**T12 Meeting Minutes 1-15-2020**

**New Business**

* Phoenix update Debbie Spaulding, Phoenix Project Manager
  + Send Phoenix questions and ETO improvements to Anne Goranson [agoranson@esd.wa.gov](mailto:agoranson@esd.wa.gov) and Debbie [dspaulding@esd.wa.gov](mailto:dspaulding@esd.wa.gov)
* Monster Help Desk “Contact Us”
  + The Monster Help Desk team supports WSWA for job seekers and employers
  + They guide callers with password and SAW issues to the right connection
  + ETO issues need to be submitted through the Remedy system. Information to create and submit a ticket is on the WPC site here <https://wpc.wa.gov/tech/issues>
* Employer accounts automatically deactivated after 3 years of inactivity
  + WSWA system does not recognize impersonation as an active log into the system
  + Must log into WSWA at least once every 3 years, if this doesn’t happen the account is deactivated
  + If deactivated, submit remedy ticket to have account reactivated
  + Employer has 24 hours to log into WSWA and activate the account for another 3 years
* WA-3660 WSWA doesn’t allow decimal point when entering wages into job postings
  + There is a fix, we are waiting for a service date
  + The work around is to copy and paste the wage amount into the field on the job posting
* What is the role of the WIT Advisory Team?
  + ***Purpose:*** For ESD and WorkSource partners to efficiently and effectively oversee and prioritize technology tools and services to support WorkSource staff and customers.
  + Charter is here <https://wpc.wa.gov/tech/committees>
* Tickets into production – none this week
* ETO Improvements - TBD
* Training issue(s) of the week
  + Job seekers cannot share WSWA accounts. The effects of doing this to programs can be recording services to the wrong person, shows expenditures recorded to individuals not enrolled. Depending on the circumstances it is considered fraud and could result in penalties
  + Using Chrome, ETO timed out and they did not get the message and the system did not return to the log on page
  + Remember to refresh reports before running them for the best experience and consistent output of data.

**Old Business**

* We are seeking ideas for future ETO Improvements to workarounds
  + Submit a remedy ticket to add “work arounds” into the potential improvements bucket
  + Ideas will go to Advisory for approval before implementation
* Data Clean-up reminder
  + We need your help with cleaning up the data in ETO. We will discuss these clean-up efforts at the Advisory and report out at the T12 meetings as we continue our efforts of cleaning up ETO data before migrating data to Phoenix
* ETO Refresher Training
  + Recorded and posted on the WPC website under the Technology tab>ETO Training Resources
  + Contact Lynn Aue directly at [laue@esd.wa.gov](mailto:laue@esd.wa.gov) for additional training opportunities and training resources
* WorkSource Systems resources are 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 email us if you find broken links!
* *Encourage office 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*](mailto:esdgpWSSteam@esd.wa.gov) *to be added to the ITSD Training Team’s distribution list*

**CHAT**

**CSivewright:** How will we know what ideas and suggestions have been submitted vs new ideas to submit? *We are creating a spread sheet so we can share all the ideas to everyone. When complete they will be posted on the WPC*

**Toni Burow:** Will there be a measurable skills gain report anytime soon since we are now inputting this information? *We are working on the requirements and will have a report ready soon*

**Christina Shaffer:** Before I send a ticket for improvement... Does anyone know of a report I can run to get a number of veterans we're serving under a specific program? Right now, the enrollment report with veteran details only goes off of what the customer answer, not what staff enter into the WIOA Eligibility Application which is verified. *Please submit a remedy ticket for review*

**CSivewright:**

Is it possible the Staff Member connected to a Program/Initial Enrollment can be updated in ETO to reflect current staff management of customers? *Please submit a remedy ticket for review*

**ATTENDEES**

Aron Parrott

Abagil Taft

Autumn Hughes

Amy

Anne Goranson

Arthuro

Barbara

Becky Smith

Brett

Carol Cauthron

Christina Shaffer

Claire B

CSivewright

Danielle

Dawn Oakes

Dean

DL

Dluoma

Donna Hendrickson

Donna Mack

Dorothy Rocha

Emily Anderson

Heidi Lamers

Ijordan

Ismaila Maidadi

J Corpuel

JPennyCook

Katherinec

Idinguss

Lisa Pietkauskis

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