Create an ETO Record

WHAT IS CREATE AN ETO RECORD PROJECT?

WorkSource Staff need the ability to manually create customer accounts in ETO to document provided services, to facilitate communication, and to report outcomes. The current WorkSource process requires customer effort and does not allow the staff to do this work on behalf of the customer. This is an equity problem for many of our customers. Many of our customers who are most likely to need our services are the least likely to be able to create their own record, therefore reducing the ability of WorkSource staff to engage with them.

The current state places a burden on our customers to create an ETO account; this burden is oftentimes insurmountable. In this current state, our WorkSource System is frequently unable to serve customers who:

1. Do not own a cell phone
2. Do not remember their email address or password
3. Are technologically restricted by medical, social, or legal requirements and geographic constraints
4. Do not possess the technical skill to navigate the registration process

PROJECT OBJECTIVE

WorkSource staff need to be able to manually create customer accounts to document provided services, to facilitate communication, and to report outcomes.

Provide comprehensive training to WorkSource staff on current and future-state data requirements.

PROJECT OUTCOMES

ETO CONFIGURATION CHANGES – Perform minor configuration-level modifications of touchpoints to improve data entry and staff experience.

TRAINING – Continually update and deliver training on current and future-state data requirements. Implement monitoring mechanisms and workflows to ensure that data requirements and staff behaviors are aligned. Include the ETO training as part of the professional development for the WorkSourceWA staff

ADDITIONAL INFORMATION

Please visit the project's SharePoint site. Need access to the site or have questions? Please contact the Project Manager Reddy Varakantham.

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Project Timeline

March - April 2021

- Statement of Work
- Project Charter
- Project Schedule

April - June 2021

- Configuration Changes
- Testing
- Training
- ETO Changes Implemented

June 2021

- Close out project

Employment Security Department
WASHINGTON STATE