**T12 Meeting Minutes 12-07-2022**

**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 –
	+ WA4475 A bug was reported to us that ITSS services did not require a PE, Contract or Other program when taking a service. Last night we made all ITSS services require a PE.
	+ WA4659 State Funded Services TP not retaining values after editing.
		- When making an edit to these TP’s the service and dollars spent are removed. This bug has been fixed and values will not disappear.
* What’s new on WPC – nothing this week
* Training issues & ticket updates
	+ WorkSourceWA employer accounts need to be signed in on the 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.
	+ 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)
	+ 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 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.
	+ ESD's enterprise Zoom account is going-live on 12/13/22 - which means all ESD staff who've been granted a paid license will have their licenses activated that day.
	+ Zoom User Training is booked for Tuesday 12/13/22 from 3:30-5:00pm PT
	+ The training invite was sent on 12/1, to all ESD staff who are getting licenses from ESD
	+ Anyone can attend the training, but only those who received the initial invite are getting licenses from ESD
	+ Please direct any questions to Barney Brockwell | bernard.brockwell@esd.wa.gov
	+ 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 ESD’s licenses.
* Open discussion –
	+ 12/6/22 it was reported that the WSWA job search was not functioning as expected. Overnight Monster restored this feature. Please submit a ticket if you are encounter this issue.
	+ Access Requester Policy 1021 (Rev2) revoked and replaced with WIN0133. Continue to send requests to itbisecurityrequests@esd.wa.gov
	+ General Information dashboard doesn’t display all the detail TP’s
		- This occurs because there is an issue that the ‘Target Occupation’ TP displays not once but multiple times on the ‘General Information’ dashboard. If staff submit a remedy ticket the WSS Team can remove the multiples which allows space for the other detail TP’s to populate on that dashboard.
		- The ‘General Information’ is actually a favorites dashboard. There is another way to see the demographics and other detail TP’s. On the participant dashboard in ETO click on the ‘Review Seeker/Participant Touchpoints’ and you will see what you are looking for by clicking the +. I actually prefer this method as the dashboards often don’t show the entire picture.





* + This question was asked 3 weeks ago: On the test and results, touchpoint, there is a print on certificate question option. What is the difference? They are listed one after another so it’s unclear which to use. *I reached out and will let answer this question when I get a response. I reached out to several people, and no one knows the answer to this question. If you have an answer please let us know. Thx!*
* 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
	+ 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 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 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**

Question: how do you merge employer accounts? *We cannot merge accounts but can sometimes move recruiters from one account to the next. Please watch the meeting video for more information on what we can do and can’t do. If you have accounts you have questions about submit a remedy ticket so the WSS team can review and fix or make recommendations.*

from Martin, Monique (ESD) to everyone: 10:46 AM

I really appreciate you hosting this call every week Lynn - I would be lost without it!

**Attendees**

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| Aparicio, Rudy (ESD) |
| Ardriel Galvan |
| Ariana Cordova, SCWDC |
| Cascio, Jaclyn ESD |
| Cerridwen Rodriguez |
| Cori-Ann Ching - WFC |
| Donna Hendrickson - SkillSource |
| Dorothy Rocha |
| eileen.boylston@esd.wa.gov |
| Emily Anderson |
| Enwall, Jo Ann (ESD) |
| File, Christopher (ESD) |
| Hall, Shane (ESD) |
| Heather Brink WFS |
| Heidi Lamers |
| irene.jordan@esd.wa.gov |
| Jessie Cardwell-BFWDC |
| Jose Sandoval |
| josefina.capetillo@esd.wa.gov |
| Kelly Dawson |
| Kerns, Adeline (ESD) |
| Kimberly Chase |
| Lilia |
| Linda Rowling |
| lora.wood@esd.wa.gov |
| Mack, Donna R (ESD) |
| Martin, Monique (ESD) |
| Maya Anderson |
| McCormack, Donetta L (ESD) |
| McNamee, Tamela (ESD) |
| Natalya - Workforce Snohomish |
| Pangallo, Matthew (ESD) |
| pochi.ostergren@esd.wa.gov |
| Selam |
| Shawna |
| Shellie |
| Susan Gustafson |
| Tamara Toles WSW |
| Trimp, Calvin (ESD) |
| Vey Damneun |

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