**T12 Meeting Minutes 2-17-2021**

**Remember:** After starting a Webex meeting to mute your audio and disable the video feature. Too many attendee’s with active video can interfere with everyone’s audio quality. Hover over the lower edge of your monitor screen to find the icons.



**Thanks to all who contribute to this weekly call!**

**New Business**

* Tickets into production tonight– n/a
* ETO maintenance – We don’t anticipate any issues from this system updates, but if you notice strange behavior submit a remedy ticket including detailed information and screen shots so we can trouble shoot and resolve.
	+ Release 2/18/21 - Bumped out to 2/25/21
	+ Maintenance 2/20/21
* To increase system security, changes to ETO password requirements will begin March 1, 2021. The first time you change your password after March 1, 2021, you will need to select a password that is at least 12 or more characters. Notification was sent out via ETO messaging 2/12/2021 and to the T12 2/17/2021
	+ The password needs to contain the following;
		1. A capital letter,
		2. A lower-case letter,
		3. A number and,
		4. A special character such as; ? ~ ! @ # $ % ^ \* ( or )
* WSWA maintenance – n/a
* Velaro maintenance – n/a
* ETO Engage – We continue work on the enhancement of this tool, creating training material and delivery of training. We received additional information to the survey and are in the process of creating the training material.
* ETO Basic and Refresher Training - Next training is on 3/1/21 10-12
	+ ETO Basic training is the 1st Monday 10-12 and 3rd Tuesday 2-4 of every month (except holidays). Send email to Lynn Aue to receive more information, training account if needed and be added to the training Webex call. *All ETO/WSWA system users are welcome to attend the training but please do not forward invites as I need to review all attendees and assign training accounts if needed.*
	+ Training recordings and user guides are posted on the WPC website here <https://wpc.wa.gov/tech/ETO-refresher-training>
	+ Submit a remedy ticket requesting additional training opportunities and resources
* What’s new on WPC –
	+ Report enhancements
	+ New desk aid; Finding a participant in ETO <https://storemultisites.blob.core.windows.net/media/WPC/tech/staff-resources/Finding_a_participant_in_%20ETO.docx>
* Open discussion and training issue(s)–
	+ New password requirements; Passwords can be changed now using the new security requirements or after March 1, 2021 when your current password expires, your new password must be in alignment to the new requirements
	+ How do I find a participant when I don’t have the DOB, SSN or case number? You can search for a participant using a first and last name or just last name. If a search doesn’t return the results you are looking for change the “In” field from the office you are logged into to “WorkSource” and do a wildcard search of the entire ETO system. For more help check out the WPC site desk aid called Finding a participant in ETO the link is above.
	+ Catherin Geddes; We have started using Caseworkers lists (consistently) in ETO. Is there any way to have last qualifying touch point entered automatically or manually? Suspect not, but I must ask just in case. In addition to start and end date option, there are fields for Caseworker Relationship and Caseload Status. I am still looking into this function. More to follow.
	+ Tanya Mahre; Can you show me how to enter a customer who completes my Microsoft classes. When they complete each session in Word, PPT and Excel, they receive certificates. Now, I need to add them in ETO. Right? Right! All your services should be added to the participants case. Depending on the participant, a class that isn’t a selection in the Basic Services TP, can be added as a basic service under Miscellaneous Workshop where you can add case notes, upload a certificate, etc. If the participant falls under Measurable Skills Gain, you can use the Test and Results TP. Some services are required for specific programs (THX AdelineK) so you should look at the Services Catalog rather than picking an activity at random (THX EmilyA). Here is the link to the Services Catalog on the WPC site <https://storemultisites.blob.core.windows.net/media/WPC/wswa/support/worksource-services-catalog.xlsx>
	+ Diana Cook: With the rise and fall of Phoenix...is there a plan to replace ETO in the near future or will ETO remain our agency's CMS for at least the next 3-5 years? We are currently working on an RFP for the ETO replacement. This is a long process and we expect to be using ETO for 2-3 additional years.
	+ Process for report enhancements; Submit a remedy ticket if you have an enhancement to an ETO report. Mary and I will review your request and move it forward for review with the vendor to see if the change is possible. Please submit each report change in its own ticket.

***Reminder:*** Submit remedy tickets for all work requests. The WSS team cannot begin work without a service request. Reaching out to us directly can affect the time it takes to resolve your issue. Thanks! <https://wpc.wa.gov/tech/issues>

* UI announcements –

**OLYMPIA –** During the week of February 7 -  13, there were 13,607 initial regular unemployment claims (down 13.0 percent from the prior week) and 447,412 total claims for all unemployment benefit categories (down 7.3 percent from the prior week) filed by Washingtonians, according to the Employment Security Department (ESD).

* Initial regular claims applications remain at elevated levels and are at 119 percent above last year’s weekly new claims applications.
* Initial regular claims applications, Pandemic Unemployment Assistance (PUA) initial claims, Pandemic Emergency Unemployment Compensation (PEUC) initial claims and continued claims for regular benefits all decreased over the week.
* Reductions in layoffs in the retail trade, accommodation & food services as well as the health care and social assistance sectors led the overall decrease in regular initial claims last week. Regular initial claims in the retail trade sector decreased by 240 claims over the week to 1,303 total regular initial claims.

In the week ending February 13, ESD paid out over $246 million for 312,121 individual claims. Since the crisis began in March, ESD has paid more than $14.8 billion in benefits to over a million Washingtonians.

* For current COVID-19 and UI information ESD.wa.gov or ESD Facebook page
* UI Fraud help
	+ [www.esd.wa.gov/fraud](http://www.esd.wa.gov/fraud)
	+ Fax information to claims centers 833-572-8423 –due to the high volume, calling is not recommended
* Before submitting a service ticket, review this desk aid “[Check list: things to try before submitting a service/remedy ticket](https://storemultisites.blob.core.windows.net/media/WPC/tech/staff-resources/Check%20list%20of%20things%20to%20try%20before%20you%20submit%20a%20service%20ticket%20or%20call%20the%20help%20desk.docx)”
* Visit this page on the WPC site to submit a service request: <https://wpc.wa.gov/tech/issues> If you are an ESD partner, there is a downloadable form that you must fill out and send to the **Technical Solutions** service desk – their e-mail is ESDDLITBITechnicalSolutions@ESD.WA.GOV

**Review of ETO/WSWA and other resources (AKA old business)**

* *Encourage all staff who use ETO and* *WSWA to sign up for the T12 calls.* *These calls are not just for trainers but for all system users and a great way to stay up to date on changes or improvements to ETO and WSWA. Send requests to* *esdgpWSSteam@esd.wa.gov* *to be added to the ITSD Training Team’s distribution list*
* WorkSource Systems resources found on the WPC Technology site <https://wpc.wa.gov/tech>
	+ We try our best to make sure all the links are operational but depend on you to submit a remedy ticket if you find broken links!
* Check out the information the [WPC website](https://wpc.wa.gov/tech) to help all WorkSource staff telework stay up to date on COVID19, teleworking and WorkSource Virtual services including;
	+ IT service delivery
	+ WebEx
		- Browse the Webex handbook and watch 5 videos on how to make the most out of this tool for conducting meetings with staff and customers.
	+ Other resources include:
		- Now that you are teleworking reference guide
		- How to use SKYPE for online meetings
		- How to sign into ESD email from outside the network
		- How to sign into an off-site Wi-Fi from your computer
		- Can I access Internet Explorer from a MAC computer?
		- ESD service Desk information.
* Cisco Softphones training material Link <http://insideesd.wa.gov/services/it-services>

**CHAT** is in the open discussion

**ATTENDEES**

Aaron Parrott

Abigail Taft

Adeline Kerns

Arturo Espinoza

Becky Smith

Boliveri

Carl Peterson

Carolyn Holmes

Catherine Geddis

Chris Skinner

David Gutierrez Betancourt

Dean Coxford

Diana Cook

Diane Luoma

Dorothy Rocha

Douglas Loney

Elijah Wabnitz

Emeline Pahulu

Emily Anderson

Heidi Lamers

Heidi Schauble

Irene Jordan

Jack Dryden

Jeffery Flood

Jenny Capella

Jessica Hardy

Jo Ann Enwall

Kate Hesseltine

Kylie Bartlett

Luci Bench

Lux Dmitri

Tonya Mahre

Maria Zaragoza

Marabel Domingguez

Marla McMackin

Mary MacLennan

Melissa Flores-Sanchez

Michael Ensor

Nelva March

Regina Cancel

Robert Jonas

Shannon Booth

Matthew Shields

Skyler Blementhal

Theresa Rogers

Tim Mallon

Tracy Ferrell

Nicole Van Nelson

Vey Damneun

Zoryana Bilous

Attended second half