ETO Data Entry
Guidance, Tips, and Reminders

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Note: Screen reader users should use JAWS "read all" to access labels on screen shots.
ETO Data Entry Guidance, Tips, and Reminders

INTRODUCTION ..............................................................................................................................1

GENERAL ..........................................................................................................................................2
  Accessing Programs in ETO ........................................................................................................2
  WIPA Eligibility ..........................................................................................................................2

WORKING IN THE I&R PROGRAM ..............................................................................................3
  Adding a Beneficiary .....................................................................................................................3
  Assessments in the I&R Program ...............................................................................................5
  Efforts in the I&R Program .........................................................................................................6
  Dismissal in the I&R Program ....................................................................................................7

Referrals to WIPA Projects from the Ticket to Work Helpline....................................................9
  Accepting and Rejecting Referrals ............................................................................................9
  Viewing Referral Information ..................................................................................................11
  TtW Helpline to WIPA Referral Protocols ............................................................................13

WIPA SERVICES PROGRAM .....................................................................................................15
  Enrollments in WIPA Services ...............................................................................................15
  Assessments in the WIPA Services Program: Baseline & Follow-up Assessments .............16
  Efforts in the WIPA Services Program ....................................................................................21
  Dismissal in the WIPA Services Program ................................................................................27
  Uploading, Scanning, and Storing Documents in ETO ............................................................27
  Entering Back Data ...................................................................................................................30
  Using the “To Do” list ..............................................................................................................32
  Messages Tab ............................................................................................................................39
ETO Data Entry Guidance, Tips, and Reminders

INTRODUCTION

The purpose of this document is to provide guidance and tips to assist CWICs in entering data into the ETO system that accurately reflects the services provided to beneficiaries. Functions of the ETO data system include:

- Captures a record of services provided to individual beneficiaries for case management purposes;
- Provides a record of baseline and ongoing changes in beneficiary’s status; an indicator of service impact;
- Acts as a vehicle for beneficiary referrals for WIPA Services from the Ticket to Work Helpline; and,
- Provides data for WIPA managers for quality assurance / program improvements efforts.

Social Security Office of Research, Demonstration and Employment Support (ORDES) is committed to evaluating the overall WIPA program and the performance of each project. In order to do so, ORDES needs accurate and complete information from each project, as captured through the ETO data system to assess and monitor individual project performance. The ultimate goal of this data collection is to document the activities and successes of the WIPA projects and share these results with Social Security and Congress.

The WIPA data collection requirements detailed in 2013 Terms & Conditions include:

- Collect and report beneficiary information (to include the Social Security Number) required by Social Security for evaluation and statistical purposes only.
- Beneficiary data including Personally Identifiable Information (PII) must be entered into the Social Security approved National WIPA Data Collection System (ETO) and only ETO. Projects are not authorized to maintain beneficiary PII in any other data collection system.

It is critical that all service delivered is entered into the ETO data system consistently, correctly and accurately so that WIPA projects are reflecting the work that they do, as well as meeting the benchmarks established by ORDES. The contents of this document are intended to assist projects in entering data to that end.

The guidance and tips provided in this document address how to enter data correctly to accurately reflect the WIPA services you provide. If you have additional questions about data entry, please contact your VCU-NTC Technical Assistance Liaison. Technical questions should be directed to the ETO Technical Help Desk at support@wipaccess.com or 855-816-0890.
GENERAL

Accessing Programs in ETO
Some of the structure of the ETO program has changed a bit since the former WIPA program and a few things will look slightly different on the Home Page. After logging into the ETO site, CWICs will see the name of their WIPA site and the default program, which should be ‘WIPA Initial Contact and Demographics’ (I&R program).

Before entering any data, check to confirm that you are in the correct program!

The two programs in ETO include the Initial Contact and Demographics (I&R) program and the WIPA Services program. To switch from the I&R program to WIPA Services, click on ‘WIPA Initial Contact and Demographics’, which should be underlined. A dropdown box will be displayed that includes ‘WIPA Work Incentives Planning and Assistance’. Select ‘WIPA Work Incentives Planning and Assistance’ (WIPA Services program) and the screen will change to the WIPA Services home page.

WIPA Eligibility

Only enter beneficiaries in ETO who meet WIPA eligibility criteria.

It’s important to keep in mind that the intent of the ETO system is to capture and provide Social Security with complete and accurate information on the Information and Referral (I&R) services and WIPA services actually provided to eligible beneficiaries. Therefore, you should never enter an individual in ETO who (1) does not meet the basic WIPA eligibility services and (2) does not receive an actual service from your project.

Beneficiaries who are eligible for WIPA services must meet the following criteria:

- at least age 14, but not yet full retirement age**,
- disabled per SSA’s definition, and
- already receiving (or approved to receive) Social Security benefits based on disability (SSI or a title II disability benefit such as SSDI, CDB or DWB).
- SSI beneficiaries receiving continued Medicaid under 1619(b) of the Social Security Act,
- SSI beneficiaries receiving only State supplementary payment, and
- Former beneficiaries of the title II disability programs (SSDI, CDB, DWB) receiving Medicare under the Extended Period of Medicare Coverage
**NOTE:** Full Retirement Age, or FRA, varies depending when individuals were born. To identify the FRA for various birth dates, go to POMS RS 00615.003 Full Retirement Age at [https://secure.ssa.gov/apps10/poms.nsf/lnx/0300615003!opendocument](https://secure.ssa.gov/apps10/poms.nsf/lnx/0300615003!opendocument)

**WIPA Eligible or Not: A Quick Reference Guide:** [http://www.vcu-ntc.org/resources/viewContent.cfm/746](http://www.vcu-ntc.org/resources/viewContent.cfm/746)

A beneficiary was entered into ETO, but is later determined to be ineligible for WIPA services.

Keep in mind that WIPA projects should only enter individuals into the ETO data system once it is determined that the individual meets the basic eligibility criteria for WIPA services. You can avoid entering individuals who are not WIPA eligible by carefully screening the individual before entering in ETO.

In instances in which a beneficiary is entered in ETO and later determined ineligible for services, change their last name to “Fake.” Changing a beneficiary’s last name to “fake” permanently deletes the beneficiary record from the database. The Technical Help Desk removes all of the “Fake” records on the 20\(^{th}\) of each month.

CWICs should only use the “fake” function when:

1. After accepting a Ticket to Work Helpline referral:
   - You cannot reach the beneficiary after repeated attempts to contact, following protocol;
   - The beneficiary declines services when contacted; or
   - The beneficiary is not in your project’s service area.
2. A beneficiary – entered into the database – is not in your service area; and/or
3. A beneficiary – entered into the database – is determined ineligible for WIPA services.

**WORKING IN THE I&R PROGRAM**

**Adding a Beneficiary**

Who is entered into the I&R Program?

Enter all callers who you determine; (1) eligible to receive services from your WIPA project, and (2) do receive some services from your project. All services provided by a WIPA project begin with delivering Information and Referral services. Since the I&R program in ETO captures the I&R information, all beneficiaries eligible for your services must first be entered in the I&R program.
**BOND and duplicate checks:**

The ETO system will automatically do a potential duplicate check when ‘adding a participant’ that may have one or more matching demographic fields. Once the new participant is added, a screen, as shown below, may pop up that indicates there may be a potential duplicate in the project site (already enrolled) or in BOND (Benefit Offset National Demonstration)

![ETO software screen](image)

- If the potential duplicate message appears, be sure to double check the **name, Social Security number, and date of birth**. If they do **NOT** match that of the beneficiary being added, click on the ‘Add as New’ button directly under the name and SSN of the beneficiary just entered.

- If ‘Add Matching Participant’ was selected and a BOND participant is accidentally enrolled in the site, change the last name to ‘Fake’ per the established protocols and then enroll the correct new beneficiary. Changing the last name to ‘Fake’ will permanently remove this participant from the WIPA site’s data.

- If a caller is identified as BOND participant during the initial ‘Search’ of ETO, and the participant has not yet been added to the WIPA site, provide the beneficiary with the basic information about the BOND project by saying something like “Good news! My records show that you have been selected to participate in the Benefit Offset National Demonstration (BOND) project, a research study that Social Security is conducting in your local area. Have you been in touch with any BOND representatives yet?” If the beneficiary indicates ‘no’, refer them to the BOND Call Center (877-726-6309 or TTY 877-726-6390). If ‘yes’, refer them back to their WIC (T1 or T21) or EWIC (T22) as appropriate. If they don’t know the contact information for their WIC/EWIC, refer them to the BOND Call Center for the information.

**Correcting an enrollment date**
It is critical that enrollment dates are entered correctly. The ‘Program Start Date’ field at the bottom of the ‘Add Beneficiary’ page will default to today’s date; when back data is being entered, you MUST change this to the date that you initially enrolled the beneficiary in the I&R program. If you forget to change this particular field, the system will not allow back-dated efforts or assessments to be recorded for the beneficiary. The enrollment date will need to be corrected before you can continue entering your data for this record.

This is an issue for the Technical Help Desk, as it requires Site Administrator access to correct. Please send the Technical Help Desk the following information:

- WIPA project site name
- ETO case number
- Correct I&R enrollment date

**Entering beneficiaries who are hesitant or unwilling to share their Social Security Number (SSN)**

SSN is a required field. This field may be left blank only for beneficiaries enrolling in the I&R program who are not willing to provide this information. However, if a beneficiary requests I&R assistance, but is not willing to provide their SSN, WIPAs have two options:

- **Option 1:** Provide the I&R service, and do not enter the beneficiary in ETO, or
- **Option 2:** Provide the I&R service, and enter the beneficiary in ETO, leaving the SSN field blank.

WIPA Projects will not be penalized for leaving the SSN field blank in the I&R program only.

You are encouraged to speak with your TA Liaison about your current process to determine if there might be some different strategies you can use in discussing this SSN requirement with beneficiaries.

**Assessments in the I&R Program**

**Completing the I&R Assessment**

Social Security requires that all beneficiaries eligible for your services have an I&R Assessment. This requirement is reflected in the WIPA Benchmark 1.1. Specifically, benchmark 1.1 sets an expectation that 90% of all beneficiaries enrolled in I&R will have an I&R assessment completed. As a result, CWICs should make every effort to complete an I&R Assessment for all beneficiaries. Please note, however, that ETO will not block you from dismissing a beneficiary from I&R and enrolling in WIPA in instances when an I&R assessment has not been completed.
CWICs are required to fill in all sections of the I&R Assessment, including the ‘time spent’ field. Time spent should only include the time spent with the beneficiary gathering the information, not the time spent actually entering the data if this task is completed at a later time. If an effort (case note), will also be recorded at the same time, capture the time spent on information gathering on the I&R assessment and the additional time spent in discussion with the beneficiary on the effort (initial case notes).

**I&R Assessments completed by the TtW Helpline**

Beneficiaries referred to a WIPA project from the TtW Helpline will already have an I&R assessment completed. It is NOT necessary to complete an additional I&R assessment upon accepting the referral unless additional relevant information is provided by the beneficiary upon contacting them. The I&R assessment completed by the TtW Helpline is counted in the percentages for the benchmark report. Refer to the section of this document relating to TtW Helpline Referrals for further information on how to access the I&R assessment and Referral Notes completed by the TtW Helpline.

**Efforts in the I&R Program**

**Definition of an Effort**

Efforts (initial case notes) are used to track any activities you complete related to delivering the I&R service (including attempts to contact the beneficiary), as well as any additional I&R contacts you have with, or on behalf of, the beneficiary after that service is complete. The Efforts feature in the I&R program is completely optional, meaning there is no requirement that WIPAs use this feature in the I&R program.

**‘Time Spent’ and ‘Value’ fields**

Always complete the ‘time spent’ field when recording an effort. If a CWIC completes an I&R Assessment and also records an Effort at the same time, the ‘time spent’ fields should be completed in both places; however, it is recommended that the time be split between the two so that time is not double-counted. For example, if a one-hour initial meeting included completing the intake and discussion that needed to be documented in the notes section of an effort, the I&R assessment might indicate 30 minutes and the effort might capture the additional 30 minutes so that the entire hour is accounted for between the two activities.

The ‘Value’ field for initial case notes in the I&R program is a ‘yes’ or ‘no’, and will indicate whether or not you reached the beneficiary. Select ‘No’ if you attempted contact but only left a message. Select ‘Yes’ if you actually spoke with the beneficiary or contact person, if you mailed a letter, or if you sent an email.
Capturing additional efforts for beneficiaries who only receive I&R services

It is absolutely permissible to use I&R Efforts to track additional I&R contacts – but not required. The Efforts feature in the I&R program is completely optional. If you choose to do so, it may be used to track any activities you perform in relation to delivering the I&R service, as well as any additional I&R contacts you have with the beneficiary after the service is complete. Please be aware that the benchmarks related to efforts only apply to beneficiaries enrolled in WIPA services. Any I&R efforts you choose to record will not count towards meeting the benchmarks.

Accessing efforts in the I&R program after the beneficiary is dismissed from I&R and subsequently enrolled in WIPA

All I&R efforts entered are still accessible after a participant has been dismissed from I&R and enrolled in WIPA. Proceed as follows:

- Search for the beneficiary by last name
- Click on ‘View Beneficiary Dashboard’
- On the lower left of the dashboard, select ‘Review Participant Efforts’
- Select the date range to include the date of the initial enrollment, or choose ‘select all dates’
- **IMPORTANT**: change the ‘Scope’ field to ‘Participant’ using the drop down box
- Scroll down to ‘Review Participant Efforts’ and open the toggle (plus sign) next to ‘Initial Contact and Demographics’ to view the case notes from the I&R program

Dismissal in the I&R Program

Required dismissal from the I&R Program

“Dismissing” a beneficiary simply means that the case record has been moved to an inactive status for that particular program; all of the beneficiary data remains in the data system.

The only instance in which dismissal from I&R is required is when a beneficiary, enrolled in the I&R program, is referred to and begins receiving WIPA services. When this happens, you must complete all fields listed in the dismissal feature in ETO. Remember, anyone who will be enrolled in the WIPA Services Program MUST first be enrolled, and then dismissed from the I&R Program. Take the following steps to dismiss from I&R:

- Verify that the beneficiary SSN field is completed
- Select ‘Dismiss Beneficiary’ from the I&R home page
- Search for the beneficiary
Select the appropriate beneficiary and click ‘Dismiss (same date and same reason)’
Enter the dismissal date, reason of ‘Referred to WIPA’, and check the ‘Successfully Completed’ box, then hit ‘dismiss’

Optional dismissal from the I&R Program

Other than dismissing beneficiaries are moving into the WIPA Services program, dismissal from I&R is optional. CWICs may choose to dismiss beneficiaries from I&R for reasons such as: moved out of service area, deceased, incarcerated, unable to contact after repeated attempts, met I&R needs, and declined additional services.

Reactivating a beneficiary that has been previously dismissed

Again, dismissing a beneficiary does not mean they disappear; the beneficiary’s record still remains in the database and is counted. You can re-enroll a beneficiary by clicking on the ‘Enroll Beneficiary’ link on the I&R program home page. Search for the beneficiary by last name and click ‘Search’
Referrals to WIPA Projects from the Ticket to Work Helpline

Accepting and Rejecting Referrals

Viewing Participant and Referral Details

WIPA Projects should not contact the beneficiary prior to taking action on a referral from the TtW Helpline (‘accepting’ or ‘rejecting’ the referral).

The appropriate protocol is; (1) review the beneficiary’s referral information in ETO for appropriateness, (2) ‘accept’ or ‘reject’ the referral in ETO, and (3) after accepting the referral, initiate contact with the beneficiary. Accepting a beneficiary referral from the TtW Helpline automatically enrolls the beneficiary in the I&R program in ETO.

To view the referral details:

- From the home page, select ‘View Pending Referrals’
- Select “a different site within my Enterprise”, and click Submit
• When the next screen opens up, click on the ‘Referral Details’ link for the referral you are taking action on, and review the referral notes. There will be sufficient information provided to confirm that the beneficiary is within the WIPA coverage area.

• After closing this screen, you will need to click on the ‘Participant Details’ link to be able to search your site to confirm that you are not already serving the referred individual.
• Select ‘Call Center site’ in the ‘Demographics for...’ box, as indicated below:

• The following is an example of what you will see:
• Copy the SSN and paste it into the search box that displays after clicking on ‘Search for WIPA or BOND beneficiaries’ from the I&R program home page to check for prior enrollment in your program.

• If the beneficiary is within your service area, and they are not already being served by your project (enrolled in ETO), accept the referral; otherwise, reject.

Handling referrals of beneficiaries already being served by the WIPA

If a referral is received and a search reveals that the referred beneficiary is already enrolled in the WIPA site and has been receiving services, reject the referral with the reason of ‘already enrolled in this WIPA’. After rejecting the referral, contact the beneficiary within 5 business days to provide continued services as needed. CWICs should make note of the information provided by the Helpline in the referral notes section when reviewing referral details as this will indicate the beneficiary’s reason for contact.

If the referral was rejected and the referral notes information was not reviewed/captured, this can be found by running the ‘(WIPA project initials) Call Center Referrals by Date Range’ report described below.

Viewing Referral Information

Locating a participant record after accepting/rejecting the referral

To view Helpline referrals within a specific date range, go to the right navigation bar and select ‘Reports’, then select ‘View Reports NEW’, scroll down to ‘Query Reports’, and select ‘(WIPA project initials) Call Center Referrals by Date Range’

• Enter a date range that includes the date of the original referral. Hit ‘Submit’.

• Scroll through the query results displayed until the appropriate beneficiary record is found. Note the case number or last name of the beneficiary, exit out of the report, and search for the beneficiary from the home page.
Viewing the I&R Assessment and Referral Notes

To review the referral notes and/or the assessment completed by the Call Center for an accepted participant, take the following actions:

- From the beneficiary’s Dashboard, click on “Review Participant Efforts” in the Action Links box.

- At the date range page, enter a range that goes back far enough to capture the date of the original referral. If you can’t remember the original referral date, click “Year to Date” or “Select ALL Dates.”

- **IMPORTANT:** On the Review Efforts page, change the “Scope” of the information. On the far right towards the top of the screen, there is a drop-down for Scope which is set to Program. Change that to Participant, under Enterprise.
Scroll all the way down to the Detailed Statistics section (below the Overall Statistics section); click on the plus button in front of #7 to show the referral details, including the referral notes, who sent it, and the date of the referral. #8 will show you the I&R Assessment that was completed by the Helpline in report format.

TtW Helpline to WIPA Referral Protocols

Addressing Protocol Email Issues

There are times that previously referred beneficiaries re-contact the TtW Helpline for various reasons. In these instances, the agent at the Helpline will send a protocol email to the WIPA that received the initial referral to provide information stated by the beneficiary, as well as to request that the WIPA continue efforts to contact the beneficiary. Please refer to the ‘TtW Helpline to WIPA Referral Protocols’ document and ‘Quick Reference Guide’ posted on the VCU National Training Center website for additional guidance on complete protocols.

When a “protocol email” is received, limited information related to the beneficiary in question will be provided, so that PII is not disclosed. CWICs will need to search the referrals within a specific date range in order to identify the beneficiary who re-contacted the Helpline. To view Helpline referrals within a specific date range, go to the right navigation bar and select ‘Reports’, then select ‘View Reports NEW’, scroll to the bottom of the page under ‘Query Reports’, and select ‘(WIPA project initials) Call Center Referrals by Date Range’

- Select ‘is equal to’ in the drop down box, and the date the referral was made (this was indicated in the email). Hit submit.
• Scroll through the query results displayed until the appropriate beneficiary record is found. Note the case number or last name of the beneficiary, exit out of the report, and search for the beneficiary from the home page.

• Re-contact the beneficiary within the established time frame to continue services.

“Fake” protocol for Helpline referrals

In some instances, beneficiaries referred to the WIPA from the TtW Helpline, may need to be removed from the database. By removing the beneficiary (as opposed to dismissing them from I&R), the beneficiary will not be included in the counts of ‘ever enrolled in I&R’ and thus, there is no issue with increasing your WIPA project’s I&R numbers relative to WIPA service numbers. An increase in the number of beneficiaries removed from the ETO program will also not reflect negatively on your project.

There are only three reasons why a referred beneficiary should be removed from the ETO database:

• The CWIC is unable to contact the beneficiary after multiple attempts within the five to ten business day period.
• After accepting the referral and contacting the beneficiary, the beneficiary declines services.
• The WIPA project may ‘accept’ a referral and then after contacting the beneficiary, discover that the individual resides outside of their service area.

In these instances, WIPAs should take the following actions:

• Remove the beneficiary from the I&R program by locating the accepted referral and changing the beneficiary’s last name to “Fake”.
• Contact the TtW Helpline via email support@chooseworkttw.net to inform them of the situation.
• The Technical Help Desk removes “Fakes” from the database on the 20th of each month.

Enrolling Helpline referrals into the WIPA Services Program

As previously noted, accepting a beneficiary referral for the TtW Helpline automatically enrolls the beneficiary in the I&R program in ETO. Remember that Helpline Customer Service Representatives screen beneficiaries with inquiries related to work incentives to determine, among other things, that the beneficiary meets the basic eligibility criteria for WIPA services. Given this, once a referral is accepted, CWICs do not need to wait until signed releases are returned to enroll Helpline referrals in the WIPA Services Program in ETO. Enroll all beneficiaries who: (1) you offer WIPA level services, (2) accept the offer for those services, and (3) you provide at least some individualized WIPA level services. Consider the following questions to ensure that WIPA level services are appropriate:
• Does the beneficiary say that he/she is interested in employment or indicates that he/she plans to pursue employment at some point in the future?
• Does the beneficiary want individualized counseling on how paid employment/self-employment would affect his/her benefits?
• Is the beneficiary willing to give you the information you need to provide individualized and specific services (i.e., provide benefits verification information, sign releases if assistance is needed in obtaining verification, etc.)?

Handling issues with Helpline referrals – different address

The TtW Helpline makes referrals to WIPA projects based on the confirmed address (county) for the beneficiary in MAXSTAR. In some circumstances, once the referral is accepted and the CWIC begins working with the beneficiary, it comes to light that the beneficiary is actually “staying” in a different WIPA coverage area. This could be due to the person technically being homeless and staying with someone in an area that is different from the permanent mailing address, or, someone had temporarily moved to a different area for work, etc. If this situation occurs, the beneficiary should continue to be served by the WIPA that covers the permanent address of the beneficiary, and who received the original referral. If the beneficiary subsequently moves their permanent address to another area, they should be either directed back to the TtW Helpline or given the contact information for the appropriate WIPA if they want/need additional WIPA services.

WIPA SERVICES PROGRAM

Enrollments in WIPA Services

When to enroll a beneficiary in WIPA Services

You should enroll all beneficiaries in WIPA who (1) you offer WIPA level services, (2) accept the offer for those services, and (3) you provide at least some WIPA level services. WIPA level services by definition are individualized services, and verification of benefits is necessary to provide this level of services. However, the BPQY is only one form of verification. CWICs do not need to wait for the BPQY before enrolling a beneficiary in the WIPA Services program, but probing questions should be asked. There is a protocol established in Module 6 of the CWIC manual for determining eligibility including a quick reference for CWICs. The verification is more critical than obtaining the signed releases or BPQY, as beneficiaries can provide verification of their benefits separate from these documents.
How to Enroll a beneficiary in WIPA Services

Beneficiaries should NEVER be directly enrolled in the WIPA Services program. Every beneficiary must first be entered into the I&R program and subsequently dismissed from I&R before being enrolled in WIPA. The SSN field in the I&R program must also be completed prior to enrolling the beneficiary in WIPA. Following are the steps to take when enrolling a beneficiary into the WIPA Services program:

- Dismiss the beneficiary from the I&R program with the reason of: ‘referred to WIPA’
- Change program to WIPA Services

In order to switch from the I&R program to WIPA Services, click on ‘WIPA Initial Contact and Demographics’, which should be underlined, and then a dropdown box will be displayed that includes ‘WIPA Work Incentives Planning and Assistance’. Select ‘WIPA Work Incentives Planning and Assistance’ (WIPA Services program) and the screen will change to the WIPA Services home page.

- Using the ‘Enroll Beneficiary’ link on the home page for the WIPA Services program, search for the beneficiary by SSN.

- Required fields for the Demographics/Intake Page were completed in the I&R program, but be prepared to update demographics as needed as you get more information from the beneficiary.
  - SSN is a required field!

Assessments in the WIPA Services Program: Baseline & Follow-up Assessments

Baseline Assessments
The purpose of the Baseline Assessment is to capture a snapshot of the beneficiary’s situation when they are first enrolled in the WIPA program. That is why it is called a ‘baseline’. A Baseline Assessment must be completed for all beneficiaries enrolled in WIPA. Projects will be assessed on their performance in meeting this requirement as established in WIPA Benchmark 2.1.

The Baseline Assessment has multiple sections, and all are required to be completed. Given the depth of this assessment, you may find that it will take more than one sitting to complete it. Some beneficiaries may have numerous changes occurring in their lives while you are working with them. This can make it difficult to understand when you should enter additional data in the baseline verses considering the baseline completed and recording a beneficiary’s ‘new’ information in a Follow Up Assessment. Given this, as a rule of thumb, you should consider the Baseline Assessment to be completed (meaning you don’t want to make any more additions or changes to it) once you have verified ALL the individual’s benefits.

Once benefits are verified, you should have all the information you need to complete the Baseline Assessment.

**Completing the Baseline Assessment**

The baseline assessment should be started immediately upon enrolling a beneficiary into WIPA Services. CWICs should save the baseline as a ‘draft’ while completing all verifications. Once verification is complete, the baseline is finished and should be submitted. Once the baseline is submitted as complete, no further edits should be done. Any changes are to be recorded as a follow up assessment.

To access the baseline assessment:
- Select the ‘Beneficiary Assessment’ link from the home page
- Search for the beneficiary by last name, SSN, or case number, then click on the beneficiary name.
- Click on ‘Take New Assessment’
• Select ‘WIPA Work Incentives Plan (Baseline)’ in the drop down box and hit ‘Continue’

Baseline Assessment – required information

It is important that the baseline assessment be as complete as possible as this establishes the beneficiary’s situation at the onset of services. Note that the Benefits Analysis section of the baseline is no longer optional! All relevant questions that pertain to the beneficiary and the particular benefits that they receive should be completed in the baseline assessment. It is permissible to skip those questions that are not applicable to the beneficiary. For example: you do not need to answer the questions related to Title II work incentives if you are completing a baseline for an SSI-only beneficiary, and vice versa.
Data consistency in the Baseline related to the Ticket Program

There are multiple questions in the baseline assessment that relate to Ticket, Vocational Rehabilitation and Employment Networks. It is important to be consistent with entry for the questions that appear to be duplicative. As you will see in the excerpted questions from the baseline assessment below, there are questions related to both entities in the benefits section as well as the services section of the baseline assessment. Most beneficiaries are not going to know if their VR is serving them under cost reimbursement, or functioning as an Employment Network, particularly since VR agencies can make that decision on a case by case basis if they want to. For the sake of consistency in the assessments, VR is VR whether or not they have opted to function as an EN. So for example, if a client is already open with VR, here is how the CWIC should answer the questions in the baseline and/or follow up assessment:


- **Utilizing at intake**
- Not utilizing at intake not suggested
- Not utilizing at intake but suggested
- Utilizing after receiving WIPA services

**D-14. Benefits - Tickets**

- **Utilizing at intake** *(because we know that if they are open with VR, they would be in use-SVR status)*
- Not utilizing at intake not suggested
- Not utilizing at intake but suggested
- Utilizing after receiving WIPA services

**D-15. To whom has the beneficiary assigned his/her ticket?**

- **SVRA**
  Employment Network
D-34. Services - Vocational Rehabilitation Services

**Utilizing at intake**
- Not utilizing at intake not suggested
- Not utilizing at intake but suggested
- Utilizing after receiving WIPA services

D-39. Services - Employment Network (EN)

**Utilizing at intake**
- Not utilizing at intake not suggested
- Not utilizing at intake but suggested
- Utilizing after receiving WIPA services

**Follow-Up Assessments**

The purpose of the Follow-up Assessment is to track changes in the beneficiary’s situation or status over time. ETO provides a vehicle for comparing one assessment to another and actually tracks how the answers to various questions on the Baseline and Follow Up Assessments change over time for a given beneficiary. For example, if somebody begins new employment (after not having been employed) and a follow up assessment is completed, the follow up assessment will document the change in that it will differ from the earlier assessment (either the baseline or a previous follow up assessment). The earlier assessment will list the individual as not currently employed, whereas the assessment completed at the present time will indicate the beneficiary is currently working. In that way, the actual action of new employment is noted.

Given this, it is essential that Follow-Up Assessments are completed anytime there is a change in a beneficiary’s situation such as a change in employment, education, or use of work incentives. Examples of events that might trigger Follow up Assessments include: changes in job search, using employment services, goal is to earn enough to stop benefits, start/stop working, increase/decrease hours/wages, employer health coverage starts/stops, work Incentive starts/ends, and Ticket assignment changes.

**Completing the follow up assessment**

To access the follow up assessment, follow the same steps noted above in the ‘Completing the baseline’ section. After selecting follow up assessment, the following screen will be seen, which asks if you want to pre-populate with previous assessment data:
While it is not required to do so, pre-populating will save you a lot of time unless there have been numerous changes that occurred between the time the previous assessment was completed and the present. Pre-populating with data from the prior assessment will allow you to simply modify the specific data that requires an update. For example, if the beneficiary has just started working, you only need to update the questions that relate to any changes brought about due to employment, and you would enter information about the new job in the ‘Beneficiary Employment’ tab of the assessment.

**Efforts in the WIPA Services Program**

**Definition of an Effort**

In the WIPA program, efforts are defined as any action with or on behalf of the beneficiary. The CWIC should record every contact, attempted contact, or action with a beneficiary or with another entity on behalf of the beneficiary as an effort. Beneficiary Efforts include things like: attempt to contact, questions about the use of a work incentive; discussion of how to report earnings to SSA; discussion with the VR counselor about the beneficiary’s use of a work incentive; discussion of a potential increase in work hours that is being considered; the completion of a BS&A and the completion of a WIP. It is important to note that Efforts include activities you do either with OR on behalf of the beneficiary. So, it is not necessary to have the beneficiary with you or directly involved with the activity you are engaged in on their behalf, for it to qualify as an Effort.

**How to Record an Effort**

The CWIC should make sure the WIPA program is selected before recording an effort! Click on Beneficiary Effort’ on the home page in order to record an effort in the WIPA Services program. Search
for the beneficiary by last name, SSN, or case number. Select the proper beneficiary then at the next screen, select ‘Provide WIPA Services’ in the drop down box, then click ‘submit’.

Select follow up contact. You will have the option to select ‘initial contact’ from the drop down box; however, since you already had your initial contact with the beneficiary while they were still in the I&R program, you will record any contact in the WIPA services program as a follow up contact.

Enter the date of contact for the effort you are recording. Note that the effort form will default to today’s date; you will need to change this to the actual date that the effort occurred. Be careful to accurately enter the date, particularly when you are entering back data. For example, if the effort you are entering occurred on 12/18/2013, be very careful that you are recording 2013 and not 2014. You can also add a date of next contact, if you have set a specific time to get back in touch with the beneficiary.
The next section of the effort form is related to the actual content of the contact, the time spent on the effort, and service delivered. It is critical that you fill out all the relevant fields to capture what you did with or on behalf of the beneficiary. The ‘Time Spent’ field should be an indication of the time engaged in the activity with or on behalf of the beneficiary and not include the data entry time to record the effort.

In the WIPA program, the ‘value’ field is a choice of:

- Provided Problem Solving and Advocacy Services
- Provided Work Incentives Analysis Services
- Provided Long Term Support Services

You should select the category most appropriate for the reason you called/left message and indicate in the notes that direct contact was not made when capturing contacts where a direct connection is not made with or on behalf of the beneficiary. For example, if the CWIC were recording an attempted contact with the beneficiary to review the BS&A and begin developing the WIP, but only left a message, the recommendation would be to complete fields as follows:

- **Time spent**: 1
- **Value**: Provided Work Incentives Analysis Services (the category closest to the reason for the message being left)
- **Notes**: Called Lulu to discuss BS&A mailed to her last week and begin development of WIP. Left message for her to call me back to schedule a time to complete this.

Continue filling out the rest of the effort form, then ‘Save & Close’ the effort.

**When to record efforts**

The CWIC should begin recording efforts as soon as the beneficiary is enrolled into the WIPA program. It is NOT necessary to wait until the baseline assessment is completed to begin recording efforts. The actions taken to complete benefit verification should be recorded as efforts.

**The Relationship between Follow up assessments and Efforts**

As previously noted, Follow-up Assessments capture information on a change in the beneficiary’s status. Follow-up Assessments do not provide a record or means for tracking the work being completed by the CWIC. Under the former WIPA Program, a follow-up assessment and an effort were never recorded at the same time. This is no longer the case! If you engage in an activity with or on behalf of a beneficiary – record it as an effort. If during that contact you learn that a change has occurred in the beneficiary’s status, also record a follow-up assessment.

For example, a CWIC may have a conversation with a beneficiary about how they are doing, and in the course of that conversation learn about a change in their situation that constitutes a follow-up assessment. When this happens, the CWIC should complete a follow-up assessment to record the change in the beneficiary’s status, and also record an effort to capture information on their contact with the beneficiary.

**Capturing efforts related to BSA development and completion**

Actions including: analyzing information, developing (writing) the BSA, sending completed BSA for peer review, making modifications to BSA based on suggestions from review, and sending BSA to beneficiary, would all be part of completing a BSA. An Effort can be started on the first date that work is done on the BSA, and edited as needed as additional work is done. The CWIC can list the details of the work done in the case notes box if help is needed to keep track, for example:

- 1/13/14: began drafting BSA, completed sections related to other benefits, employment supports, and non-employment benefits issues (.75)
- 1/15/14: completed final draft BSA and emailed to Barbara for a peer review (1.0)
- 1/17/14: received feedback from Barbara and made changes to BSA, called the beneficiary to clarify a specific detail about their work goal
(hours/week), made additional changes to BSA, printed and mailed BSA to beneficiary. (1.5)

The date on the Effort must reflect the date the BSA was finished, which would be 1/17/14 in the above example, so CWICs will need to change the date on the effort before saving the changes. At that point the CWIC should also check the ‘BSA Completed’ box and the total time spent should be indicated.

Editing an Effort

The CWIC should first access the ‘Beneficiary Dashboard’ in order to edit an effort that was previously recorded. There are two ways to access the dashboard, either by using the ‘Quick Search’ tab at the top navigation bar, or via the ‘View/Edit Beneficiary’ link on the home page. When using the ‘Quick Search’ tab search by last name, you can click on the beneficiary’s name and a pop-up box will display with a link to the beneficiary dashboard as shown below:
After clicking on ‘Beneficiary’s Dashboard’, you will click on the ‘Edit’ link next to the effort that you want to edit in the ‘Beneficiary’s Recent Efforts’ box on the dashboard.

The effort will open and you can make any edits that are necessary.

The CWIC can also access the dashboard from the ‘View/Edit Beneficiary’ link from the home page. After clicking on that link and searching for the beneficiary by last name, you will see the demographics page with a link to the Beneficiary Dashboard at the top of the form.
Dismissal in the WIPA Services Program

The CWIC is NEVER required to dismiss a beneficiary from WIPA and this dismissal is not recommended; it is an optional action – for example, reasons for dismissal may include:

- Incarcerated
- Moved out of service area
- Passed away
- Unable to contact
- WIPA needs met
- Declined additional services

Correcting unintended enrollments in WIPA services

It is not possible to go “back” to un-enroll a beneficiary that shouldn’t have been enrolled in WIPA Services, but you can dismiss them. Keep in mind that dismissing a beneficiary does not mean that their record and data disappear in ETO. After dismissing, you can re-enroll a beneficiary at a later date by clicking on the “Participants” bar on the right side of the screen, and then clicking on “enroll participants.” Search for the participant by last name, select the beneficiary, enter their program start date, then click submit.

Uploading, Scanning, and Storing Documents in ETO

WIPA projects now have the capability of saving and uploading documents directly into the remote Social Solutions servers. There will be four different types of documents: (1) those created on their secure government furnished computer and uploaded into ETO, (2) those created on a different
computer that will be uploaded to the secure government furnished computer, (3) those that are received from other sources electronically and uploaded, and (4) those that are received from other sources in hard copy format and subsequently scanned and saved to the hard drive of the government furnished computer.

**Important Note:** The following guidance regarding beneficiary data is provided by the Social Security Office of Research, Demonstration, and Employment Supports:

CWICs should never enter files containing PII or beneficiary information into any other data base or computer. Please refer to the WIPA Terms and Conditions document regarding alternate data bases. ETO, used ONLY on the secure Government furnished computer, is the ONLY approved environment. The CWIC should not retain any beneficiary files, information, or PII in any other electronic environment.

At this time, the CWICs should have destroyed all paper files from the prior WIPA program. Regarding new WIPA clients, we cannot prohibit paper files but once again, all rules and directives must be strictly followed regarding the maintenance of paper files and, at some point, we will once again require destruction of paper files.

There are no ‘required’ uploads. However, Social Security is eager to minimize paper records to the greatest extent possible and therefore we strongly encourage uploading pertinent documents. There are many reasons for this; the first is paper reduction and mitigating potential loss of files. Second, all information is in a secure environment. If there are paper files, the WIPA must follow all guidance and directives on maintaining paper files according to the cooperative agreement.

**How to Upload Documents in ETO**

CWICs can upload documents in both the I&R program and the WIPA services program. There are no limits to the number and/or frequency of documents that can be uploaded.

*To upload a document in the I&R Program:*

- Search for the participant
- When you click on the beneficiary name and a box pops up
Select ‘View/Record Assessment’
Select ‘Take New Assessment’
Select ‘Upload File’
Name the file that you want to upload and hit ‘Upload’; a new window will open to find the file to upload. Hit ‘Browse’, and search for the file on your computer. Once you have located the file, click ‘Upload’.

After the pop-up box closes, the main screen will now have a button labeled ‘View/Edit’. If you click on that, another new window will open and you will see the document that you uploaded.
After closing the pop-up box, click ‘Submit’ to complete the upload function.

**To upload a document in the WIPA program:**

- Click on ‘Beneficiary Assessment’ link on the home page of the WIPA Services program
- Search for the participant
- Select ‘Take New Assessment’
- Select ‘Upload File’
- Identify the name of the document (how you want it to show in ETO) and then click ‘upload’
- Follow the same steps as in the I&R program description above to complete the upload of documents.

**Transferring documents from other computers and sources to the Social Security laptop**

Refer to the job aid from the Technical Help Desk titled “Sending Files to the Social Security Laptop”. CWICs can access this document on the VCU-NTC website: [http://www.vcu-ntc.org/eto/additionalResources.cfm](http://www.vcu-ntc.org/eto/additionalResources.cfm)

**Entering Back Data**

Social Security strongly encourages projects to enter their retroactive data. Social Security has not established a time-limit for this data entry catch-up; however, WIPA Projects are strongly encouraged to enter their back data as time permits.
Strategies & Tips

- When entering back data, CWICs should prioritize entering those beneficiaries who are, or were, receiving intensive WIPA services (even if they were currently inactive). Once all data entry is complete for WIPA level beneficiaries, CWICs should focus on entering I&R-only beneficiaries as time permits.

- WIPA began on 8/1/2013; data should not be entered into ETO for services delivered prior to this date. Projects who are now providing WIPA services to beneficiaries that were previously being served with other funds (prior to the re-start of WIPA on 8/1/2013), should enter those beneficiaries as ‘new’ to the ETO system as of the date of the first contact with them after the 8/1/2013 start date of WIPA.

Information captured on the baseline assessment must reflect the beneficiary status as of the ETO enrollment date – NOT the date that they may have begun receiving services under other funding prior to WIPA restart.

- When creating new participant records, be sure you are entering the actual enrollment date, rather than enrolling them with “today’s date” as the date of enrollment. The system will default to today’s date, so you will need to manually change this. Also be sure that you adjusted the ‘date of first inquiry’ field to the appropriate date (which is likely also the I&R enrollment date).
• Efforts in ETO cannot be back-dated before the participant's enrollment date. You can't provide a valid service to a participant BEFORE they have been enrolled. If you experience an error message when entering back data efforts, check the enrollment date. If the enrollment date is incorrect, the CWIC will need to contact the Technical Help Desk. Only ETO users with a security role of "Site Manager" and above are allowed to adjust a participant's enrollment date even after the participant has been enrolled. Currently, the Technical Help Desk staff is the only group permitted to make these adjustments.

Using the “To Do” list

You can maintain a “To Do” List in the I&R Program to track beneficiaries you are providing I&R services to, and you can also have a “To Do” List on the WIPA Work Incentive Planning and Assistance (WIPA) program.

Adding items to the “to do” list

The CWIC has two ways to place items on the To Do List; Efforts and Assessments. Below is a list of the steps for how to put items on the “To Do” List through Efforts, and then a list of the steps for how to put items on the “To Do” List through Assessments:

• On Home page, select “Beneficiary Efforts”
• Search for the beneficiary by last name
• The beneficiary’s name will appear. Click on the word “Go” just to the left of their name and a blank Effort screen will appear.

• When the effort screen opens, fill in the fields on the Effort. If Today was not the date you provided the services you are capturing in this Effort, change the date of contact so it reflects that date. **KEY FIELD:** Enter the Next Date of Contact. By entering a future date in this field, this beneficiary will be added to your To Do List. Choose a date that reflects when YOU need to do something on behalf of or with the beneficiary. For example, if you are expecting to receive
signed releases in the mail from the beneficiary on 3/20/14, then you would set a Next Date of Contact for 3/21/14, so that it reminds you to call the beneficiary if you haven’t received them by then. If you receive the paperwork before 3/20/14, on 3/17/14 for example, then you will simply create a new Effort on 3/17/14 with a new Next Date of Contact that reflects the next step that needs to be taken, which will replace the 3/21/14 date on the To Do List.

- Complete the rest of the Effort by checking off the relevant boxes and drop down menus. In the notes section, include information that reflects what you did and what the next step is. This case note will appear on your To Do List so be sure to include information that will help you clarify what needs to be done for this beneficiary on the date they are flagged to have something done. Click Save Effort & Close.
To put a beneficiary on the To Do List, at the end of the Assessment (either the I&R Assessment, WIPA Baseline Assessment, or WIPA Follow Up Assessment):

- Check off “Schedule Follow-Up Alert to show up on your To-Do list”.
- Set the Alert Date (which will be the date your “To Do” list flags you to do something for or with this beneficiary.
- Under ‘Alert Type’, you can choose to be reminded to complete this assessment or take a new one.
- Then under ‘Alert Notes’ include information that reflects what you did and what the next step is in regard to this assessment. This note will appear on your To Do List so be sure to include information that will help you clarify what needs to be done for this beneficiary on the date they are flagged to have something done.
- Click Submit.
Viewing Your “To Do” List

- Click on the “To Do List” tab, just to the right of the “Quick Search” tab

- Just below the ‘Quick Search’ and ‘To Do List’ tabs, a question and drop down box will appear:
  ‘Show To Do List for: To Do List’. Click ‘Go’

- Your “To Do” List will appear. Make sure the “Show” is set to “Participants”. It will show everything you have on your To Do List by default, but you can change the “Period” to only show those beneficiaries you have a Due Date for a different period, such as “Today”. If you have missed a due date for someone, it will be noted in the Past Due column. To clarify what needs to be done for each person, click the “+” just to the left of their name.
• After you click the “+” next to their name, the items you need to follow up on will appear. If there was a Next Date of Contact set for this person on an Effort, then you will see “Provide WIPA Services”. If you had set an Alert Date on an assessment, then “WIPA Work Incentives Plan (Baseline)” (or whichever assessment needs following up on) will appear. There will be a “+” next to each of these.

• If you click the “+” next to the “Provide WIPA Services” it will show you the core details you included in the last Effort or Assessment follow up. From this detailed section on the “To Do” List, you can review when your last Effort was (see the left side of this section), the notes from your last effort (see the right side of this section), as well as all the Efforts you have for this person in this program (click View Efforts History). The beneficiary’s phone number is listed on here as well, making it convenient for you to contact the beneficiary without having to go to a different location in ETO.

• Additionally, from this detailed section, you can take actions. If you take any action on behalf of or with this beneficiary, then you can simply click “Record Effort” and a blank Effort will appear. You then simply complete a new Effort, and be sure to enter the new Next Date of Contact so they are
put back on your To Do List if you are going to continue to provide them services. If you determine you aren’t going to address the task for this beneficiary today, then you can simply click on the “Other Actions”, select “Change Due Date”, and enter in a new Due Date to push this task out to a future date.

- And finally, to see the details for an assessment alert on your To Do List, click the “+” to the left of the name of the assessment you have altered to have something done on. The details will appear, similar to the “Provide WIPA Services” noted above. From the To Do List you can choose to Update the Assessment, or take other actions, whichever is relevant when this date arrives.

Adding Items to another staff member’s “To Do” List

It is possible to add follow up items to another staff person’s “to do” list. This is most commonly used when an intake specialist enters initial beneficiary information into ETO, but a different CWIC will be providing the actual services to the beneficiary; or when another staff person may be assisting with data entry.

Follow up items can be added to another staff member’s “to do” list via assessments by using the steps previously outlined for the ‘schedule follow up alert’ section at the end of the assessment. The difference here is that you will select the box next to ‘Schedule Follow-up Alert to show on Other Staff’s To-Do List’ as identified below.
In the WIPA Program, once you check this box, another drop down will open that allows you to select the staff person who you are assigning the follow-up to. After hitting ‘submit’, the alert will be added to that person’s “To Do” list. The process is slightly different in the I&R assessment. The follow up section looks similar to above, however, there is also an ‘Assigned Staff’ field already shown where you can choose who to assign the follow-up to.
Assigning efforts to another staff member

To assign an effort to another CWIC, take the following steps:

- Click on the “To Do List” tab on the top navigation bar, change the drop down box to “To Do List” and hit ‘go’.
- Select the beneficiary who you want to take action on, and open the toggle (+ next to the name)
- Click the drop down next to the effort that you want to assign, and select ‘Assign Effort to Staff’

- After choosing the action field of ‘Assign Effort to Staff’, another dropdown box will appear that allows you to select which staff person you want to select. After making your choice, a pop-up will open to ask if you are sure you want to assign the effort to the particular staff person.
- Select ‘yes’

Messages Tab

Using the Messages tab
‘Messages’ is a new feature in ETO that opens up a secure line of communication with other CWICs within your site. You will find that other staff (VCU TA Liaisons, Technical Help Desk, and Social Solutions) will also be listed as they also may have access to your site.

Those projects that have intake specialists, or data entry people, may want to use this feature as a mechanism to alert CWICs of beneficiaries who need services, new cases being assigned, etc. To create a new message, click on the ‘Messages’ tab on the home page (next to the ‘To Do List’ tab), then:

- click Create Message
- click Send to One or More Staff Members

- Select Staff to receive message (Use CTRL or SHIFT to make Multiple Selections)
- Click Submit
- Enter your message on the screen shown below and hit Send Message

- Typically when there are new messages, the ‘Messages’ tab is orange rather than the standard green. However, you might want to encourage staff to check this tab daily if you plan to use this feature. Here is how the message will appear on the receiving staff end:
<table>
<thead>
<tr>
<th>Select All</th>
<th>FROM</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Laura Coffey (WSPA Training)</td>
<td>3/14/2014 2:07 PM</td>
</tr>
<tr>
<td></td>
<td>Lensa: please complete SIA information.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Leigh: contact beneficiary to schedule intake interview.</td>
<td></td>
</tr>
</tbody>
</table>