**T12 Meeting Minutes 02-16-2022**

**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
* Tickets into production – nothing this week
* Project updates – nothing this week
* What’s new on WPC –
  + [Report enhancements](https://wpc.wa.gov/tech/eto_Report_Enhancements) – nothing this week
* Training issues/open discussion
  + Reminder: Link to claimants [1099’s available in eServices](https://storemultisites.blob.core.windows.net/media/WPC/tech/staff-resources/view-and-obtain-a-1099g-through-eservices.pdf)
  + Employer fraud
    - Talk to your employers about including their ESR numbers (UI tax ID number) in the account creation. We cannot approve accounts without 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.
    - We are working with many partners 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/)
  + Security breaches
    - Don’t send documents that include PII asking participants to complete forms and return to you. Bad actors can access those emails and gather SSN, DOB and other information that is used to commit fraud on our job seekers. Example of forms:
      * WorkSource registration form(s) intended to be used in the create a record process
    - New breach: Department of Licensing business license attack <https://www.dol.wa.gov/outage/index.html>
  + Process for requesting ETO training accounts
    - New process implemented October 2021 (included in minutes)
    - Submit remedy ticket including WDA, number of accounts needed, start and end date of training.
    - Account form will be emailed to you to complete and return, including trainees names
    - Account passwords will be reset after the last day of training
    - Send email if you need end date extended
  + Office closures or changes to office hours, contact or location
    - Submit remedy ticket to update the WS locator
  + Submit remedy tickets vs sending email to team, emails slow down the response time of helping you.
    - Remember if you suggest an enhancement at T12, submit a remedy ticket.
* Remedy tickets – Recently the service desk has been back logged with tickets which delays ETO/WSWA ticket assignment to our team. SSN correction tickets are a high priority, needing an immediate fix so staff can record services provided to customers timely. Email us at [esdgpwssteam@esd.wa.gov](mailto:esdgpwssteam@esd.wa.gov) if you don’t receive a response within 24 hours. We can locate the ticket and start working on it.
* Submit remedy tickets to
* ETO Basic and Refresher Training - Next training is on 3/7/22 9-12
  + ETO Basic training is the 1st Monday 9:00-12 and 3rd Tuesday 1:30-4:30 of every month (except holidays). Send email to Lynn Aue to receive more information, training account if needed and be added to the training Webex call. *All ETO/WSWA system users are welcome to attend the training but please do not forward invites as I need to review all attendees and assign training accounts if needed.*
  + Refresher training recordings and user guides are posted on the WPC website here <https://wpc.wa.gov/tech/ETO-refresher-training>
  + Submit a remedy ticket to request additional training opportunities and resources

**Old Business**

* ***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 to speed up discovering and resolving issue without lots of back-and-forth emails.
    - Screen shots include the entire screen, browser bar, not just a pinpoint of the TP that isn’t correct.
    - Report tickets need the WDA, office and start and end dates parameters you used to run the problematic report
    - We will send you 2 emails asking for additional information. Second request for response will advise you the ticket will close in 24 hours.
* [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
* Internet Explorer (IE) will be deprecated after the SharePoint migration project completes but before Windows 11 is deployed (Summer 2022). It will occur sometime between those two projects, approximately 3-6 months.
  + Prepare now by transitioning to Edge or Chrome.
  + Don’t forget to transfer your favorites to Edge or Chrome and also add a copy to your document folder for recovery purposes!
    - How to import Favorites from IE to Chrome [video](https://www.youtube.com/watch?v=Mk0VMAmPclg)
    - How to import Favorites from IE to Edge
      * 1. Click on Favorites ‘*star’*
        2. Click on ellipses (3 dots)
        3. Select either Import (from Chrome or IE) or Export a copy to a local folder



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

**CHAT**

**Employer fraud discussion**—

from Frost, Jennifer (ESD) to everyone: 10:08 AM that’s terrible

from Robinson, Melissa J (ESD) to everyone: 10:10 AM Is this fraud to the point where we should be encouraging customers to keep their resumes and contact info private on WorkSourceWa.com? – *there is a group of job seekers whose resumes have been scrapped out of the system; but most of them are secure. I’ll take it back to my team and have a larger conversation and get back to everyone. That’s a really good question. For the most part they are secure, but there is risk.*

from Anderson, Laura J (ESD) to everyone: 10:13 AM One way to help our customers minimize exposure of personal information is to encourage them to put an email contact only on their document, possibly the city, state they reside in. It still is personal information but not as personal as a phone number. *That’s a great suggestion. Also, advise job seekers to not include DOB, SSN, and street address in resumes. Some still do that!*

from DEAN COXFORD to everyone: 10:14 AM Telegram and Wire are the platforms used to interview candidates

from Robinson, Melissa J (ESD) to everyone: 10:15 AM Good point Laura. We can still explain that the ability for employers to view your resume is a feature of WorkSourceWa.com, but also explain strategies to avoid fraudulent job offers *The SOW Attorney Generals web site has great articles on employment scams. Direct your customers to review the information found there.*

from Robinson, Melissa J (ESD) to everyone: 10:18 AM Lynn, when you say that a resume has been scraped on WorkSourceWa.com, what do you mean? *WSWA employers have the ability to post jobs as well as do a resume search for potential candidates for employment.*

from Maier, Seth (ESD) to everyone: 10:18 AM Real world example of those bad actors - several years ago a customer I worked with applied to a Craigslist job offer and she submitted a resume and was called in for an interview. The interview location was about a 2hr one way drive. She showed up to interview location, nobody knew who she was or the position she was referring to and headed home rejected afterwards. Returned home to find her home had been robbed. She had her home address on her resume and those bad actors knew she would be gone at least 4 hours.

from Eileen Boylston to everyone: 10:19 AM Wow

from Natalya Verley - Workforce Snohomish to everyone: 10:19 AM Will a banner be added to WorkSource WA with a link to more tips of what to look for? *We are working on adding more employment scam language/warnings on WSWA*

from Frost, Jennifer (ESD) to everyone: 10:19 AM are they only pulling these from the WorkSource site or our email as well? *WSWA only*

from Natalya Verley - Workforce Snohomish to everyone: 10:19 AM That's just terrible Seth! Unbelievable (well it is, but I wish it wasn't).

**Miscellaneous—**

from Aaron Pentland to everyone: 10:10 AM The WA-4411 change the UI type drop down selection menu in the WIOA Eligibility Application from acronyms to full spelling does not include a selection for "Exhausted Benefits" as in the past there was guidance to use the EUC acronym as such, which now we see is "Emergency Unemployment Claim" an Exhausted UI Benefit selection is needed for some program eligibility requirements if it is applicable to a new participant to receive services. *We are not adding more selections to this TP because it currently does not map correctly to the PIRL. We are working on updating the information, mapping it correctly for reporting out and make the change at that time. I suggest you contact the DATA team to ask how to answer these questions until the mapping/changes are complete.*

from Dryden, Jack (ESD) to everyone: 10:12 AM Thank you for mentioning that Aaron, as it is specific to certain requirements in the WIOA Title 1 program as an example.

from Christina Shaffer to everyone: 10:19 AM Is it known that the search bar on the WPC website does not work? Will it be fixed? Not a huge deal, but it is a handy feature. *Thanks for bringing that up, it is working now!*

from Tracy Ferrell to everyone: 10:21 AM I'm coming across a more than normal # of duplicate accounts. Do you want a help ticket for each duplicate or can I send one help ticket? *Separate tickets please. This issue is increasing statewide. I get lots of tickets to merge and cleanup accounts.*

from Tracy Ferrell to everyone: 10:24 AM You’re welcome and thanks! I am up to 5 duplicates in 3 days. :(

from Tina Newcomer to everyone: 10:25 AM Is it getting fixed when they are merging the accounts together? What about the wrong services or notes then that are merged to the right account? We have one that has someone's information in the notes. *I merge the accounts to the one associated with the WSWA account, if applicable. After merging I correct any information that isn’t correct, DOB, SSN, names, etc. I cannot delete TPs or case notes. I work with staff and direct them to do that cleanup if needed.*

from Tracy Ferrell to everyone: 10:31 AM Sister was using brothers account. *Note: this is in reference to the comment about the case note belonging to another participant.*

from Robinson, Melissa J (ESD) to everyone: 10:36 AM I am also wondering about Jennifer Frost's question- "are they only pulling these from the WorkSource site or our email as well?" regarding fraudsters *From WSWA*

from Christina Shaffer to everyone: 10:36 AM I can search anything in there and I get "zero results" every time

from Christina Shaffer to everyone: 10:37 AM Thank you, Lynn!

from Mack, Donna R (ESD) to everyone: 10:38 AM Tech has been so frustrating this week!

from Christina Shaffer to everyone: 10:38 AM Yes it has, Donna! It's on a rampage

from Mack, Donna R (ESD) to everyone: 10:38 AM I figure it's the full moon. :)

from Martin, Monique (ESD) to everyone: 10:39 AM this is so scary

from Kerns, Adeline (ESD) to everyone: 10:41 AM If the customer has a Worksourcewa account or sets one up themselves is there any reason for the WS Registration form? *It is intended as part of the create a record process, but teams can use it in other ways like using it for an initial assessment.* Not able to recall if all the questions on that form can be answered with Worksourcewa account. *All the questions on the form are the same as asked in WSWA*

from Kerns, Adeline (ESD) to everyone: 10:41 AM Perfect. Thank you:)

from Robinson, Melissa J (ESD) to everyone: 10:43 AM I am also wondering about Jennifer Frost's question- "are they only pulling these from the WorkSource site or our email as well?" regarding fraudsters *WSWA*

from Maier, Seth (ESD) to everyone: 10:44 AM Do new staff sign up for ETO basic in TLC? *No, sign up by sending me an email request. I will respond by sending them a meeting invite.*

from Aue, Lynn (ESD) to everyone: 10:44 AM definitely the full moon

from Robinson, Melissa J (ESD) to everyone: 10:45 AM Thank you for clarifying, this is a good reminder to just make our customers more aware of what they are sending in emails to us

from Martin, Monique (ESD) to everyone: 10:45 AM do our clients have the ability to unencrypt emails? *No, but you can send an encrypted email which the job seeker could return as an encrypted email. The issue is, many job seekers may not have the technology knowledge on how to return the email and may return forms in an un-encrypted email.*

from Anderson, Laura J (ESD) to everyone: 10:50 AM typically, the encrypted email comes through and then a separate email comes with the information *Yes that is true*

from Robinson, Melissa J (ESD) to everyone: 10:51 AM When I have emailed an encrypted email outside esd, they tell me they get notified that they have to set up an account to log in and see the email *Yes that is true*

Question from Luci – Remedy tickets section in minutes – can you add the correct email address for where to send remedy tickets? –Lynn will update to add technical solutions email address *Email address added to the WPC site under the ‘How to report issues’ for both ETO and Qtrac*

**ATTENDEES**

Aaron Pentland

Abigail Taft

Anderson, Laura

Aparicio, Rudy

Ariana Cordova

B Oliveri

Chase, Kim

Christina Shaffer

Cori-Ann Ching

Dawn Oakes

Dean Coxford

Dorothy Rocha

Dryden, Jack

Dunning, Shellie

Dzenita Musabegovic

Eileen Boylston

Emily Anderson

Emitt Thrower

Erickson, Tristan

Frost, Jennifer

Griffith, Michelle

Heidi Lamers

Holmes, Carolyn

Hudgens, Sheila

Ihrig, Louis

Jessie Cardwell

Jordan, Irene

Kerns, Adeline

King, Kendall

Kylie Bartlett

Lilia

Linda Rowling

Luci Bench

Lux Dmitri

Mack, Donna

Maier, Seth

Mariya Kazantseva

Martin, Monique

Maya Anderson

Mimi Reeves

Natalya Verley

Pahulu, Emeline

Peiris, Malmi

Pelot, Paul

Pochi

Robinson, Melissa

Samba, Ngenarr

Sawyer, Elliott

Selam

Sue Keltner

Susan Gustafson

Sutton, Terry

Tamara Toles

Teresa Anda

Tina Newcomer

Tracy Ferrell

Vey Damneun

Zafar, Elias

Zander