**T12 Meeting Minutes 5-19-2021**

**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**

* WorkSource public -use equipment training ended
	+ 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 6/7/21 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 an ETO Participant Record (not to add an employer account)– projected go live 6/17/2021
		1. Training for all staff, leads, supervisors, administrators, program operators and specialists starting 6/2/2021 and every Wednesday in June during the scheduled T12 meeting. Those not on the T12 team can sign up on the [Staff Development Calendar](https://wpc.wa.gov/tech/staff/trainingcalendar). If you attend T12 you do not need to sign up on the SDC.
		2. Special training for leads, supervisors, administrators, program operators and specialists 6/14/21, sign-up on the Staff Development Calendar.
	+ RESEA TouchPoints Initial/follow-up– projected go live 7/6/2021
		1. Training provided by RESEA staff
	+ Multi Factor Authentication for employers using WSWA, not staff using ETO - projected go live 6/23/2021
* What’s new on WPC –
	+ Home page has announcement and sign-up for Create a Record training
	+ 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. Operational Reports
			- Case Management Report; Added 'Is Opted-Out' and 'Date Most Recent Duration Service Last Updated' columns; deleted 'Participant Site Identifier' column
* Question: Under local reporter>Program Enrollment vs. Outcomes TPs based on Completion Value. Do you use both reports? Program Enrollment Outcomes; Added 'Is Opted-Out' column and removed 'SKIES 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.
* 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
	+ Where is the Services Catalog? <https://wpc.wa.gov/tech> under “Resources”
	+ Direct staff to WSS team email @ esdgpwssteam@esd.wa.gov and not Lynn to be added to T12 DL and meetings. Please…thanks!
	+ Have you heard anything about the SAW accounts asking for password resets for UI and/or WSWA customers? *We have not heard this. When you get a report this is occurring, ask for specifics, date, time, are they being asked to change their password when they are logging in or getting an email it’s time to change their password. Once you have this information submit a remedy ticket so we can find an answer to this concern.*
* ***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 the week of May 9 – May 15, there were 19,619 initial regular unemployment claims (up 18.2 percent from the prior week) and 469,098 total claims for all unemployment benefit categories (up 7.6 percent from the prior week) filed by Washingtonians, according to the Employment Security Department (ESD).

* Initial regular claims applications are now 86 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 14,590 (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.
* Initial and continued claims for regular benefits increased over the week while initial claim applications for Pandemic Emergency Unemployment Compensation (PEUC) and Pandemic Unemployment Assistance (PUA) decreased over the week.
* Increases in layoffs in Health Care and Social Assistance, Educational Services, and Retail Trade contributed to the increase in regular initial claims last week.
* We have also seen a recent increase in fraudulent claim applications, which is contributing to the increase in initial claims. Our controls to identify these fraudulent claims are working. These claims will show up in the weekly claims numbers even though they are not paid.
* The decrease in initial claims for the Pandemic Emergency Unemployment Compensation (PEUC) program this week is associated with a program change in the existing PEUC application that occurred during the prior week.
* In the week ending May 15, ESD paid out over $284 million for 318,367 individual claims. Since the crisis began in March 2020, ESD has paid more than $18.1 billion in benefits to over a million
* 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

**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* *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**

*Concerning the new Add an ETO participant record process*

from Davis, Anita (ESD) to everyone: 10:10 AM

Super exciting! Thank you!!

from Sparks, Teresa A (ESD) to everyone: 10:11 AM

staff are excited about this training!

from Hesseltine, Kate (ESD) to everyone: 10:13 AM

woohoo!

*General chat*

from Raul Soto to everyone: 10:13 AM

May I be added to the distribution list: rsoto@esd.wa.gov, thanks!

from Kerns, Adeline (ESD) to everyone: 10:15 AM

What is MFA? Multi Factor Authentication

from Tracy Ferrell to everyone: 10:16 AM

Will the MFA be through phone? like it was earlier?

from Aue, Lynn (ESD) to everyone: 10:17 AM

from Davis, Anita (ESD) to everyone: 10:22 AM

Not sure this team covers this so understand if you don't know. Have you heard anything about the SAW accounts asking for password resets for UI and/or WSWA customers? Thanks. :)

from Martin, Monique (ESD) to everyone: 10:27 AM

I got an odd email yesterday about a fax. "click here to download". I reported it to the spam email group, but just an fyi...The spam group did say it was an attempt to gain my password, so...keep your eyes out ESDDLSuspiciousEmail@ESD.WA.GOV

**ATTENDEES**

Aaron Parrott

Abigail, Taft

AJohnson

Allen, Shanika

Anderson, Laura

Aparicio Rudy

Arturo Espinoza

Barke, Tami

Becky Smith

Caller 2

Capetillo, Josie

Carroll, Craig

Cascio, Jaclyn

Cassidy, Talitha

Cori, Ching

Davis, Anita

Dawn Oakes

Dean

Diane Luoma

Donna Hendrickson

Dryden, Jack

EMovsesyan

Enwall, Jo Ann

Farmer, Carly

File, Christopher

Flores, Melisa

Gutierrez, David

Heidi Lamers

Hesseltine, Kate

Holmes, Carolyn

Huert, Mallory

Irene Jordan

Jackie Watchler

jbrunkhorst

Jenny Capella

Johnson, Melinda

Keltner, Sue

Kerns, Adeline

Kimberly Metcalf

Kylie Bartlett

Laura Aunan

Lisa Pietkauskis

Luci Bench

MacLennan, Mary

Martin, Monique

McKnight, Diana

Nelva, March

Ollgaard, Tracy

Ostergren, Pochi

Parker, Coffey

Peterson, Carl

Prewitt, Jennifer

Raul, Soto

Sparks, Teresa

Susan Mbatudde-Gustafson

Taylor, Mei-Ling

Teresa Smith

Theresa Rogers

Tina Newcomer

Toni Burrow

Tracy Ferrell

Van Tassell, Nicole

Vey Damneun

Wood, Lora

Zoryana, Bilous