**T12 Meeting Minutes 4-7-2021**

**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 –
	+ 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. Mary will update us on 4/14/21
* 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 4/20/21 2-4PM
	+ 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 –
	+ New content coming soon for WS resource and training room training material
* Public -use equipment training will begin on 4/19/21 through 5/13/21. *Sign-up on the* [*Staff Development Calendar*](https://wpc.wa.gov/tech/staff/trainingcalendar) *or type this into your browser https://wpc.wa.gov/tech/staff/trainingcalendar*
* Open discussion – training issues
	+ Nothing this week
* ***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 28 – April 3, there were 11,863 initial regular unemployment claims (up 3.6 percent from the prior week) and 426,803 total claims for all unemployment benefit categories (down 0.8 percent from the prior week) filed by Washingtonians, according to the Employment Security Department (ESD).**
	+ **Initial regular claims applications are now 93 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.**
	+ **Increases in layoffs in the Professional, Scientific and Technical Services as well as Administrative Support Services sectors contributed to the increase in regular initial claims last week.**
	+ **Initial claims applications for Pandemic Unemployment Assistance (PUA) and Pandemic Emergency Unemployment Assistance (PEUC) as well as continued claims for regular benefits all decreased over the week.**
	+ **In the week ending April 3, ESD paid out over $250.0 million for 305,707 individual claims. Since the crisis began in March 2020, ESD has paid more than $16.6 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.

**CHAT**

Nothing this week

**ATTENDEES**

Ariana Cordova

Boliveri

Carl Peterson

Carly Farmer

Carolyn Holmes

Catherine Geddis

Christopher File

CMatranga

Cori Ching

Craig Clark

Dawn Oakes

Dean

Diane

Donna Hendrickson

Donna Mack

Douglas Evans

Emily Anderson

Gena Garcia

Heidi Lamers

Heidi Schauble

Irene Jordan

Jack Dryden

Jackie Wetchler

Jenny Capella

Jessie Cardwell

Jo Ann Enwall

Melinda Johnson

Kate Hesseltine

Kimberly Chase

Eric Kindvall

Kylie Bartlett

Laura Anderson

Luci Bench

Lux Dmitri

Maria Zaragoza

Maribel Dominguez

Melisa Flores-Sanchez

Natasha Bradley

Nelva March

Pochi Ostergren

Robbin Gard

Robert Jonas

Selma Tekle

Matthew Shields

Tamela McNamee

Teresa Sparks

Theresa Rogers

Tim Robison

Tim Woodward

Tina Newcomer

Ton Nguyen

Toni Burow

Tracy Ferrell

Tracy Ollgaard

Vey Damneun

Attended second half