

5512PRO Opt-Out Participant Procedure

Effective Date: March 2021

Last Modified: March 2021

Utilizing data sharing agreements, the Olympic Workforce Development Council (OWDC) in partnership with Washington State Employment Security Department (ESD) has been granted access to the state's case management system, Efforts to Outcomes (ETO). Data sharing allows for the OWDC and partner subrecipients to access ESD client information, enroll in WIOA programs, and provide services. Clients have the option to 'Opt-Out' of sharing their information. In this instance, client information is not accessible by partner staff.

OWDC Procedure

TRIGGER: Case Manager is unable to locate participant within ETO.

TARGET: Opt-in participant to enable partner staff access to their ETO account.

Case Manager

1. Using Quick Search bar in ETO to locate client and results show zero.
2. Verify with client they have set up WorkSource.WA account.
 - a. Determine if participant is enrolled into case managers office.
 - i. To the right of the Quick Search bar, change the "in" field to WorkSource to search all participants in ETO.
 - ii. *If* client is found, enroll into your office using Add Seeker to Office from the dropdown Menu.
 - b. *If* client has not registered, instruct, or assist client with registering and setting up an account. During registration, clients must 'Opt-In' for partner staff to have access to their ETO account.
 - c. *If* client has registered with WorkSource.WA account but you are unable to locate, proceed to step 3.
3. Determine if client has 'Opted-out' of data sharing.
 - a. Click on "Opt-Out Lookup" widget.
 - b. Enter client SSN, click > and ok.
 - c. If client has Opted-out, report will generate Last and first name. Go to step 4.
4. Email ESD WIOA Supervisor.
Include client name, phone number, and a brief reason client would like to 'opt-in' to data sharing.
5. Ask client to contact ESD WIOA Supervisor and ask for assist to opt-in to data sharing.
6. Once contact with client is made, verify they would like to 'opt-in' to data sharing.

Supervisor

- a. *If* client agrees to opt-in:
- b. Using Quick Search bar in ETO, locate client.
- c. Click on client's name, Edit Job Seeker page will populate.
- d. Click the check-box next to Opt-Out.
- e. Email partner staff back notifying of changes made.



- f. *If* client request to remain Opted-Out:
 - g. ESD WIOA Supervisor will offer client to work with an ESD WIOA staff.
- AND**
- h. Notify partner staff of client's request to remain Opt-Out.

Case Manager

8. Contact client and proceed to assist with program information and/or enrollment.