**T12 Meeting Minutes 05/04/2022**

**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
* Qtrac – nothing this week
* Tickets into production – nothing this week
* ETO report enhancement updates – nothing this week.
* What’s new on WPC – nothing this week
* Training issues/open discussion/ticket updates
  + Update on MFA for employers
    - Implementation went smoothly. The majority of employer issues are for the account being managed by 3rd party agencies not able to get the verification code
  + Staff created participant records ‘CAR’ in accordance with ESD WIN0120
    - Heard staff are told the process is ‘Taboo’ and not to use it.
    - The following is taken from WIN0120

*The U.S. Department of Labor’s Participant Individual Record Layout (PIRL) provides a framework for fulfilling federal reporting requirements and informs the performance accountability system established in Section 116 of the Workforce Innovation and Opportunity Act of 2014. In turn, accurate and complete data collection regarding customers and the services provided to them informs PIRL content.*

*Staff should always encourage job seekers to create a WSWA account to help the job seekers access the variety of resources, services, and career tools available through the WIOA one-stop system, and to supply data staff use to facilitate job seeker connections to those resources, services, and tools. However, job seekers may be unable to create WSWA accounts due to circumstances that prevent access to WorkSource services. Such circumstances include, but are not limited to:*

*• Transportation barriers*

*• No access to technology or inability to navigate such technology*

*Under such circumstances, staff must follow the steps outlined in Attachment A to create a record in ETO. In support of federal reporting requirements and informed communication between service providers for the benefit of customers, staff must complete all required data fields identified in the attachment, and any additional data the participant is willing to provide.*

*To support the process, managers and supervisors must use the ”Staff Created Participants” report (located in ETO reports in the “administrative category” section) on a monthly basis, at a minimum, to:*

*• Identify and address incomplete TouchPoints to the maximum extent possible.*

* *Identify and address errors regarding entitlement to work entries.*
  + - Advantages to encouraging job seekers to create a WSWA account vs using CAR
    - Assist customers in improving and building confidence with their technology skills
    - Provide customers with all the resources available on WSWA. Job matching, applying for jobs, budget calculator, career profile tool, WS office locater, scheduling office visits, career tools and other resources critical to state job seekers.
    - Training material found on [WPC site](https://wpc.wa.gov/tech/ETO-refresher-training)
    - Reports
      * ETO>View Reports Menu>Administrative
        + Staff Created Participants
        + Staff Created Participants – Individual Demographics DRAFT
      * CAR current numbers
        + 222 CAR accounts
        + 42 Complete records
        + 180 Incomplete records
        + 93 SSN was not included (didn’t research to see if any of the accounts w/o SSN meet WIN0181)
  + Internet Explorer (IE) will be sunsetting June 15, 2022
    - The default browser will be Edge
    - Prepare now by transitioning to Edge or Chrome and move your favorites!
    - Many have experienced caching issues with Chrome. Remember when you clear your Chrome cache it clears your safe sites which blocks opening ETO reports and other applications. Check out this short [Report Pop-up Blockers](https://storemultisites.blob.core.windows.net/media/WPC/tech/staff-resources/ETO-report-pop-up-blocker.docx) video found on the WPC site
  + WA-4454 RESEA Required Elements Initial Response form not printing correctly. Nothing to report this week.
  + WA-4465 We received a ticket concerning that the WSWA Qtrac scheduler and WorkSource Office Locator don’t work correctly using IE browser. On the locater the drop-down menus are missing. Talking with live chat agents it was discovered this also is occurring when using Chrome. The issue is resolved by clearing the cache. I will be submitting a ticket asking why the sudden issue is resolved by clearing cache. Nothing to report this week.
  + WA-4426 Recently we made enhancements to the Case Note reports by adding the ‘Identifier’ column. This change made columns so narrow it caused the PDF to be more pages. We are asking if the report can be changed from portrait view to landscape view to resolve this issue but now there is an issue with ‘white space’ or all the note areas are the same size to the note with the largest amount of text. Nothing to report this week but continue to use these workarounds:
    - Tip: If you export to report to Excel, you can change the row height to remove the white space.
    - When printing to PDF, ‘uncheck’ Report 2 (the query logic), so you won’t get the query logic pages within their PDF and this shortens the length of the report
    - There is an issue with the left-side navigation window causing the report not to run, time out. To resolve this issue, close the left-side navigation window.
      * During this testing we discovered this is an issue with the Case Note History widget and at time causing this report to time out. The widget does not allow you to close out the left-side navigation window so you will need to run the Case not history report starting form the report menu.
  + WA-4437 Missing elements when printing ‘Outcomes, Program Completion’ TP is a known bug. SSG has a fix and will notify us when they plan to push it out in a future release. Still waiting for the change date
  + WA-4438 Known issue with some participants RESEA dashboard not accessible to some users. Trying to determine if this is a dashboard bug. Nothing new to report this week.
    - Dashboard TPs require you be logged into the office the TP was created in to have the ability to edit it. We are looking into seeing if this configuration can be changed.
      * Ex: You were logged into WS Yakima when you created the TPs. You also work in WS Sunnyside and have access to that office. When you are logged into WS Sunnyside you will not have the ability to edit the TP because it was created in WS Yakima.
* Remedy tickets
  + Duplicate accounts and SSN correction tickets are a high priority, needing an immediate fix so staff can record services provided to customers timely. You can reach out to the service desk asking for a ticket status update here [ESDDLITBITechnicalSolutions@ESD.WA.GOV](mailto:ESDDLITBITechnicalSolutions@ESD.WA.GOV) or if you don’t receive a response within 24 hours from the WSS team about your ticket, email us at [esdgpwssteam@esd.wa.gov](mailto:esdgpwssteam@esd.wa.gov) so we can locate the ticket and start working on it.
  + Submit remedy ticket to update the WS locator with office closures, changes to office hours, contact information or location.
  + 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.
* ETO Basic and Refresher Training - Next training is on 5/17/22 1:30-4:30
  + 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, get a 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**

* Employer fraud and impact to job seekers, leaving this here for awareness
  + Talk to your employers about including their ESR numbers (UI tax ID number) in the account creation. We cannot approve accounts with 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.
  + Working 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/)
    - The AG’s office is now recommending job seekers and employers contact the FBI
    - **Question raised during a previous call;** Is this fraud to the point where we should be encouraging customers to keep their resumes and contact info private on WorkSourceWa.com?
      * That is a decision the job seeker needs to make for themselves. The WSWA website provides information about resumes, avoiding scams, terms of use and risks. Protect job seekers by advising them to not include DOB, SSN, street address and references in resumes. Some still do that! Ask them to review the employment scam information on the Attorney General’s web site.
    - Remember, job seekers can upload resumes on WSWA and can keep them private. The disadvantage to this is employers cannot do a resume match using key words.
    - Tip from the USAJOBS website



* ***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 help to speed up discovering and resolving the 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.
    - Screen shots of error messages
    - What you were doing when you got the ‘Robot’ or error message
    - 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 sunset June 15, 2022
  + The default browser will be Edge
  + 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**

**Discussion on CAR**

from Christopher File to everyone: 10:07 AM It seemed like such a rare circumstance, that it would be rarely used (except maybe by WIOA partners dealing with a select few customers?). But I've heard something differently recently, regarding what one of our co-los heard from a recent visit with monitors. *Monitors are advising staff to use the CAR process, but we aren’t sure they are following the process, using the registration forms, and creating complete records that are reported to the DOL and not excluded.*

from Christopher File to everyone: 10:10 AM We often see customers who don't have phones either.

from Natalya - Workforce Snohomish to everyone: 10:11 AM Hard to apply for jobs without email. I used to do survival English and part of that was setting up email

from Tracy Ferrell-Eastern WA Partnership to everyone: 10:14 AM If they are fortunate enough to get a job, they will likely have to fill out a time sheet electronically!!

from Mack, Donna R (ESD) to everyone: 10:17 AM We also want their self-reported demographics to see who we are serving

from Natalya - Workforce Snohomish (privately): 10:18 AM Lynn - can you share what CAR stands for? *Create a Record*

from Rafelita Tijerina to everyone: 10:18 AM FYI today's handout does not include the CAR current numbers on it that you provided. *Those were the true numbers when I ran the report was ran yesterday*

from MacLennan, Mary (ESD) to everyone: 10:20 AM Yes, the CAR process should be used when you are working with the customer. You can't just create it without working directly with them.

**Ticket review**

from Dunning, Shellie (ESD) to everyone: 10:29 AM I do not see the RESEA Action Plan Outcomes ticket on the agenda (I may not be seeing it all :) - Is there any news on that front? \*The AP outcomes cannot be saved if the actual follow-up appointment date is not what was on the original AP. I see it now - I just could not see it before

from Dunning, Shellie (ESD) to everyone: 10:33 AM

Thank you for that information.

from Dunning, Shellie (ESD) to everyone: 10:34 AM

I will look for my ticket confirmation

**ATTENDEES**

Abplanalp, Christopher

Anderson, Laura

Aparicio, Rudy

Ariana Cordova

Bair, Carya

Baker, Hope

Cascio, Jaclyn

Cauthron, Carol

Chase, Kim

Christopher File

Dawn Oakes

Dorothy Roacha

Dunning, Shellie

Dzenita Musabegovic

Emily Anderson

Enwall, Jo Ann

Heather Brink

Heidi Lamers

Jessie Cardwell

Jordan, Irene

Kerns, Adeline

Kluth, Crystina

Linda Rowling

Lisa Pietkauskis

Lolade Fapohunda

Luci Bench

Lux Dmitri

Mack, Donna

Maricha Friedman

Maya Anderson

Natalya

Nelson, Isiaih

Oliveri, Brett

Pochi

Fafelita Tijerina

Robinson, Melissa

Smich, Rikki

Sparks, Teresa

Standley, Amanda

Tamara Toles

Tina Newcomer

Tracy Ferrell

Vey Damneun

Zander