**T12 Meeting Minutes 7-28-2021**

**Reminder:** 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.**

Please be advised your image will be captured and recorded during the videoconference. Your participation in this videoconference equals consent to be recorded as required by law.

**New Business**

* ETO maintenance – On 7/29/21 SSG is pushing a release that includes high priority defect fixed to ETO. Please submit a remedy ticket if you experience issues with your ETO experience after this release.
	+ Expired PW popup was difficult to complete after rebranding
	+ Previously, an end user would not be able to view a custom demographic file attachment for a participant after they were enrolled in a new program. Now, end users can properly view attachments for participants. Previously, there was a defect with the API where it was not respecting the site timeout setting. Now, the API appropriately respects the timeout setting.
	+ Previously, when creating a new user, the country code setting for that user would revert back to the Afghanistan country code after an initial MFA check, despite being set as a different country code. Now, the country code setting is maintained after the initial MFA check.
	+ The Electronic Signature element is now supported by the Topaz Chrome Browser extension in ETO.
* WSWA maintenance – The following message will be added to the WorkSourceWA login page during the 7/29/21 maintenance:
	+ *SecureAccess Washington (SAW) is undergoing scheduled maintenance from 3 a.m. to 8 a.m., Thursday, July 29. You will not be able to log in to WorkSourceWA to access your saved documents, apply for jobs, or post job postings during this time. You can still use other features on WorkSourceWA that do not require you to log in, including searching for jobs, careers tools, and the resources menu.*
* Velaro maintenance – nothing this week
	+ WA-4202 system updates 9/23/21 to resolve WSWA issues using live chat functionality on mobile devices. System is using outdated version of Velaro on WSWA.
* Tickets into production –
* ETO Basic and Refresher Training - Next training is on 8/2/21 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
	+ Internet Explorer will be sunsetting October 2021
		1. Prepare by transitioning to Chrome or Edge – Mary demo
			- Add sites to prevent pop up blockers
			- Clearing cache can remove the allowed site
			- Desk aid: coming soon in the works and will be posted on WPC
	+ RESEA TouchPoints Initial/follow-up– projected go live August 5, 2021
		1. Training provided by RESEA
* What’s new on WPC –
	+ Reports – no changes this week
	+ Resources for changes to Skype meetings and Teams and Webex meetings are now on the [‘Teleworking information’](https://wpc.wa.gov/tech/teleworking) page
	+ WDC contacts list updated
* Training issues/open discussion –
	+ Phishing scheme reported to WS office. A job seeker replied to an employment opportunity from this email address info@staffgroupwest.com. They received a follow-up email requesting $1000 which the seeker paid. Further review of this job seekers WSWA account shows this employer has *no connection* to WSWA.
	+ How to find participants in ETO [desk aid](https://storemultisites.blob.core.windows.net/media/WPC/tech/staff-resources/Finding_a_participant_in_%20ETO.docx)
	+ Working with participants who opt-out of data sharing for non-ESD staff [desk aid](https://storemultisites.blob.core.windows.net/media/WPC/tech/staff-resources/Opt%20Out%20Guidance-1.docx)
	+ Updating WSWA profiles via impersonation using the widget on the participant dashboard
		- Always ask participant for permission before impersonation
		- Changes in WSWA to ETO are instant after clicking ‘Apply’
		- Remember to click ‘End Session’ when finished
* ***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 –**

**Job-search activities** list can be found here <https://esd.wa.gov/unemployment/job-search-requirements>

**OLYMPIA –** During the week of July 11 – July 17, there were 5,061 initial regular unemployment claims (down 7.8 percent from the prior week) and 315,848 total claims for all unemployment benefit categories (down 7.2 percent from the prior week) filed by Washingtonians, according to the Employment Security Department (ESD).

* Initial regular claims applications are now 83 percent below weekly new claims applications during the same period last year during the pandemic.
* The 4-week moving average for initial claims is at 5,995 (as compared to the 4-week moving average of initial claims pre-pandemic of 6,071 initial claims). That level represents the lowest levels of initial claims for regular benefits since the onset of the COVID-19 pandemic last year, and the sixth consecutive week initial claims have reached a new pandemic low.
* Initial claims for Pandemic Unemployment Assistance (PUA), which increased by 241 applications over the week, occurred in three occupations: Production, Office and Administration as well as Building and Grounds Cleaning & Maintenance
* Initial claims for Pandemic Emergency Unemployment Compensation (PEUC), which increased by 78 applications over the week, occurred in three service categories: Administrative and Support, Waste Management and Remediation as well as Professional, Scientific and Technical services.
* Continued/ongoing claims for all benefits decreased over the week
* Decreases in layoffs in Educational Services and Retail Trade contributed to the decrease in regular initial claims last week.

In the week ending July 17, ESD paid out over $190 million for 235,804 individual claims.

“Since March 2020, ESD has paid more than $20 billion in benefits to over 1.1 million Washingtonians,” said ESD Commissioner Cami Feek. “This is a significant milestone and represents critical dollars that have helped individuals and families buy food, pay bills and pay their rent or mortgage during the crisis of the last sixteen months.”

**CHAT**

from Adriana Lopez to everyone: Who do we direct our clients to when they need to change anything on their profile and they need help? *You can help clients change their WSWA account via impersonation*

from Adriana Lopez to everyone: I'm in OIC not Worksource, I'm trying to pull their seeker summary and they need to set to public (customer has opted out of data sharing) *Check out the desk aid on the WPC for finding participants and opt-out*

from Heather Shin to everyone: Is there a possibility that partner staff can opt in the participant? *Only ESD staff can make that change.*

from Adriana Lopez to everyone: Is there a direct # we can give to our clients for that specific opt out or in? *This change can be made locally in your office. Check with you supervisor for a contact or email Lynn for help finding your connection.*

**ATTENDEES**

Abigail Taft

Adriana Lopez

Allen, Shanika

Aparicio, Rudy

Ariana Cordova

Capella, Jenny

Cauthron, Carol

Christina Shaffer

Cori Ching

Diane Luoma

Dominguez, Maribel

Donna Hendrickson

Dorothy Rocha

Douglas Evans

Dryden, Jack

Heather Shin

Heidi Lamers

Heidi Schauble

J Revelle

Jackie Wetchler

Jessie Cardwell

Jordan, Irene

King, Kendall

Kylie Bartlett

Lisa Pietkauskis

Luci Bench

Mack, Donna

Mariya Kazantseva

Matranga, Carol

Michael Rivers

Ostergren, Pochi

Peiris, Malmi

Selam Tekle

Soto, Raul

Sparks, Teresa

Standley, Amanda

Tamara

T Aphkas

Teresa Anda

Tim Woodward

Tina Newcomer

Toni Burow

Tracy Ferrell

Vey Damneun