**T12 Meeting Minutes 9-28-2022**

**Reminder:** Mute your audio and disable the video feature after starting this Webex meeting. 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 icon and disable your video.



**These meetings will be recorded and posted on the WPC site.**

Please be advised your image will be captured and recorded during the video conference.

Your participation in this videoconference equals consent to be recorded as required by law.

**New Business**

* ETO maintenance – nothing this week
* WSWA maintenance – nothing this week
* Velaro maintenance –
  + The Velaro Product Team will be performing maintenance activity on Friday, September 30, at 3:30:00 AM PT. The estimated duration is 1 hour. We do not expect any impact to your service, yet in some cases, there may be a brief interruption.
* Qtrac – nothing this week
* Tickets into production – nothing this week
* ETO report enhancement updates – nothing this week
* What’s new on WPC –
  + Reorganization of the Technology site
  + New English and Spanish WorkSource registration PDF forms for creating ETO participant records
* Training issues /ticket updates
  + Training issue –
    - ETO reports; Always refresh ETO report menu before running reports. Failure to do so will produce and old version of the report and not provide the expected result.
    - ETO reports desk aid including [pop-up blocker video](https://storemultisites.blob.core.windows.net/media/WPC/tech/staff-resources/ETO-report-pop-up-blocker.docx)
  + WA-4437 Missing elements when printing ‘Outcomes, Program Completion’ TP is a known bug. SSG has a fix and will notify us when they plan to push it out in a future release. Still in backlog, waiting on vendor for date
* Announcements – nothing this week
* Coming soon! Zoom is a cloud-based video conferencing service you can use to virtually meet with others by video, audio, or both while conducting live chats and it lets you record those sessions to view later.
  + Staff will have at least 4 weeks of training to learn the platform and explore its functionality.
  + We will be leveraging the Zoom Learning Center for a majority of our training needs and will have specific learning modules identified to direct you to. Prepare for Zoom by checking out their growing list of on-demand courses, live training and short videos found on the [Zoom Learning Center](mailto:https://learning.zoom.us/learn)
  + More nuanced training for customer service and how to best leverage virtual platforms will also be developed.
* Open discussion:
  + Next quarter T12 meeting invites will be sent today-please let us know today if you have staff to add/remove so the list is updated prior to Lynn sending out the next quarter’s meeting invites.
  + WPC/ETO training document ‘Customer management glossary’ value?- ? – please review and let us know if this is of value; does it need any updates?
* Follow the WIT replacement project on the [WPC](https://wpc.wa.gov/wswa/wit-replacement-project). There is a [form](https://forms.office.com/g/i0Svkcfphx) at the bottom of the page where you can submit your suggestions.

**Old Business**

* ETO Basic and Refresher Training - Live training moved to recorded videos
  + ETO basic /refresher training videos posted to WPC <https://wpc.wa.gov/tech/ETO-refresher-training>
  + ETO basic training knowledge review [test](https://storemultisites.blob.core.windows.net/media/WPC/tech/staff-resources/ETO%20basic%20training%20knowledge%20review.docx)
  + Supervisors and trainers can request the ETO basic training knowledge review answer key by sending an email to [esdgpwssteam@esd.wa.gov](mailto:esdgpwssteam@esd.wa.gov)
  + Submit a remedy ticket to request additional training opportunities and resources
* 988 is a new, easy-to-remember way to reach the National Suicide Prevention Lifeline (NSPL). It's confidential, free, and available 24/7/365. People calling or texting 988 will be connected to a trained crisis counselor.
* Employer fraud and impact to job seekers:
  + Talk to your employers about including their ESD number (UI tax ID number) in the account creation. We cannot approve accounts with verifying this information or speaking with the employer.
  + Submit remedy ticket if job seekers report they have been contacted by fraudster. Gather and include as much information from the job seeker, text messages, screen shots from online interviews, ‘employer’ emails and phone numbers, etc.
  + Working on new process and changes to WSWA to warn job seekers about employer scams.
  + Direct job seekers to Washington State Office of the Attorney General for information on [employment scams](https://www.atg.wa.gov/search/node/employment%20scams)
  + Job seekers can contact the Attorney General’s office and file a complaint [‘Contact Us’](https://www.atg.wa.gov/)
    - The AG’s office is now recommending job seekers and employers contact the FBI
    - **Question raised during a previous call;** Is this fraud to the point where we should be encouraging customers to keep their resumes and contact info private on WorkSourceWa.com?
      * That is a decision the job seeker needs to make for themselves. The WSWA website provides information about resumes, avoiding scams, terms of use and risks. Protect job seekers by advising them to not include DOB, SSN, street address and references in resumes. Some still do that! Ask them to review the employment scam information on the Attorney General’s web site.
    - Remember, job seekers can upload resumes on WSWA and can keep them private. The disadvantage to this is employers cannot do a resume match using key words.
    - Tip from the USAJOBS website



* ***Reminder:*** 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. Submit remedy tickets for all work requests [here](https://wpc.wa.gov/tech/issues). Thanks!
  + [Desk aid](https://storemultisites.blob.core.windows.net/media/WPC/tech/staff-resources/Checklist_of_things_to_try_before_submitting_a_service_ticket_or_call_the_help_desk_1-11-22.docx) on things to try before submitting a remedy ticket; includes instructions for clearing your cache
  + Submitting remedy tickets – help us by providing enough details to work your issue. Suggestions help to speed up discovering and resolving the issue without lots of back-and-forth emails.
    - Include participant or employer name and case ID number
    - Screen shots include the entire screen, browser bar, not just a pinpoint of the TP that isn’t correct.
    - Screen shots of error messages
    - What you were doing when you got the ‘Robot’ or error message
    - Report tickets need the WDA, office and start and end dates parameters you used to run the problematic reportETO report issue can be caused by pop-up blocker.
      * Watch this quick pop-up blocker issue [video](https://storemultisites.blob.core.windows.net/media/WPC/tech/staff-resources/ETO-report-pop-up-blocker.docx)
    - We will send you 2 emails asking for additional information. Second request for response will advise you the ticket will close in 24 hours.
  + Duplicate accounts and SSN correction tickets are a high priority, needing an immediate fix so staff can record services provided to customers timely. You can reach out to the service desk asking for a ticket status update here [ESDDLITBITechnicalSolutions@ESD.WA.GOV](mailto:ESDDLITBITechnicalSolutions@ESD.WA.GOV) or if you don’t receive a response within 24 hours from the WSS team about your ticket, email us at [esdgpwssteam@esd.wa.gov](mailto:esdgpwssteam@esd.wa.gov) so we can locate the ticket and start working on it.
  + To request changes to the WorkSourceWA.com office locator, reach out to your local Brand and Media designee to begin that process. Not sure who your WDA Brand and Media designee is? Check out the [Brand Base Camp website.](https://worksourcebrandbasecamp.wa.gov/about/brandandmediagroup/contacts)
  + Remember if you suggest an enhancement at T12, submit a remedy ticket.

**Unemployment Insurance** (UI) claim and data information can be found on the UI page here <https://esd.wa.gov/>

**Chat**

**Zoom—**

*from Boylston, Eileen (ESD) to everyone: 10:18 AM*

An idea of how soon we get Zoom?

Per Lynn, we do not currently have a date when this will be available.

**Attendees**

Abel, Angela

Abplanalp, Christopher

Amesha Jewell

Aparicio, Rudy

Ariana Cordova

Bonnie Rodriguez

Boylston, Eileen

Cascio, Jaclyn

Cori-Ann Ching

Donna Hendrickson

Enwall, Jo Ann

File, Christopher

Heather Brink

Heidi Lamers

Jessie Cardwell

Jordan, Irene

Kelly Dawson

Kluth, Crystina

Mack, Donna

Martin, Monique

McCormack, Donetta

Ostergren, Pochi

Selam

Shawna

Smick, Rikki

Tamara

Teresa Anda

Tina Newcomer

Vey Damneun

Young, Carol

Zander