**T12 Meeting Minutes 8-3-2022**

**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.



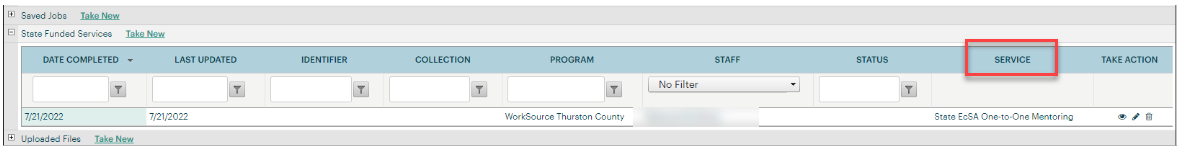
**These meetings will be recorded and posted on the WPC site.**

Please be advised your image will be captured and recorded during the video conference.

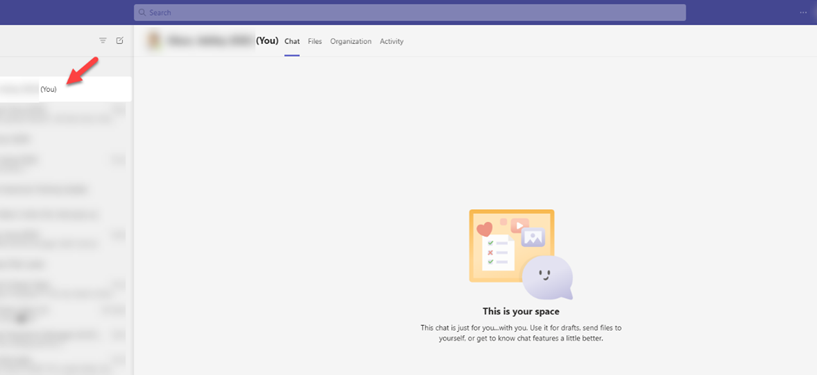
Your participation in this videoconference equals consent to be recorded as required by law.

**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-4549 Correction to the message delivered at 7-27-22 meeting. There was not a new service created but we added a service name column to the Review Seeker/Participant TouchPoints page for State Funded Services TP to easily see which TP was taken.



* ETO report enhancement updates – nothing this week
* What’s new on WPC – nothing this week
* Training issues /ticket updates
  + Training issue- 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.
  + 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
* Announcements – nothing this week
* RESEA/RAS texting solution
  + August 1, 2022, Employment Security Department’s RESEA program will be able to send claimants automated text message notifications through its appointment scheduler, RAS. The new feature will allow RAS to send templated notices and reminders to claimants who’ve been selected to participate in the program. The first message will be sent on August 5,2022
  + For more information, email RESEA Program Operator [Shellie Dunning](mailto:shellie.dunning@esd.wa.gov).
* 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](mailto:https://learning.zoom.us/learn)
  + 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:
  + T12 meetings change to every other week or?
  + WPC site changes
* 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:*** Submit remedy tickets for all work requests [here](https://wpc.wa.gov/tech/issues). 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. Thanks!
  + 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 [video](https://storemultisites.blob.core.windows.net/media/WPC/tech/staff-resources/ETO-report-pop-up-blocker.docx) to help with the pop-up blocker issue
    - 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.
  + 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.
* [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

**Unemployment Insurance** (UI) claim and data information can be found on the UI page here <https://esd.wa.gov/>

**Chat**

*from Gillis, Deanna F. ESD to everyone: 10:09 AM*

Maybe a link on the WPC under RESEA to the Share point would be helpful

**Lynn:** Not sure we want to do that since only certain people have access to that SharePoint site.

**Meeting cadence:**

*from Olson, Ashley (ESD) to everyone: 10:17 AM*

My only thoughts on the cadence of meetings is that it's helpful to ensure timely communication and often schedules are pretty full, so if the meeting does not take the whole hour, there is time back in our day. However, I am not able to participate consistently to gauge the frequency and if it's meeting needs or too much. :)

*from Mack, Donna R ESD to everyone: 10:21 AM*

With the upcoming WIT replacement, I think we should keep weekly while there is so much going on. If wanted, you could go to 1/2 hour.

*from Sparks, Teresa A (ESD) to everyone: 10:24 AM*

I would keep them weekly for now to ensure timely announcements and updates.

**Attendees**

Amanda Standley

Aparicio, Rudy

Ariana Cordova

Cauthron, Carol

Cerridwen Rodriguez

Chase, Kim

Christopher File

Dawn Oakes

Donna Hendrickson

Emily Anderson

Enwall, Jo Ann

Galvan, Ardriel

Gillis, Deanna

Heather Brink

Heidi Lamers

Holmes, Carolyn

Jessie Cardwell

Jordan, Irene

Kelly Dawson

Kerns, Adeline

Kluth, Crystina

Laura Anderson

Lilia

Lolade Fapohunda

Luci Bench

Mack, Donna

Martin, Monique

Mark Chase

Maya Anderson

Noll, Pamela

Olson, ashley

Pelot, Paul

Sally

Selam

Sparks, Teresa

Sue Keltner

Susan Gustafson

Vey Damneun

Zander