

WorkSource Information Notice (WIN)

Employment System Administration and Policy

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

Number: WIN 0120
Date: June 17, 2021
Expiration Date: N/A

TO: Workforce Development System Partners

FROM: Gary Kamimura, Policy Manager

SUBJECT: Procedures for Adding Participants to Efforts to Outcomes (ETO) When Individuals Are Unable to Create a WSWA Account

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, 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:

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 [Attachment A](#) 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.

The WorkSource System is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Language assistance services for limited English proficient individuals are available free of charge.

- 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 1, Performance Accountability Guidance](#)
- [Department of Labor Participant Individual Record Layout \(PIRL\)](#), OMB Control Number 1205-0521
- [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:

*WorkSource Systems Support Team
Information Technology Services Division
Employment Security Department
esdgpwssteam@esd.wa.gov*

Attachments:

[Attachment A](#) – Create an ETO Participant Record

Attachment A

CREATE A RECORD TO ADD PARTICIPANTS TO ETO WHEN INDIVIDUALS ARE UNABLE TO CREATE A WSWA ACCOUNT

The ability to create a record to add a participant in ETO is now available to users with an ETO “Staff” role and above.

Staff should always encourage job seekers to create a WSWA account to help the job seeker 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.

Please note:

- You will find there are many duplicate questions asked when taking the Detail Touchpoints (TP), however ALL fields must be completed, using the individual’s responses when creating a record to add a new participant.
- Completing the Detail TPs does not populate all demographic information into the WIOA Eligibility Application. Unanswered demographics in that touchpoint still need to be completed when applying for certain programs.

ADDING A NEW PARTICIPANT IN ETO

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

To do so, change the office assignment to WorkSource in the quick search bar and search by name and/or SSN.

Individuals may have an ETO account that is not visible to non-ESD staff if they have an unemployment insurance claim and have opted out of allowing non-ESD staff to view their information. If you do not find the customer by searching, you will need to verify this by running the Opt-Out Lookup report from the “Tools” widget on your dashboard. From here, you could see if the participant chose not to share their data. See the WPC site for additional opt-out [guidance](#).

**CREATE A RECORD TO ADD PARTICIPANTS TO ETO
WHEN INDIVIDUALS ARE UNABLE TO CREATE A WSWA 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](https://www.worksource.wa.gov), 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.

CREATE A RECORD TO ADD PARTICIPANTS TO ETO WHEN INDIVIDUALS ARE UNABLE TO CREATE A WSWA ACCOUNT

STEPS TO ADD A PARTICIPANT:

The screenshot shows the 'Add New Participant' form in the WorkSource North Mason system. The interface includes a left-hand navigation menu, a search bar, and a main content area. Red callout boxes with numbers 1 through 5 are overlaid on the form to indicate key steps:

- 1:** Points to the 'TRAINING' header in the top left.
- 2:** Points to the 'Participants' menu item and the 'Add New Participant' button in the left sidebar.
- 3:** Points to a red banner message: 'Entitled to Work in the U.S. We are required to ask ALL participants the following question: Are you legally entitled to work in the United States? If the answer is yes, continue. If the answer is no, do not continue; close out of this page. Advise participant you are not able to create a record in the system. Refer participant to the Resources tab on WorkSourceWA.com and any available resources within your local office and area.'
- 4:** Points to a 'Data Sharing' message: 'WorkSource is a system of partner programs that work together to provide a full range of employment and training services to customers like you. For this reason, we will share your information with other WorkSource partner programs that may be able to provide you with additional services. Your information will not be shared beyond WorkSource partner programs. Do Not Edit Values on this Page - Instead, Navigate to the Job Match System.'
- 5:** Points to the form fields for 'First Name', 'Last Name', 'DOB', 'SSN', 'Email', and 'Cell Phone'.

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 the 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), and the SSN. 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, SSN and DOB ensures this staff-created ETO participant account merges with a WSWA account created by the job seeker at a later time.

If the participant does not want to provide an SSN, refer to [WIN 0081](#).

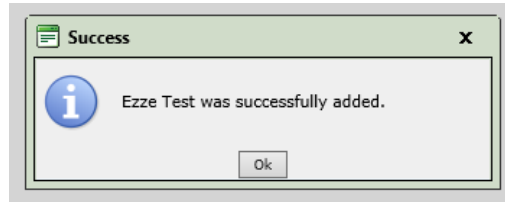
6. When finished entering information, scroll to the bottom of the page, and read the acknowledgment statement before clicking Save.

By clicking 'Save', the customer and I acknowledge all information I enter on behalf of the customer to create their record is true and accurate to the best of our knowledge.

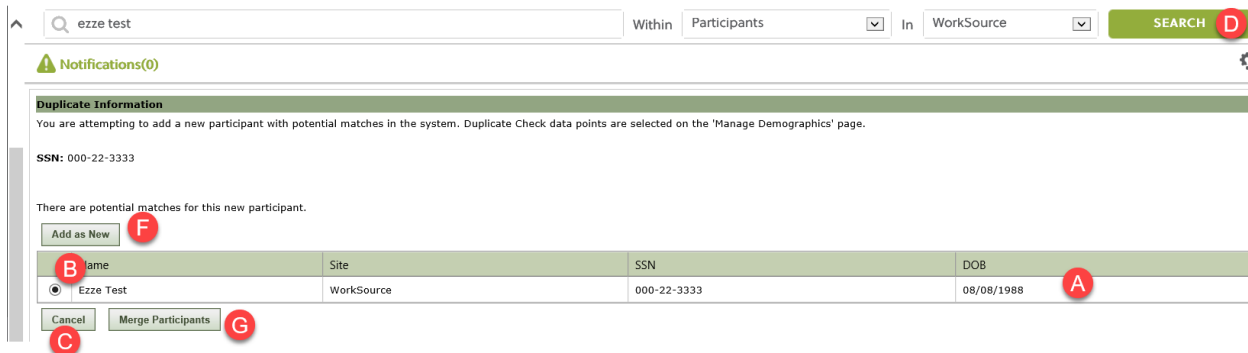
Save **6**

CREATE A RECORD TO ADD PARTICIPANTS TO ETO WHEN INDIVIDUALS ARE UNABLE TO CREATE A WSWA ACCOUNT

Click OK from this box.



1. You may get a Duplicate Information message if ETO detects you are trying to create a duplicate account. If this occurs review the name, SSN, 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 screenshot of the ETO system interface. At the top, there is a search bar with 'ezze test' entered, and dropdown menus for 'Within' (Participants) and 'In' (WorkSource). A green 'SEARCH' button with a red 'D' is on the right. Below the search bar is a 'Notifications(0)' section. A 'Duplicate Information' warning is displayed, stating: 'You are attempting to add a new participant with potential matches in the system. Duplicate Check data points are selected on the 'Manage Demographics' page.' Below this, the SSN '000-22-3333' is shown. A message says 'There are potential matches for this new participant.' Below this is a table with columns: Name, Site, SSN, and DOB. The table contains one row: 'Ezze Test', 'WorkSource', '000-22-3333', and '08/08/1988'. There are red callout letters: 'B' next to the Name column header, 'A' next to the DOB value, 'F' next to the 'Add as New' button, 'C' next to the 'Cancel' button, and 'G' next to the 'Merge Participants' button.

- a. Review the Name, SSN 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, SSN 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 exists, select the correct record, and enter the services provided to the participant there.

CREATE A RECORD TO ADD PARTICIPANTS TO ETO WHEN INDIVIDUALS ARE UNABLE TO CREATE A WSWA ACCOUNT

Quick Search Results

Matches for: ezze test E

Total Participants: 2

Filtered by			
LName FName			
Participant Name	SSN	CaseNumber	DOB
test, Ezze	000-02-3456	2163306	8/8/1988
Test, Ezze	000-22-3333	1743424	8/8/1988

100 items per page

- 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.

Test Aue's Dashboard

Seekers/Participants

- Home
- Access Seeker/Participant Account
- Case Notes History
- Seeker Summary
- Review Seeker/Participant Touchpoints**
- Seeker/Participant Office History

TAA Functions

- Obligation Balances
- TAA/TBA Determination
- Additional TBA Letter
- Payment Batch Cover Page

Participant Information

Test Aue

FirstName: Test
 LastName: Aue
 EMail:
 CaseNumber: 1158464
 DOB: 1/16/1988
 Age: 32 years
 End Seeker in my Office

General Information

There are no recent TouchPoints for this participant.

Account Creation and Associated Activities

Account Creation and Associated Activities

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

Review TouchPoints

Review TouchPoints for **Aue, Test**

TouchPoint Name

No records to display.

Take New TouchPoint

CREATE A RECORD TO ADD PARTICIPANTS TO ETO WHEN INDIVIDUALS ARE UNABLE TO CREATE A WSWA ACCOUNT

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).

TRAINING

WorkSource
WorkSource Thurston County

Testreporter Aze
Staff

test ezze Within Participants In WorkSource Thurston County SEARCH

Demographic Details for Testame, Ezzo on [redacted]

Important Message:
There is a problem with one or more questions.

profile

Are You Legally Entitled To Work in the United States? *

Yes
 No

I am unable to create a record for you in our system; however, there are resources available to you on the Resources tab at WorkSourceWA.com, along with available resources within your local office and area.

Staff instruction: A remedy ticket must be submitted to the ETO/WorkSourceWA support team immediately if a record was created on the View/Edit (i.e., "Add New Participant") page for a participant who is not entitled to work in the U.S.

Please cancel this TouchPoint. *

• Create a record test_Scenarios.xlsx 11/16/2014

Select

• Cannot upload file "Create a record test_Scenarios.xlsx" as its size exceeds 2 bytes.
• Please cancel this TouchPoint. This question requires an answer.

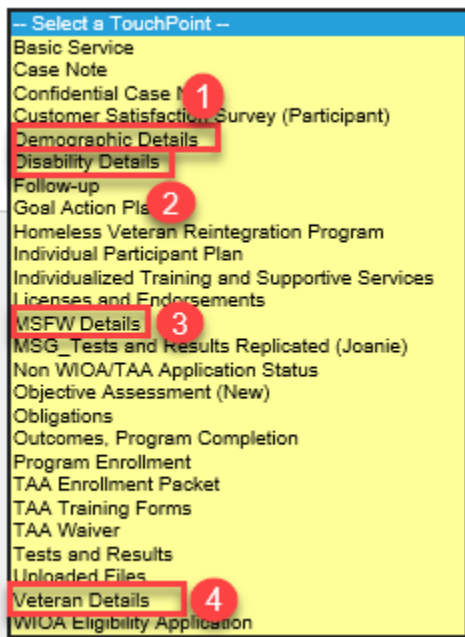
Cancel Save

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.

CREATE A RECORD TO ADD PARTICIPANTS TO ETO WHEN INDIVIDUALS ARE UNABLE TO CREATE A WSWA ACCOUNT

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 TPs in the following order until you have created one of each of the TPs 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.



The participant now has a record created in ETO. Add a case note detailing the reason the participant was added to ETO without a WSWA account. If necessary, refer to [WIN 0088](#) for guidance on entering case notes.

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.

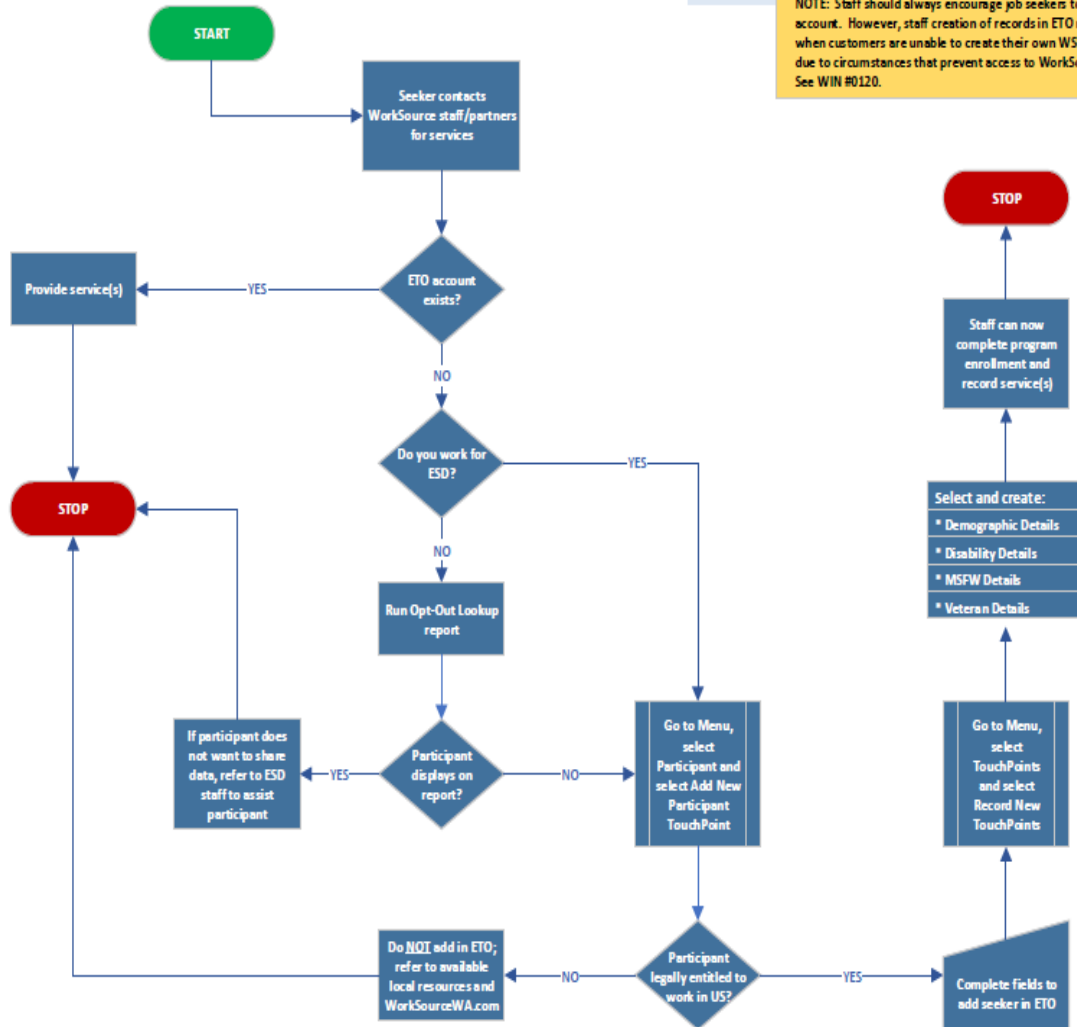
CREATE A RECORD TO ADD PARTICIPANTS TO ETO WHEN INDIVIDUALS ARE UNABLE TO CREATE A WSWA ACCOUNT

Workflow

Create a Record to Add New Participant in ETO

June 10, 2021

NOTE: Staff should always encourage job seekers to create a WSWA account. However, staff creation of records in ETO may be used when customers are unable to create their own WSWA accounts due to circumstances that prevent access to WorkSource services. See WIN #0120.



CREATE A RECORD TO ADD PARTICIPANTS TO ETO WHEN INDIVIDUALS ARE UNABLE TO CREATE A WSWA ACCOUNT

JOB SEARCH ASSISTANCE

To provide job search assistance to individuals without a WSWA account, 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](#).

DUPLICATE SEEKER ACCOUNTS

The WorkSource System Support (WSS) Team will merge duplicate seeker accounts. Submit a [remedy ticket](#) for action.

ADDITIONS OR CORRECTIONS TO SSN

The WSS Team can add or correct an SSN of an individual ETO record. Submit a [remedy ticket](#) for action. The WSS Team will reach out to you to verify you have viewed the seekers identification before the correction is made. *Do not include the SSN in the ticket.*