**T12 Agenda – 1/24/2024**

**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 - nothing this week
* What’s new on WPC – nothing this week
* Training issues - nothing this week

**Service Requests**

**Ticket updates**

* **WA-4657:** **State EcSA Participation script (defect)**
* **THIS IS FIXED!**

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* **WA-4865:** **Program enrollment (defect)**
* 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.
* **WA-4885: Staff cannot change ETO Password (defect)**
* The WSS Team can reset your password, allowing you to change your password. **OR**
* You can wait to change your password until it expires and hopefully it will be fixed.
	+ - If you need your password reset due to this defect, please submit a Remedy ticket (include your username) and we can reset it for you. Once reset, you will receive an email with a link - allowing you to change your password.

**Projects:**

* **WorkFirst Phase 3 Enhancements**
* Kicking off this week – Reviewing current state/Future goals
* Developing project Scope and Vendor development timelines
* Project ending: Target April

**New Grants awarded:**

* **Washington Commerce Interagency Agreement (ESSB5187) - Implementation planning is underway**
* **EcSa Community reinvestment implementation – Production as of 1/23/2023**
* 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**

* Question about corrections of ETO Accounts – *“Participants that have multiple profiles and they are wanting me to delete the profiles that are incorrect whether they have like the wrong Social Security number or usually it's the wrong Social Security number for whatever reason that was input incorrectly……how does it get changed or deleted?”*
	+ If you need to make changes to a participants Name, DOB, SSN, (and duplicate SSNs), please submit a Remedy ticket explaining the situation. Please verify information before asking for it to be changed. The WSS Team will verify the information you provide and either, **A)** Make the changes, or **B)** make another recommendation based on the research. You can find the desk aid on the WPC site: [Workforce Professionals Center - ETO Training resources (wa.gov)](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwpc.wa.gov%2Ftech%2FETO-refresher-training&data=05%7C02%7Cdonetta.mccormack%40esd.wa.gov%7Ca0e2cec1d4094229d0da08dc1cf5bcf9%7C11d0e217264e400a8ba057dcc127d72d%7C0%7C0%7C638417088958944265%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=kGna5ac9QQqlnxXbL46baAOduYGeVdzgC9rGDyUfKsQ%3D&reserved=0)
	+ **Note:** Please do not put SSNs in Remedy tickets. Instead, enter a case note on the participant dashboard and the WSS Staff will look there for the correct information.
* Anda, Teresa (ESD Partner) – Participant - trying to create a new touchpoint and we use the participant search for participant touch points where it shows you all the types of touch points that they have and the eligibility touch point in itself did not have the new button next to it. Looking for anyone who knows why this is happening.
	+ If it keeps coming up, Calvin will research.

# **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.