to be answered.



Add a case note detailing the reason the participant was added to ETO without a WSWA account. If necessary, refer to WorkSource System Policy 1036 for guidance on entering case notes.

The participant now has a record created in ETO. You can now begin adding programs and services to the participant's record.

REMINDER: Prior to program enrollment, check to see if you can find the participant in WSWA via impersonation. If the participant has a WSWA account demographics should always be updated in WSWA. If the participant does not have a WSWA account, check for a case note to verify if the participant was added manually using this create a record process. If the participant was added manually, and program enrollment was not completed at the time of the initial record creation, staff should review the details TPs to ensure accurate information prior to program enrollment.

PROVIDING JOB SEARCH ASSISTANCE

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.

CONTACT

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