**T12 Agenda – 1/10/2024**

**Reminder:** *Please* mute *your audio and* disable the video *feature after joining this Teams meeting. Too many attendees with active audio and video can interfere with everyone’s audio quality.*



**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

**Maintenance**

* ETO maintenance - takes place on the 3rd weekend of every month; Saturday 6pm PT to Sunday at 3am PT
* Velaro maintenance - nothing this week
* WSWA maintenance - nothing this week

**Enhancements & Training**

* ETO/WSWA enhancement work - nothing this week
* **Report enhancements**
	+ - **Individualized Training and Support Services TPs report - Add fields:**
			* Date Created
			* Created by
			* Date entered
		- **Veterans: Outreach Through UI**
			* Was not pulling the correct data when entering search parameters; this has been fixed.
* What’s new on WPC – nothing this week
* **Training issues**
	+ - Printing RESEA Action Plans
			* When printing, use **Microsoft Print to PDF** 

**Service Requests**

**Ticket updates**

* **WA-4657:** **State Ecsa Participation script Bug**
* Fix failed. Working with MGS on a path forward.
* **WA-4865:** **Program enrollment Bug**
* Program Enrollment touchpoint is not displaying the correct program of enrollment or a blank program of enrollment when viewing the touchpoint
* Still working with vendor to determine a fix, this is a high priority item.

**New Grants awarded:**

* **NDWG: Opioid Crisis Grants (SW Washington and Spokane)**
* New Programs of Enrollment tied to existing NDWG services
* Completed end of October and ready to use in ETO to honor the grant.
* **Washington Commerce Interagency Agreement (ESSB5187) - Implementation planning is underway**
* **EcSa Community reinvestment implementation**
* **Part 2** – Creating and  implementing a new Program of Enrollment strictly for Community reinvestment Fund (CRF) and adding five services to that will  be tracked under the grant.
* **PROWD –** **In discovery phase**
October 4th - A new federal grant aims to help connect people exiting King County federal corrections custody with re-entry and employment services.
The Washington State Employment Security Department and the Workforce Development Council of Seattle-King County will receive more than $6.2 million from a four-year federal grant called Partners for Reentry Opportunities in Workforce Development (PROWD). The grant stems from a first-of-its-kind partnership between the U.S. Department of Labor, the U.S. Department of Justice, and the Federal Bureau of Prisons.

# **Open Discussion**

* **ETO Engage: has anyone experienced any issues?**

# **Resources & Reminders**

* **ETO Basic and Refresher Training**
	+ 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)
	+ Submit a remedy ticket by following the guidance in this [desk aid](https://storemultisites.blob.core.windows.net/media/WPC/tech/staff-resources/ETO-Requesting%20Training%20Accounts.pdf) if you would like training accounts for staff to use while taking the basic training course
	+ Supervisors and trainers can request the ETO basic training knowledge review answer key by sending an email to esdgpwssteam@esd.wa.gov
	+ Submit a remedy ticket to request additional training opportunities and resources
* **Requesting ETO Training Accounts**
	+ A desk aid outlining how to request ETO training accounts has been posted to the WPC here: [Workforce Professionals Center - ETO Training resources (wa.gov)](https://wpc.wa.gov/tech/ETO-refresher-training)
	+ Here, also, is a direct link to the document:
		- <https://storemultisites.blob.core.windows.net/media/WPC/tech/staff-resources/ETO-Requesting%20Training%20Accounts.pdf>
* **Submitting Remedy Service Requests**
	+ The WorkSource Systems Support (WSS) team cannot begin work without a service request ticket. Reaching out to individual staff directly, can affect the time it takes to resolve your issue. Please submit Remedy tickets for all work requests [here](https://wpc.wa.gov/tech/issues). Thank you!
	+ Review this [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_9-20-22.docx) on things to try before submitting a Remedy ticket; includes instructions for clearing your cache.