



CREATE A RECORD

CREATING A PARTICIPANT RECORD IN ETO WHEN INDIVIDUALS ARE
UNABLE TO CREATE A WORKSOURCEWA JOB SEEKER ACCOUNT

Create a Record

- ▶ 5 ways participant accounts enter ETO
 1. Migration from old system “SKIES”
 2. UI claim from UTAB
 3. WSWA account creation
 4. Department Head role enters those participants who don’t want to share their SSN in accordance with WIN0081 (Workforce Information Notice)
 5. **NEW!** Add a participant record for all staff beginning June 17, 2021 – WIN 0120

Create a Record

- ▶ Workforce Information Notice 0120 (WIN0120); “Procedures for Adding Participants to Efforts to Outcomes (ETO) When Individuals Are Unable to Create a WorkSourceWA (WSWA) Account” was implemented July 17, 2021 to provide guidance for all WorkSource staff to enter the services they provide to job seekers who are not in the case management system.

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- ▶ 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.
- ▶ 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.

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- ▶ Prior to creating a new participant record, you must ask the job seeker if they are legally entitled to work in the United States
 - ▶ If yes, add the participant record and complete the 4 required detail TouchPoints (TP)
 - ▶ If no, **do not add to ETO**; refer job seeker to available resources on [WorkSourceWA.com](https://www.worksource.wa.gov) on the 'Resources' page, or resources offered through your local office or area.
- ▶ **IMPORTANT:** Submit a remedy ticket to the ETO/WorkSourceWA system support team immediately to remove a staff created record on the view/edit page for a job seeker who is not legally entitled to work in the U.S.

Create a Record

- ▶ The process begins by logging into ETO
- ▶ Avoid creating duplicate accounts use the quick bar search tool to look for the job seeker
- ▶ For additional guidance on finding a participant, go to the ETO Training Resources page on the WPC.wa.gov/tech site to locate these desk aids
 - ▶ 'Finding a participant in ETO' or for non-ESD staff
 - ▶ 'Opt-out of data sharing in ETO'
- ▶ If the job seeker is not found, return to the ETO Training Resources page and use the WorkSource registration form, and if applicable, the WorkSource Veteran registration form to gather the job seeker information needed to create the participant account

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- ▶ *Remember! If the individual is not eligible to work in the US, stop and provide WSWA and local resources to the job seeker*
- ▶ Open the ETO side navigation bar
- ▶ Click 'Participants' to open the drop-down menu and select 'Add New Participant' to open the 'View/Edit' page where you will enter information you collected on the registration forms
 - ▶ *Note: Do not uncheck the 'Enroll in Program' box. Program enrollment means office enrollment here*
- ▶ After clicking 'Save' you will land on the participants dashboard
 - ▶ WIN0120 provides further guidance on how to enter information on this process.

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- ▶ Start from the participants dashboard to complete the account creation by adding the 4 required detail TPs
- ▶ Click the 'Review Seeker/Participant Touchpoints' widget on the to open the 'Review TouchPoints' page and begin adding the new TPs
 - ▶ *All details TPs must be completed to the best of your ability. Besides not being reported on the PIRL, an incomplete record could result in requiring you to delete program enrollments and all attached services*

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- ▶ From the 'Review TouchPoint' screen, click the 'Take New TouchPoint' icon and add the following TPs
 - ▶ Demographic Details
 - ▶ Always start with the Demographic Details because it has a hard stop to the eligible to work in US question in the case the account was created in error on the View/Edit page
 - ▶ Disability Details
 - ▶ MSFW Details
 - ▶ Veterans Details
 - ▶ Case Note
 - ▶ Record why the job seeker was not able to create a WSWA account and why you created an account manually
 - ▶ WIN0088 found on the WPC site, provides details on writing case notes

Create a Record Report

- ▶ Run the 'Staff Created participant' report to manage staff activity
 - ▶ Open the side navigation bar and click 'Reports'
 - ▶ Click 'Refresh Report List'
 - ▶ Open the 'Administrative' category
 - ▶ Select 'Staff Created Participants'
 - ▶ Report defaults to the beginning of the new process 6/17/21 to current
 - ▶ Run by WDA or by Office

Create a Record Resources

- ▶ Workforce Professional Center [Workforce Professionals Center - Welcome! \(wa.gov\)](#)
 - ▶ ETO training resources [Workforce Professionals Center - Training resources \(wa.gov\)](#)
 - ▶ Policy guidance [Workforce Professionals Center - State Policy Guidance \(wa.gov\)](#)
 - ▶ WIN0120 Procedures for Adding Participants to Efforts to Outcomes (ETO) When Individuals Are Unable to Create a WSWA Account
 - ▶ WIN0081 WIOA Title I and III procedures for creating accounts in Efforts to Outcomes (ETO) when individuals do not provide Social Security Numbers
 - ▶ WIN0088 Case Note Guidance
- ▶ Report to manage staff created accounts
 - ▶ 'Staff Created Participants' report in the ETO reports menu under the 'Administrative' category

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▶ Need more help?

- ▶ The WPC site on the ETO training resources page has a live demo on how to create an ETO participant record and run the report

▶ Questions?

- ▶ Contact the WSS Team at esdgpwssteam@esd.wa.gov