**T12 Meeting Minutes 5-12-2021**

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

**New Business**

* Last WorkSource public -use equipment training is 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*](https://wpc.wa.gov/tech/staff/trainingcalendar)
  + PowerPoint presentations, video recordings, FAQ’s will be update on the WPC site for self-directed refresher trainings
* Tickets into production – nothing this week
* ETO maintenance – nothing this week
* WSWA maintenance – nothing this week
* Velaro maintenance – nothing this week
* ETO Basic and Refresher Training - Next training is on 5/18/21 9:30-11:50AM
  + ETO Basic training is the 1st Monday 9:30-11:50 and 3rd Tuesday 1:30-3:50 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 to request additional training opportunities and resources
* Project updates
  + Create a Record – projected go live 6/17/2021
    1. Training for all staff, supervisors, administrators, program operators and specialist starting 6/2/2021.
  + RESEA TouchPoints Initial/follow-up– projected go live 7/6/2021
    1. Training provided by RESEA staff
  + MFA - projected go live 6/23/2021
* What’s new on WPC –
  + **New** “One Stop” and “Employment Connections” pages
  + Project updates: [Create an ETO Record](https://storemultisites.blob.core.windows.net/media/WPC/tech/staff-resources/Create-a-eto-record-at-a-glance.pdf)
  + New content for WorkSource public-use resource and training room training material [here](https://wpc.wa.gov/tech/techrefresh/public-use-computers)
  + Reports – Mary
    1. Local Reporter
    - Outcomes TPs based on Completion Date Value; Corrected 'Opted-Out' logic; deleted SKIES Seeker ID, Link to Seeker Dashboard and SSN columns
    - Seeker ID' column; deleted SSN column
* Program Enrollment Outcomes; Added 'Is Opted-Out' column and removed 'SKIES Question: Under local reporter>Program Enrollment vs. Outcomes TPs based on Completion Value. Do you use both reports? -We will keep this on the agenda for 2 weeks. Please provide feedback during the next T12 call or email Mary and Lynn directly. We will not delete report until it has been tested and approved by ETO users. The data output from this report sorts the different types of outcomes by dates into separate columns. This report is currently used by PacMtn, North Central, Olympic, Vancouver and Yakima. They report they use the contract and local program, contract, and annualized information fields.
  + 1. Operational> Measurable Skill Gains-**New**; Combined 3 Program Enrollment columns all into one column
* Question: Keep old MSG and new MSG reports? -We will keep this on the agenda for 2 weeks. Please provide feedback during the next T12 call or email Mary and Lynn directly. We will not delete report until it has been tested and approved by ETO users.
* Open discussion – training issues
  + New governance for ETO and WSWA changes.
    - Change requests for ETO and WSWA will go through the new governance process. Talk to your supervisor about the process. This will not affect system bugs or the report enhancement process. New reports will need to go through governance.
* ***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!

**UI announcements –**

**OLYMPIA –** During the week of May 2 – May 8, there were 16,605 initial regular unemployment claims (up 58.0 percent from the prior week) and 436,114 total claims for all unemployment benefit categories (up 7.9 percent from the prior week) filed by Washingtonians, according to the Employment Security Department (ESD).

* Initial regular claims applications are now 85 percent below weekly new claims applications during the same period last year during the pandemic.
* The 4-week moving average for initial claims remain elevated at 12,989 (as compared to the 4-week moving average of initial claims pre-pandemic of 6,071 initial claims) and remains at similar levels of initial claims filed during the Great Recession.
* The increase in initial claims for both regular unemployment and from the Pandemic Emergency Unemployment Assistance (PEUC) program this week are associated with a program change in the existing PEUC application process. Some PEUC applications that were applied incorrectly were adjusted and moved to the correct unemployment claim.
* Increases in layoffs in Public Administration, Retail Trade, Health Care and Social assistance and Construction also contributed to the increase in regular initial claims last week.
* Initial claims applications for regular benefits, PEUC, Pandemic Unemployment Assistance (PUA) and continued claims for regular benefits all increased over the week.

In the week ending May 8, ESD paid out over $340 million for 306,846 individual claims. Since the crisis began in March 2020, ESD has paid more than $17.9 billion in benefits to over a million Washingtonians.

* UI Fraud help [here](http://www.esd.wa.gov/fraud)
  + Fax information to claims centers 833-572-8423 –due to the high volume, calling is not recommended
* Visit this page on the WPC site to submit a service request: <https://wpc.wa.gov/tech/issues> 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)”
  + 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](mailto: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 weekly 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*](mailto:esdgpWSSteam@esd.wa.gov) *to be added to the ITSD Training Team’s distribution list*
* WorkSource Systems (ETO and WSWA) resources are found on the WPC Technology site [here](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!

**CHAT**

from Arbes, Brent W (ESD) to everyone: Lynn---could you please review how to get to the training calendar from the WPC home page? *The Staff development calendar is hidden on the WPC site because due to it being public facing, people were grabbing meeting log-in links and crashing meetings. Here is the* [*link*](https://wpc.wa.gov/tech/staff/trainingcalendar)

from Kerns, Adeline (ESD) to everyone: 10:14 AM

Is this (Create a Record) only for those who cannot enter these on their own? No automatically for every new customer we get? *Staff should always encourage job seekers to create a WSWA account. Staff creation of records should be used as a last resort when customers are unable or unwilling to create their own accounts.*

from Boylston, Eileen (ESD) to everyone: 10:15 AM How about creating employer records??? *Sadly, this is only for participants, there are no plans to make this a function for adding employers*

from kylie bartlett to everyone: 10:24 AM

I now utilize the program enrollment completion report. I don’t want to speak for others but agree those reports seem very similar and would be fine with the outcomes based on completion date report being removed.

from Zielinski, Brooke (ESD) to everyone: 10:24 AM When I worked in the field I married the two reports Program enrollment outcomes vs Outcomes TP to identify system exited participants that didn't have a program completion. It was really helpful. If I was still working in the field at that level I would not want the report removed because of the utility. *Mary and Lynn will test the reports to see if the new report captures all the information needed.*

from Boylston, Eileen (ESD) to everyone: 10:27 AM For the account creation training, do people just sign in on Wednesdays for the T12, or will invites to attend training be sent? *Staff can ask to be invited to the T12 meetings, staff can share their T12 invite with team, I will post information in the ETO chat, on staff development calendar and send an email to the T12 distribution list. I am taking input on other ways to contact staff and share this training opportunity*

from Boylston, Eileen (ESD) to everyone: 10:27 AM Ok, thanks!

from Kerns, Adeline (ESD) to everyone: 10:28 AM Are there trainings regarding pulling the different reports? *I will create a desk aid to post on the WPC site that staff can add content to fit their programs*

**ATTENDEES**

Aaron Parrott

Abby Taft

Amanda Standley

Anderson, Laura J

Aparicio, Rudy

Arbes, Brent

Ariana Cordova

Arturo Espinoza

Tami Barke

Becky Smith

Boliveri

Boylston, Eileen

Cancel, Regina B

Cheeseman, Maria

Cori Ching

Dawn Oakes

Dean

Diane Luoma

Donna Hendrickson

Dorothy Rocha

Douglas Evans

Dryden, Jack

Emily Anderson

Enwall, Jo Ann

File, Christopher

Gillis, Deanna F

Holmes, Carolyn

Irene Jordan

Jackie Wetchler

J Brunkhorst

Jonas, Robert

Kelly, Lori

Keltner, Sue

Kerns, Adeline

Kim Chase

Kyle Bartlett

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Michael Ensor

Nelva March

Ni Dufaight, T. Jaide

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Selam Tekle

Shields, Matthew

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Susan Mbatudde-Gustafson

Teresa Anda

Teresa Smith

Theresa Rogers

Tina Newcomer

Ton Nguyen

Toni Burrow

Van Nelson, Nicole

Vey Damneun

Zielinski, Brooke

Zoryana Bilous