



# Most Useful ETO Reports for WIPA

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*May 2017*

## **Introduction**

The Efforts to Outcomes (ETO) Data System has a variety of available reports that are helpful for WIPA Managers as well as CWICs. While there are a large number of custom reports available, this document will only focus on the most frequently used reports.

All of the reports in the new ETO configuration are custom reports. You can access the custom reports list by using the 'Report' button on the right navigation bar on the ETO home page. To open the list, click 'Reports'; on the sub-menu, select 'View Reports (NEW)'. When the page refreshes, you will see the full list of custom reports that includes Participant-Related Reports, Staff-Related Reports, and Query Reports. The custom reports that we will highlight are:

- WIPA Benchmarks
- Current Assigned Staff
- Participant Efforts and Service Hours
- Earnings of People Enrolled in WIPA
- WIPA Touchpoints in Draft
- (WIPA initials) Call Center Referrals by Date Range
- Staff Efforts (Site)
- Login/Logout Report

Many of the reports can be used together to conduct quality checks, as well as troubleshoot potential data entry errors. Individual sections within the descriptions of reports will provide tips and strategies for using the reports in conjunction with each other. We will also give very brief descriptions of some of the other reports available.

Following is a table of contents that will assist you in locating information on particular reports quickly.

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## Custom Reports

### WIPA Benchmarks

Social Security requires WIPA projects to meet or exceed specific performance benchmarks as identified in the Terms and Conditions that accompanied the WIPA awards. The benchmarks are based on the expectation of 100 new I&R enrollees per funded CWIC full-time employee (FTE) per year. Projects can monitor their progress towards achievement of the benchmarks by using the WIPA Benchmarks report. This report will include a summary page that identifies each of the benchmarks and the project's achievement in the date range, as well as individual detail tabs for each benchmark.

The summary table includes the following columns:

- Benchmark (I&R Services, and WIPA Services)
- Number
- Percentage
- Numerator explanation
- Denominator explanation

To run the WIPA Benchmark report, use the following steps:

- From the home page (either program), click on the 'Reports' link on the right navigation bar. Click 'View Reports (NEW)'; then select 'WIPA Benchmarks'.
- A new window will open and a prompt box will open. The prompt box includes fields to select a begin date, an end date, and a WIPA site.
- The begin date can be any date you choose.
- The end date can be any date you choose; however, if you want to include full results for a month, you **MUST** use the first of the following month as an end date. For example, if you want to run a report for a full month, enter the start date as 4/1/2017 and the end date as 5/1/2017, not 4/30/2017.
- To select your WIPA project for the site field, click on the 'Refresh Values' button highlighted in the screen shot on the next page.

- When the list populates, scroll through and click on (highlight) your WIPA project name. Click on the button with the arrow pointing to the right. This action will add your project name to the 'Enter Site Name' field.
- Scroll to the bottom of the prompt box and click on 'Run Query'.

Once the report has generated, you can review the summary of each benchmark and if you want further detail about the records that comprise the numbers for individual benchmarks, you can click on the associated detail tab.

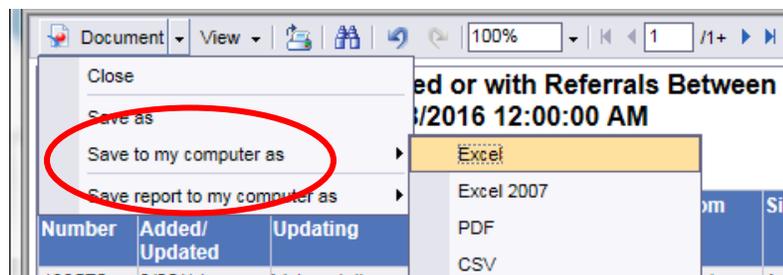
### Tips for Reviewing the WIPA Benchmark Report

- The benchmark report, by design, is a cumulative report, and for most accurate data results, should have a start date of the beginning of the grant year. You can run the report for incremental date ranges; however, your results will only include the services delivered for individuals enrolled in WIPA during the selected time frame. For example, if you ran the benchmark report for a month and wanted to see how many BS&As were written in that month, the results will only show BS&As for those beneficiaries who were also enrolled in WIPA Services in the same month. It will NOT include anyone who

received a BS&A in the month that has a WIPA enrollment date prior to the selected date range.

- All of the WIPA Services benchmarks tabulate based on the subset of those beneficiaries enrolled in WIPA Services within the selected date range. This would include anyone who may have been enrolled in I&R in a prior period, but who have a WIPA enrollment date within the date range.
- *Detail tab 1.1*
  - This count includes all participants enrolled in I&R within the date range.
  - This includes all newly accepted referrals from the Help Line as well as any new enrollees directly entered by CWICs.
- *Detail tab 1.2*
  - This count includes participants enrolled in WIPA within the date range, regardless of when the I&R enrollment occurred.
- *Detail tab – 1.3*
  - This count is the number of participants enrolled in the WIPA Services program since August 1, 2015.
- *Detail tab – 2.1*
  - This count includes new WIPA enrollees in the date range who were working at intake.
  - Note that the denominator for this count is the group of individuals enrolled in WIPA Services within the date range who have a completed baseline assessment.
- *Detail tab – 2.2*
  - This count includes new WIPA enrollees in the date range with an employment goal at baseline.
  - Note that the denominator for this count is the group of individuals enrolled in WIPA Services within the date range who have a completed baseline assessment.
- *Detail tab – 2.3*
  - This count includes new WIPA enrollees in the date range with a goal to reduce or eliminate case benefits at baseline.
  - Note that the denominator for this count is the group of individuals enrolled in WIPA Services within the date range who have a completed baseline assessment.
- *Detail tab – 3.1*
  - This count is a subset of new WIPA enrollees in the date range with a completed BS&A. It does NOT include any participants with a completed BS&A in the timeframe but enrolled in a prior period.
  - CWICs must record an effort reflecting the BS&A was completed and sent for it to count; simply uploading the BS&A will not count.
  - BS&As completed for beneficiaries without a baseline assessment will not count. Cross-reference the 'WIPA Touchpoints in Draft' report and the 'Current Assigned Staff' report.

- *Detail tab – 3.2*
  - This count is a subset of new WIPA enrollees in the date range with a completed WIP. It does NOT include any participants with a completed WIP in the timeframe but enrolled in a prior period.
  - CWICs must record an effort reflecting the WIP was completed and sent for it to count; simply uploading the WIP will not count.
  - WIPs completed for beneficiaries without a baseline assessment and a BS&A will not count. Cross-reference the ‘WIPA Touchpoints in Draft’ report and the ‘Current Assigned Staff’ report.
- *Detail tab – 4.1*
  - This count is a subset of new WIPA enrollees in the date range with a completed BS&A within 60 calendar days of WIPA enrollment. It does NOT include any participants with a completed BS&A in the timeframe but enrolled in a prior period.
  - BS&As completed for beneficiaries without a baseline assessment will not count. Cross-reference the ‘WIPA Touchpoints in Draft’ report and the ‘Current Assigned Staff’ report.
- The best way to sort and review the detail pages is to export the benchmark report to Excel and save it to your computer. Once you have exported the report, you can sort and manipulate the data as needed. To export the report, use the following steps:
  - At the top left corner of the report, you will see the command ribbon,
  - Click on the arrow next to ‘Document’,
  - Scroll to ‘Save to my Computer As’ and click on the arrow,
  - Scroll over to select ‘Excel’.
  - The report will export and then you can save it to your computer and sort as needed to review the data.



### Current Assigned Staff

The Current Assigned Staff report also has multiple tabs to display the data by CWIC and as a management overview. The ‘By CWIC’ tab displays the most comprehensive data for each beneficiary record assigned to a particular CWIC within the selected date range. Column headings include:

- Assigned staff

- Case number
- Date enrolled in I&R
- New I&R Enrollee
- Date dismissed from I&R
- Days enrolled in I&R
- Date enrolled in WIPA
- New WIPA Enrollee
- Days enrolled in WIPA
- Date of baseline assessment
- Date of first BS&A
- Date of first WIP
- Date dismissed from WIPA

The manager overview tab will provide total number of cases by CWIC only within the date range selected. It will also show the total number of I&R enrollees in the date range, number dismissed from I&R and not subsequently enrolled in WIPA, number active in I&R at the end of the date range, number of WIPA enrollees, number dismissed from WIPA, and number active in WIPA at the end of the date range.

To generate the Current Assigned Staff Report follow the exact same steps as used to generate the WIPA Benchmarks report.

#### Tips for Reviewing the Current Assigned Staff Report

The Current Assigned Staff report is one of the best tools for managers who want to see the results of staff services based on their data entry. This report is also a great tool to review and troubleshoot potential data entry errors that could impact benchmarks, including:

- Incorrect date of enrollment (I&R program or WIPA program) —this impacts the benchmark report. The enrollment date will default to the day that the CWIC is doing the data entry. CWICs must double-check, and ensure that the enrollment dates are manually adjusted when they are not entering data at the time of actual service delivery.
- A negative number in the “# of days enrolled in a program” field indicates a problem with data entry; check the date of enrollment and date of dismissal. When the date of dismissal is prior to the date of enrollment, a negative number will result.
- If the BS&A date precedes the date of enrollment into WIPA, the BS&A will not count towards the benchmarks since it occurred prior to enrollment in WIPA services and the benchmarks are contingent on enrollment into WIPA.
- Uploading a BS&A only, without also recording an effort for BS&A development, does not count in the benchmark report towards BS&A completion. CWICs must record an

effort for BS&A development and check the status as 'BS&A completed and sent' for the BS&A to count in the benchmarks. The mere action of uploading the BS&A does not count as the effort to complete the BS&A. Cross-referencing the 'Current Assigned Staff' report can help to quickly identify if the CWIC recorded a BS&A effort for the beneficiary.

### Participant Efforts and Service Hours

The 'Participant Efforts and Service Hours' report shows time spent, and number of efforts recorded for beneficiaries, by CWIC. This report helps managers to evaluate the time spent with beneficiaries in the I&R program, as well as time spent serving beneficiaries in WIPA. The goal is to focus services primarily to those beneficiaries who have a desire and need for long-term, individualized WIPA services. Social Security's expectation is that 70% of I&R enrollees are subsequently enrolled in the WIPA Services program. Review of the 'Participant Efforts and Service Hours' report can provide insight into service delivery trends and help to identify if there are indications of either:

- Too much time spent delivering only I&R services, or
- Not moving beneficiaries into the WIPA Services program at the appropriate time.

This report displays data in the following headings:

- Case number
- Enrolled in I&R in Date Range
- Enrolled in I&R then Enrolled in WIPA in Date Range
- Enrolled in WIPA in Date Range
- Number of efforts prior to WIPA enrollment
- Total service hours prior to WIPA enrollment
- Number of efforts after WIPA enrollment
- Total service hours after WIPA enrollment
- Cumulative number of efforts within the date range
- Cumulative service hours within date range

### Tips for Reviewing the Participant Efforts and Service Hours report

Things to look for include:

- A large number of efforts per beneficiary, or multiple hours spent per beneficiary in the I&R program. A good rule of thumb is less than 2 hours of time spent per beneficiary on I&R service delivery. A high number of efforts constituting more than 2 hours of time spent may indicate that some of the activities recorded in I&R are actually representative of WIPA level services. For example: if there are multiple efforts recorded in I&R for a total of 3 or more hours spent, it might help to look up the record

and review the case notes to see if this person is really getting WIPA level services, or if not, if too much time is being spent on services not aligned with the mission of WIPA.

- CWICs who have more assigned cases with only I&R efforts and time spent indicated. This could mean that there is some question on when the appropriate time to dismiss from I&R and enroll in WIPA would be.

Managers can generate this report in the same fashion as the WIPA Benchmark report and the Current Assigned Staff report.

### Earnings of People Enrolled in WIPA

This report pulls data from the baseline assessment as well as from efforts recorded in the WIPA program.

The data displayed includes the following columns:

- Case Number
- First Name & Last Name
- Is Beneficiary Employed?
- Hourly Wage
- Number of Hours per Week
- Calculated Weekly & Monthly Wages
- Change in Employment Status?

Data displayed provides information about the earnings and income of beneficiaries receiving WIPA services. The data shown in the report includes: case number, beneficiary name (first & last), if beneficiary is employed at baseline, hourly wage, number of hours worked per week, calculated weekly wage, calculated monthly wage, and if there has been a change in employment status since the date of the baseline assessment.

All data shown in this report is for beneficiaries enrolled in the WIPA program who are:

- Employed at time of baseline assessment, **and/or**
- Had a change in employment status after the baseline.

A 'yes' answer in the '*Is Beneficiary Employed?*' column will also populate details about the hours and wages as recorded in the baseline assessment. Any indicator in the '*Change in Employment Status?*' column pulls from the WIPA efforts form recorded after the baseline assessment and will not show details about wage or hours.

The data displayed in this report can really show the effectiveness of the services delivered in relation to the mission of WIPA – promoting employment and financial independence. You can identify trends in wages received, FT vs. PT status, and level of wages related to the SGA guideline.

## WIPA Touchpoints in Draft

This very simple report will identify any efforts, baseline assessments or uploads saved in 'Draft' status. Despite its simplicity, it is a very important report that is useful when there appears to be discrepancy in any of the section 3 and 4 benchmark lines. Remember that any touchpoint saved as 'Draft' will not count in the benchmark report.

To run this report, go to 'Reports', select 'View Reports (NEW)', and then select 'WIPA Touchpoints in Draft'. When the prompt box pops up, hit 'Refresh Values' and then select your WIPA site, and 'Run Query'.

When the report generates, it will list each program and under each program, will identify the type of touchpoint. A table will display listing the beneficiary name, date the touchpoint was added/updated, and date it was saved as draft. The only assessment that you might expect to see saved as a draft is the Baseline Assessment. Remember that the baseline is not submitted as final until all verification is complete; until that time, it should be saved as a draft. When you are reviewing this particular report, pay close attention to the date that the assessment was saved as a draft. If a baseline was last saved as draft several months ago, that may indicate that either the beneficiary unengaged, or that the baseline was accidentally not submitted as final. Any assessments saved in draft form are not included in the benchmark data, so it is important to review this report periodically.

## (WIPA Initials) Call Center Referrals by Date Range

This report is likely one of the most frequently used reports by CWICs and managers. This is the main report used to locate prior referrals when you receive re-contact emails from the TtW Help Line. The information contained in the re-contact email is brief, but sufficient to be able to locate the record using this report.

To view Help Line 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 initials) Call Center Referrals by Date Range'

- Enter a date range that includes the date of the original referral, or choose 'equal to' and enter the date of the original referral. Hit 'Submit'.
- Scroll through the query results displayed until the appropriate beneficiary record is located. Note the case number or last name of the beneficiary, exit out of the report, and search for the beneficiary from the home page.

Not only is this report helpful in locating prior referral records, it also will show you the original referral notes transmitted from the Help Line.

## Other Custom Reports

### Program Enrollment Report

This report shows enrollments for both the I&R and the WIPA programs within date parameters you select. The report includes a variety of counts related to the number of participants enrolled, successfully completing the program, and dismissed, with a pie chart representing the “Reasons for Dismissals” from the program.

Within the generated report, there will be several links that open details in a new report window. These detail reports include:

- Number of new enrollments within the date range

Case Number	Name	Site Name	Program Name	Program Start Date	Program End Date	Days in Program
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- Unduplicated participants who are still active in the date range (originally enrolled on or after 8/1/2015)

Case Number	Name	Site Name	Program Name
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- Duplicated count of participants still active in the date range (originally enrolled on or after 8/1/2015)

Case Number	Name	Site Name	Program Name	Program Start Date	Program End Date
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- Participants dismissed in the date range

Case Number	Name	Site Name	Program Name	Program Start Date	Program End Date	Dismissal Reason
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**NOTE:** To view the detail links described above, you must click on the active link within ETO. Once you export the full report, the links will not remain active. However, you are able to export each individual detail report to Excel for analysis.

This report can be useful in identifying enrollments within a date range for each program, as well as tracking dismissals. Remember, dismissal is required when moving a beneficiary from I&R into WIPA, but not recommended otherwise. There are some exceptions to the dismissal rule including:

- When a beneficiary passes away, or
- If the beneficiary has permanently moved to an area outside your coverage area.

## Beneficiary Demographics and Program History

This report provides several data elements that can be useful; however, there are a few that may be of particular interest to managers. Data fields included in this report are:

- Case number
- First name
- Date added
- Date last updated
- Assigned staff
- Program name
- Program start date
- Program end date
- # of days in program
- Benefits received at intake
- How did customer hear about WIPA?
- Employment status at intake
- Date of beneficiary first inquiry

As with generating other custom reports, this report will ask for prompts including begin date, end date, and WIPA site name.

## WIPA Services Report

This particular report is a legacy WIPA report and it is not one of the primary recommended reports. However, in its current form, there are some data elements that may be helpful. You can easily export this report to Excel or PDF. There are three main tabs on this report, each with sub-categories, including:

- Assessments
  - Number of baselines – broken down into age ranges
  - Number of follow-ups – broken down into age ranges
  - Number of baselines and follow-ups – broken down into age ranges
- Representative Payee
  - Beneficiary is own payee – broken down into age ranges
  - Beneficiary is not own payee – broken into age ranges
  - None selected – also by age range
  - Source of funds – by age range
- Source / Gains
  - How beneficiary heard about WIPA

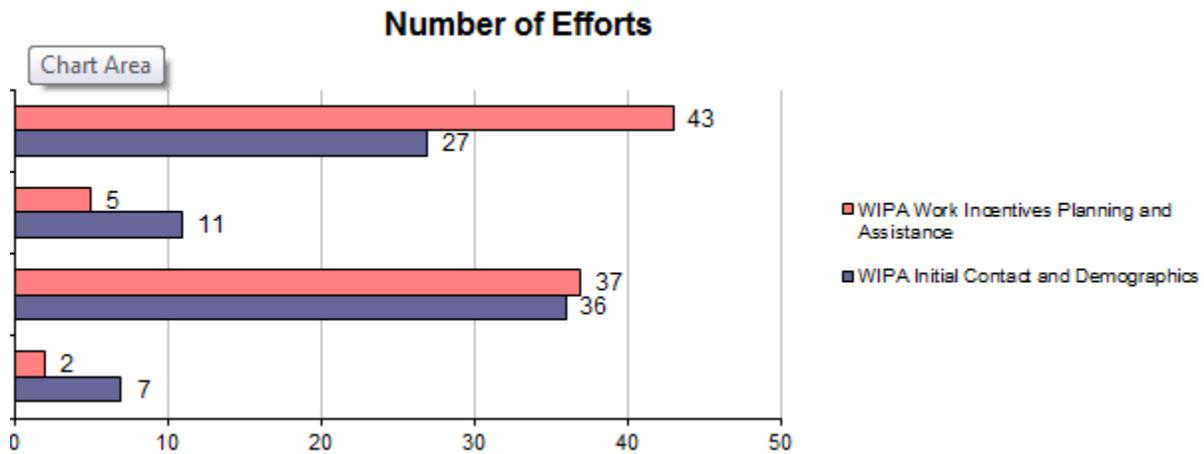
- Gains between baseline and follow-up – of those beneficiaries with both a baseline and follow-up, how many became employed, and how many pursued education.
- Most recent statistics – Ticket assigned, working with SVRA, plan to reduce benefits, plan to stop benefits.

### Staff Efforts (Site)

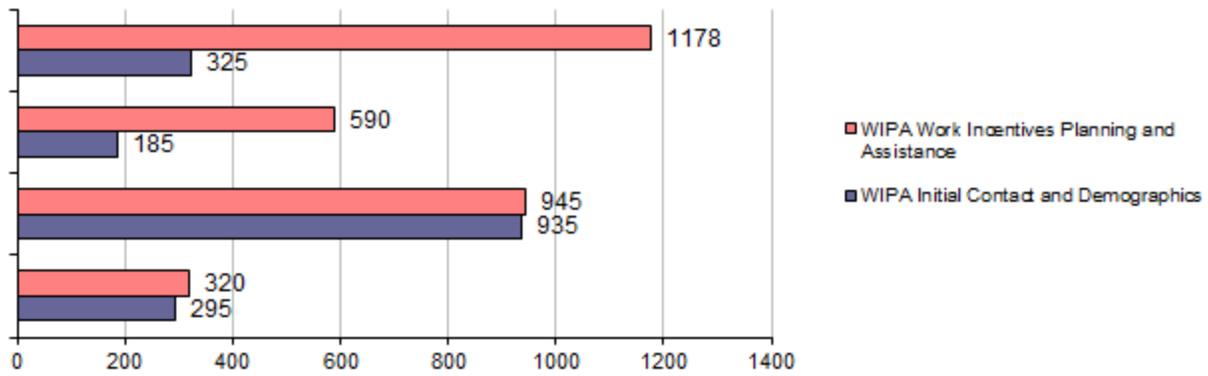
This report generates data in a bar graph for all authorized users in the site within a selected date range. There are various tabs of data available in this report. The first three tabs are bar graphs for Efforts, Baseline Assessments, and Uploads. The last tab is a detail of the efforts recorded by CWIC including the case notes for each effort.

#### Efforts Tab

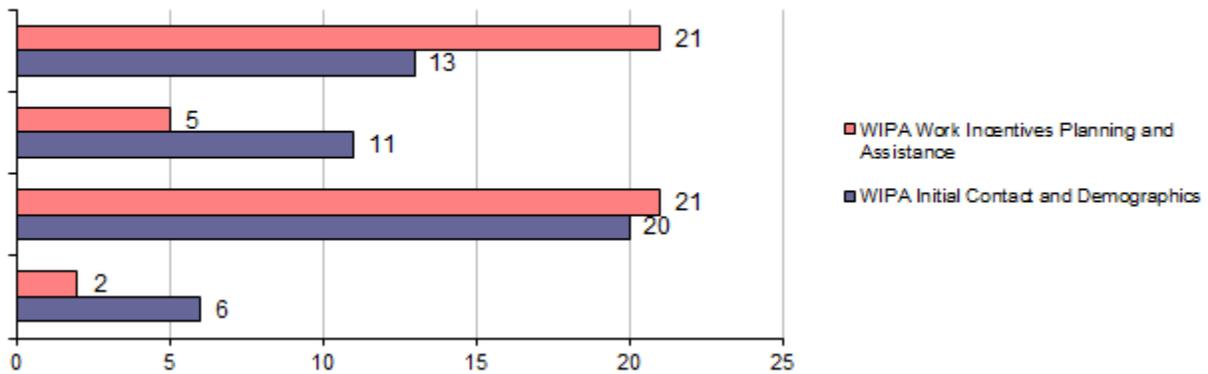
Separate bar graphs will display Number of Efforts, Time Spent, and Distinct Count of Participants. The bar graphs will list CWICs on the side and numbers on the bottom. Each CWIC will have a bar for each program’s number of efforts recorded, time spent, and distinct participants within the date range.



### Total Time Spent



### Distinct Count of Participants



#### Baseline Tab

This tab will show a bar graph of baseline assessments completed within the date range by CWIC.

#### Uploads Tab

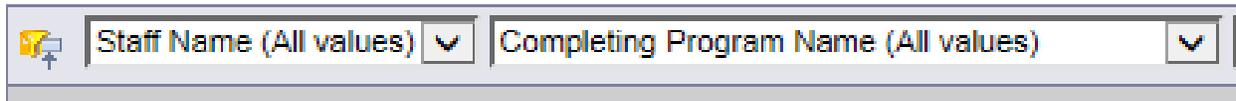
This tab will show a bar graph of uploads in each program by CWIC within the selected date range.

#### Efforts Drill-Down Tab

The data on this tab will display in a table with the following column headers:

- Staff Name
- Date of Contact
- Case Number
- Time Spent
- Program Name
- Notes

If you want to view all of the notes recorded by all staff members in the date range, the data will display alphabetically by staff name first, then by program. Totals will display by CWIC per each program within the list. To view only one staff member, you can use the Staff Name selection drop down box at the top of the report prior to exporting the report.



The image shows a horizontal bar with two dropdown menus. The first dropdown menu is labeled 'Staff Name (All values)' and the second is labeled 'Completing Program Name (All values)'. Both menus have a downward-pointing arrow on the right side. To the left of the first dropdown menu is a small icon of a computer monitor with a plus sign.

## Login/Logout Report

The Login/Logout report will generate login and logout time stamps for ALL users with authorized access to your site within a selected date range. All authorized users would include not only WIPA staff, but also VCU team members, Technical Help Desk agents, Social Solutions developers, and Social Security.

WIPA managers are able to select an individual staff member once the report generates using the Name (All Values) drop down box at the top of the report. The report will show every login and logout each day in the selected date range. It will also indicate how long the individual was active during each login period, and whether or not they properly logged out.

## Other Useful Management Queries

### Duplicated Participants

This report is found under the *'Participants'* tab on the right-hand navigation bar. To access this query, use the following steps:

- Click on 'Participants' (right navigation bar)
- Click on 'Duplicated Participants' on the sub-menu

Managers should perform the duplicate check at least monthly, and merge any duplicate records. Merging records will not cause the loss of any efforts, assessments or uploads. The merge will only affect the demographics information, so it is critical that you carefully review each of the duplicate records individually to identify which should become the master record.

1. Click on Participants in the navigation bar on the right side of ETO
2. Click on Duplicated Participants



- The list will show all beneficiary records with the same/similar last name **and** SSN **and** DOB. All three criteria must match.

Merge Selected Records

Page Size: 10 Total Records : 137 Export To : Excel

Page size: 10 137 items in 14 pages

<input type="checkbox"/>	CLID	Case Number	First Name	Initial	Last Name	DOB	SSN	Staff	Date Updated
<input type="checkbox"/>	575898	575898	Pansy		Fake	10/06/1961	123-45-6789	Alex Smythers	12/12/2016 11:28:47 AM
<input type="checkbox"/>	576657	576657	Aaron		Fake		418-35-4408	Kaitlin Kerins	10/12/2015 11:31:00 AM
<input type="checkbox"/>	576664	576664	Aaron		Fake		418-35-4408	Kaitlin Kerins	10/12/2015 11:56:58 AM
<input type="checkbox"/>	575112	575112	Wallenda		Fake		111-22-1111	Alex Smythers	12/12/2016 11:28:42 AM
<input type="checkbox"/>	593148	593148	sunshine		fake		111-22-1111	Alex Smythers	12/12/2016 11:31:13 AM
<input checked="" type="checkbox"/>	580124	580122	transfer		fake	11/03/1959	102-03-0405	Laura Coffey	11/6/2015 3:08:01 PM
<input checked="" type="checkbox"/>	580125	580122	transfer		fake	11/03/1959	102-03-0405	Laura Coffey	11/6/2015 3:10:04 PM

Page size: 10 137 items in 14 pages

Merge Selected Records

- Select two records to merge (if you need to merge three, select two to merge, then come back and merge the third with the one that is remaining from the previous merge). **IMPORTANT NOTE:** You may need to review each of the records first to identify which record contains the correct/most current demographic data. In some cases the data may be identical, if it differs, please be sure to note which case number contains the correct demographic information. **Merging the records will replace demographics information in the duplicate record, and only the demographics in the record selected as Master remain!**
- Click Merge Selected Records
- Select the record which you identified as having the most current or most complete demographics (View/Edit Beneficiary page). All efforts, assessments, and uploads will merge into the remaining record, but only the demographics information for the record chosen as the MASTER record remains in the new merged record.

Select which Participant is the **MASTER** into which the other Participant's data will be merged:

	Client	SSN	Case Number	DOB	Gender	Address	Marital Status	Audit Date
<b>Master</b>	<input checked="" type="radio"/> transfer fake	102-03-0405	580122	11/3/1959	Female	100 old wipa way Pittsburgh, PA 15228		11/6/2015
<b>Duplicate</b>	<input type="radio"/> transfer fake	102-03-0405	580122	11/3/1959	Female	100 old wipa way Pittsburgh, PA 15228		11/6/2015

7. Click Continue.
8. Click OK to merge the records.
9. Go back to the Duplicated Participants page and repeat until there are no records left to display.