**T12 Meeting Minutes 1-20-2021**

**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.



**Thanks to all who contribute to this weekly call!**

**New Business**

* Tickets into production – Add new “Other” program called “Operation: Outreach”
	+ This is a joint effort between offices in King County and Pierce County, hoping to make it easy to track efforts to individuals that we connect with by associating them with a particular program. “Other” programs data is found using this ETO report (don’t forget to Refresh the report menu before running any ETO report)



* ETO maintenance – n/a
* ETO extended maintenance window 7AM 1/23/ to 2PM 1/24/21. SSG reports this upgrade will drastically increase ETO performance for 2021. Submit a remedy ticket if you experience issues after this date
* WSWA maintenance – n/a
* Velaro maintenance – n/a
* ETO Engage – We continue work on the enhancement of this tool, creating training material and delivery of training.
	+ What are Engage’s capabilities? Send 1-way messages to participants/employers, Engage customer satisfaction survey, robo calls. Restrictions; has a limit on the number of contacts in a communication.
* ETO Basic and Refresher Training Next training is 2/1/2021 10-12
	+ ETO Basic training is the 1st Monday 10-12 and 3rd Tuesday 2-4 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 requesting additional training opportunities and resources
* What’s new on WPC –
	+ ETO Enhancements updates – Reports <https://wpc.wa.gov/tech/eto_Report_Enhancements>
	+ Updated the ETO Basic/Refresher video, agenda and prep documents <https://wpc.wa.gov/tech/ETO-refresher-training>
	+ Reopen a closed Program <https://storemultisites.blob.core.windows.net/media/WPC/tech/staff-resources/Reopen_a%20system_exited_program_enrollment.docx>
	+ Employer Events <https://storemultisites.blob.core.windows.net/media/WPC/tech/staff-resources/Reopen_a%20system_exited_program_enrollment.docx>
* Open discussion and training issue(s)–
	+ What report do you use to discover PE’s without a qualifying service? Case Management Report or Data Entry Issue – Program Enrollments With No Attached Services (found in Temporary Reports)? Everyone agreed they use the Case Management Report to do this work
	+ ***Reminder:*** Submit remedy tickets for all work requests. 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! <https://wpc.wa.gov/tech/issues>
	+ Other topics?
* UI announcements –
	+ The Washington State House of Representatives and Senate voted to continue the suspension of job search requirements until the Pandemic State of Emergency is withdrawn by the Governor or legislative action, whichever is first. This means you can continue to answer “no” to the job search question on your weekly claim until the suspension is lifted. Maintains waiver of wait week for unemployment claims
	+ Job search information found here <https://esd.wa.gov/unemployment/job-search-requirements>
	+ RESEA resumed on January 11,2021. Staff has been trained on how to conduct meetings without the requirement for job search

**All initial unemployment claims and continued claims decreased during the week of January 3 – January 9**

During the week of January 3-9, there were 27,147 initial regular unemployment claims (down 8.4 percent from the prior week) and 515,561 total claims for all unemployment benefit categories (down 7.5 percent from the prior week) filed by Washingtonians, according to the Employment Security Department (ESD).

* Initial regular claims applications remain at elevated levels and are at 203 percent above last year’s weekly new claims applications.
* Initial claims for regular unemployment, Pandemic Unemployment Assistance (PUA), Pandemic Emergency Unemployment Compensation (PEUC), and continued/ongoing claims for regular benefits all decreased over the week.
* Reductions in seasonal layoffs in construction and agriculture drove a decrease in new regular jobless claims last week. Regular initial claims in the construction sector decreased by 1,742 over the week to 3,199 total regular initial claims, while initial claims in the Agriculture, forestry, fishing and hunting sector decreased by 422 over the week to 739 initial claims.

In the week ending January 9, ESD paid out over $146.8 million for 310,021 individual claims. Since the crisis began in March, ESD has paid more than $13.5 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
	+ [www.esd.wa.gov/fraud](http://www.esd.wa.gov/fraud)
	+ Fax information to claims centers 833-572-8423 –due to the high volume, calling is not recommended
* 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)”
* Visit this page on the WPC site to submit a service request: <https://wpc.wa.gov/tech/issues> 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 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 resources found on the WPC Technology site <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!
* Check out the information the [WPC website](https://wpc.wa.gov/tech) to help all WorkSource staff telework stay up to date on COVID19, teleworking and WorkSource Virtual services including;
	+ IT service delivery
	+ WebEx
		- Browse the Webex handbook and watch 5 videos on how to make the most out of this tool for conducting meetings with staff and customers.
	+ Other resources include:
		- Now that you are teleworking reference guide
		- How to use SKYPE for online meetings
		- How to sign into ESD email from outside the network
		- How to sign into an off-site Wi-Fi from your computer
		- Can I access Internet Explorer from a MAC computer?
		- ESD service Desk information.
* Cisco Softphones training material Link <http://insideesd.wa.gov/services/it-services>

**CHAT**

What is the process for letting staff know when their ETO account will be disabled for inactivity? *The first of every month the WSS team runs the inactivity report which pulls all accounts that have been inactive for 90+ days. These users are sent an email saying they have 7 days (including the date) to log into ETO to keep their account open. On the date given, we run the inactivity report again, disable the accounts that are still inactive and send the user an email with instructions they need to use the Access Approver process to have their ETO account activated.*

**ATTENDEES**

Aaron Parrott

Abby Taft

Ariana Cordova

Arturo Espinoza

Barry Dickerson

Becky Smith

Boliveri

Caller 2

Carolyn Holmes

Christina Shaffer

Craig Clark

Dan Cooling

Dawn Oakes

Deanna Gillis

Donna Hendrickson

Donna Mack

Douglas Evans

Douglas Looney

Elijah Wabnitz

Emily Anderson

Gena Garcia

Heidi Lamers

Jenny Capella

Joann Enwall

Jordan Meyenburg

Kate Hesseltine

Katherine Congleton

Kylie Bartlett

Lisa Pietkauskis

Luci Bench

Lux Dmitri

Marla McMackin

Megan Irwin

Regina Cancel

Robert Jonas

Selma Tekle

Shannon Booth

Teresa Sparks

Toni Burrow

Ton Nguyen

Tracy Ferrell

Vdamneun

Zoryana Bilous

Attended second half