**T12 Meeting Notes – 2/7/2024**

**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**
	+ - **New Report:** IPP Occupational Report
		- **Category:** Operational
		- **Description:** Report to pull occupational goals for participants in particular area or program based on their Individual Participant Plan
	+ **Youth selective service Requirement Report:** It was reported that this report used to have a WDA prompt and it no longer exists. A ticket to the vendor has been created and hopefully that functionality will be restored soon.
* What’s new on WPC – nothing this week
* Training issues - nothing this week

**Service Requests**

**Ticket updates**

* **WA-4592 Missing elements when printing Outcomes, Program Completion TouchPoint (defect)**

Previously, some users experienced that certain TouchPoint Elements were visible in the TouchPoint view but not visible in the print preview when selecting to print the TouchPoint. This applied to certain Elements attached to conditional rules. Now, the print preview will show all Elements as expected for that TouchPoint.

* Teresa offered to take a look at this and confirm for us that it’s been fixed before closing the vendor ticket – Thank you so much!!
* **WA-4885 Staff cannot change ETO Password (defect)**

Previously, when saving a new password during a Password Reset, some users received an error message saying "Your New Password must be between 6 to 10 characters in length" no matter the organization’s password settings. Now, you can reset your password on the Change My Password & Security Questions page, and it will respect the settings of your ETO Enterprise.

* Some staff verified during the meeting that they were able to successfully change their ETO Password. We are keeping the ticket open for a couple of weeks to ensure that there are no additional issues. Please let us know if you are still having issues with changing your ETO Password.
* **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.

**New Grants:**

* **PROWD2 –** **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.

* **PROWD2:** We have made the decision to implement, track and record PROWD2 in the DOL's case management system, Grantee Performance Management System (GPMS). GPMS fully supports WIOA-REO grants, and we are in the process of learning the system and getting the team prepared to make the switch.

# **Open Discussion**

* **Requesting Training Accounts – Submit Remedy Ticket**
	+ **Number of training accounts needed**
	+ **Staff names who will be using the accounts**
	+ **Start Date (the date you need the accounts)**
	+ **End Date (the date the accounts will be disabled)**
* Teresa Anda reported that she is not always seeing the **+Take New button** when in the Review Seeker/Participant Touchpoints screen.
	+ The WSS System Administrator checked into this and found that we had a vendor ticket open for this issue a while back. It was closed because we were not able to recreate the issue. Please open a Remedy ticket if you are struggling with this issue.
* Questions about Data Corrections?

# **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.