SCSEP All Grantee Call (AGC) Transcript 12.18.2024

Bronson, Bradley K - ETA CTR started transcription

Slaughter, Alison S - ETA 0:03
We will get started with some brief introductions.

Slaughter, Alison S - ETA 0:06
We have a couple things on our agenda today, including a grantee highlight.
So I'm just going to have our National Office staff wave hello. I'm Ali.
I will focus on SCSEP performance reporting, and we have Toni and Irene on the line today. If you guys can wave.
And then if I can have our TwoTech staff members give a hello and a wave.
Thanks TwoTech and anyone on the line from BCT and Charter Oaks, if you want to give a wave.
Great. Thanks everyone.
I'm afraid to open the chat.
I hear a lot of things going on.
Happy birthday, Irene.
All right, let's jump into our first section of our agenda today.
A few program announcements.
We have had some staff changes that we wanted to share. As always, the communication protocol page on the Community of Practice on Workforce GPS always has that updated list of main contacts for grantees and the FPO and the National Office liaison assigned to each grantee.
So please always check that list for any updates.
We are very sad to share that Sondra is no longer part of our SCSEP team, but we are very happy for her.
She found a new role in ETA, working in our Grant's office, so she's still within the DOL family, but just no longer with SCSEP.
So she brought her great experience from her time as a grantee and she will be very missed.
We also had a few FPO updates that I wanted to highlight.
We have two new FPOs in region four, we have Tiffany Whitehead and Sean Fells.

And then in region six, there are some consolidations with our FPOs.
Marion Esper is now the FPO for all region six state grantees.

Slaughter, Alison S - ETA 2:04
And Marie Antoinette Gabriel is the FPO for all national grantees in regions six.
So again, those updates are reflected on the Community of Practice.
I do hear some noise in the background. If you don't mind muting yourself while you're not talking. Thank you.
All right. Our other program announcement is related to WIPS. We teased this at our last all grantee call. We had a short presentation about the upcoming integration with WIPS. We are getting ever closer.
We are still working a bit in the background on the integration, but we are preparing to move forward with our first quarter reporting that will be due on February 15th, so right now, the users that will be part of WIPS, are all grantee administrators in GPMS. You should have received communication yesterday about your account being created, and yesterday the invite was also sent out for our WIPS reporting training taking place on January 23rd, 2:00 to 3:30 PM and all of our grantee administrators in GPMS are invited, as well as our FPOs.
The integration is not yet finalized, so we ask that grantees don't submit anything in WIPS, even though you now have your account. Feel free to log in and poke around, but please do not submit anything in the system until you hear the final word from the program office that the integration is completed, and you've received your training on how to submit your files into the system. They're not due until February 15th, so we'll have plenty of time after our training and there will be a lot of TA available in the first two weeks of February to make sure everyone can get their report in on time, so please refer to that e-mail. We provided a few TA resources if you want to get started on your learning, but otherwise we'll cover everything you need to know in our webinar on the 23rd, and it will be recorded in case you're unable to attend.
Alright, those are all of our program announcements.
I will now pass things over to Toni to share some updates on the TEGL.

Wilson, Toni K - SCSEP 4:16
Alright, thank you so much, Ali.
Appreciate you.

Alright, so happy holidays everyone.
I was hoping that I could bring the gift of the change one TEGL, but unfortunately, it's still in clearance.
It is expected to be out this month.
I cannot provide an exact date, but it should be going out anytime. So just keep a lookout. This is the change one TEGL, which will summarize all of the information that we had been sending out in reference to your e-mails.
In reference to doing all of the different optional request.
And if you hadn't put in the information that you need, this would be a time that you could do amendments, so that should be out very soon. And we will make ourselves available if you have any questions once it's out in the field.
So I just wanted to let everyone know that.
And once again, happy birthday, Irene.
All right, Ali, back to you.

Slaughter, Alison S - ETA 5:17
Thanks Toni.
Before we move over to our communication section of our program today, I did forget to mention that with Sondra gone, Irene is now over region four, Irene Adams and then Byron Klein is with region two.
So again, Irene is with region four and Byron is with two. And again, those are reflected on our COP.
All right.
So with that, I will turn things over to the TwoTech team.

Mauro, Kevin M - ETA CTR 5:47
Thanks, Ali, and thank you for joining us, everybody.
Hope you're having a great holiday season. I'm not gonna take too much of your time to talk about the Older Workers Community of Practice other than to tell you we are keeping it up to date.
We do have especially a lot of recordings of all the events that have taken place. If you or someone on your team needs to sort of review one of those events that they weren't able to attend in person, we are working very hard to make sure those are all up to date and available to you as soon as we can possibly get them available to you.
So, please make sure all of those events are available to you and we're constantly

updating trying to find interesting things for you to read. Sort of SCSEP related, we've got an article up about embracing the value of older workers and another one about attracting and retaining older workers. Just sort of general interest things that you might find beneficial, so please come by the COP. As always, I say if you haven't signed up for our alerts, make sure you're signed up for our alerts and subscribe to the channel.
And again, I hope everyone's having a happy holiday.
Let me turn things over to my colleague who will talk about the vLive.

Burnett, Lauren S - ETA CTR 7:07
Thanks Kevin.
Good afternoon, everyone.
So our Bi-weekly GPMS vLive continue to be a success.
Those who join us, they come with their questions that range from an issue they're having in the system to anything involving their user roles. As many of you already know, we introduced GPMS game show activities like jeopardy. We have found that our audience is more engaged with us when we play and make things more interactive. We incorporated a new concept into our last meeting, a play on the game Supermarket Sweep, called GPMS Sweep. It's not jeopardy, but like anything new, you have to warm up to it a bit. Through this idea, we wanted to see how familiar everyone was with the system when needed to perform tasks specific to their user roles, and we also conducted a survey asking our participants how they felt about our bi-weekly vLive meetings and if it was conducive to continue with having it bi-weekly or to reduce it to meeting once a month. Many feel that they are really helpful and always learning something. For those who are completely new to the system, they appreciate the firsthand approach, but overall the majority would like to continue the bi-weekly format.
So that's all I have for today and I'll pass it back to Ali.

Slaughter, Alison S - ETA 8:25
Thanks, Lauren and Kevin, before we move on, Kevin, we got a great question in the chat about how to sign up for the COP.
Could you walk us through that?

Mauro, Kevin M - ETA CTR 8:35

Yes, of course. And thanks for asking. So what you need to do is first to make sure that you are registered with Workforce GPS and make sure you have a Workforce GPS account. This is actually a really timely question because I've been putting together these instructions for another project, so go to Workforce GPS, the homepage, click on the become a member link and from there it'll bring up a login page and you will click the create your Workforce GPS account button at the bottom of the window and then you can put in your basic information, e-mail and password. You'll need to create your account before you can access it, and then once your account is created you will be able to join the different communities that are available on workforce GPS and so you would look for the older workers community. Check that box and then there should be a prompt, do you want to subscribe to updates and you definitely wanna say yes, because that's how you get our alerts. And again, we promise not to spam you. You'll get one e-mail from us once a week on Tuesday mornings, and it'll just have everything that's been updated over the last week or any material that would be particularly relevant sort of at that time.
So just give you four or five links to click through, but also to bring you back to the Community of Practice and to remember to click around and see what we have there for you.
So that's very quickly.
That's the process, you know, create your Workforce GPS account and then join the community of the Older Workers Community of Practice. Like I said, make sure you sign up for those recurring updates and that's it.

Slaughter, Alison S - ETA 10:43
Thanks so much, Kevin.
All right, moving on to our next section.
GPMS updates quick update on our GPMS newsletter.
The newest version is now available on the Community of Practice, so you can view it there if you're on the list. You've gotten that e-mail with the newsletter as well. And now I will turn things over to Leila to talk some more detail about recent GPMS news.

Lynch, Leila I - ETA CTR 11:14
Good afternoon, everyone.
Today's session focuses on the latest release, technical assistance, QPR updates, authorized positions and the tip of the month.

Release 3.1 has been deployed in GPMS. The following features are now available in GPMS. With this release, users can input the number and percentage of training and wages on their new services screen.
By selecting Add Assignment Service in the sub menu, users can select Planning Region at the County of Residence field on the intake screen for residence in Connecticut.
Details of the release were emailed to the users on Wednesday, December 13th.
Transfers due to the competition have been completed. Users can now resume submitting transfers directly from GPMS. Details and submitting a transfer can be found in section 12.2 transfer case of the user guide. In addition to resuming the transfer process, our team is in the process of compiling the authorized positions to reflect the latest awards and transfers due to the competition, the users will be notified once the authorized positions are loaded in GPMS.
Concerning the QPRs for PY 24 quarter two, it was noticed that some sections of the QPR were missing data and others contained inaccuracies. The issues have been corrected. Grantees were notified of this correction via e-mail on Friday, December 13th.
The tip of the month is regarding adding a host agency to an assignment. Users have reported that they are unable to add an existing organization to an assignment as the organization is not listed in the host agency list. For the organization to be available in the host agents list, remember to add the organization to the grantee and sub grantee fields on the organization additional details screen. Details to add and edit an organization can be found in sections 10.2, Add an Organization and 10.3 Edits an Organization, respectively, of the user guide.
Thanks everyone. And now I'll turn this over to Ron.

Ron Schack 14:33
Hi everybody.
So I just have a couple of updates. The participant satisfaction survey has been in the field for a couple weeks. And grantees will be notified if there are any bad addresses that need to be corrected. We do, as you know, we do this in different ways. We send the 1st wave out, we see who responds. We get some notifications of bad addresses. We try to correct those and send another wave out and then, if necessary, we send a third wave out. This year we're doing the host agency survey digitally. That will be released on Monday and there will not be a bad address issue. We will go with the e-

mail addresses that we have for the host agencies, for the sample and we will send out several waves based on our response rate. All that, as you know, feeds into the grantee performance evaluation which is being conducted now for PY 23. We have, you know, multiple measures that we look at in the grantee performance evaluation, including the customer satisfaction scores. So we're doing the rest of the evaluation now and we'll roll in the customer satisfaction scores when we get them. As we do the grantee performance evaluation, we will be adjusting the goals for the employment-based measures, second quarter employment ,second quarter after exit, and fourth quarter after exit, and medium and earnings. We do that by using the statistical adjustment model, which lets that customer characteristics as well as economic factors. And then once the goals are adjusted, that's when we evaluate the performance for each grantee and that will be released as soon as we can. Once the customer satisfaction scores are rolled in.
And that's all I have. Thanks.

Slaughter, Alison S - ETA 16:56
Thanks Ron.
Any other updates from anyone in the National Office before we move to our grantee highlight?
Alright, we do have a featured grantee today, so if I could pass things maybe to Irene to introduce our grantee and then we can have New Hampshire share.

Adams, Anita (Irene) - ETA 17:22
Good afternoon and happy holidays to everybody and thank you. Thank you, for all the birthday well wishes.
Lisa Gerrard, who is the SCSEP director over in New Hampshire has some very exciting news about how their approach to some things in New Hampshire.
Lisa, would you like to come up on the mic? Are you on?

Gerrard, Lisa 17:45
I'm here.
Hi, everyone.

Adams, Anita (Irene) - ETA 17:46
Wonderful.

Gerrard, Lisa 17:48
I also am joined with our national SCSP grantee, Operation ABLE. Deb and SonSeri here too, I believe if we could share, if I could share my screen, we do have just a couple slides that we wanted to go over.

Slaughter, Alison S - ETA 18:13
I think you should be able to share Lisa.
Is it telling you don't have permissions?

Gerrard, Lisa 18:19
It just changed. Perfect. Thank you.

Slaughter, Alison S - ETA 18:21
Awesome.

Gerrard, Lisa 18:24
All right.
If it's OK, I'm gonna go off camera just because bandwidth is easier for me that way. Actually, I'll stay on. I'm good.
So hi everyone.
Yes, my name is Lisa Gerrard.
I'm with the state of New Hampshire.
I am with the Office of Workforce, Opportunity and SCSEP is one of the grants that we administer here at the state level. We wanted to share the work that we're doing here in New Hampshire with the collaboration between our state grants and our national grant. We are in a different situation here in New Hampshire, where both our state and national grantee are the same.
So a year or so ago, our contract with our past SCSEP recipient had expired and we put the bid out for RFP and Operation ABLE was chosen to also be our state grantee along with, they already were the national grantee for New Hampshire.
So the last year was our first year as a together kind of program and we just wanted to kind of share with you the great work that we're doing here in New Hampshire and the ability that we have to collaborate now across the entire SCSEP program we also want to share with you how we were able to kind of pick up where
National grants were left off. So their IT grant we were able to pick it up and finish,

we're going through the finishing of that project now under our state IT grant.
So we are really trying to leverage efficiency and as well as fiscal prudence by leveraging our partnerships to one organization that is running both our national and our state grant. We're able to really look at the state as a whole and are able to provide services to the participants in a much more efficient, easier way for both the participants and the host sites.
So I'm not going to take up any more time. I do want to throw it over to Deb from Operation ABLE to kind of talk about some more of these initiatives that we've worked on together over the last year and then we're going to.
Final, we're going to, sorry, I lost my words.
We're going to end with a success story that we're really proud of because it was the work of both the case manager and the participant.
So, Deb, are you on?

Deborah Delman Operation ABLE 21:15
I'm here.
I'm here, Lisa.
Here I am everybody.
This has been a really great opportunity to also think about list of things that are working for us. We've worked with Lisa in New Hampshire Office of Workforce Opportunity for quite a while since we've been in the national program, but that makes it more obvious about how the partnership now that we're actually working under as a sub grantee is just all the stronger and I just want to say that.
You know, like Lisa's a great manager. She is really good, and she's really focused and so it is like having both a, you know, an FPO and a colleague, you know, in arms in terms of all the things, the deliverables that we need to do. So that's been really great. But I think in terms of the efficiencies, that it's enabled us to do, you know, we all know everyone on this call knows, how, if we have an IT grant how you know? It's a heavy lift to get that system up and running and by, you know, being able to extend the life of an IT grant by partnering with New Hampshire in a second year of it, we're able to enhance the program tremendously and also make it more generalizable you know between the state and the national grant, so that's a really interesting, helpful process. And I agree its efficient. And then also Operation ABLE, like some of your programs as well, offer computer training, digital literacy training, and there's a number of New Hampshire based programs through community

colleges that are helpful as employment, you know, service adjuncts to train for training for SCSEP participants, but also you know, Operation ABLE has loaner laptops for everybody. Given it's a very rural state, you know, we're able to, you know, deliver online training, but also give a little extra support for people to figure out how to be in a class and be on zoom at the same time. And so that's an asset that you know will be really hard to offer in a in a smaller state grant, but with the whole state involved, we're able to, you know, offer that and each of the able beginnings are 900 hours for six weeks or seven weeks with 30 hours a week. A lot of training that people get and SonSeri's story is going to speak about that as well and I don't want to belabor our story too much because I think that, you know, all of us are really inspired by participants in how we can get to the end goal.
Oh, so I want to pass it on to SonSeri.
Unless Lisa did you have anything else to add?

Gerrard, Lisa 24:12
I do have one.
I want to just kind of piggyback on what Deb was saying as a state entity we're not able to make changes very quickly.
I'm sure the other state sees their programs will understand this, but to RFP something to get something going takes our state a very long time.
We have some processes in place that don't make it efficient.
So when we partnered with Operation ABLE to become our state sub recipient, we not only were able to bring them on as a sub recipient, but we were able to take their able beginnings and use it under ATSS waiver.
So as a state, we were able to stand that up immediately when they took over, so it made it so much more efficient.
It's an already built program. We didn't have to recreate the wheel, it just makes the efficiency so much easier.
Here and better, and the partnership between the two organizations, the same idea goes with our IT grant. When the first IT grant came out as a state, we couldn't go for it. It would have taken us half the year or more just to RFP it and get a contractor. So when the IT grant came out at the second time operation able had already put time in the first year.
So we were able to come in with our state grant, them already being our state sub recipient and we were able to use our state, IT grant to complete and now we're in

the completing stage. We're getting closer to completing that project because we were able to leverage the resources between both the national grant and the state grant, and it's just the ability to partner here in New Hampshire.
It's the foundation and the backbone of everything that we do, because being a small state, you don't have a lot of resources when it comes to money and other things, but you have great partners because everyone knows everyone, especially in workforce development.
So what I can bring to the table for Operation ABLE are those connections that I have at the state level at the workforce development level and try to make inroads for participants or for Operation Able to make other partnerships.
So it just has really been a lovely working relationship.
And now I'm going to send it over to SonSeri so that you can really understand.
As you all know, you do this work every day, but it really is about the participants and here in New Hampshire, we try to get to yes whenever possible.
And it is because of the hard work of our field staff of Operation ABLE staff, that we are able to really provide quality high level services for this population.
So Deb, do you have anything else? Or should I flip it over to SonSeri?

Deborah Delman Operation ABLE 27:29
Well, it's very concrete, Lisa.
You know, when we brought a participant, I mean we can get this granular within this partnership. We brought the name of participant who we wanted to get settled in with a WIOA partner as a potential host agency, and like immediately, she's like out talking to you know how to all the different partners and knows them well and they're going to respond with this, you know, to the status of that office as well as you as a person. So.
Yeah. Nope, nope.
OK, no further ado onto SonSeri.

SonSeri Kennedy 28:11
My mic was off. I'm SonSeri.
I'm the new Kristen, as I'm affectionately called by folks who have been in the SCSEP area for a long time, so.
The individual we're highlighting today is Pat.
Meet Pat, and she began her SCSEP journey before Operation ABLE actually

managed the state grant. When we took over the grant, her case manager Suzanne, met with her at the time. She was 58 years old and receiving SSDI benefits. Pat had grown up in foster care system, experiencing trauma in those years. She had 12 years of experience in healthcare related roles, having worked as a certified nurse assistant and direct service provider to vulnerable populations. Unfortunately, she was in a serious car accident that prevented her from continuing in this field that she enjoyed. Her social network was also frayed. Her husband passed away and her daughter was not a consistent part of her life. When Pat met Suzanne, she expressed an urgency to find unsubsidized employment. She was performing her community service assignment at the billing office at CAP BM. At the time, she expressed feeling unsettled and overwhelmed by the technological demands of the role.

This initial discomfort highlighted her lack of confidence and underscored the need for targeted skilled development.

Pat asked Suzanne to find her a position in which she could do direct service with people rather than an office setting, while working on finding Pat an unsubsidized job. Suzanne also recommended that she take Able Beginnings, a seven-week interactive digital skills course. This course is designed to help enhance foundational computer skills, and it marked a critical turning point in Pat's shifting perspectives on employment. During the start of Able Beginnings, Pat interviewed for a role at Merrimack County nursing home as a receptionist but rejected it due to her apprehension about the digital skills required for the position. Next Suzanne worked with New Hampshire Veterans Home to develop a direct service position serving clients.

However, inspired by her increased digital competence through Able Beginnings, Pat decided against the Veterans Home position. Realizing that an office job might be within her reach, empowered by her success in Able Beginnings, Pat pursued additional short refresher courses focused on specific Microsoft applications. These courses required only three to six hours of commitment per week, allowing her to delve deeper into software she would be using at her potential job roles. As Pat's digital skills progress, so did her perspective on potential job opportunities. Initially resistant to office roles, she began to recognize her growing capabilities and the value she could bring to such positions. Responding to Pat's emerging digital self-confidence, Suzanne worked with NHES, So, the New Hampshire Employment Security Office, in Laconia, in developing a new position for her.

However, Pat felt it wasn't a good fit and declined that role. After months of growth

and exploration.
Pat was offered an unsubsidized position at CAP BM, where she first started off.
Pat agreed to do this and enjoyed it this time around. The consistency of the setting and friendly atmosphere led to developing a network with people who cared about her and valued her work.
Her success in securing this role is a direct reflection of the comprehensive support she received from Suzanne.
Her case manager, combined with her commitment to improving her digital literacy throughout Pat's journey.
Suzanne's support was instrumental.
She not only identified the right classes, but she also facilitated Pat's exploration of various job opportunities, aligning them with her evolving skill set and comfort levels.
Suzanne's consistent encouragement and decision-making support help Pat navigate her own uncertainties, ultimately to her return to CAPs billing office with renewed enthusiasm.
And I will just end by saying that I had a conversation with Pat, and she couldn't thank the SCSEP program enough.
And she couldn't say enough good things about her former case manager, Suzanne.
And that's it.

Slaughter, Alison S - ETA 33:37
Thank you so much to New Hampshire and National ABLE.
To Lisa, Deborah and SonSeri, that was a wonderful presentation. And like Toni said, a really, really great example of the collaboration going on between our state and national grantee partners.
Does anyone have any questions for our New Hampshire folks on the call today?
Feel free to either raise your hand or add them in the chat.
And you guys have employment data for follow-ups.
That's awesome.
I'm sure that's been very helpful in your data collection and in your performance measures.
That's great to hear.
Alright. Thanks again so much for your presentation.
We are now in the Q&A portion of our chat. I think for the most part, we have answered most questions in the chat.

I'm trying to scroll back through all of our birthday messages.
There was, we answered the question about the Community of Practice.
There's been some questions about not receiving the WIPS training invite I put in the chat. If you think you should have received it cause you know you're a grantee administrator and you haven't received it yet, please put your e-mail in the chat and I'll just verify that you are a grantee administrator before forwarding that invite on.
For those who aren't grantee administrators but are interested in learning more about WIPS and what that means, we'll have this included in a portion of our grantee orientation that's coming later in January.
And the recording will be available as well.
We're just choosing to focus this first training on the role that is able to actually submit the reports and WIPS, which is our grant administrator.
And that gave me a great reminder. We are still planning to have our grantee orientation the week of January.
I wanna say 28 or the 30th and I believe we should have a save the date coming very soon, but in the meantime, we encourage you to block off your afternoons, Eastern Time that week, for some great presentations on everything SCSEP. Toni, is there anything you wanna add on that?

Wilson, Toni K - SCSEP 36:04
That sounds good, Ali.

Slaughter, Alison S - ETA 36:09
Seeing no questions in the chat or raised hands, we have our next All Grantee Call on Wednesday, January 15th.
So with that, I wish everyone a very happy holidays.
I hope you all can enjoy some time off or some rest or some celebrating with loved ones and we will see you in the new year.
Thanks for all of your hard work SCSEP grantees.

Wilson, Toni K - SCSEP 36:36
Thanks everyone.
Happy holidays and we'll see you in new year.

Adams, Anita (Irene) - ETA 36:42
Happy holidays everyone.

Ron Schack 36:45
Happy holidays.

Cynthia Sullivan (Guest) 36:48
Happy holidays.

Bronson, Bradley K - ETA CTR stopped transcription