**T12 Meeting Minutes 3-31-2021**

**Remember:** After starting a Webex meeting to mute your audio and disable the video feature. 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 icons.



**These meeting will be recorded. Recordings will be posted on the WPC site**

**New Business**

* Tickets into production –
	+ WA-4098 JVSG – In an effort to prevent data entry errors, added language after 3 Veteran program enrollments on the ITSS touchpoint. An issue resulted with this change, will back it out tonight. This is recognized as a training issue. These Program Enrollments should only be used by JVSG staff.
		1. In the dropdown for Active Program Enrollments, modify to add text as follows:
			- Disabled Veterans Outreach Program (JVSG staff only)
			- Vocational Rehabilitation and Employment (VETS) (JVSG staff only)
		2. In the dropdown for Other Program, modify to add text in red as follows:
			- Disabled Veterans Outreach Program - Non Case Managed (JVSG staff only)
	+ Postponed until 4/15/21 WA-4113 new follow-up service; change to services catalog, policy
		1. Follow-Up Services-Supportive Assistance



* + WA-4117 Report found under Program Administration called *Review Staff Efforts* not functioning as expected, used by those with Program manager and Department Head ETO roles
		1. Who uses this report? *Only a few staff use of know about this report*
		2. What do you use it for? *To review staff’s work, most thought this report would be useful*
		3. When was the last time you ran it successfully? *Some staff run it successfully, other can’t run it at all. This information is meant for supervisors or those with the ETO role of Department Head or Program Manager.*
* ETO maintenance – nothing to report this week
* WSWA maintenance – nothing to report this week
* Velaro maintenance – nothing to report this week
* ETO Basic and Refresher Training - Next training is on 4/5/21 10-12PM
	+ ETO Basic training is the 1st Monday 10-12 and 3rd Tuesday 2-4 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.*
	+ Training recordings and user guides are posted on the WPC website here <https://wpc.wa.gov/tech/ETO-refresher-training>
	+ Submit a remedy ticket requesting additional training opportunities and resources
* What’s new on WPC –
	+ Report enhancements by category
		1. Re-Entry Reports – these reports were not functioning correctly, we worked on the report logic
			- Outreach Re-Entry Program Based on Audit Date> corrected report logic
			- Outreach Re-Entry Program Based on Service Date> corrected report logic
* Public -use equipment training will begin on 4/19/21. *Sign-up on the Staff Development Calendar*
* Open discussion – training issues
	+ Demographics at the time of Program Enrollment.
		- *Before saving a Program enrollment, assess your participants demographics. You can do this from the tab in the PE TP, if something is incorrect you can ask the participant if you have permission to impersonate and make the changes. If you are not allowed to impersonate, the participant needs to make the changes in their WSWA account. If you save the PE without updating the demographic details there will be an error on the federal reporting and you will need to make a correction later. The correction will include deleting all services attached to the incorrect PE and deleting the incorrect PE. Then you will need to do a new PE and add all the services back to the participant’s account*
	+ Editing a basic service –
		- *Cannot edit basic service. If the service is wrong it needs to be deleted and entered correctly. Process is up to your local office procedure. When making corrections like this always case note the action. I take a screen shot of the incorrect service and add it to the case note.*
	+ Changes to your ETO account –
		- *Any changes to your ETO account need to process through your local Access Approver*
* ***Reminder:*** Submit remedy tickets for all work requests. 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! <https://wpc.wa.gov/tech/issues>
* UI announcements –

**OLYMPIA –** During the week of March 21 – March 27, there were 11,445 initial regular unemployment claims (up 0.5 percent from the prior week) and 430,077 total claims for all unemployment benefit categories (down 1.3 percent from the prior week) filed by Washingtonians, according to the Employment Security Department (ESD).

* Initial regular claims applications are now 94 percent below weekly new claims applications during the same period last year at the start of the pandemic.
* Initial claims remain elevated (as compared to the 4-week moving average of initial claims pre-pandemic of 6,071 initial claims) and remain at similar levels of initial claims filed during the Great Recession.
* Slight increases in layoffs in Construction and the Educational Services sector led to a marginal increase in regular initial claims last week.
* Initial claims applications for Pandemic Unemployment Assistance (PUA) and Pandemic Emergency Unemployment Assistance (PEUC) decreased over the week.

In the week ending March 27, ESD paid out over $274.6 million for 310,221 individual claims. Since the crisis began in March 2020, ESD has paid more than $16.3 billion in benefits to over a million Washingtonians.

* For current COVID-19 and UI information ESD.wa.gov or ESD Facebook page
* UI Fraud help
	+ [www.esd.wa.gov/fraud](http://www.esd.wa.gov/fraud)
	+ Fax information to claims centers 833-572-8423 –due to the high volume, calling is not recommended
* Before submitting a service ticket, review this desk aid “[Check list: things to try before submitting a service/remedy ticket](https://storemultisites.blob.core.windows.net/media/WPC/tech/staff-resources/Check%20list%20of%20things%20to%20try%20before%20you%20submit%20a%20service%20ticket%20or%20call%20the%20help%20desk.docx)”
* Visit this page on the WPC site to submit a service request: <https://wpc.wa.gov/tech/issues> If you are an ESD partner, there is a downloadable form that you must fill out and send to the **Technical Solutions** service desk – their e-mail is ESDDLITBITechnicalSolutions@ESD.WA.GOV

**Review of ETO/WSWA and other resources (AKA old business)**

* *Encourage all staff who use ETO and* *WSWA to sign up for the T12 calls.* *These calls are not just for trainers but for all system users and a great way to stay up to date on changes or improvements to ETO and WSWA. Send requests to* *esdgpWSSteam@esd.wa.gov* *to be added to the ITSD Training Team’s distribution list*
* WorkSource Systems resources found on the WPC Technology site <https://wpc.wa.gov/tech>
	+ We try our best to make sure all the links are operational but depend on you to submit a remedy ticket if you find broken links!
* Check out the information the [WPC website](https://wpc.wa.gov/tech) to help all WorkSource staff telework stay up to date on COVID19, teleworking and WorkSource Virtual services including;
	+ IT service delivery
	+ WebEx
		- Browse the Webex handbook and watch 5 videos on how to make the most out of this tool for conducting meetings with staff and customers.
	+ Other resources include:
		- Now that you are teleworking reference guide
		- How to use SKYPE for online meetings
		- How to sign into ESD email from outside the network
		- How to sign into an off-site Wi-Fi from your computer
		- Can I access Internet Explorer from a MAC computer?
		- ESD service Desk information.
* Cisco Softphones training material Link <http://insideesd.wa.gov/services/it-services>

**CHAT**

Concerning Report found under Program Administration called *Review Staff Efforts* not functioning as expected

from Emeline Pahulu to everyone: 10:07 AM

It's not a new thing. But the report sometimes works and sometimes it doesn't

from Robbin Gard to everyone: 10:07 AM

I use it, but it's been quite some time.

from Mary MacLennan to everyone: 10:08 AM

It is not under the report menu, it's under Program Administration

from kylie bartlett to everyone: 10:09 AM

I have attempted to use this report to track staff efforts, but it has not been successful. It just continues to load but never actually fully loads in.

from Tracy Ferrell to everyone: 10:10 AM

I haven't been able to get it to work, so gave up.

from heidi.schauble to everyone: 10:10 AM

We put in a ticket too, isn't working for us but it would be a very useful report.

from Jackie Wetchler she/hers to everyone: 10:10 AM

I would love to be able to run a report on what staff is doing. I do not know how to do this.

from kylie bartlett to everyone: 10:11 AM

I just utilize the other reports in ETO that show services last updated dates. It takes much longer but I want to keep track of data entry. I use it for all my team.

from Robbin Gard to everyone: 10:11 AM

Took forever to run when it did work.

from Luci Bench to everyone: 10:11 AM

I haven't been able to get it to work, either. I use Local Data Report so I can view ALL staff and not individuals.

from Teresa Anda (privately): 10:18 AM

Lynn, I just ran the Review Staff Efforts. It works, but takes was seems to be a long time to return results.

from Teresa Anda to everyone: 10:20 AM

Lynn, I just ran the Review Staff Efforts. It works but takes a long time to return results. One must be very patient and not give up on the report.

It always displays zeros in the summary section. It's the touchpoint section that I've been able to get to work

from Mary MacLennan to everyone: 10:35 AM

Not in the summary section, just down in the TP section.

from Mary MacLennan to everyone: 10:36 AM

It doesn't give percentages...I don't think that has ever worked!

from Monique Martin to everyone: 10:37 AM

Thanks Mary - TouchPoints show No records to display as well.

from Monique Martin to everyone: 10:51 AM

Concerning deleting program enrollments and services

from Tina Newcomer to everyone: 10:24 AM

Wait I thought we were not allowed to delete services?

from Catherine Geddis to everyone: 10:26 AM

What is the impact of deleting services and reentering - assuming at a minimum there needs to be a clarification case a note - and some touchpoints cannot be deleted by staff (should not be?)

from Robbin Gard to everyone: 10:29 AM

OK to delete and add the correct service.

from Catherine Geddis to everyone: 10:30 AM

And is there a specific order / sequence...as an example delete Services attached to a program before deleting the program enrollment

from Adeline Kerns to everyone: 10:30 AM

In TAA incorrect Basic Services are deleted after a correct Basic Service is added and robustly case noted.

from Mary MacLennan to everyone: 10:31 AM

Thank you Emeline! :)

from Adeline Kerns to everyone: 10:32 AM

Yes. I do that also for a record by screen printing.

from Monique Martin to everyone: 10:32 AM

smart!

**ATTENDEES**

Abby Taft

Adeline Kerns

AJohnson

Amy

Arturo Espinoza

Becky Smith

Boliveri

Brian Doyle

C

Catherine Geddis

CMatranga

Cori Ching

Craig Clark

Dawn Oakes

Dean

Deanna Gillis

Diane

Diane Luoma

Donetta McCormack

Donna Mack

Dorothy Rocha

Emeline Pahulu

Heidi Lamers

Heidi Schauble

Irene Jordan

Jack Dryden

Jackie Watchler

Jeffrey Flood

Jenny

Melinda Johnson

Katherine Congleton

Eric Kindvall

Kylie Bartlett

Laura Anderson

Luci Bench

Lux Dmitri

Mahre, Tanya

Marcus Warren

Maria Zaragoza

Marla McMackin

Mary MacLennan

Melisa Flores-Sanchez

Monique Martin

Pamela Noll

Pochi Ostergren

Regina Cancel

Robbin Gard

Robert Jonas

Rodolfo Aparicio

Selma Tekle

Matthew Shields

Tamela McNamee

Teresa Anda

Teresa Sparks

Tim Woodward

Tina Newcomer

Toni Burow

Tracy Ferrell

Nicole Van Nelson

Vey Damneun

Zoryana Bilous

Attended second half