

# Washington State WorkSource Information Notice (WIN)

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**WIN Number:** WIN 0120

**WIN Title:** Adding Participants to Efforts to Outcomes (ETO) When Individuals Are Unable to Create a WSWA Account

**Date:** June 17, 2021

**Expiration:** N/A

## **Purpose:**

To communicate a standard process to create seeker records and record services for individuals when they are unable to create a WorkSourceWA (WSWA) account.

## **Action Required:**

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

## **Content:**

The U.S. Department of Labor's Participant Individual Record Layout (PIRL) provides a framework for fulfilling federal reporting requirements and informs the performance accountability system established in Section 116 of the Workforce Innovation and Opportunity Act of 2014. In turn, accurate and complete data collection regarding customers and the services provided to them informs PIRL content.

Staff should always encourage job seekers to create a WSWA account to help the job seekers access the variety of resources, services, and career tools available through the WIOA one-stop system, and to supply data staff use to facilitate job seeker connections to those resources, services, and tools. However, job seekers may be unable to create WSWA accounts due to circumstances that prevent access to WorkSource services. Such circumstances include, but are not limited to:

- Transportation barriers
- No access to technology or inability to navigate such technology

Under such circumstances, staff must follow the steps outlined in the [procedures](#) to create a record in ETO. In support of federal reporting requirements and informed communication between service providers for the benefit of customers, staff must complete all required data fields identified in the attachment, and any additional data the participant is willing to provide.

To support the process, managers and supervisors must use the "Staff Created Participants" report (located in ETO reports in the "administrative category" section) on a monthly basis, at a minimum, to:

- Identify and address incomplete TouchPoints to the maximum extent possible.

Identify and address errors regarding entitlement to work entries.

**References:**

- [Public Law 113-128](#), Workforce Innovation and Opportunity Act (WIOA) of 2014, Section 116(i)(2)
- [Training and Employment Guidance Letter \(TEGL\) 10-16, Change 3](#), Performance Accountability Guidance
- [Department of Labor Participant Individual Record Layout \(PIRL\)](#), OMB Control Number 1205-0521
- WorkSource Services Catalog
- [Procedures to Create an ETO Participant Record](#)

**Website:**

[Workforce Professionals Center](#)

**Direct Inquiries To:**

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**Attachments:**