

GPMS vLive Office Hours 3.11.2026 - Transcript

Mauro, Kevin M - ETA CTR 0:03

To accept the consent prompt then re-mute yourself and thank you all for being here. I will now hand it over to Michi to begin.

McNeace, Meche - ETA CTR 0:13

Thank you Kevin. Good afternoon, everybody.

Good morning to those that are in the morning. I hope everybody's doing well and thank you for joining us today. I hope you guys like our new background. Don't you like Snoopy?

We thought it would be perfect, so please help yourself to any tea or any of the wonderful, delicious snacks that they have laid out on that beautiful table. Virtually, of course, right?

So we also want to say, before we get started, that due to the requirements of the Department of Labor, we cannot allow anybody's "note taking AI" to come into the room and for them to take notes because they're not going through the official approval process. So, at any time that you feel that you want to use it, unfortunately, you can't have it access vLive. So, with that being said, I want to go ahead and let you know that today what we have to get started with is that we have a handful of, kind of stemming off of 'did you know' from last vLive, but more so are tips too, or 'did you knows' but also we are going to go through and ask you guys, so you'll have some time to think about it. Once we go through our "Did you know" or tips, ask you guys if you had or have any challenges, you know in GPMS that we're going to open the floor up to you guys to put that out there and hopefully we can help you either go through them and resolve them or tell you where you need to go next to get it resolved and things of that nature. So, to get us started, we're going to go ahead and start with a demo. We're going to talk through what we understand is: there seems to be, you know, new requests for new user roles and what we find is that we kind of get them randomly.

The request that comes through the SCSEP technical assistance or through the old SPARQ e-mail, Zendesk that no longer exists and they're not knowing that those requests must go through the HRM.

So we're going to start with that and kinda walk you through, if you have a new user request, we'll cover that as well. Then I'm just trying to pull up my notes, Joyce, of what we're gonna cover. They were here and now they're gone. Let me get that first.

Please forgive me, but I normally try to be prepared that apparently whatever I thought I had out wasn't it. All right. So, we're going to go ahead and start off with...

Pat is going to pop up her screen to show the HRM ticket communication.

So first we're going to start off with communication. Once you submit an HRM ticket, regardless of what it is, once you submit a ticket, we want to kind of go through what that communication after the fact is. So once the ticket is submitted in GPMS, the submitter will always get an e-mail, so let's go with that.

Pat, what does that e-mail look like and who does it come from?

Wilkins, Patricia A - ETA CTR 3:54

OK. Let me share the e-mail. Give me just one second, guys.

OK. Can you guys see this on my screen?

McNeace, Meche - ETA CTR 4:13

Yeah, that's not the e-mail.

Davis, Chanel T - ETA CTR 4:14

Yes.

McNeace, Meche - ETA CTR 4:16

Oh, it is.

Wilkins, Patricia A - ETA CTR 4:16

I just.

McNeace, Meche - ETA CTR 4:16

Did you copy? Oh.

Barcley, Joyce M - ETA CTR 4:17

I didn't see you. Yeah.

Wilkins, Patricia A - ETA CTR 4:17

Yeah, I just copied it and put it. Yeah, and it was just easier to read this way. I can bring up the actual e-mail if you like, but this was just easier to read.

McNeace, Meche - ETA CTR 4:25

I would prefer the actual e-mail.

Wilkins, Patricia A - ETA CTR 4:27

All right, give me one second.

Gonna stop the share on that one.
And then give you guys...

McNeace, Meche - ETA CTR 4:37

Let's keep it in in real time.

Wilkins, Patricia A - ETA CTR 4:40

Yes, ma'am.

Alright, here we go.

McNeace, Meche - ETA CTR 4:45

So once you submit a ticket, you will always get an automatic response. And that response is that, you know, they received your ticket and the e-mail will come from what you would see here is from the admin@cmp.dol.gov. On behalf of the United States Department of Labor IT platform. That is going to be the automatic response for your initial ticket and on the bottom, it will go, can you go down to the bottom of that e-mail?

Wilkins, Patricia A - ETA CTR 5:16

Are you? Yep. Are you guys not seeing the bottom?

Where my OK.

McNeace, Meche - ETA CTR 5:19

Yeah. So, what it will show is that.

Barcley, Joyce M - ETA CTR 5:20

Yes.

McNeace, Meche - ETA CTR 5:22

It'll tell you that below is a copy of your request for your reference, and what is this request subject is, the topic and the details, and then any notes that's in there.

So this is what you would normally get once you submit an initial ticket.

So what happens is if the back end help desk folks if they need to communicate with you and they will do so through comments through the ticketing system. So, if they have a question or they've added a comment into your ticket, you'll get another e-mail that shows there that a new comment has been added to your case in the SCSEP Help Request Module.

And then who the new comment came from on the back end.

In this case, it was Tina Ward, and then whatever the new comments or the message that they're putting the new comment in and to whom. So, majority of the time if a comment is being provided or added, they're asking the submitter a question or to do the next action step or something of that nature, or to inform you that you know everything is done, or whatever that case may be. If you need to respond when they ask you a question, can you do XYZ or can you provide this or that?

You cannot respond to the actual e-mail in itself. It goes nowhere.

This not a respond type e-mail. What you have to do is: go back into HRM;

Now pop up the HRM. You would need to go back into the HRM system or GPMS and then you would have to go-- once you log into your help request module, you need to find the ticket that they're referring to so you would click on the ticket ID or the request ID.

And then on the bottom it'll show comments.

Go down if there are any comments in the question that is asked, it'll tell you.

Adelia Aponte-Parsi Puerto Rico DOL 7:27

That's the question that is asked the most.

McNeace, Meche - ETA CTR 7:30

It'll tell you that.

Was that me with the background noise or?

Thank you, Adelia.

Barcley, Joyce M - ETA CTR 7:36

No.

McNeace, Meche - ETA CTR 7:37

Alright, so this will so it'll show what the comment is or the question. To respond to a comment, you would need to "add new comment" by clicking on the add new comment link there. Then put your response in the comment and then hit submit.

That is how you communicate with the back-end help desk folks. It's through your ticket through the comment. Anybody have any questions about that?

Barcley, Joyce M - ETA CTR 8:16

There's nothing in chat and there are no hands raised.

McNeace, Meche - ETA CTR 8:21

Cool beans.

Alright, since Pat is still there, we're gonna go ahead and talk about the next one.
So we found out that-- remember we showed and demonstrated what is the right of return, which is now going to be the return to service?

How it no longer applies just to those who exit it for employment.

It apply to all exits with the exception of durational limit.

That if a participant who was exited, if they decide they want to come back into the program within 90 days from exit that they can do so, but it'll be treated as a return to service, which means that once you do the return to service, it will reverse the initial exit, just like the right of return was doing for employment exits. In this case it'll reverse the exit. The participant will come back in as active, and then you can send them back to their original host agency or things of that nature.

Whatever that case may be. The grantees have discretion as to say, if a participant was exited for cause, you have the discretion to determine whether or not that participant can come back and be re-enrolled in your program. Based on the reason for exit for cause. So, with that being said, what's happening is: if a participant... and you guys withdraw a participant and a participant can only be withdrawn if they're still in pending status, pending eligibility, or what else is there?

Barcley, Joyce M - ETA CTR 10:04

Wait list.

McNeace, Meche - ETA CTR 10:05

Wait listed. The only three ways you can withdraw a case.

So if you accidentally withdraw somebody, or if you withdraw them because they said I don't want to do it, but then they change their minds and they want to come back into the program and then once you try to go to enroll them.

Let's show that Pat. So she has one that's pending, that she's going to withdraw.

Wilkins, Patricia A - ETA CTR 10:36

OK.

So here we have a participant like Michi mentioned that is pending. So, in order to withdraw them we're gonna go over to related actions.

And you'll see the option to withdraw the case.

And you will say, you know, are you sure you want to withdraw this case? Yes, I'm sure.

So I'm going to go ahead and withdraw this particular person, Alice Johnson.

Then you'll see the action is completed and we can go back to her summary.

And we'll see that her status is now withdrawn.

Michi, you want me to keep going or you want to jump in? With the,,, you're on mute.

McNeace, Meche - ETA CTR 11:23

We weren't trying to show them how to withdraw participant. What we need to show is if they're withdrawn and you're going to try to enroll them again.

Let's go through that one.

So what is her-- Alice Johnson?

Alice changed her mind.

She's like I decided I do want to go in the program, so let's just make this happen, Patricia.

Wilkins, Patricia A - ETA CTR 11:45

Yes, ma'am.

So you know, as always, when you're doing something with the new case or adding a new case or checking out to see if a participant is already in the system, you're going to go through add new case. And when you're doing add new case, you have to have that person's Social Security number. So let me just grab her number.

I'm gonna copy it and paste it over there. Remember, you won't see the Social Security number. It'll just be masked by the dots, but once you put them in and the two are the same, if you click on search and if there's a match, it will bring up this participant.

So in this case, Alice is already in the system and she's in as withdrawn.

So we know this is a glitch. I think Michi mentioned that when you have a participant that is withdrawn, they cannot go through the return of service process because they're not a participant. They're an applicant who at one point was going to enroll in the program, but they changed their mind.

They're withdrawn.

They still were not ever assigned to any type of host agency or assignment.

McNeace, Meche - ETA CTR 13:09

So if this happens in this case, it is a glitch in the system. When they did the right of return to service.

Wilkins, Patricia A - ETA CTR 13:09

So go ahead.

McNeace, Meche - ETA CTR 13:15

So if you're doing this process and you get this (and they are working on it) and if you get this note, what you need to do is just basically submit an HRM ticket, letting them know you had a participant that you had withdrawn, and you want to enroll them and you

know the 90 day notice is popping up and so let the back end fix that for you guys, so you can get that person enrolled.

All right. So again, I said they are working on that, and it should be fixed hopefully in the next release, if not soon. So that was that. Thank you, Pat.

Wilkins, Patricia A - ETA CTR 13:55

Welcome, ma'am.

McNeace, Meche - ETA CTR 13:57

And then the next one, let me go find my notes again. Because you know, they're just all over the place. The next one we are going to cover is...

Is that you, Joyce?

Barcley, Joyce M - ETA CTR 14:13

Yes, ma'am.

McNeace, Meche - ETA CTR 14:15

That Joyce is going to kind of show you a couple like: hints or tips on about reports.

There are a couple of reports where you don't have to have to come out of it and jump back in. So, Joyce.

Barcley, Joyce M - ETA CTR 14:30

OK, great.

McNeace, Meche - ETA CTR 14:30

Reports.

Barcley, Joyce M - ETA CTR 14:33

Do you see my report screen?

McNeace, Meche - ETA CTR 14:36

We do.

Wilkins, Patricia A - ETA CTR 14:36

Not yet.

Barcley, Joyce M - ETA CTR 14:38

OK, cool. All right. So we're gonna talk about is on the reports.

There are a couple of reports that act a little differently when you're opening them up and when you're trying to get out of them. So, it's just identifying those.
So when you see that in the report, you're not like "what's going on here?"
So with most of the reports and we'll just click on this participant action one, yeah.

Wilkins, Patricia A - ETA CTR 15:01

Excuse me, Joyce.

I don't know if others are seeing your screen, but I am not seeing it OK.

McNeace, Meche - ETA CTR 15:04

We see her screen. You need to do you have some windows covering it? You know, that's what I do all the time.

Wilkins, Patricia A - ETA CTR 15:09

Yeah, it's OK.

Yep, it's OK.

Just wanted to make sure I was the only one.

So go ahead, Joyce.

McNeace, Meche - ETA CTR 15:14

OK.

Wilkins, Patricia A - ETA CTR 15:15

Sorry.

Barcley, Joyce M - ETA CTR 15:15

Super, that's OK.

So when you open up the report, you know it's very simple.

You open up the report and you set your filters.

But if you want to go back, you just hit this little back arrow and it takes you right back to this nice report page.

I didn't mean to click on that when I meant to click on this one and you go in and you see that nice little back arrow if you need to go back out, it takes you back to your report.

Your filters for your grantee and your sub grant were already set.

There are two reports, though, that when you're opening them up they have to refresh and one of them is the Waiver of Durational Limit report.

So you have to click the report refresh a few times before it opens and it's doing something in the background that makes it easier for this data to come through more

quickly, even though it seems to take longer. It used to take a lot longer. So, up here you notice there's no back button- no back arrow like we saw on the other report.

So whenever you open something up with the refresh, it's not going to have that back button and you just scroll down and-- oops, sorry about that.

And you would go back by clicking back to reports. The one thing it isn't doing is not taking you back to where you thought you were going to go, which was a listing of the reports it takes you back to the filter page. So then you would have to reset your filter again and go back into your reports.

So again, that's for the Waiver of Durational Limit is a refresh start.

And the other one, that's a refresh start is Assignment By Host Agency report.

That's another refresh start.

So we'll take a look at that and you can see it's the refresh.

And I'll click refresh and then I'll just go back to reports. And again, it takes me back to the filter.

So I have to set the filter again. And it's only those two reports. So, it's only the ones that start with the refresh to open them up, because we'll take a look at the other ones real quickly.

You got that nice back button here. Here you have the nice back button, so it's only those two reports, the durational limit and the host agency report.

So again, don't be surprised if you see that when you're going and opening reports and the other thing I'm going to talk about is... just a little tip that we learned a while back that I know we use all the time and that is you're working in cases and you want to work with more than one case at a time for whatever reason.

But sometimes that means you have to go in and out of the case you go into the case, then you have to go back to the cases page to get the next participant, and it's a cumbersome process.

However, there are a couple of tips to open up a new tab with that information, leaving the current tab open or window open.

So for instance, I want to work with Cindy.

What I can do is hold down my control key and then click on Cindy and you'll see another tab is opening here. Another window is opening and Cindy's case is open.

Our case's page is still here. Another way of doing that is, oh, I want to work on Lena also. You can also right click and say open in new tab and it will open and there's Linda.

Now you can be hopping back and forth. You can do the same thing if you want to go into my tasks; I use the right click a lot to open that.

You can go into my tasks. You can go into reports. You can go into whatever you want to see, and then you can just be hopping around between the tabs up on top instead of having to open and close and open and close.

So with that, that's the little tip we have about hopping around in GPMS in a more timely manner. So, I'm going to stop sharing my screen and turn it over to Chanel.

McNeace, Meche - ETA CTR 19:15

Thanks for hopping with us, Joyce.

Davis, Chanel T - ETA CTR 19:16

All right.

McNeace, Meche - ETA CTR 19:17

I appreciate it.

Barcley, Joyce M - ETA CTR 19:18

I meant to.

I meant to say you can hop like the Easter Bunny, but I forgot.

Davis, Chanel T - ETA CTR 19:22

Thanks, Joyce. So, our last tip is for new user request and request for new users can only be made by Grantee Administrators. And requests are submitted in GPMS through the help request module. Instructions are provided on the COP and the SCSEP help website, and those links will be provided in the chat.

So now I'm going to share my screen. Just give me one second.

McNeace, Meche - ETA CTR 19:49

And I'm going to repeat what she says.

Any request for a new user account, you have to go through your grantee administrator to submit that request.

Davis, Chanel T - ETA CTR 20:01

Are you all seeing my screen?

Barcley, Joyce M - ETA CTR 20:03

Yes.

Davis, Chanel T - ETA CTR 20:04

All right. So, we are in the HRM, and when you're submitting that request?

Just give it a second to buffer... for your topic you wanna be sure that you're selecting access sign in.

And also when you're uploading that spreadsheet, more details are provided in the instructions. When we're providing the links you wanna click that upload button and this is where you can select that file.

And that's our tip for new user requests.

McNeace, Meche - ETA CTR 20:34

Okay. Any questions about that?

No? I do know that had a couple.

Barcley, Joyce M - ETA CTR 20:40

Not about that, but we.

I was just gonna say that.

McNeace, Meche - ETA CTR 20:44

Statements in the chat, right?

Barcley, Joyce M - ETA CTR 20:47

Yep. So, Ross is asking about the return to service formally ROR.

Did I hear that any exit type is applicable for return to service except for duration of limit? So for cause exits would be up to the discretion of the grantee?

McNeace, Meche - ETA CTR 21:04

Yes, and I responded and said yes, that is correct.

So the former right of return that was only for those exits to employment.

So now the return to service-- the 90 day window-- is for all exits with the exception of durational limit and of course like you said, and we said, for the grantees discretion to decide whether if a participant was exit for cause whether that would warrant their ability to come back in the program or not. So that is at the grantee's discretion. And also, I wanted to say the last time we talked through this process, there was a question that said because the right of return, they were only able to exercise at one time. So, with the return to service there is no limit.

OK? All right. So the next question.

Barcley, Joyce M - ETA CTR 22:03

Well, we do have a question from Lynn asking our performance measures found in GPMS?

McNeace, Meche - ETA CTR 22:08

No, there was a question from Cheryl.

Is that something that we need to go back and redo or is it the moving forward?

Barcley, Joyce M - ETA CTR 22:13

Ah.

McNeace, Meche - ETA CTR 22:17

So if it's regarding the return to service, that went into effect January 28th, somewhere in that when the e-mail went out to the grantees talking about the return to services. So effective that day of the e-mail, and I think it was January 28th, somewhere in that area is when this would be effective.

So you don't go back before January 28th, So what you could do it going forward now if somebody exited and they want to come back in and once they do that, you're going to get a pop-up note in GPMS that tells you that, you know, that you saw earlier that the right of return to service is the.

90 day and etcetera, etcetera.

So the system will alert you.

So effective as of today, yes.

Barcley, Joyce M - ETA CTR 23:05

Thanks for that.

And she says, perfect.

And again, Lynn's question was our performance measures found in GPMS.

McNeace, Meche - ETA CTR 23:15

The performance measures will be found in your QPR. There is no side report like you do your authorized positions, so no. So, if you wanted to know what your performance measures are, you would just download your QPR.

Barcley, Joyce M - ETA CTR 23:31

And that's it for questions.

McNeace, Meche - ETA CTR 23:33

Let me find a QPR in my folder to see if I have one that I could show you guys.

QPR, huh?

Do I have an old QPR.

Barcley, Joyce M - ETA CTR 23:54

Well, how about answering this question?
I'll pull up the QPR for you.

McNeace, Meche - ETA CTR 23:57

I found one but OK.

Barcley, Joyce M - ETA CTR 23:58

OK.

Well, no, go ahead. Pull it up then.

I'd have to go look.

McNeace, Meche - ETA CTR 24:02

No, I have.

I have some old ones.

All right, let me show this real quick.

So when you pull up your QPR, this is an old QPR.

It's an old nationwide QPR. You will find your performance measures here under section B: SCSEP Core Measures. Here are your performance measures right here.

Your service level, community service hour, you're most in need, the surveys and then your entered employment rate here. Your median earnings and then of course, it'll tell you where you are by the quarter and year to date.

Okie Dokie, I'll stop sharing.

Barcley, Joyce M - ETA CTR 24:56

Cool.

Let's see.

My chat's hopping around.

I sorry about that.

So Iris is asking if someone wants to return do we have to request income information or go through the enrollment process again?

McNeace, Meche - ETA CTR 25:13

When you withdraw the person, if you don't have that information and also go to be depending on how long ago since that time that you withdrew them and the time that they want to come back.

So if it's been, I would have to say what's kind of the typical 30 days or more.

Or. So, you kind of make that judgment. You would need to review and get all their income information and all the information that you have. If you don't copies of it 'cause

they withdrew it. Then of course you're gonna have to request all the information.

That you need to deem them eligible through at that time.

So, Iris, when you go back, if you withdraw them and they wanna, then they change their mind or something. They wanna come into the program.

It's almost like creating a new case.

A new enrollment cause it's not a re-enrollment. Cause Pat made a very good statement earlier where they were never actually an active participant.

So it would be like a whole new enrollment.

All right.

Barcley, Joyce M - ETA CTR 26:15

Great. And Ross had a follow up to his earlier question about the return to service and he says if someone takes a medical exit, shouldn't that exit type be used if they're unable to train within the next 90 days?

So with what you've said, a participant could take a medical exit and then use their right to return to service. If the grantee approved, it.

McNeace, Meche - ETA CTR 26:38

So, a medical exit is usually that exclusion, right?

That exclusion exit that they use? Anything over...

So the requirements for that to be an acceptable exclusion, they have to be able to show that they will be out for 90 days or longer.

So that's the key or longer 90 days or more for them to qualify for the medical exclusion or institutionalized. So, in that case, that's the time period.

So in the case of the return to service, it's within the first 90 days and less. 90 days or less.

So within do you know day one to day 90 or yeah. So that kind of separates the difference between your exclusion exit and the return to service exit.

Am I answering the question?

Barcley, Joyce M - ETA CTR 27:37

Yeah, I think so.

But Ross. Yeah, good.

Ross Farnsworth 27:39

Yeah, I mean.

McNeace, Meche - ETA CTR 27:40

Ross.

Ross Farnsworth 27:43

Yes and no.

So I think you said originally that it was, it could be exercise for any exit type, but I mean.

McNeace, Meche - ETA CTR 27:50

Any exit?

Ross Farnsworth 27:52

Obviously the excluded exits are past the 90 days.

It just, it seems it seems conflicting. I guess that's all.

McNeace, Meche - ETA CTR 28:02

So yeah, I can see where it could be.

So exclusions has, you know, specific instructions on how you can count for an excludable exit, right. And so, you've got to kind of look at it from an excludable exit means that they may have been, they'll be gone from the program 90 days or longer. So, if they're gone for 120 days and they were exit for exclusion.

That exclusion will apply to-- they will not be counted in your denominator, correct?

That's the reason for the exclusions. So but for the right to return to service

Is that any exits with exception of durational limit that a participant exits and it's within the first 90 days-- there one through 90-- if they and normally before that exit would be counted in your in your denominator so and it impacts your performance.

So in this case, they wanted to kind of align SCSEP with how they do with the other WIOA program. So in this case that exit and the participant wants to come back and is within 90 days, that exit gets reversed.

So it's not counted in your denominator and impacts your performance. Am I making sense?

So let me give you this a right to a right of return to service will be prevented for cases that's exited.

Wilkins, Patricia A - ETA CTR 29:27

You think so?

Ross Farnsworth 29:28

Yeah.

McNeace, Meche - ETA CTR 29:31

So exclusions that we have the definition that has to last more than 90 days.

Right. So I think that's kind of the difference there. The more than 90 days versus within the first 90 days.

Ross Farnsworth 29:52

No, no, I understand the, you know, medical or excludable exit.

I just earlier we said that it was for any exit except for a duration limit, so that's why I was trying to clarify.

McNeace, Meche - ETA CTR 30:03

Yeah, I mean so. Even if they exit for medical reason for an exclusion.

They were institutionalized, and let's just say you said, OK, fine. But if that person within the first 90 days say, "I'm fine, I'm OK. I want to come back to the program". You can return them to the program under the right... the return to services and that exit will be reversed.

So, but if they go beyond the 90 days and it's an excludable exit and it's beyond 90 days and they're ready to come back, so they're not part of your denominator, right?

Ross Farnsworth 30:38

OK.

McNeace, Meche - ETA CTR 30:44

But when they're ready to come back, post 90 days, you would have to go ahead and re-enroll them.

Ross Farnsworth 30:51

Got it.

Yep, makes sense.

McNeace, Meche - ETA CTR 30:52

Over 90 days, OK.

Sometimes I'm like I saying this right in my brain, right?

Barcley, Joyce M - ETA CTR 31:02

It's a confusing concept.

So Ashley has a question back to performance.

So, would performance measures potentially change with every new program year depending on DOL guidance?

McNeace, Meche - ETA CTR 31:17

Yes, there's a opportunity for your program performance to change in the next program year, but in this case the performance goals are set for two program years, so we're in program year 25. The program goals that you have were set in 24, so 24 was a set of performance measures that was set and then in program year 25 there was a set of program years and did 25 change from 24? Yes.

Remember, 24 didn't have service level... most not service level community service hours because of the competition in program year 25, your service level and community service hours are there.

Have been put in place.

So each program year, when they go to set new performance measures, grantees have the opportunity to negotiate your performance.

And then those emails come out from the National Office.

You know, there's going to be a webinar coming up that talks about what to do, how to do it, you know, and if you want to schedule time to go through and work with the program office on negotiating your goals and then that would follow as well too.

But communication will come from the program office regarding goal negotiation.

Cool, Ashley?

Barcley, Joyce M - ETA CTR 32:43

Cool.

McNeace, Meche - ETA CTR 32:49

OK.

Barcley, Joyce M - ETA CTR 32:50

Seems good.

And Lynn is asking, she says thank you. Lynn's asking.

Any word on funding for PY 26 and when it'll roll out?

McNeace, Meche - ETA CTR 32:59

Funding for program year 26, so the program has been funded for fiscal year 26 with a cut. So that's out there in the open forum about, you know, what was funded for fiscal year 26.

So program year 26 goes into effect July 1 of 2026.

So TEGLs and things of that nature as every year with the exception of I know we had a unique year for 25, but the planning TEGL will go out from the program office getting you guys ready to get ready for program year 26.

So communication will come from the program office.

Barcley, Joyce M - ETA CTR 33:55

Thank you for that.

Back to... back to return to service, Janice is asking.

Would that person who left with medical need a doctor's note to return?

McNeace, Meche - ETA CTR 34:08

I mean it is highly recommended if a person left for medical reason and they're out for 90 days or longer you, it would behoove you to have them provide a return to work kind of documentation from their doctor so that you're making sure that they're able to come back and perform the work or the training?

Barcley, Joyce M - ETA CTR 34:41

Sounds good.

Byron put in the chat a note about the TEGL being worked on for PY 26.

McNeace, Meche - ETA CTR 34:51

Thank you, Byron.

Barcley, Joyce M - ETA CTR 34:53

And that is all I see for questions right now.

McNeace, Meche - ETA CTR 34:57

Oh, all right. We're only at 2:40 PM. So, what we want to do is ask you guys out there in the GPMS Virtual Office Hours. There's a question, but I'm going to finish my thought.

Barcley, Joyce M - ETA CTR 35:16

Yep.

McNeace, Meche - ETA CTR 35:16

is ask you guys, do you all have, you know, do you want to share? If you've had any kind of challenges?

You know, navigating through GPMS.

You know, getting from A-Z to B to D, however that is.

Or other challenges when working in GPMS that you want to throw at us today and hopefully our goal is to hopefully be able to kind of help address those challenges and come to a resolve or kind of steer you in the right direction to where to get that you know challenge addressed, So, please, you can throw it in the chat, unmute your mic, throw it at us, and let's see what we can do to help.

But I know that in the meanwhile there was something else that got asked, right?

Barcley, Joyce M - ETA CTR 36:02

Yeah. Joie asked.

How is most in need measure calculated?

Is it just counting how many yeses?

McNeace, Meche - ETA CTR 36:11

The most in need. The 2.9 you say, so, basically how is calculated? Let's see.

Did the QPR give a definition on how that's calculated? What happened to the definitions, Joyce? They used to have definitions on how things are calculated.

I can't answer that question on how it's calculated.

Barcley, Joyce M - ETA CTR 36:35

See if the QPR handbook is in the resources.

McNeace, Meche - ETA CTR 36:39

The old ones. Yeah. I want to see of how that is done.

Barcley, Joyce M - ETA CTR 36:41

The old one.

McNeace, Meche - ETA CTR 36:45

I like that. Is it just counting all the yeses?

So basically, but if you look at your most in need and I don't even know if this is your question. If it has, like 2.95, theoretically, in order to make that goal, you would need to look at participants who have at least 2.95 barriers.

So it's not 2.95... so 3 barriers per participant. In order to make sure you meet your 2.95 goals so you know whether it's low literacy, homelessness, one of the one of the most

in need waiver factors that you can count.
Basically, so like I said, three barriers per participant.
And while Joyce is looking that up.

Barcley, Joyce M - ETA CTR 37:38

There are a couple more questions in the chat or statements.
Let's say have to scroll up.

McNeace, Meche - ETA CTR 37:44

Before we go there, Joie had their hand up.
So I guess she wants to add to her question.
Joie.

Barcley, Joyce M - ETA CTR 37:51

Yeah.

McNeace, Meche - ETA CTR 37:55

Did you wanna unmute yourself?

Joie Bentrez 37:59

Yes.
Oh wait.
There.

McNeace, Meche - ETA CTR 38:04

Hey.

Joie Bentrez 38:06

Yeah, because our MIN had been going down.
So I'm I was asked to look at it. And so, I ran the waiver...
No, the waiver extract.

McNeace, Meche - ETA CTR 38:20

Mm-hmm.

Joie Bentrez 38:21

And it is showing me like per participant. You would have a value for

2023-2024, 2025. So, my question is, if we did not enter values for 2025.
Will it pick up the previous year's numbers?

McNeace, Meche - ETA CTR 38:45

We'll also know for you to continue to get credit for the most in need waivers.

Joie Bentrez 38:45

Or.

McNeace, Meche - ETA CTR 38:52

There are those that have to be updated every year within that program year in order for you to get credit for in that program year.

So if you're not updating these waiver factors and they haven't been updated for, let's just say program year 25, you won't get credit for that.

So you need to make sure that they're updating those waiver factors and so you run the there's that.

McNeace, Meche - ETA CTR 39:15

Most in need.

Or is it waiver factor report that shows you what needs to be updated?

Barcley, Joyce M - ETA CTR 39:21

Mm-hmm.

McNeace, Meche - ETA CTR 39:22

So while Joyce is looking that up before you go on, Joie, I want to ask Pat, somebody, do you guys...?

Joie Bentrez 39:22

So.

McNeace, Meche - ETA CTR 39:28

Can you show her where that report is?

So go ahead, Joie.

Joie Bentrez 39:35

I ran the waiver extract and like I said I saw that we there were some participants who

didn't have values entered for 2025 but they did have for 2024.
So does that mean that we're getting no input?

McNeace, Meche - ETA CTR 39:54

Well, they don't.

Joie Bentrez 39:55

In our 2025.

McNeace, Meche - ETA CTR 39:57

Yeah, they don't disappear. But like I said, it all is dependent on updating them.
Hold on a sec. Are you saying that in 2025 it disappeared?

Joie Bentrez 40:10

I can show. Where did I put the report?

McNeace, Meche - ETA CTR 40:14

All right. So, we, Joyce, you can you can stop. We got. Thank God we have our back in Little Wizard of Oz in the back. So, this this said the number of most in need characteristics of participants active. In the reporting period, divided by the number of participants served in that reporting period.

So the addition is the complicating factor is that for waiver factors, they have to be updated annually to be counted.

Joie Bentrez 40:44

Extended probably 8:00.

McNeace, Meche - ETA CTR 40:47

So that's what we were saying.

Joie Bentrez 40:49

It's OK. So we have to have values for program year 2025, OK.

McNeace, Meche - ETA CTR 40:57

They don't disappear.

They have to be updated if they were carried over from 24 to 25, right?

Joie Bentrez 41:00

Yeah.

McNeace, Meche - ETA CTR 41:04

And so let's just say.

Disability was one of the waiver factors, right?

And program year 2025, you have to update that.

In order for it to count.

Joie Bentrez 41:22

Waiver extract.

McNeace, Meche - ETA CTR 41:25

So running your, I guess nobody could pull up the waiver report.

Joie Bentrez 41:30

I have one.

Wilkins, Patricia A - ETA CTR 41:31

Oh, here it is.

Joie Bentrez 41:32

I pulled it up.

Should I share it?

McNeace, Meche - ETA CTR 41:36

Sure.

Joie Bentrez 41:38

OK.

McNeace, Meche - ETA CTR 41:41

Excuse my background noise.

Joie Bentrez 41:50

Should I share here?

Oops.

So I don't know.

Am I sharing it?

Barcley, Joyce M - ETA CTR 42:12

Yes you are.

Joie Bentrez 42:13

Oh, so the one I highlighted.

Wilkins, Patricia A - ETA CTR 42:13

You are.

Joie Bentrez 42:17

This person.

We had we entered values for 2024, but in 2025 it's blank.

So does that mean in 2025 it was all zeros because he has a yes here.

He has a couple of yeses.

McNeace, Meche - ETA CTR 42:47

Can you go up and let me see what that column says for the yes/no.

Joie Bentrez 42:52

Let me see.

I have to like.

McNeace, Meche - ETA CTR 42:57

Oh, OK.

Not that is, is not so.

Joie Bentrez 43:00

Few.

McNeace, Meche - ETA CTR 43:01

These are the waiver factor, so if not receiving... so these are the yes & no's that you put in the system that's in their case.

Joie Bentrez 43:11

What?

McNeace, Meche - ETA CTR 43:12

The yes, no's.

Joie Bentrez 43:15

Yeah, so every year we have to have a value. Like this one person.
Deborah Thompson.

McNeace, Meche - ETA CTR 43:27

OK.

Joie Bentrez 43:29

Oh, maybe she already exited.
I don't know that.

McNeace, Meche - ETA CTR 43:31

So this has nothing to do with what this report doesn't say what each program year is.
Just saying the date factor. So the date. So, this severe disability, so the date that was it
was entered or is it the date that it was last updated? Can you open the...?
The column? Do you guys, Pat or Joyce, do you know?

Joie Bentrez 43:52

This.

Barcley, Joyce M - ETA CTR 43:57

No, I don't.

Joie Bentrez 43:57

So the the date is here 2024 or let's say this one.
3/27/25.

McNeace, Meche - ETA CTR 44:05

Date of application.

So this is the date... I'm thinking it's the date it was maybe last updated that comes out
of it is that's why I was asking if the data was last updated in GPMS is what comes out
on your extract report.

Barcley, Joyce M - ETA CTR 44:15

That's the date it is.

It is that's date.

Wilkins, Patricia A - ETA CTR 44:17

Yeah.

Barcley, Joyce M - ETA CTR 44:19

It was last updated.

McNeace, Meche - ETA CTR 44:26

So for this.

Barcley, Joyce M - ETA CTR 44:26

Oh, on the extract. I'm not sure, Michi.

McNeace, Meche - ETA CTR 44:29

So that I mean, it looks like that could be the date that when it was last updated. Cause it's gonna it's an extract so it carries over all the data.

McNeace, Meche - ETA CTR 44:38

So I'm thinking that this is that date. And if there are dates there that were not updated In 2025, so March of 2025 was program year 24, June of.

Joie Bentrez 44:52

So I...

McNeace, Meche - ETA CTR 44:57

2025 June, July 1 of 2025.

To June 30th of 2026, is program year 25.

Joie Bentrez 45:01

It should have been up.

OK.

McNeace, Meche - ETA CTR 45:07

OK.

Joie Bentrez 45:08

So we have to have a value for PY 25. OK.

McNeace, Meche - ETA CTR 45:12

Yes, you have to do all your updates for these waiver factors in this program year.

Joie Bentrez 45:18

OK.

McNeace, Meche - ETA CTR 45:19

Between July 1 of 2025 and before June 30th of 2026, OK.

Joie Bentrez 45:20

Thank you!

OK.

McNeace, Meche - ETA CTR 45:26

For you to get the credit.

Joie Bentrez 45:26

Thank you. I'll pause it.

McNeace, Meche - ETA CTR 45:27

No, you're very welcome.

Joie Bentrez 45:29

We have a lot of work to do.

McNeace, Meche - ETA CTR 45:33

So run your most in need and this is Pat.

Pop it up. Don't run your extract. Run the most in need waiver factor report.

Pat.

Joie Bentrez 45:42

I did run that one. Oh no.

McNeace, Meche - ETA CTR 45:45

Did you?

Joie Bentrez 45:46

Well, what is it?

McNeace, Meche - ETA CTR 45:48

For current you see the current program year 2025 and then participant detail section.

So you want to show, what do we want to show?

All participants with pending waiver factors show all current or show all exit. At least one waiver factor missing. So, show the first one.

So if we say with pending waiver factors and let's hit search.

Joie Bentrez 46:11

Ah, I see.

Oh wait, where is it now?

McNeace, Meche - ETA CTR 46:15

It's a coming. So if we go down here, so the number of participants is 46. If we go down.

So this will tell you the number of participants. This is the durational limits of the waiver factors here too. In the- there's 47 in need of updates for the current program year.

So then you need to go down click that and see which are those records that need to be updated.

Joie Bentrez 46:38

Sorry.

McNeace, Meche - ETA CTR 46:41

So you see there.

So you can export it to excel and use it from there.

But if you need to update your waiver factors and need to know who run this report.

Wilkins, Patricia A - ETA CTR 46:55

Mm-hmm.

McNeace, Meche - ETA CTR 46:56

Don't use the extract because it's all that is a data dump.

Joie Bentrez 47:01

OK.

McNeace, Meche - ETA CTR 47:01

Not that it's not a good report.

It's a great report, but I'm just saying.

Wilkins, Patricia A - ETA CTR 47:05

Yeah, this will give you more of the details and easier to export it out to Excel as well.

Joie Bentrez 47:11

So it is. I'll just do it.

Oh, I see! I didn't see that one.

McNeace, Meche - ETA CTR 47:24

OK.

Joie Bentrez 47:25

Thank you.

McNeace, Meche - ETA CTR 47:26

No, you're welcome.

Wilkins, Patricia A - ETA CTR 47:27

Yeah, all good, Joie.

McNeace, Meche - ETA CTR 47:27

Sorry, we added more work to you, but there you go.

Joie Bentrez 47:28

Thank.

Thank you.

We have a lot to enter.

Thanks.

McNeace, Meche - ETA CTR 47:37

Most welcome.

What else we have, Joyce?

Barcley, Joyce M - ETA CTR 47:42

We do have a couple in the chat and I'm not sure what they mean. So Sue is saying yes, GPMS won't show a host site which I know is in there because other clients have been to that host site. I end up re entering the host site.

I may have missed a prior question but I can't find it in the chat, so Sue, would you like to unmute yourself and elaborate?

Sue Gunder 48:13

Well, this actually isn't something that has happened to me, but it's my case manager and she says that she goes into GPMS and she puts the client in the host site and she knows that the client has been at that host site before.

But it doesn't show up.

So she's not able to find that old host site, so she ends up.

Reentering the host site again.

Wilkins, Patricia A - ETA CTR 48:50

I put up the managed organizations and contacts.

I'm kind of thinking maybe they may not be defined as a host agency.

Maybe they were defined as a service provider or maybe even an employer.

But if she's gone in and put them in as a host agency, I don't know why they wouldn't be showing up and why she would have to enter it again.

McNeace, Meche - ETA CTR 49:15

You would you like?

Are you able to share your screen and let us see what's going on?

Sue Gunder 49:25

Well, since... I guess I would feel more comfortable if she were here.

So maybe I need to do that in another phone call?

McNeace, Meche - ETA CTR 49:31

Oh, OK.

Offline we could do.

Yeah, we couldn't schedule an offline quick call with both of you and go through that together with.

Sue Gunder 49:42

OK.

That makes sense. Thank you.

McNeace, Meche - ETA CTR 49:43

So just e-mail SCSEPtechnicalassistance@DOL.Gov and just say hey, we can schedule a call and we'll get one scheduled right away.

Sue Gunder 49:52

OK, sounds good. Thank you.

McNeace, Meche - ETA CTR 49:54

No, you're very welcome.

Barcley, Joyce M - ETA CTR 49:58

Are you ready for challenges?

McNeace, Meche - ETA CTR 49:58

What else do we have?

Well, you still have a question in the chat or statement or something, Jeff.

Barcley, Joyce M - ETA CTR 50:06

Well, that's, he said.

You're asking for challenges. He's saying that there's a challenge when you don't have the ability to do applications electronically as well as strong documents, storing documents and records digitally.

Both are challenged and time-consuming.

McNeace, Meche - ETA CTR 50:23

So if you don't electronic ability to do applications electronically, so if you're what you mean by doing applications electronically, GPMS is electronically.

The application part I mean you can put... you know it can put in all the information you need into GPMS, but I guess you mean like the full application form? and then storing that document in?

Jeff Hughes 50:46

Right. I'm just thinking.

Right with other DOL programs, you know some of the, which I realized GPMS is its own system and it's you know I guess better than what was there before. But I'm just saying your long term of SCSEP gonna, you know hopefully continue down the future path that maybe that's some things that can be considered.

You know, as we move into a more digital, especially with you know, data validation coming on board and those things.

McNeace, Meche - ETA CTR 51:07

Yeah.

Jeff Hughes 51:14

You know it creates challenges where we have sub grantees that keep everything in paper files and then we have to go back and say hey, we need you to scan all this stuff to us so we can now do data validation on top of the yearly monitoring.

You know, so hopefully there will eventually be some type of process in place where those things can be done. Participants can sign their forms digitally through. It doesn't have to be DocuSign, but I'm just saying docusign's, that's what most people are familiar with.

And that, like I've got one lady, bless her heart. She has to travel three hours one way to do registrations and you know sometimes some of that stuff could be done in a better manner. But the way it's set up now we don't have funding to provide for any of that. So that's why I said, I realize that's not something that could be on today's call, but you know if there's ever talks down the road maybe we can get with the 21st century.

McNeace, Meche - ETA CTR 52:14

Oh, hold on, hold on. Hold on. Jeff. Voila. It's done. Oh, no.

Jeff Hughes 52:20

I wish it was that easy.

McNeace, Meche - ETA CTR 52:20

Where's my magic wand?

Where is it?

Here we go.

Jeff Hughes 52:24

Right. Hey, I realize this government, government's always behind, but you know, we could dream, right?

McNeace, Meche - ETA CTR 52:32

Of course.

And I mean, you know, we know that GPMS when it rolled out it, it wasn't rolled out as what we would consider what we know as a full case management system where a full case management system does do all of that that you mentioned. You know we Don't...

Jeff Hughes 52:43

Right.

McNeace, Meche - ETA CTR 52:48

We have a handful of grantees that do have their very elaborate fabulous case management system that they've developed.

So. I mean, just hang in there. You never know.

I know that they're looking at being able to put like case notes in the system.

So you know one step at a time? But also, I think, and they have been talking about how does grantee be able to attach documents to the system?

The conversation is being had. So, it says so.

These are good things that you know you can ask for.

Doesn't hurt to ask, right?

Jeff Hughes 53:34

Ever. I mean you can't get.

Well, I shouldn't say you can't get...

You'll never get things that are never asked.

You may still get told, no, but if you never ask you, obviously you won't have a chance.

McNeace, Meche - ETA CTR 53:45

Yeah, but sometimes those questions kind of triggers off, you know.

Moment where they didn't think about it's like oh, aha moment like, hey, that's a good one.

Jeff Hughes 53:58

Right. Well, I mean, and you even think about, I know earlier you mentioned you know the answer to PY 26.

McNeace, Meche - ETA CTR 53:59

So there you go.

Jeff Hughes 54:08

I mean, you think about a \$10 million cut.

I mean, I realized 10 million across all programs or all 50 States and national grantees may not seem like a lot. But I mean, you know, if we ever get to where we can be more innovative with the ways we're able to do things, I mean you.

Can easily shave that 10 million off on, you know things that are that you're having to spend time on doing the old fashioned, you know pen and pencil away.

I feel like I sometimes feel sorry for the participants because I feel like they're doing more paperwork to get in this program than they are buying a house.

McNeace, Meche - ETA CTR 54:34

Yeah.

Jeff Hughes 54:40

It's a lot.

But again, it's government.

McNeace, Meche - ETA CTR 54:43

You know what, Jeff?

The overwhelming paperwork for this program has been the issue for I don't know how many decades.

So it's just been there.

It's always been there. I mean, so yeah.

Jeff Hughes 55:02

Right.

McNeace, Meche - ETA CTR 55:05

So even though you know, like I mentioned earlier, you have some of those grantees that have the ability to create their own systems and you know.

And minimize that by making everything electronic that they do on their end, right?

And then they transfer all that information into the department system, even with the old SPARQ system, you know, so.

With SPARQ it was much more limited than GPMS.

So we get it. And it is a lot of documentation-- give me this,

Give us that. I don't have this, we need this, so yes. We understand.

Jeff Hughes 55:48

I know. Preaching into the choir.

McNeace, Meche - ETA CTR 55:51

Hey, but we you know, it's good for us to hear it.

Keep us on our toes.

All right. What we got next, Joyce?

Barcley, Joyce M - ETA CTR 56:00

No, Enock's got a question.

Go ahead, Enock.

McNeace, Meche - ETA CTR 56:03

Welcome back.

We haven't heard from, you know, what? Enock, I haven't seen you in a long.

We missed you.

Kakuuku, Enock (DEED) 56:10

Thank you.

I missed you too. I was in another meeting, but I had a question.

I'm like, I'll jump on wherever they are. Yes, good afternoon.

I hope you guys are OK.

McNeace, Meche - ETA CTR 56:24

Yes.

Kakuuku, Enock (DEED) 56:24

My question is: I've we've got a situation where one of our grantees actually enrolled an individual from a county we do not serve and they're gone as far as almost, I think they approved eligibility and so we were thinking what's the best way to reverse this? Cause we can't exit it, otherwise it will be counted as if we saw the individual.

At what point?

Can we simply withdraw the case?

McNeace, Meche - ETA CTR 57:00

So is that is that case still pending or pending eligibility or is that active?

Kakuuku, Enock (DEED) 57:00

No.

I think it's active now. I don't think it's even active.

I haven't got into the details, but I know they had not allocated...

They're not assigned a host agency yet. They were about to when they discovered they were making a mistake.

McNeace, Meche - ETA CTR 57:22

Yeah. So. There's the assignment date is what makes them active, OK.

So if they don't have the assignment date, then they're not active. So, you should be able to withdraw them. So, before you do that, do you know who serves that county?

Kakuuku, Enock (DEED) 57:32

OK.

McNeace, Meche - ETA CTR 57:43

Because if I were you, I would contact the grantee that serves that county and let them know what happened and could they please enroll this person?

So that is by no fault of that person, right?

Kakuuku, Enock (DEED) 57:57

Mm-hmm.

McNeace, Meche - ETA CTR 57:58

So maybe take the extra step to get them connected to the actual SCSEP provider for their county, but in you know and go from there.

And then maybe, if possible, if they make sure that the participant has all their documentation that they had when they came to meet with your sub recipient.

So that they can give it to the new provider. Just try to make the transition over to them as easy as possible. Mm-hmm.

Kakuuku, Enock (DEED) 58:25

To the new provider.

As possible, OK.

McNeace, Meche - ETA CTR 58:34

Put shame on y'all that wasn't their fault.

Kakuuku, Enock (DEED) 58:36

OK. Yeah, we understand.

And that's why we're getting through these questions. We would have simply kind of exit. It's like, no. If we're able to transfer, that will be better than simply exit, and then they, you know, the services have continued to delay and this individual is in need, OK.

McNeace, Meche - ETA CTR 58:53

Yeah. Yeah, no.

Kakuuku, Enock (DEED) 58:55

Oh well, thank you.

McNeace, Meche - ETA CTR 58:56

I mean, you know what?

Like even put all jokes aside, things like this happen, so it happens.

Kakuuku, Enock (DEED) 59:01

Sure.

McNeace, Meche - ETA CTR 59:03

Yeah. No, that was easy. What I thought you were gonna give us a hard one.

Kakuuku, Enock (DEED) 59:04

Thank you.

Mm-hmm. Mm-hmm.

No, I just wanted to talk to you guys.

McNeace, Meche - ETA CTR 59:11

Oh, OK.

Same here.

Kakuuku, Enock (DEED) 59:15

Thank you.

McNeace, Meche - ETA CTR 59:15

Well, it's good to see you.

Kakuuku, Enock (DEED) 59:17

Good to see you too.

McNeace, Meche - ETA CTR 59:21

What else do we have?

Barcley, Joyce M - ETA CTR 59:22

That's all we've got for now.

McNeace, Meche - ETA CTR 59:24

What?

Barcley, Joyce M - ETA CTR 59:26

I don't see it.

I don't see challenges.

Barcley, Joyce M - ETA CTR 59:28

I don't see questions.

McNeace, Meche - ETA CTR 59:31

All right, So what if we reverse it and say, is there any kind of feel good stories of GPMS that anybody want to share that they've experienced, you know?

You know what about if there are any new users that are on here that have gotten comfortable using the system? That they want to share. And how did you get to that point of being comfortable as a new user?

Anybody, somebody, nobody.

Barcley, Joyce M - ETA CTR 1:00:07

I think it had a couple keywords in there.

New user.

How'd you get comfortable?

New user hmm. Comfort. Hmm.

McNeace, Meche - ETA CTR 1:00:18

Any challenges?

Barcley, Joyce M - ETA CTR 1:00:20

There you go.

McNeace, Meche - ETA CTR 1:00:22

No, there's some new users that just.
They get in there and they're like on it.

Shirley Simon 1:00:32

Thanks.

Barcley, Joyce M - ETA CTR 1:00:33

Coming Shirley has a question.
Go ahead, unmute yourself.

Shirley Simon 1:00:38

I'm garage for now. Let's see.
OK, I'm gonna OK.
Can you hear me?

Barcley, Joyce M - ETA CTR 1:00:46

Yep.

McNeace, Meche - ETA CTR 1:00:46

We sure can.

Shirley Simon 1:00:47

Alright, I am. A user learning.
New user learning and I am beginning to feel comfortable because of Miss
McNeace. She has helped me a lot to understand what's going on and I'm still trying to
do to understand it better,

McNeace, Meche - ETA CTR 1:01:06

Yeah.

Shirley Simon 1:01:13

But I'm enjoying what's going on now and I'm listening and I think it's great. I'm just
happy now to be aware that there's such a program that y'all have where we can come

in and discuss these situations that we're having. Because it was rough in the beginning. But the few times I've spoken with her, she has really helped me to feel comfortable with asking her the questions, no matter how they sound. And she was very patient. So, thank you.

McNeace, Meche - ETA CTR 1:01:50

You are always so very welcome and thank you for that.

Shirley has become my new BFF, too.

So it's like anytime you just holler, we are here for you, right?

The team is here for you and there's no ever any crazy question or anything.

That's so minimal that we're like looking at you like, why didn't you know?

So no, it's, you know, new users.

You're coming in here and.

That's what we're here for.

So thank you for that.

Shirley Simon 1:02:20

More than welcome. Thank you.

Thank you all again, thank you.

McNeace, Meche - ETA CTR 1:02:24

And Susan, I got this, Joyce. Susan, I know, I know, I know. I'm in that chain.

So they're working on it. They're working on it.

Susan, I don't know what's going on with your access and I think is they've got to figure it out. It's going to get figured out. So there you go. Susan, you are not forgotten.

Susan Bradley 1:02:48

Couldn't help myself.

McNeace, Meche - ETA CTR 1:02:50

I appreciate it though.

Cause I sit here and scratch my head too, when I see the like some of the HRM tickets that go through. It's like poor Susan. But I know I have faith. They're gonna figure this out. So, and then, did you see that, Joyce?

Barcley, Joyce M - ETA CTR 1:03:13

I'm chuckling.

McNeace, Meche - ETA CTR 1:03:20

I don't know who he's referring to.

Barcley, Joyce M - ETA CTR 1:03:24

I'm looking at the one below that.

McNeace, Meche - ETA CTR 1:03:27

Well, I'm looking at the one above it where it says no crazy questions, just crazy people.

But you know what?

I'm not even offended. cause, he's you're right.

I know you know, in order for us to do this, we gotta be a little crazy, you know, a little bit of cuckoo. So, you're right.

Question from Rita. Is there a report for workers comp codes yet?

Barcley, Joyce M - ETA CTR 1:03:51

Yep.

McNeace, Meche - ETA CTR 1:03:57

No, Rita. Not yet.

Gray, Rita (DOL) 1:04:02

Can you please ask them that? That report is so critical because it's a payment we have to make and it's one we have to do longhand if we don't get an extract for that soon.

McNeace, Meche - ETA CTR 1:04:16

I'm just. I'm sorry, Rita.

Gray, Rita (DOL) 1:04:18

Workers, just so you know, I'm complaining.

The worker comp they change and they're not correct.

McNeace, Meche - ETA CTR 1:04:21

Alright, that's OK.

But you could. Uh-huh.

Gray, Rita (DOL) 1:04:26

So when people do their entering, it changes in the middle of the night.
We've watched it, so it's a complaint.

McNeace, Meche - ETA CTR 1:04:32

I don't know.

I gotcha.

But you know what?

Gray, Rita (DOL) 1:04:35

OK.

McNeace, Meche - ETA CTR 1:04:36

I'm. I'm fixated on that beautiful hat on your head. I'm sorry.

That's all I'm all.

Gray, Rita (DOL) 1:04:40

Oh my God.

McNeace, Meche - ETA CTR 1:04:40

That's all I'm paying attention to.

I heard every word you said, but I have to be honest that I'm loving that hat.

Gray, Rita (DOL) 1:04:48

Thanks. Just remember Fairbanks, -24 Anchorage, -8 Koenine - 4, hence the hat.

Barcley, Joyce M - ETA CTR 1:04:58

Wow.

McNeace, Meche - ETA CTR 1:04:59

You need the scarf and gloves to go with that hat.

And the parka.

Gray, Rita (DOL) 1:05:03

Thanks for helping though, keeping it on the radar for us to get that report.

McNeace, Meche - ETA CTR 1:05:08

All right, we'll throw that back in there again, as a matter of fact, I'm typing it into this little side chat.

Gray, Rita (DOL) 1:05:14

Like it's Florida 87. How nice.

McNeace, Meche - ETA CTR 1:05:17

Did you see Louise's name?

Was that you? And I don't know what Byron means don't let me take your hat. I think he was channeling me cause.

Yeah, I was like, gonna send her a side message and say, can I have your hat, Rita?

Cause I'm loving that hat.

All right, Florida's 87. Wow wasn't somewhere else up. There wasn't any. No. Texas is having rain storms or thunderstorms, right?

All right.

Wilkins, Patricia A - ETA CTR 1:05:55

Tornadoes.

Barcley, Joyce M - ETA CTR 1:05:56

I just wanted to.

I just want to tell Adelia that I didn't know I was barred and I don't know what I'm barred from, so if it's something important, let me know.

Says my system says Joyce is barred.

I don't know what that means.

McNeace, Meche - ETA CTR 1:06:15

It could be where Joyce?

Wilkins, Patricia A - ETA CTR 1:06:15

Yeah.

McNeace, Meche - ETA CTR 1:06:16

I don't know.

I think Joyce is logged in, but if she hasn't logged in it could be deactivated, never barred.

Barcley, Joyce M - ETA CTR 1:06:22

No, I was in there today, so I'm not deactivated.

McNeace, Meche - ETA CTR 1:06:24

No. Oh, then I don't know.

You don't know.

We'll check it out later, Adelia.

So Florida's next week is 45.

Barcley, Joyce M - ETA CTR 1:06:38

Oh.

McNeace, Meche - ETA CTR 1:06:40

Joyce shared that she that in her state they're supposed to expect another dump of snow, right?

Barcley, Joyce M - ETA CTR 1:06:47

Well, it depends on the news forecast like we're gonna get flurries. Was in the 70s yesterday, up near 70.

Today we're gonna have flurries tonight and one of the forecasts said up to 13 inches next week, so who knows?

Wilkins, Patricia A - ETA CTR 1:07:01

Oh my gosh.

McNeace, Meche - ETA CTR 1:07:04

Who knows?

All right, we're in Maryland. So, it's in the low 70s, I think.

But it is sunny. I thought we were supposed to like rain all day, but nothing here.

Davis, Chanel T - ETA CTR 1:07:15

It's nice.

McNeace, Meche - ETA CTR 1:07:21

All right.

So we've got a few more minutes. Like...

13 more minutes. Anybody else got anything else?

Oh, so you're welcome, Rita.

Just like thanks for the waiver report.

They found one.

So yes, update those waiver factors if you want to continue to get credit for your most in need. And remember, that's a performance measure.
Alrighty.

Gray, Rita (DOL) 1:07:56

I have a comment.

McNeace, Meche - ETA CTR 1:07:58

Yes.

Gray, Rita (DOL) 1:07:58

So when the person was saying that they were putting in new host site, what I realized when my staff say that to me is they're not opening up the right hand side of the box to say that the host site is available as a host site or an employer or OJE?

So maybe that's the part they're missing too. And what I also tell my staff is don't type out everything, just type in a few letters so that you can get a dump because.

McNeace, Meche - ETA CTR 1:08:23

Mm-hmm.

Gray, Rita (DOL) 1:08:26

Otherwise, there's nothing I can do to stop them.

McNeace, Meche - ETA CTR 1:08:29

That's true cause. You may misspell the whole name.

And it won't show up. So, I remember our last training in May or was it that we were misspelling a city? Yeah, we were misspelling the city and it would never pop up. And it was because they were misspelling the city.

Wilkins, Patricia A - ETA CTR 1:08:42

OK.

Davis, Chanel T - ETA CTR 1:08:42

Yep, Yep.

McNeace, Meche - ETA CTR 1:08:46

It's like just don't type the whole city name, just type in first couple of letters.

Davis, Chanel T - ETA CTR 1:08:47

No.

McNeace, Meche - ETA CTR 1:08:51

It was funny.

So Rita is absolutely right.

Thank you, Rita.

Yeah.

Barcley, Joyce M - ETA CTR 1:09:01

And Cheryl has a question.

Go ahead, Cheryl.

Young, Cheryl 1:09:05

Yes, and this might be a ridiculous question, but it got me thinking.

How can we find out if those most in need or have been submitted or redone for the next year?

How do we how do we find that out if we're not sure?

And my team's not on the call today. So, I'm kind of putting myself out here to ask.

McNeace, Meche - ETA CTR 1:09:33

It's that most in need waiver report.

Young, Cheryl 1:09:36

OK.

McNeace, Meche - ETA CTR 1:09:38

So you want to pop it up again?

I don't know if it was Pat or Joyce that had that up.

Barcley, Joyce M - ETA CTR 1:09:42

Yeah.

Wilkins, Patricia A - ETA CTR 1:09:42

I got it.

McNeace, Meche - ETA CTR 1:09:46

And then you can go and show them in the system where they'll say "yes" or "no" right after the report. So this is the most in need waiver action report.

And it's like show current participant with pending waiver factors, which means that their pending waiver factors that need to be updated.

Young, Cheryl 1:10:09

OK.

McNeace, Meche - ETA CTR 1:10:12

It's searching and then it'll show right there, number of participants with waiver factors in need of update and current program year is 47.

Young, Cheryl 1:10:27

OK. So it'll show or it'll tell us that our numbers have been updated for 2025, let's say.

McNeace, Meche - ETA CTR 1:10:37

If you updated all 47 say this was your account, right?

Then it wouldn't show 47, it would show 0.

Young, Cheryl 1:10:47

OK.

McNeace, Meche - ETA CTR 1:10:47

OK. So, and then if we go all the way down, then it'll show you the participant table, which is the detail. And then once you export that then you can see where the durational limit is; where you need to do, but also in the report. Doesn't it show you the waiver?

Young, Cheryl 1:10:57

OK.

McNeace, Meche - ETA CTR 1:11:07

Is it from the admin console Pat?

From where they can see the yes, no.

Wilkins, Patricia A - ETA CTR 1:11:14

Yeah, let's.

McNeace, Meche - ETA CTR 1:11:14

Once you're done with that.

Barcley, Joyce M - ETA CTR 1:11:17

Actually, if you go back to the beginning... let's see if I can pull mine up.

Wilkins, Patricia A - ETA CTR 1:11:18

See how long this is gonna take?

Barcley, Joyce M - ETA CTR 1:11:25

Show current participants.

I'm gonna just grab the screen for a minute, Pat.

Wilkins, Patricia A - ETA CTR 1:11:34

Go for it.

Barcley, Joyce M - ETA CTR 1:11:37

OK.

So just scrolling down, we see the participant list. If you're looking for a specific participant, you just click on those four lines and then you scroll down and it gives you the information and it shows they're all blank.

Young, Cheryl 1:11:52

Oh, OK.

Barcley, Joyce M - ETA CTR 1:11:54

Like this person is blank and it's just this this is, you know.

Testing for or test data.

So these just weren't entered for the year. And if it's at the beginning of the program year and you're not sure the prior program year was completed, you can also do the same thing and go back and look at the previous year to make sure that the information.

Young, Cheryl 1:12:13

Go back.

Barcley, Joyce M - ETA CTR 1:12:15

Is being is being updated.

And again you just Scroll down like here, it shows it's too late, too late.

Young, Cheryl 1:12:18

OK.

Barcley, Joyce M - ETA CTR 1:12:24

Because it because of the way past PY 24. I mean it lets you do it in the first quarter of the next year, but after that you can't update the information.

Young, Cheryl 1:12:26

Yeah.

Barcley, Joyce M - ETA CTR 1:12:33

So yeah, so just that was just a little quickie.

Young, Cheryl 1:12:33

OK.

Perfect. Thank you so much. And can case managers do that screen or did you?

McNeace, Meche - ETA CTR 1:12:43

Yes, yes, yes.

Young, Cheryl 1:12:46

Also.

McNeace, Meche - ETA CTR 1:12:47

And then, yeah, and then you go to the admin console to participate waiver factors, right?

So what do you all want to show that?

Where are you? North Dakota.

Barcley, Joyce M - ETA CTR 1:13:02

I don't see waiver factors on the admin console.

Wilkins, Patricia A - ETA CTR 1:13:06

Here you go participants waiver factor.

McNeace, Meche - ETA CTR 1:13:08

Well, geez, Joyce, I'm gonna need you to close your screen for just a half a second.

Barcley, Joyce M - ETA CTR 1:13:09

Oh, there it is. Thank you.

Thank you.

McNeace, Meche - ETA CTR 1:13:16

I know, right? So there you go.

You see where it says you pull that up, it'll show all your participant and whether the waiver factor was updated. If it's all red X, that means they weren't updated. If you see a green, then they were updated.

Young, Cheryl 1:13:38

Oh, perfect.

Barcley, Joyce M - ETA CTR 1:13:39

And you can click on the name of the person Pat?

Young, Cheryl 1:13:43

Pick one, yeah.

Barcley, Joyce M - ETA CTR 1:13:45

And scroll down.

There you go.

Young, Cheryl 1:13:48

There it is.

McNeace, Meche - ETA CTR 1:13:49

And then you would have to update their waiver factors. Joie, are you there?

Young, Cheryl 1:13:52

OK.

McNeace, Meche - ETA CTR 1:13:53

Are you still with us? Do you see this?

Young, Cheryl 1:13:58

Thank you guys. Appreciate it.

McNeace, Meche - ETA CTR 1:14:00

No, you're welcome.

So this is where you go to update them.

Admin console.

Manage waiver factor or wait participant waiver factor.

I would think it'd be number six if you were.

I don't know what role this is.

Wilkins, Patricia A - ETA CTR 1:14:24

This is a grantee administrator yeah.

Barcley, Joyce M - ETA CTR 1:14:25

Hmm.

McNeace, Meche - ETA CTR 1:14:26

Oh, OK.

So it'll be a different number for case manager. So just look for a participant waiver factors.

Joie says she sees it OK.

Anything else we got going on?

You don't. You know, 3:20. We're gonna hang out to 3:30.

10 more minutes.

But before I go off, let me go sit and do my little spiel here.

Remember to log in minimally once within a 30 day period to avoid your account being deactivated.

Remember, when you go into cases and you're searching for participant, make sure you hit reset.

And let's just kind of go back and do a recap of what we covered.

Remember HRM ticket communication from the help desk will come through--

Notification will come through an e-mail, but you have to access your ticket through HRM to respond to any questions or comments by adding a new comment.

There's a glitch in the return to service for those participants that have been withdrawn that when you go to try and enroll them again, then you'll get that, you know, notification, just contact HRM and they'll work with you to get that resolved.

And Joyce did some great showing you about, where you can use the back arrow button for some couple of these reports, which was the waiver factor assignment by host agency, right. That you can use the back button.

Barcley, Joyce M - ETA CTR 1:16:13

Well, that's when you use the return to report button and it takes you all the way out.

McNeace, Meche - ETA CTR 1:16:16

OK cool. And then she showed you also how to open different cases or different tabs in a new window by holding down control and click the button or the tab and it will open. So you can have multiple tabs open.

That's what Pat likes to do she has like 10 million tabs open, so she's like, click and click on but then she'll forget which tab is what, huh?

And then Chanel covered on basically for new users to GPMS request that it has to be done through the grant administrator and you have to submit it through the HRM module in GPMS. And there is the link that was put in the chat as to where the instructions for a whole new user setup is at.

Susan, we're working on yours.

We didn't think they didn't forget.

They're working on it.

So other than that, I think that's what we covered.

Cool beans.

All right.

And we also have your suggestions. Rita's looking for that workers' comp report.

Gray, Rita (DOL) 1:17:29

Yeah.

McNeace, Meche - ETA CTR 1:17:30

Jeff is like, hey, when can GPMS be of actually a case management system?

That does all of the wonderessness at a case management system does.

Did I forget anything?

Barcley, Joyce M - ETA CTR 1:17:46

You are good.

McNeace, Meche - ETA CTR 1:17:47

All right.

So yes.

P fiscal year 26 SCSEP was funded.

Yay.

And as noted there, the program office is working on that PY 26 planning TEGL to send out to the grantee points of contact.

So other than that, I think we got it all covered for today. All right no other questions?

Thank you, Rita.

Gray, Rita (DOL) 1:18:25

Mark down.

McNeace, Meche - ETA CTR 1:18:25

We appreciate you too.

I kind of still want that hat, but OK, I'll talk to you later.

Gray, Rita (DOL) 1:18:37

You'll have to go to Nepal.

Barcley, Joyce M - ETA CTR 1:18:40

Oh.

McNeace, Meche - ETA CTR 1:18:42

That might not be a bad idea, but it looks fabulous on you.

I have to say it looks fabulous on you.

Alrighty. So as always, we thank you guys for joining us for today's session and every session that you come in and we like you all feel like you know we've collectively together has built this fabulous virtual office hours GPMS community so...

And, if at any time between these virtual office hours that you have a question or situation and just reach out to us through the SCSEPTechnicalassistance@dol.gov e-mail and we will get on a call with you, work with you, call you whatever is needed.

So we're here for you.

And then Joie has a question, all exits eligible for right of return was their official notice sent? Yes, there was January... Let me find that.

That was sent... Oh, it goes back.

Barcley, Joyce M - ETA CTR 1:20:09

Was mid-January.

McNeace, Meche - ETA CTR 1:20:11

That was early January 7th. An e-mail was sent out, changed to right of return process and GPMS. So it was a lot earlier. Let's see what that also is it. Yeah, January 7th. It was sent. So effective that day.

Alrighty. Any questions? Anything else?

No, nada?

Barcley, Joyce M - ETA CTR 1:21:10

There's nothing in the chat and nothing in the no hands raised.

McNeace, Meche - ETA CTR 1:21:17

OK.

Mauro, Kevin M - ETA CTR 1:21:19

I can stop the recording here.

McNeace, Meche - ETA CTR 1:21:21

Thank you, Sir.

Mauro, Kevin M - ETA CTR stopped transcription