WorkSource Information Notice (WIN)
Employment System Administration and Policy

☒ Policy-related	☐ Fiscal	☐ Performance	☐ Q&A	☐ Other	Number: WIN 0082, Change 1 Date: September 30, 2020 Expiration Date: N/A

TO: Workforce Development System

FROM: Gary Kamimura, Policy Manager

SUBJECT: Real-Time Data Entry in the Efforts To Outcomes (ETO) System

Purpose:

To communicate real-time data entry (data integrity) requirements for Workforce Innovation and Opportunity Act (WIOA) Title I-B and III, Trade Adjustment Assistance (TAA) and Jobs for Veterans State Grant staff who enter services into the Efforts To Outcomes (ETO) management information system.

This revision to WIN 0082 communicates a change to the data correction process, wherein both Basic Services and Individualized, Training, and Support Services (ITSS) data corrections are performed locally. The revision also announces and describes revised ETO reports to help staff and supervisors identify services that have been back-dated since the system launched in May 2016.

Action Required:

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

Content:

Real-time Data Entry

In the interest of data integrity, it is imperative, to the fullest extent possible, that data entered into ETO accurately reflect the service provided <u>at the time</u> the service is provided. Therefore, the minimal ETO data entry requirements are as follows:

- Services must be entered at the point in time they are delivered.
- If services cannot be entered at the time they are delivered, Basic Services and ITSS services <u>must be entered within 14 calendar days</u> of service delivery and the service date entered must always reflect the date the service was delivered.

Note: Other than the two TouchPoints noted above, these data entry limitations do not impact any other TouchPoints, including the follow-up services or placement information TouchPoints. This requirement will only limit staff to entering Activity Start Dates for the Basic Services and ITSS TouchPoints for services within 14 calendar days of providing the service. In addition, this requirement will not prevent staff from appropriately updating/editing the Activity End Date, Notes, Actual Outcome, Contract and other data fields in the two service TouchPoints.

Basic Services and ITSS

For any Activity Start Date of Basic and ITSS services errors identified after the 14-day calendar restriction, staff must correct the errors and request Department Head review and approve the correction. Department Head approval must be documented with a case note. The case note must identify the service name, the reason for the correction, and the Department Head's review and approval of the correction.

Case Note Example:
"The [enter service name, i.e.: Occupational Skills service that was provided on {date service occurred}] was not entered within the 14-day allowable timeframe per WIN 0082 Change 1. As a department head, I reviewed and approved the late entry."

NOTE:
Each local area has at least one designated point of contact (Department Head) to handle the appropriate exceptions to data entry after the 14-day calendar restriction. They are responsible for ensuring the appropriate documentation and data integrity of the service dates in their local areas.

Accuracy of Service Entries

Not all services in ETO count for performance participation. When a service is provided, the appropriate qualifying service must be identified, even if case notes are entered. It is important to note that:

- Qualifying services are identified in the WorkSource Services Catalog.
- Follow-up services, self-service and providing workforce information do not trigger or extend participation, nor do they factor into performance calculations.
- Services must only be entered when delivered to a participant and only the actual services delivered must be entered.
- Services must be entered on the Basic Services TouchPoint; Individualized, Training and Support TouchPoint; or the Follow-Up TouchPoint.
- Case notes should support, not contradict, service entries.
- Case notes should not be entered to represent service delivery without also entering a qualifying service from the WorkSource Services Catalog.
- Case notes should not refer to voice or e-mail messages left for or sent to participants as they only represent the *intent* to provide services as opposed to the actual provision of services.

Risks of Non-Compliance

Delaying the exit of successfully placed participants puts local areas at risk of losing positive outcomes for WIOA common measures as well as losing the timely capture of successful participants in the federal reports. Intentionally delaying exit also increases the risk of data validation findings.

Late Entry Reports in ETO

Two reports are available in ETO to help staff and supervisors identify services that have been entered late since ETO launched in May 2016. Each service TouchPoint has its own late entry report, and both are available in ETO under Reports > View Reports Menu > Operational Reports. The names of the reports are Data Entry Issue - Basic Services Late Entry and Data Entry Issue - Individualized/Training Services Late Entry. If you are already logged into ETO, these hyperlinks will take you directly to the reports. Please remember to refresh the report after it opens to get the most recent data. The reports show all services entered late, meaning that the list of services will include all services entered with a service date prior to the data entry date.

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, Integrity, 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:

- Training and Employment Guidance Letter (TEGL) 10-16 Change 1 – Performance Accountability Guidance for Workforce Innovation and Opportunity Act (WIOA) Title I, Title II, Title III and Title IV Core Programs
- WorkSource System Policy 1020 – Data Integrity and Performance Policy and Handbook

Website:

Workforce Professionals Center

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