**T12 Meeting Minutes 12-14-2022**

**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 –
  + WA4554 –Updates to ITSS and Follow-up TouchPoints (changes to ETO will go into production 12/29/22)
    - Adding a new question to the 12 existing ITSS services TP and changes to Follow-up TP
    - Staff from ESD Policy and Data Integrity will be on the call for open discussion on the changes to provide awareness and allow staff to ask questions
    - [WIN0134](https://storemultisites.blob.core.windows.net/media/WPC/adm/policy/0134.pdf) Efforts to Outcomes (ETO) Procedures to Support Postsecondary Credential Data Collection (Participant Individual Record Layout (PIRL) elements 1332 and 1406) will be published 12/15/22 but not go into effect until 12/29/22.
    - Other ESD State guidance - WorkSource Information Notices (WIN) are found on the [WPC site](https://wpc.wa.gov/policy/state/win-state-guidance)
* What’s new on WPC – nothing this week
* Training issues & ticket updates
  + WorkSourceWA employer accounts need to be signed in through WSWA website at least once every 3 years to keep them active. Logging in through impersonation does not fulfil this requirement and the account will be disabled. The account can be enabled but employers must sign into the account from WSWA within 24 hours or the account will again be disabled.
    - This affects WorkSource staff who have office accounts such as the H2A accounts and Business Services agents.
  + ETO reports not opening issue:
    - Always refresh ETO report menu before running reports. Failure to do so will produce an 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)
  + Ticket updates:
    - WA-4612 ETO Engage not writing all contact attempts to ETO as TPs. Vendor made some adjustments, but we continue to get information that the feature is not working as expected.
    - WA-4602 WSWA logon sometimes throws a ‘We’re sorry’ message. We are actively working on correcting this.
      * This issue seems to be more common for employers who have multiple recruiters accessing the same account and email. If this occurs to those employers they can contact the Monster help desk and ask them to ‘clear the remote user information through Webadmin’.
* Announcements – nothing this week
* Zoom the 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 is now live for ESD staff who have licenses.
  + Zoom User Training conducted on Tuesday 12/13/22 was recorded so you could watch it later if you missed the live event.
  + Please direct any questions about licenses or access to the recorded training to Barney Brockwell @ bernard.brockwell@esd.wa.gov
* Open discussion –
* 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 -
  + 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 Natalya - Workforce Snohomish to everyone: 10:03 AM*

Did I hear there will be trainings?

*No, we will not be providing any training. WIN0134 will be published tomorrow, 12/15, and the changes will not be in Production for two weeks. This allows offices time to review and discuss any issues or questions staff may have of their managers or supervisors.*

*from McNamee, Tamela (ESD) to everyone: 10:10 AM*

I have a couple questions. We do follow ups after they've accepted our program so when the question is, it's not changing. Right? So credential attending quarter that means that's referring to the quarter. We're talking to them in that, like their 2nd quarter follow up. So they Haven't received any additional, uh, accreditations then we would always answer no to that. Is that correct?

*Carri Callaghan, If they haven't enrolled in post-secondary education during a follow up, then that would be, um, it wouldn't be populated. You wouldn't enter a date for that. So it's not changing that it's giving the opportunity to enter that information. Should the individual who is in follow up, become enrolled in post-secondary education during and follow up. So it's not kicking, uh, participation back off. This is to capture that information during the follow up period.*

What do you mean by accredited institution?

*Elise Rowe, it's helpful if you have a specific institution, but generally accredited means that provider has been recognized, within its industry, or it has received, credentialing from. Counseling experts providers, but generally it's an institution that is recognized as having training that meets expected standards requirements and the like. Could be on the Eligible Training Provider List*

*from Robbin to everyone: 10:10 AM*

I'm not seeing in the WIN who will be doing this work or at what point. I am missing something...

from Robbin to everyone: 10:10 AM

Sorry if it was already addressed and I missed it.

*The staff providing the services and if the service meets the definition of the new question added to the ITSS TP. And for the Follow-up TP, only add the date if it meets the information outlined on that TP.*

*from Kerns, Adeline (ESD) to everyone: 10:17 AM*

In light of the last question, is this touchpoint open to all regardless of program. Just concerned that it may be filled out by staff who do not need to?

*No changes were made to who has access to these TPs, no functionality changes. So the staff who have access to enter ITSS and Follow-up TPs today have this access.*

*from Robbin to everyone: 10:28 AM*

Make sure your staff log in to Zoom to activate in order to show up on the Alternative Host list!

**Attendees**

Angela Johnson

Brockwell, Bernard

Carri Callaghan

Crystina Kluth

Dorothy Rocha

Eileen Boylston

Elise R

File, Christopher

Hildebrandt, Haley

Jessie Cardwell

Joann Enwall

Jose

Kelly Dawson

Kerns, Adeline

Lilia

Luci Bench

Mack, Donna

Maya Anderson

McCormack, Donetta

McNamee, Tamela

Natalya

Oliveri, Brett

Pieti, Sondra

Pochi Ostergren

Robbin

Selam

Shawna

Tina Newcomer

Trimp, Calvin

Vey Damneun