**T12 Meeting Minutes 6-2-2021**

**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 are on the [WPC site](https://wpc.wa.gov/tech/techrefresh/public-use-computers) for self-directed refresher trainings
* Follow-up from 5/19/21 open discussion. Have you heard anything about the SAW accounts asking for password resets for UI and/or WSWA customers? We have not heard this*.  If users are being prompted to change their password during the sign in process, it’s likely their current password has just expired.  SAW passwords are valid for 1 year.  However,  I did hear from the UI SEAP/SAW Help Desk today that they are seeing an increase in phishing scams like the image below.  If job seekers are reporting other contacts prompting them to update a profile, or change a password, please ask them for a screenshot of the request and submit it to us via a Remedy ticket.  Instructions for submitting a Remedy ticket can be found* [*here on the WPC site.*](https://wpc.wa.gov/tech/issues)*If you have questions, you can always reach out to our team at* *ESDGPWSSTeam@esd.wa.gov*



* Tickets into production – nothing this week
* ETO changes – This change will be implemented with an upcoming release cycle, making the change available in Production on the morning of Friday, June 4th. The colors, fonts, logos, and login screen will LOOK different but there will be no functionality change.

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* 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-go live 6/17/2021
		1. Training during June T12 meetings
		2. Training material on WPC
	+ RESEA TouchPoints Initial/follow-up– projected go live July 2021
		1. Training provided by RESEA staff
	+ Multi Factor Authentication for employers using WSWA, not staff using ETO - projected go live TBD
* What’s new on WPC –
	+ Home page has announcement and sign-up for Create a Record training
	+ Reports –
		1. Local Reporter Data
			- Follow-Up TouchPoints> Deleted columns = SSN, Link to Seeker Dashboard, SKIES Seeker ID; also made available to PM role.
			- Individualized Training and Support Services TPs> Deleted column = SKIES ID; also made available to PM role.
			- Local Reporter Services Report> Deleted columns = SSN, SKIES Seeker ID; also made available to PM role.
			- Outcomes TPs based on Completion Date Value> Made available to PM role.
			- Program Enrollment Outcomes>Made available to PM role.
			- Program Enrollment TPs and Attached Services> Added 'Is opted-out' column to both tabs; also made available to PM role.
			- Program Enrollments - Enrollment End Date, Exit Date, Completion Date
			- Services Report – Demographics> Deleted column = SKIES ID; also made available to PM role.
* Open discussion – training issues
	+ Create a record training
* ***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 23 – May 29, there were 10,085 initial regular unemployment claims (down 13.6 percent from the prior week) and 381,640 total claims for all unemployment benefit categories (down 8.4 percent from the prior week) filed by Washingtonians, according to the Employment Security Department (ESD).

* Initial regular claims applications are now 68 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 14,494 (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 claims applications for regular benefits, Pandemic Emergency Unemployment Compensation (PEUC), Pandemic Unemployment Assistance (PUA) as well as continued claims for regular benefits all decreased over the week.
* Decreases in layoffs in Educational Services, Retail trade and Health Care and Social Assistance contributed to the decrease in regular initial claims last week.
* In the week ending May 29, ESD paid out over $233 million for 290,166 individual claims. Since the crisis began in March 2020, ESD has paid more than $18.6 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

**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**

**ATTENDEES**