**Reminder:** *Please mute your audio and disable the video feature after joining this Teams meeting. Too many attendees with active audio and video can interfere with everyone’s audio quality.*



**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.

# System Maintenance

**ETO Release Notes (notable since last meeting):**

* Release Notes | February 14 | ETO 20.88.0
	+ FIXED: Password Reset | Emails Blocked - Previously, some users did not receive password reset emails from do-not-reply@socialsolutions.com due to TLS security settings on their email servers. Now, emails from do-not-reply@socialsolutions.com should arrive when users select “Reset Password” even with TLS security settings enabled.
* Release Notes | February 28 | ETO 20.89.0
	+ ENHANCED: Approvals | General TouchPoints - Previously, Approvals were not designed to work with General TouchPoints, leaving their responses in "Pending" status and delaying the Approval process. Now, Approvals are compatible with General TouchPoints to improve workflow efficiency.
	+ FIXED: TouchPoint Subforms | Response Deletion Error - Previously, some users encountered an error when deleting subform responses for locked TouchPoints after the overnight locking process. Now, users can delete locked subform responses without encountering errors.

**ETO Standard Maintenance**

* ETO in North America is currently undergoing regular monthly maintenance. Maintenance occurs on the 4th Saturday of the month from 1am - 5am UTC

**WSWA Live Chat (Velaro) Standard Maintenance**

* Live Chat regular maintenance takes place on Monday and Friday mornings, between the hours of 2:00 AM and 6:00 AM ET

**WorkSourceWA.com Maintenance**

* Upcoming maintenance windows for WorkSourceWA: The maintenance will address backend database systems that support the Monster Site and related Applications. During this time, WorkSourceWA will be unavailable, and a ‘sorry’ page will be displayed.
	+ Friday April 11 at 9:00pm PT – Saturday April 12 at 1:00am PT
	+ Friday April 25 at 9:00pm PT – Saturday April 26 at 1:00am PT
* 1/23/25 – WorkSourceWa CMS update completed (vendor moved from Oracle to Strapi). Testing, QA validation & Prod validation completed, and ticket closed 1/24/25.

# Projects & Work

* **WIT Replacement**
	+ Join us **Friday, Apr 4thst at 11 a.m.** for the WorkSource Integrated Technology (WIT) Project Town Hall!
		- The Apr 4th Town Hall will focus on preparing you for the year ahead. Our goal is to share the path to operational readiness. Learn more about the path to launch for the new **WA Works** and **WorkSourceWA** website. As always, you will also have plenty of time to ask the project team all your questions.
		- [Download the calendar invitation](https://links-1.govdelivery.com/CL0/https%3A//content.govdelivery.com/attachments/WAESD/2024/11/01/file_attachments/3056017/WIT%2520Project%2520Townhall-%2520Dec%25206.ics/1/01000192fde0e5a2-4ef55798-b96f-4d2e-a14b-6bb1e4591fb0-000000/1hYTP5qo40z-XDPNdkLsgtr5UeqtoqkkKSIcbgGV59I%3D378) or join [Zoom LIVE](https://links-1.govdelivery.com/CL0/https%3A//esd-wa-gov.zoom.us/j/85473929908) on Apr 4th,
		- Can't attend live? The recording will also be published on the [WPC WIT project page](https://wpc.wa.gov/wswa/wit-replacement-project) after the event
	+ Please visit **The WIT Hub** on the Workforce Professionals Center for all the latest information: <https://wpc.wa.gov/wswa/wit-replacement-project>

* **WorkFirst Phase 3 – ETO Reports**
	+ WorkFirst ETO Reports
		- Activity Log – Participant Counts Report – Cancelled
		- Activity Log – WSWA Report [WA-5071] – Completed
		- Activity Log – Duplicate Logs – [WA-5069] – Awaiting a fix date
		- Activity Log - Displaying Incorrectly [WA-5063]
* **MSFW Eligibility Status Updates (WA-5064 / ADO 214748)**
	+ Scoping completed with vendor and WSS – development & release timeline looks to be April 2025
	+ MSFW questionnaire modifications have been implemented on ETO test environments
	+ WA-5064, there is an issue with ETO syncing to WSWA that could potentially be a bug
	+ Monster has informed 4/15/25 date for us to implement the changes on WSWA and ETO prod
* **CANCELLED: Veterans Program Updates (VPL 05-24) (WA-5039 / ADO 214575)**
	+ VPL 05-24 and TEGL 03-24 have introduced significant changes to how we screen transitioning service members, Veterans, and their spouses who seek one-on-one services in our WorkSource centers.
	+ ESD CANCELLED this change project with the vendor. Our in-production WSWA/ETO applications will not be updated from their current state, however, these changes will be incorporated in our new WaWorks and WSWA solution.
	+ In the meantime , the Veteran and Military Families (V&MF) program team introduced the new **IN-STEP screening tool** and desk aid. The V&MF program team is confident that the screening tool, desk aid, and training will serve as an adequate interim solution to screen DVOP-eligible customers until the new WA Works management information system is fully operational.
	+ Please contact **Seth Maier** | seth.maier@esd.wa.gov for questions
* **PIRL / WIPS Errors – manual data corrections**
	+ Ongoing; active data correction requests are coordinated by WSS through email, with the staff members who are completing the corrections in ETO
* **WorkSource Offices – Facilities Updates**
	+ The ‘Facilities Joint Workload’ project teams meet every-other-Tuesday to review active projects, activities and statuses.

## ETO Report Changes

Active and recently completed ETO Report change and enhancement requests: current quarter

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Item # | Report Change | Requestor | Status | Date |
| WA-4974 | New TAA report request | Adeline Kerns | Complete | 1/7/25 |

## Service Tickets

Open service requests, issues, or bugs that have been prioritized for work.

(***please note:*** *this is not a complete list of all active service requests; rather, this list reflects items that have a larger or wider-scale impact to ETO & WSWA users*)

**[WA-4861 & 4862]** – PIRL participation script: NDWG Opioid (Southwest & Spokane)

* In progress with vendor – targeted fix dates are pending next round of DI validation on test files provided by vendor-Ready for Validation

**[WA-4887]** – WSWA Share job posting bug

*(this ticket was originally submitted for both the Print and Share buttons; however, the Print button issue has since been resolved)*

* In WSWA job postings, clicking the *Share* button does not work. Vendor reports that a service associated with the Share feature in WSWA has been discontinued by Oracle. Monster has an alternate solution in process; it will come with a small design change: when the user clicks the Share button, icons will pop-up for sharing via email, SMS text, and more.
* Icons confirmed that’ll be implemented: Facebook; Messenger; X (Twitter); LinkedIn; SMS; Email; Copy link; Print
* Passed QA testing and is on track for being available in production for users on April 15th

**[WA-4928]** – WSWA “build a resume” veterans’ status

* Correct the veteran status that is displayed when building a resume in WSWA, so that “retired military” is only displayed for actual retirees, not for all End Term of Service (ETS) veterans

**[WA-4962]** – Veteran details sometimes displaying incorrectly in ETO

* Completed and validated as of 3/17/25

**[WA-5020]** – Resumes not Displaying Correctly in WSWA

* Vendor has informed us that the current state of how resumes are being displayed is as designed. Employers are able to view the resume when it is a word document. While Seekers are not able to, they are still able to download the resume using the download button

# Policy Updates

* These policies and guidance can be found on the Workforce Professional Center [Policy](https://wpc.wa.gov/policy) tab.
* Please email questions to Employment System Administration and Policy.
* If you know of someone who would appreciate receiving future notices like this, please forward so they can [subscribe](https://links-1.govdelivery.com/CL0/https%3A//public.govdelivery.com/accounts/WAESD/subscriber/new) to our bulletins.

## Revised WorkSource Information Notice (WIN)

WIN Number: 0073, Change 53

WIN Name: WIOA operating guidance issued to date by DOL through TEGLs, UIPLs, and TENs

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[WIN 0073, Change 53](https://links-1.govdelivery.com/CL0/https%3A//media.multisites.wa.gov/media/WPC/adm/policy/0073-53.pdf), communicates the U.S. Department of Labor’s (DOL’s) rescission of Training and Employment Guidance Letter (TEGL) 10-23 on Reducing Administrative Barriers to Improve Customer Experience in Grant Programs Administered by the Employment and Training Administration through the issuance of TEGL 10-23, Change 1.

## New WorkSource System Policy - Open for Public Comment

Policy Number: 1037

Policy Name: WorkSource Services Catalog

Public Comment: March 19 – April 2, 2025 (15 calendar days)

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[WorkSource System Policy 1037](https://links-1.govdelivery.com/CL0/https%3A//media.multisites.wa.gov/media/WPC/adm/policy/1037.pdf) – WorkSource Services Catalog - communicates the process and actions required to submit change requests to the state’s WorkSource Services Catalog, which catalogues the services available under Federal and State-funded workforce programs, as well as the responsible parties.

This new WorkSource System Policy supports WorkSource Information Notice (WIN) 0077 WorkSource Services Catalog.

Please send comments to SystemPolicy@esd.wa.gov by April 2, 2025 (15 days).

## New WorkSource System Policy

Policy Number: 1029

Policy Name: Document Storage and Organization

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Good afternoon, system partners and other interested stakeholders.

[WorkSource System Policy 1029](https://links-1.govdelivery.com/CL0/https%3A//media.multisites.wa.gov/media/WPC/adm/policy/1029.pdf) Document Storage and Organization - is now available on the Workforce Professionals Center.

This policy requires Local Workforce Development Boards (LWDBs) and Employment Security Department (ESD) Program Operators to implement standard procedures for participant file document organization and management for the following U.S. Department of Labor programs:

• WIOA Title I-B youth (LWDB)

• WIOA Title I-B adult (LWDB)

• WIOA Title I-B dislocated workers (LWDB)

• WIOA Title I-B Statewide Activities (LWDB)

• National Dislocated Worker Grants (LWDB)

• Wagner-Peyser Employment Service (ESD)

• Trade Adjustment Assistance (ESD)

• Reemployment Services and Eligibility Assessment (ESD)

• Jobs for Veterans State Grant (ESD)

We received 1 comment during the public comment period. The commenter asked how WA Works implementation will change customer documentation, reports, and case file storage.

Policy response: WA Works continues to be under development. We recommend you engage your program’s WIT Lead Development Partners as they provide input on the design of those aspects of WA Works and later work with the ESD Program Operator or LWDB (depending on the program you represent) on your program’s specific document storage and organization requirements.

## Revised State Program Policy

Policy Number: 7010, Revision 2

Policy Name: Community Reinvestment Plan Matched Investment Savings

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Good afternoon, system partners and other interested stakeholders

Revised State Program Policy [7010, Revision 2](https://links-1.govdelivery.com/CL0/https%3A//media.multisites.wa.gov/media/WPC/adm/policy/7010-2.pdf) – Community Reinvestment Plan Matched Investment Savings - is now posted on the Workforce Professionals Center website.

This policy revision communicates clarification around State-Funded Financial Literacy reporting requirements.

No comments were received during comment period.

## Revised WorkSource System Policy

Policy Number: 1019, Revision 11

Policy Name: Eligibility Policy and Handbook

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Good morning, system partners and other interested stakeholders

[WorkSource System Policy 1019, Revision 11](https://links-1.govdelivery.com/CL0/https%3A//media.multisites.wa.gov/media/WPC/adm/policy/1019-11.pdf), and the accompanying Eligibility Policy Handbook are now available on the [Workforce Professionals Center](https://links-1.govdelivery.com/CL0/https%3A//links-1.govdelivery.com/CL0/https%3A%252F%252Fwpc.wa.gov%252Fpolicy%252Fstate%252Fworksource%253Futm_medium%3Demail%2526utm_source%3Dgovdelivery/1/0100019147f30267-d641d846-df80-4002-bf0d-a9cc59d514f9-000000/857v75vr2BVcNZSVaCtHCu7kpSy9vyetSFUsk3HE8RU%3D365/1/010001954e064677-bf1e1b47-75c7-4257-9d5e-16e5ec93ef55-000000/XjkcdEDeETu94rY8kWd0BZkAwKGoB3bVqysQHeSmzzg%3D394).

The Eligibility handbook has been updated. It was brought to our attention that the number of categories in the Title I-B In-School Youth (ISY) and Out-of-School Youth (OSY) eligibility sections did not align with the number of categories in the Title I-B ISY and OSY source documentation sections because the former had Homeless/Runaway Youth and Foster Care Youth in two separate categories whereas the latter had them combined into one category. To address this, we separated the combined category into two in the source documentation section, so it now reflects the same number of categories as described in Sections 2.1.1 and 2.1.2.

Pages 30-32 of the Handbook now display the reformatted table showing source documents for each of the eight categories of ISY. Similarly, pages 32-33 of the Handbook now display the reformatted table showing source documents for each of the nine categories of OSY. As such, the ISY and OSY source documentation categories now align with the categories reflected in the ISY (2.1.1) and OSY (2.1.2) eligibility sections.

There is no material change to youth eligibility or source documentation due to this fix.

## Revised WorkSource Information Notice (WIN)

WIN Number: 0073, Change 52

WIN Name: WIOA operating guidance issued to date by DOL through TEGLs, UIPLs, and TENs

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[WIN 0073, Change 52](https://links-1.govdelivery.com/CL0/https%3A//media.multisites.wa.gov/media/WPC/adm/policy/0073-52.pdf), communicates the U.S. Department of Labor’s (DOL’s) cancellation of Training and Employment Notice (TEN) 21-24 on Immediate Implementation of Executive Orders “Ending Radical and Wasteful Government DEI Programs and Preferencing” and “Ending Illegal Discrimination and Restoring Merit-Based Opportunity”) through issuance of TEN 21-24, Change 1.

Open Discussion

An open forum for T12 attendees to pose questions or discussion topics to the WorkSource community.

# Resources

* **T12 assets**
* T12 documents, minutes and meeting recording are uploaded to the Workforce Professionals Center here: <https://wpc.wa.gov/tech/T12>
* Email esdgpwssteam@esd.wa.gov to request to be added or removed from the T12 distribution list.

* **ETO Basic and Refresher Training**
* ETO basic /refresher training videos posted to WPC <https://wpc.wa.gov/tech/ETO-refresher-training>
* ETO basic training knowledge review [test](https://storemultisites.blob.core.windows.net/media/WPC/tech/staff-resources/eto-basic-training-knowledge-review.docx)
* Submit a remedy ticket by following the guidance in this [desk aid](https://storemultisites.blob.core.windows.net/media/WPC/tech/staff-resources/eto-requesting-training-accounts.pdf) if you would like training accounts for staff to use while taking the basic training course
* Supervisors and trainers can request the ETO basic training knowledge review answer key by sending an email to esdgpwssteam@esd.wa.gov
* Submit a remedy ticket to request additional training opportunities and resources

* **Requesting ETO Training Accounts**
* A desk aid outlining how to request ETO training accounts has been posted to the WPC here: [Workforce Professionals Center - ETO Training resources (wa.gov)](https://wpc.wa.gov/tech/ETO-refresher-training)
* Here, also, is a direct link to the document: <https://storemultisites.blob.core.windows.net/media/WPC/tech/staff-resources/ETO-Requesting%20Training%20Accounts.pdf>

* **Submitting Remedy Service Requests**
* The WorkSource Systems Support (WSS) team cannot begin work without a service request ticket.  Reaching out to individual staff directly can affect the time it takes to resolve your issue.  Please submit Remedy tickets for all work requests [here](https://wpc.wa.gov/tech/issues).  Thank you!
* Review this [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_9-20-22.docx) on things to try before submitting a Remedy ticket; includes instructions for clearing your cache.