**T12 Meeting Agenda 11-9-2022**

**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 – nothing this week
* Qtrac – nothing this week
* Tickets into production –
  + WA-4618 New program enrollment in ETO called ‘QUEST NDWG’. 11 LWDBs are participating (LWDB 10 elected not to take part. Period of performance is 9/26/22-9/30/24. Program will be in the training environment 11/3/22 and will go into production 11/9/22. The new program guidance will be covered in [WIN-0132](https://storemultisites.blob.core.windows.net/media/WPC/adm/policy/0132.pdf)
* ETO report enhancement updates – nothing this week
* What’s new on WPC – nothing this week
* 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-4612 ETO Engage not writing all contact attempts to ETO as TPs. Vendor made some adjustments, and the feature is working. We are still testing to ensure the bug is fully corrected.
  + WA-4602 WSWA logon sometimes throws a ‘We’re sorry’ message. We discovered where the issue is occurring and are actively working on correcting this.
* Announcements – nothing this week
* Zoom 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 is coming mid-November.
  + Employment Connections(EC) purchased Zoom licenses for ESD staff. Those licenses are being managed by ITSD - target go-live for EC staff to begin using Zoom for reemployment meetings with customers is mid-November.
  + Vendor-lead training sessions for EC staff have been calendared for Wed 11/9 and Wed 11/16.
  + Invitations to one of the two trainings on 11/9/22 or 11/16/22 have been sent out. Contact your supervisor if you need more information.
  + More nuanced training for customer service and how to best leverage virtual platforms will also be provided.
  + 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.
  + You can prepare for Zoom by checking out their growing list of on-demand courses, live training and short videos found on the [Zoom Learning Center](https://learning.zoom.us/learn/home). Be aware that not all the content found on their learning center will be included with our licenses.
* Open discussion – nothing this week
* 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)
  + 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](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_9-20-22.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 and what you were doing when you got the error or ‘Robot’ 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)
      * Remember; if you use Chrome and added safe sites, the next time you clear your cache your safe sites will be removed. You will again get the ‘pop-up’ blocker and need to add ETO as a safe site.
    - 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**

from Tamara Toles WSW to everyone: 10:03 AM I'm sorry if I missed it, did you say that Quest was going through advisory? *It already went through advisory and is planned to go live tomorrow morning.*

from Robbin to everyone: 10:03 AM Lynn is it possible to run more than one report at the same time? *When you start to run the second report it stops the first report from running.*

from Kerns, Adeline (ESD) to everyone: 10:06 AM Hi Lynn; What you said just now about Chrome and Edge is that written in a desk aid or reference somewhere? I am having fun between these two browsers. *Although ETO is now browser friendly (you can use any browser to work in ETO) we found we don’t have issues with ‘pop-up’ blockers when using Edge. We had many ‘pop-up’ blocker issues when using Chrome. Also, when you clear your cache in Chrome it also clears your safe sites so you will start having ‘pop-up’ blocker issues the next time you try and run ETO reports. This information is not in either of the desk aids.*

**Attendees**

Aparicio, Rudy (ESD)

Cori-Ann Ching - WFC

Enwall, Jo Ann (ESD)

Gillis, Deanna F. (ESD)

Griffith, Michelle (ESD)

Heidi Lamers

irene.jordan@esd.wa.gov

Kerns, Adeline (ESD)

Kluth, Crystina (ESD)

Linda Rowling

Lisa Rosales

Lolade Fapohunda

Mary Dolliver

Maya Anderson

McCormack, Donetta L (ESD)

Oliveri, Brett (ESD)

Robbin

Selam

Smick, Rikki (ESD)

Sparks, Teresa A (ESD)

Talia Ni Dufaigh

Tamara Toles WSW

Teresa Anda

Trimp, Calvin (ESD)

Vey Damneun

Wilson, Michelle (ESD)

Wood, Lora A (ESD)

Young, Carol L (ESD)