**T12 Meeting Minutes 2-3-2021**

**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 – n/a
* WSWA maintenance – n/a
* Velaro maintenance – moved to February 12, 2021 3:30AM scheduled downtime is 1 hour
* ETO Engage – We continue work on the enhancement of this tool, creating training material and delivery of training. 2/3/21 email sent to the areas who responded to the survey asking for additional information
* ETO Basic and Refresher Training - Next training is on 2/16/2021 2-4
	+ 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 –
	+ ETO Enhancements updates – Reports <https://wpc.wa.gov/tech/eto_Report_Enhancements>
	+ Open Durational Services
	+ QA Report: TAA Waiver responses missing Associated Determinations
	+ Obligations and Activities Report
	+ Determinations without Services
	+ Obligations and De-Obligations
* Open discussion and training issue(s)–
	+ Export ETO reports to Excel so you can filter fields to your specifications
	+ Program Enrollment with demographic details “Optimized” report update
	+ Report issues; how do you want to receive communication
	+ ***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 –

**Initial regular unemployment claims decreased while continued claims increased during week of January 24-30**

During the week of January 24-30, there were 16,102 initial regular unemployment claims (down 2.2 percent from the prior week) and 489,741 total claims for all unemployment benefit categories (up 1.6 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 147 percent above last year’s weekly new claims applications.
* Initial claims for regular unemployment, Pandemic Unemployment Assistance (PUA) and Pandemic Emergency Unemployment Compensation (PEUC) all decreased over the week.
* Reductions in layoffs in accommodation and food services drove a decrease in new regular jobless claims last week. Regular initial claims in the accommodation and food services sector decreased by 219 claims over the week to 1,595 total regular initial claims.
* Pandemic Unemployment Compensation (PUEC) claims accounted for the increase in continued claims over the week.  Pandemic Unemployment Compensation claims increased across all industry sectors over the week, with Accommodation and Food services (+5,944) and Construction (+2,518) sectors experiencing the largest increases.

In the week ending January 30, ESD paid out over $268 million for 314,546 individual claims. Since the crisis began in March, ESD has paid more than $14.3 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**

**Irene Jordan;** Issue with WSWA not display counties and not able to change mile range. Clear cache, if the issue persists, submit ticket.

**Mahre, Tanya** - Remember Governor Inslee changed our counties to regions for Covid-19. Hmmm wonder if were are moving to regions now in this area too ?? WSWA is not configured by regions, but we will look into this issue after the ticket is submitted

**Ton Nguyen** - Is the basic ETO training enough for someone to gain access to ETO? I ask so we know if we can just send people to this training as oppose to having our own and doubling efforts. Thank you! The twice monthly ETO Basic training I conduct started as a request to fill a need for training so new staff can gain access to the system and begin managing a case load. I am restricted to train on only ETO functionality, not teach program specific. The following statement is included in the meeting invite and also delivered verbally at the beginning of every training.

*ETO Basic training is designed for new users to gain access to the system. It can also be used as a refresher training for all current users of the ETO/WSWA system. The training covers ETO basic functionality, resources found on the WPC site and an overview of WSWA features to assist your work with job seekers and employers. This training does not cover program specific training. Program training is done by the Program Operators or by your local area subject matter experts.*

The 2-hour training I provide satisfies the requirement for policy 2010 and internal policy 1020 for staff to obtain access to the ETO system. Some areas like the basic training as an intro to ETO and then follow-up with the other refresher trainings on the WPC site. It is up to local areas if this basic training satisfies your local standards for system access. If this training doesn’t satisfy local area requirements, the local areas are left to provide training needs.

**Tim Robison** - As my areas local access approver in Spokane, I happily accept the basic ETO training to gain access to ETO. Thanks for the input Tim!

**Heidi Schauble** - Thanks Tim, that is helpful!

**Mahre, Tanya** - yes

**Ton Nguyen** - Thanks Lynn and Tim!

**Michael Ensor** - Is there a best time of day to run reports?

**Christina Shaffer** - I find that I usually get the quickest reports early morning or late afternoon personally.

**Mahre, Tanya** - Use GCF global link <https://edu.gcfglobal.org/en/excel/> here is the link to training on how to export ETO reports to Excel so you can easily filter them. Check out the other training on this site, it is awesome, and links can be sent to job seekers to help them learn new skills

**Emily Anderson** - How do you want to receive this information (changes to Program Enrollment with Demographic details report)? Email just you or someone else too? **Mary MacLennan mmaclennan@esd.wa.gov & Lynn Aue laue@esd.wa.gov**

**Nelva March** - Glad you're looking for feedback on this report. Thank you

*Concerning how T12 team would like to be notified about system outages, work on reports, etc besides ETO email system;*

**Mahre, Tanya** - Yes, I like this feature. True, good point Emily. IT should be able to set this up so it sends out to both areas. Yes, I need to. Glad it’s there. :)

**Nelva March** - The messages would be helpful, because I need to be in ETO to run the reports

**Emily Anderson** - I'd rather have it twice than not at all

**Toni Burow** - I like that it will be sent out through the Messages. Sending out in an email to the Access Approvers or T-12 would also be good so we are aware.

**Mahre, Tanya** - Lynn I save your emails in a folder using Outlook. PP's trainer showed me this. The 3 and 6 folder as well.

**Mahre, Tanya** - There's a lot going on in my area under MSFW. H-2A workers for pruning.

**Mahre, Tanya** - Learned they were still working on the breach.

**Mahre, Tanya** - This is a great refresher.

**ATTENDEES**

Abigail Taft

Autumn Hughes

Amanda Siburg

Amy

Barry Dickerson

Becky Smith

Boliveri

Brent Arbes

Caller 2

Carolyn Holmes

C Cauthron

Catherine Geddis

Christian Shaffer

Christopher File

Cori Ching

Donna Hendrickson

Donna Mack

Doug Loney

Elijah Wabnitz

Emily Anderson

Carly Farmer

Heidi Lamers

Heidi Schauble

Irene Jordan

Jenny Capella

Joann Enwall

Jordan Meyenburg

Kate Hesseltine

Kellina Jones

Kyle Bartlett

Lisa Pietkauskis

Lux Dmitri

Tonya Mahre

Maria Zaragoza

Maribel Dominguez

Marla McMackin

Megan Irwin

Melissa Maynard

Michael Ensor

Nelva March

Selma Tekle

Shannon Booth

Matthew Shields

Skyler Bluementhal

Theresa Rogers

Tiffany Granillo

Tiffany Robison

Tim Robison

Tim mallon

Ton Nguyen

Toni Burow

Tracy Ferrell

Vdamneun

Attended second half