**T12 Meeting Minutes 8-10-2022**

**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 – nothing this week
* 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; [pop-up blocker video](https://storemultisites.blob.core.windows.net/media/WPC/tech/staff-resources/ETO-report-pop-up-blocker.docx)
	+ WA-4561 5-year expiration for WSWA employer account – Live Chat is reporting employers getting a message that account expired @ 5-years and to call the Monster help desk to extend use.
	+ WA-4437 Missing elements when printing ‘Outcomes, Program Completion’ TP is a known bug. SSG has a fix and will notify us when they plan to push it out in a future release. Still in backlog, waiting on vendor for date
	+ WA-4512 WorkSourceWA - 'Advanced Search' for job postings causes error. Work began 7/26/22 and is projected to go live 8/12/22.
* Announcements – nothing this week
* RESEA/RAS test messaging solution update on launch
	+ Friday August 5th the RESEA team issued its first program invitation notice via SMS/test with a total of 566 messages delivered to claimants. SMS/test messages were sent to those claimants who were sent a letter in the mail during the week notifying them of their requirement to attend a reemployment service appointment. These types of reminders are known to increase meeting attendance rates. Great work to all who participated on this project!
* RESEA/RAS security update release improvements the night of Tuesday August 16th to address some security concerns from an audit.
	+ For more information, email RESEA Program Operator Shellie Dunning.
* Zoom is coming!
	+ What is Zoom? Zoom is 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.
	+ Implementation is waiting on ensuring Zoom meets all ESD’s security requirements.
	+ Prepare for Zoom by checking out their growing list of on-demand courses, live training and short videos found on the Zoom Learning Center
	+ New Teams chat feature you can use this chat for drafts, to upload files and get comfortable with the features of Teams chat. Just remember there is a 7-day retention policy on content in chat



* Open discussion:
* WIT replacement suggestions can be sent to the link at the bottom of this page on the WPC site: https://wpc.wa.gov/wswa/wit-replacement-project

**Old Business**

* ETO Basic and Refresher Training - In July live training moved to recorded videos
	+ ETO basic /refresher training videos posted to WPC <https://wpc.wa.gov/tech/ETO-refresher-training>
	+ 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 ESR numbers (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_1-11-22.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
		- What you were doing when you got the ‘Robot’ or error 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)
		- 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.
	+ Submit remedy ticket to update the WS locator with office closures, changes to office hours, contact information or location.
	+ 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**

**Attendees**

Aparicio, Rudy

Ariana Cordova

Ballinger, Charles

Boylston, Eileen

Cancel, Regina

Cauthron, Carol

Dawn Oakes

Donna Hendrickson

Dorothy Rocha

Emily Anderson

File, Christopher

Hall, Shane

Heidi Lamers

Holmes, Carolyn

Hudgens, Sheila

Ismaila Maidadi

Jones, Kellina

Jordan, Irene

Kelly Dawson

Kerns, Adeline

Kimberly Chase

Laura Anderson

Lilia

Linda Rowling

Lolade Fapohunda

Luci Bench

Maya Anderson

Natalya

Olivery, Brett

Peabody, Deborah

Selam

Sue Keltner

Vey Damneun

Wood, Lora

Zander