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

**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 and posted on the WPC site**

**New Business**

* Public -use equipment training began on 4/19/21 through 5/13/21. I increased the session capacity and all sessions have room for more attendees. If you can’t attend a live session the training material is posted on the WPC site. Videos of the training will be posted soon. *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*
* 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
* 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. Veterans>DVOP Services: Found setting that wasn't correct for displaying 'Is Veteran per profile' data correctly when Staff role runs report; also fixed irregularity for accurately reporting individualized career services.
		2. Operational> Measurable Skill Gains-**New**; Copy/paste of existing MSG report; changed date logic to an OR format to include not only 'date touchpoint taken', but also any of the following dates within the specified date range:
			- \*Test date
			- \*Date of report card or transcript
			- \*Date of progress report
			- \*Date TP taken
			- Question: Keep old and new 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.
			- Under local reporter>Program Enrollment Outcomes; Corrected ‘Opt-Out’ logic
			- Question: 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.
* Open discussion – training issues
	+ The search feature on WPC has been restored!
* ***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 April 25 – May 1, there were 10,507 initial regular unemployment claims (down 9.6 percent from the prior week) and 404,257 total claims for all unemployment benefit categories (down 0.9 percent from the prior week) filed by Washingtonians, according to the Employment Security Department (ESD).

* Initial regular claims applications are now 90 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 13,158 (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.
* Decreases in layoffs in Retail Trade and Educational Services contributed to the decrease in regular initial claims last week.
* Initial claims applications for regular benefits, Pandemic Emergency Unemployment Assistance (PEUC) and continued claims for regular benefits all decreased over the week while initial claims applications for Pandemic Unemployment Assistance (PUA) increased slightly over the week.
* In the week ending May 1, ESD paid out over $230 million for 309,168 individual claims. Since the crisis began in March 2020, ESD has paid more than $17.5 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 [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**

from Mahre, Tanya (ESD) to everyone: Is this the link to GCF global for the MS classes in Word, PPT and Excel? *The GCF link is included on both the Google and Microsoft tools WPC page.* Will this eventually take over teaching? WorkSource Instructor will be obsolete? *The resources on the WPC page not intended to replace WS instructor led classes. They are a resource for those needing help.*

**ATTENDEES**

Aaron Parrott

Abagail Taft

Aparicio, Rudy

Barke, Tami

Becky Smith

Boliveri

Brian Doyle

Dawn Oakes

Dickerson, Barry

Douglas Evans

Dryden, Jack

Emily Anderson

Enwall, Jo Ann

Farmer, Carly

Geddis, Catherine

Heidi Schauble

Holmes, Carolyn

Irene Jordan

Jackie Wetchler

Jbrunkhorst

Johnson, Melinda

Jonas, Robert

Jordan Meyenburg

Katherine Congleton

King, Kendall

Kylie Bartlett

Lisa Pietkauskis

Luci Bench

Mack, Donna

MacLennan, Mary

Mahre, Tanya

Nelva March

Parker Coffey

Peterson, Carl

Selam, Tekle

Shields, Matthew

Sparks, Teresa

Tamara

Teresa Anda

Theresa Rogers

Tine Newcomer

Ton Nguyen

Toni Burow

Tracy Ferrell

Verduzco, Albert

Vey Damneun

Zoryana Bilous

Attended second half

No second half