

GPMS vLive Office Hours 2.25.2026 - Transcript

Mauro, Kevin M - ETA CTR 0:03

The cameras are off and you are currently muted. If you agree to being recorded at this time, you may turn on your camera or unmute yourself, at which time the agreement prompt will pop up on your screen, and you can accept. And I will give you all a moment to do that. I also ask that if you've unmuted yourself to agree to being recorded, please re-mute yourself at this time. As always, thank you for your cooperation. And now I'll hand it back to Michi and office hours are officially open.

McNeace, Meche - ETA CTR 0:37

Yay. Thank you, Kevin.

We are officially open. Welcome, everybody.

Hope everybody's having a great day so far for those whose day is just starting, good morning. Those that are like us have already started their day and it's in the afternoon. Good afternoon to you all.

We don't have an agenda for today, but we do have something we put together and what we call it is.

"Did you know" cause as you all know, sometimes we go through processes in the system and we're like, oh, we didn't know. But we wanna ask you if you guys knew. But before we get started with that. I see that we do have a person with their hand up and that would be Benjamin Rogers. Is there something you wanted to ask us before we get going?

Rogers, Benjamin, ALTSD 1:37

I was just going to ask just a kind of an office hours type question, but I can wait for the "did you know" part to be done first?

McNeace, Meche - ETA CTR 1:48

We're pretty loosey goosey here.

We could go ahead and take your question.

Rogers, Benjamin, ALTSD 1:52

OK. All right.

Very good. Thanks.

McNeace, Meche - ETA CTR 1:55

Cool beans.

Rogers, Benjamin, ALTSD 1:57

So I was wondering. So I'm relatively new to the program and GPMS so this may be elementary, but I was wondering if you go and look and participants profile they have questions like, race and ethnicity and I believe there's also sort of a homeless status or things like that, so I'm wondering beyond the quarterly performance report, is there a way to do queries and say, I'd like to find out how many of the current participants have these characteristics as opposed to other characteristics?

Rogers, Benjamin, ALTSD 2:43

Hope that makes sense.

McNeace, Meche - ETA CTR 2:49

No, it does. So technically to see the breakdown on the characteristics and other elements, it would be in your QPR. So, let me see, does anybody have a saved QPR and when I say anybody, I mean Pat or Joyce?

Barcley, Joyce M - ETA CTR 3:13

Sure we do somewhere... just a sec. Bear with us.

Rogers, Benjamin, ALTSD 3:17

I guess no, this I'm not short circuited and I'm just wondering.

I know those types of things are in the QPR but like for the specific quarter, but if I want to know on February 25th the current participants would I go through the process that I normally go to do a QPR?

Is that?

McNeace, Meche - ETA CTR 3:40

OK. So yeah, the QPR will show you the data for the quarter, right?

For whatever quarter you're running it for, so what you're looking for is if you're looking to see.

Rogers, Benjamin, ALTSD 3:45

Right.

McNeace, Meche - ETA CTR 3:53

Specific characteristics for your demographics for your participants.

You're asking if there's a report for that.

Rogers, Benjamin, ALTSD 4:01

Mm-hmm.

McNeace, Meche - ETA CTR 4:03

And there are two reports, but I don't think it breaks it down like how many participants have. I guess you can query the report. Would Joyce or Pat, either the participant extract or the current and exited participant report, right?

Barcley, Joyce M - ETA CTR 4:21

It wouldn't be the current exited that doesn't have any demographics. The only demographics that are in a report would be in your waiver report.

Barcley, Joyce M - ETA CTR 4:32

And that would only be for the specific waiver factors. The export does have that information, but it's a data dump and it's not. Sorry. Thank you.

Rogers, Benjamin, ALTSD 4:37

OK.

Wilkins, Patricia A - ETA CTR 4:40

You mean the extract?

Barcley, Joyce M - ETA CTR 4:44

The extract is just a data dump, and it goes back to the beginning of time so.

Rogers, Benjamin, ALTSD 4:49

OK.

Barcley, Joyce M - ETA CTR 4:50

You'd have to go through and find the individual participants to get all that information, then assemble it yourself.

Rogers, Benjamin, ALTSD 4:58

OK. Alright, thank you.

Barcley, Joyce M - ETA CTR 5:02

You're welcome. Pat, did you have any other?

Wilkins, Patricia A - ETA CTR 5:06

Nope. I was just gonna say the same thing. And then with the extract. Yeah, you could use that.

Wilkins, Patricia A - ETA CTR 5:11

Like you said, it's all of the information, but you could set it up and do some sorts and you know, find it that way. It may take you a little bit longer, but you know it's there. All of that info is there.

McNeace, Meche - ETA CTR 5:25

Exactly. So, Pat, what she was trying to say is if you export the participant extract report, it'll be exported into Excel and then you can always use the filters that are within Excel to sort by date and then about specific characteristics... and then you can sort by that o. Let's see.

Barcley, Joyce M - ETA CTR 5:51

Like you can start writing.

McNeace, Meche - ETA CTR 5:52

They have ethnicity, race, language. So, it does have all of the waiver characteristics, you know, disability, homelessness, things of that nature. Yes, No.

Wilkins, Patricia A - ETA CTR 6:03

Mm-hmm.

Rogers, Benjamin, ALTSD 6:04

Oh, OK.

McNeace, Meche - ETA CTR 6:04

So you can sort it by all of the “yes's”, all of all of the “no's”, under each of those categories.

Rogers, Benjamin, ALTSD 6:09

OK.

McNeace, Meche - ETA CTR 6:11

And then of course you can just filter it by dates too.

Rogers, Benjamin, ALTSD 6:15

Ok, so that's number ten and the admin console, right?

McNeace, Meche - ETA CTR 6:19

Extract reports. Yep.

Rogers, Benjamin, ALTSD 6:21

OK. All right, that's good.

That's helpful. Thanks.

McNeace, Meche - ETA CTR 6:24

Alright. Anything else before we get to... because we want to know, “Did You Know” as much as we did, we know. So to kick off today, we're going to go ahead as you guys can see, Chanel popped up the “Did You Know”, so we don't have a lot.

We only have about four of them, four or five, right?

And so what's gonna happen is that when we pop them up and say, did you know that.

Wilkins, Patricia A - ETA CTR 6:54

Yep, four of them.

McNeace, Meche - ETA CTR 6:58

Today, we're gonna focus on Host Agencies. Kind of, “Did You Knows?”

So we will also demonstrate as well. So, with that being said, let's go ahead.

I'm gonna pass it on over to Chanel, Joyce and Patricia.

To get to the, “Did You Know?”

Take it away.

Davis, Chanel T - ETA CTR 7:22

Let's kick it off with #1.

Did you know you can obtain a list of all your host agencies active and inactive?
And These are the steps. So, we're gonna go ahead and someone's gonna demo that for you.

Barcley, Joyce M - ETA CTR 7:41

Ok, I'm going to share my screen. If you could let me know when you see it.

Davis, Chanel T - ETA CTR 7:47

We can see it.

Barcley, Joyce M - ETA CTR 7:48

Super. OK, so this is the assignment by host agency's report. And if you wanted to know how to get into the report, you just go into your reports tab and you enter the grantee, the sub grantee and it takes you onto the reports page.

And so this is the way the screen defaults when you first come into it and you can see it defaults to showing only the active host agencies. And as you can see, we have 47 active host agencies. But you know, I want to see all my host agencies.

Active and inactive. So, I'm going to reset, clear those filters... It doesn't like to do that. OK. I'll do it manually. Let me just try resetting once again.

You know you can't make this stuff up. So, since it doesn't want to let me in that way or to filter that way, let me just go right in here. And I was in the assignments by host agencies, and this is one of those reports where you have to refresh to actually access the report screen. So, we just click it a few times.

And it opens up so as you can see it defaulted to where the display active is showing. And they show the summary report, which is this section, and then the organization summary are both checked.

So I want to see everybody and this only gives me two options to see the active and active assignments. So I'm going to unclick both of these, and now I'm going to hit search and watch the number of host agencies and the number of active host agencies. So we went from the 47 active host agencies to having a total of 58 host agencies and down below is where you would see all of your agencies. And you can always use the export button to export this into Excel to have a running list of all of your host agencies. And that's the end of that demonstration, Chanel.

Davis, Chanel T - ETA CTR 10:00

All right, I'm going to share my screen again.
Are you all seeing my screen?

Barcley, Joyce M - ETA CTR 10:13

Yes.

Davis, Chanel T - ETA CTR 10:15

All right. So, the second one is, did you know you can enter the host agency agreement and host agency monitoring dates in GPMS?

And I believe Pat is gonna demo this one for you all.

You're on mute, Pat. Ok.

Wilkins, Patricia A - ETA CTR 10:35

There we go. Thank you.

I have so many screens open. I was trying to get back to yours.

I'm gonna share my screen. You guys gonna have a little side view of me for a few minutes? Are you guys able to see my screen, OK?

Barcley, Joyce M - ETA CTR 10:51

Yes.

Wilkins, Patricia A - ETA CTR 10:52

OK, so like Chanel said with this particular exercise, what we're trying to do is to Show and update how you can enter and update the host agency agreement dates within GPMS. So, let's start by going to the Admin Console and we're going to select manage organizations and contacts and from here we will select a state. We want to work in Indiana today and the city. Oh, Columbus.

And it's already there cause I worked on it earlier and just a reminder, sometimes if you don't know the entire name for a particular organization, you can do what's considered like a wild card, where you can just put in an "A" or some other alphabet that may appear in the name. So, I'm gonna do that.

And it will bring up any organization that... for this particular one, since I put in "A".

That the "A" is in the name. So, I am going to select Franciscan Center and here is the agency ID. Gonna select that and then this will open up for us.

So in here you'll see all the organization details. You'll see that the organization type for this is government. You'll see the contact information. What we wanna do now is to check to see, first of all, if they're identified as a host agency. Then if the host agency agreement information is here. So, to start we want to see if they're tied to this particular grantee. So we're going to select Indiana and then for the sub grantee, we're going to select River Valley Resources.

We'll put that in and select search. And we'll see in the drop down here that indeed they are identified as a host agency and they are available.

So what we wanna do now is enter the host agency agreement date and also the last monitoring visit date. So, I'm going to select that and I'm gonna go back to January.

So we've entered January 12th for the agreement date and also the monitoring visit date. The job codes have already been defined there.

Now the other thing that we want to make sure is if the contact address is the same or if it's a different address or if the location name is different than the organization name.

For this one, we're going to leave it that the contact address is different and there's information that's entered there already. If there was a different location and we will select that and we will see a new drop down comes to enter a location name, we're going to leave it as it is. And once, we put in that host agency agreement information we'll select save. And that yellow bar, of course, tells us that it is progressing and that has been updated. We have now entered that host agency agreement and monitoring date.

McNeace, Meche - ETA CTR 14:05

Pat for clarification, when you show them how to put in the monitoring date and even also the Host agency agreement date.

Wilkins, Patricia A - ETA CTR 14:06

Alright.

McNeace, Meche - ETA CTR 14:14

They are not dates that go together.

These are dates that occur at any given time throughout the program year, and it can be separately.

Wilkins, Patricia A - ETA CTR 14:25

Correct.

McNeace, Meche - ETA CTR 14:25

So the monitoring is a separate activity that is done annually.

The host agency agreement, depending on how often the grantee updates their host agency agreement.

Correct?

Wilkins, Patricia A - ETA CTR 14:38

That is correct.

McNeace, Meche - ETA CTR 14:39

So when I go in there and I want to just put in a host agency agreement date, can I just go into my host agency? (I know it's them) and just put it in?

Wilkins, Patricia A - ETA CTR 14:40

Alright.

McNeace, Meche - ETA CTR 14:44

Or do I need to do all that extra checking check and balance that you showed us?

Wilkins, Patricia A - ETA CTR 14:52

You can just go in and put in the dates, but it's always a good idea since you're there to do the check and balance.

McNeace, Meche - ETA CTR 14:54

OK.

Wilkins, Patricia A - ETA CTR 14:58

Yep, you can just put in the date information.

McNeace, Meche - ETA CTR 15:00

OK, one doesn't have anything to do with the other.

Wilkins, Patricia A - ETA CTR 15:03

Correct.

McNeace, Meche - ETA CTR 15:04

OK. Thank you.

Wilkins, Patricia A - ETA CTR 15:06

You're welcome. You know, I just got to put the little bit of extra in there. So, we're all good.

McNeace, Meche - ETA CTR 15:11

Hey, that's all good. I just wanted to ask. Make sure.

Davis, Chanel T - ETA CTR 15:19

All right.

Wilkins, Patricia A - ETA CTR 15:20

Alright, back to you, Chanel.

Davis, Chanel T - ETA CTR 15:20

Are you all seeing my screen?

Barcley, Joyce M - ETA CTR 15:22

Yes.

Wilkins, Patricia A - ETA CTR 15:23

Mm-hmm.

Davis, Chanel T - ETA CTR 15:24

Alright. Did you know you can find host agency agreement and host agency monitoring dates in the assignment by HA report?

McNeace, Meche - ETA CTR 15:33

HA. Meaning what? Ha The ha report?

Davis, Chanel T - ETA CTR 15:34

These are this Host Agency.

McNeace, Meche - ETA CTR 15:39

Ha. Oh, where do we do that?

Davis, Chanel T - ETA CTR 15:46

Right. And then we're gonna go ahead and demo.

Barcley, Joyce M - ETA CTR 15:46

OK. I'm going to. Yeah, I'm going to share my screen.

And we're going to be back in that same report we looked at just a moment ago, which is

assignment by host agencies.

Do you see my screen?

Davis, Chanel T - ETA CTR 16:01

Yes.

McNeace, Meche - ETA CTR 16:01

You do.

Barcley, Joyce M - ETA CTR 16:02

OK. Great. Thanks. So, I wasn't looking if you were nodding, I wasn't looking at the other screen.

McNeace, Meche - ETA CTR 16:06

That's OK.

Barcley, Joyce M - ETA CTR 16:08

OK.

So for an individual host agency, if you want to see if they have their monitoring and their safety check dates in here, all you have to do is go down into the organization summary and there's a hyperlink in front of the agency name. All you need to do is click on that for the individual agency and it opens up down below the table.

And we can see that it is the same agency and it lists the participants. And you just scroll all the way over to the right. And you'll see here is where the host agency agreement date and the host agency monitoring visit date would be displayed if it was entered. Now you might say 'I want to see it for everybody. I don't want to just see it for this one particular host agency'. What you can do is, you can export. Now we're looking at everybody. We're not looking at just the active because we have the active unchecked.

So this will be for all of your host agencies. You can export that report. And I happen to have one already exported for you.

Are you seeing the report?

McNeace, Meche - ETA CTR 17:24

Yes.

Barcley, Joyce M - ETA CTR 17:25

Super.

Wilkins, Patricia A - ETA CTR 17:25

Yep.

Barcley, Joyce M - ETA CTR 17:28

And it starts with the... you can see the report summary, and it shows all the information. The 47 active host agencies. If you're going to look in the organization summary, this will give you a listing of all of the organizations and their addresses and the type of organization that it is. And that will give you a list with all of your addresses. If you want to see more information by participant, you can go there and it shows you the same host agencies again. It's in excel so you can sort it however you'd like, where you can see their addresses. The benefit of going into this part of the report, into the participant summary, is because for each participant it also shows you who the caseworker is.

It shows you if it's active. The codes, the assignments start and end date.

It also shows you the contact person and it shows you the supervisor information.

So if you're looking to contact supervisors, the participant's schedule.

The grantee information and then we have the host agency agreement and the host agency monitoring dates.

So if the information was entered, it would just all be listed here and that is where you can find the information from the host agency. The assignment by host agency report. And back to you, Chanel.

Wilkins, Patricia A - ETA CTR 18:47

Hey, Joyce.

Barcley, Joyce M - ETA CTR 18:48

Yes, ma'am.

Wilkins, Patricia A - ETA CTR 18:49

Hey, oops. I was gonna ask you before you close it out if you could look at the organization that I just updated, Franciscan?

Barcley, Joyce M - ETA CTR 18:52

Yeah.

Wilkins, Patricia A - ETA CTR 18:57

You're in Indiana, correct?

Barcley, Joyce M - ETA CTR 19:00

Correct.

Wilkins, Patricia A - ETA CTR 19:01

Franciscan and let's see if it updated in here.

McNeace, Meche - ETA CTR 19:08

She would have to run the report again.

Barcley, Joyce M - ETA CTR 19:08

I ran this report.

Wilkins, Patricia A - ETA CTR 19:12

Oh, you ran it earlier, OK.

Barcley, Joyce M - ETA CTR 19:13

Yeah, I can. If you'd like to.

Wilkins, Patricia A - ETA CTR 19:13

OK.

That's what I was trying to say.

Barcley, Joyce M - ETA CTR 19:15

You know what?

Let's just export it. We're here.

Wilkins, Patricia A - ETA CTR 19:16

Can do it from here or you can do it from here. Joyce. Yeah.

Barcley, Joyce M - ETA CTR 19:19

Yeah.

So again, we just have to do a few little refreshes for this report to open. Then we go to open the file. It just opened in the other window. We go over to the org summary.

Well, we go into the participant summary and we're going to sort by the host agency first. We have to enable the editing. And we want to sort by the host ID.

It's already sorted.

Here we go.

You said it was Franklin County.

Wilkins, Patricia A - ETA CTR 20:04

No, it's Franciscan.

Barcley, Joyce M - ETA CTR 20:06

Oh, Franciscan.

Wilkins, Patricia A - ETA CTR 20:09

Seeing it there though.

Barcley, Joyce M - ETA CTR 20:13

To make sure. You know what?

I'm in a subgrantee and it could be a different subgrantee.

Wilkins, Patricia A - ETA CTR 20:23

OK. Yep, OK, no worries.

Barcley, Joyce M - ETA CTR 20:25

So normally you could just go through here and sort and you would be able to find it and then you could go and look across, and it should update as soon as you put it in.

It pretty much updates right away.

Wilkins, Patricia A - ETA CTR 20:32

Yeah. OK. No worries. Thank you, ma'am.

Barcley, Joyce M - ETA CTR 20:40

You're welcome.

McNeace, Meche - ETA CTR 20:41

All right. So, before we move on, there is a question in the chat where Cheryl is asking, "can this be modified to takeout host sites or change information?"

So Cheryl, would you like to come on and basically tell us exactly what you mean?

Can the host agency assignment by host agency report be modified?

Young, Cheryl 21:07

Well, either.

Not exactly the report, but if you change it under your managed... your tab there, will it change it on the report? We have inactive host sites or host sites that say they no longer want to participate in the program. Can we delete them from the managed and then they don't show up anymore on the report?

Barcley, Joyce M - ETA CTR 21:37

Yes.

Young, Cheryl 21:38

OK.

Barcley, Joyce M - ETA CTR 21:39

Just a Sec. So, if you have a host.

McNeace, Meche - ETA CTR 21:42

So the organization is not deleted out of GPMS.

Barcley, Joyce M - ETA CTR 21:48

I was just going to say that. Right.

Young, Cheryl 21:49

OK.

Barcley, Joyce M - ETA CTR 21:53

So what you're going to do is and Pat showed you actually, Pat, maybe you just show your screen because you can show how to make it active, inactive in the host agency?

Wilkins, Patricia A - ETA CTR 22:04

Like, give me just a sec.

Barcley, Joyce M - ETA CTR 22:09

Because even though the host agency won't be deleted, you can make it inactive and then when you're running your report, you say you only want to see active host agencies.

Young, Cheryl 22:14

OK.

Perfect. OK.

Wilkins, Patricia A - ETA CTR 22:22

Gonna go here again and it will be for your particular grantee and subgrantee.

Young, Cheryl 22:29

Yes.

Barcley, Joyce M - ETA CTR 22:35

Oh, it's not active, it's available.

Wilkins, Patricia A - ETA CTR 22:36

Joyce, when you're.

Barcley, Joyce M - ETA CTR 22:37

Its available organization continued availability.

Wilkins, Patricia A - ETA CTR 22:38

Alright. Yeah.

Young, Cheryl 22:42

Oh, OK. What if the organization is staying in the program but they have moved offices or changed phone numbers? You can go in and change it as well?

Wilkins, Patricia A - ETA CTR 22:59

Yep, yes, you can do that here.

Young, Cheryl 23:00

OK, perfect.

Wilkins, Patricia A - ETA CTR 23:03

You can go in and either add an additional contact or you could edit a contact and this is where you can update and add an additional location name or if it's a different address you can do that here as well.

Young, Cheryl 23:14

OK.

Perfect. Thank you.

Wilkins, Patricia A - ETA CTR 23:20

You are welcome.

McNeace, Meche - ETA CTR 23:27

Alrighty.

Wilkins, Patricia A - ETA CTR 23:27

Alright, see you.

Barcley, Joyce M - ETA CTR 23:29

And we have a hand raised.

Bear with me a second while I get in there, Marie. Yeah.

McNeace, Meche - ETA CTR 23:34

Marie Flores.

Marie Flores 23:37

Hi. You know what? This the first time I realized that we haven't been doing this on our end.

McNeace, Meche - ETA CTR 23:47

Adding the monitoring and host agency agreement?

Marie Flores 23:49

Yes, but we have a file for when they renewed the agreement. We do have a file for that hard copy.

McNeace, Meche - ETA CTR 23:56

Mm-hmm.

Marie Flores 24:01

But is this mandatory?

McNeace, Meche - ETA CTR 24:05

No.

Marie Flores 24:06

OK.

Thank you.

McNeace, Meche - ETA CTR 24:07

It's just a good practice to do so.

That is also in the system.

Marie Flores 24:13

Got it.

Thank you.

McNeace, Meche - ETA CTR 24:14

No, you're welcome.

Davis, Chanel T - ETA CTR 24:20

And last but not least, did you know if a host agency becomes an employer or service provider that you should update the organization function by adding service provider and or employer to the existing organization?

These are the steps.

McNeace, Meche - ETA CTR 24:34

I didn't know that.

Davis, Chanel T - ETA CTR 24:35

And then we're going to demo. Well, now you do.

Wilkins, Patricia A - ETA CTR 24:41

Thanks Chanel and Michi. I'm gonna stay right here.

Let me share my screen again.

So I'm gonna stay right here on the organization that we had Franciscan center. Right now, they are the organization type is government. But the organization function is host agency. So, you know, great news they called. They wanna hire the participant.

So you would come back here, and you would select "add new" and from the dropdown, you'll see you always having the three options, host, agency, employer, or service provider. Since they're already a host agency, we're going to select employer and available and not available. Generally, that applies to the host agency, but if you think they're going to be hiring more, you can just select available. Once you've entered that, there's no other information that you have to enter here. You can go down and you

can save it. It's going to take a minute to update.

It'll take us back out and I'm going to take us right back in and you'll be able to see where that has updated.

Was that Columbus? No, Indianapolis.

This is what I was experiencing before for whatever reason, it's not coming up like that.

Let me see if it'll come up through Columbus.

Here we go. And you'll see now when we go here once again, there's Franciscan Center.

When we select our grantee and our subgrantee and search because remember, this is always tied to the grantee.

We'll see now that the organization function is a host agency and an employer. If they were providing services to the participant as well, you could go in again and follow that same process and just select service provider and save it.

And then this particular organization will now identify their functions will be a host agency and employer and also a service provider.

And that is that.

McNeace, Meche - ETA CTR 27:20

All right, I have a question. So earlier when you said on a host agency if they wanted to change the host agency's address, can they do it?

Wilkins, Patricia A - ETA CTR 27:20

Let's see.

McNeace, Meche - ETA CTR 27:33

Not other contact, but their address.

Wilkins, Patricia A - ETA CTR 27:37

Mm-hmm.

So under the contact address information where it says check if the address is different than the organization address, like there's a different location and also if the location name is different.

So if you uncheck that you'll see that that information goes away, but if it's checked.

Wilkins, Patricia A - ETA CTR 28:14

You can.

McNeace, Meche - ETA CTR 28:14

What I'm asking is can you correct the actual organization detail address that's already

on there on Washington Street, Columbus?
Can a user go in there and change that address?

Wilkins, Patricia A - ETA CTR 28:30

Or that I don't believe the user can do that anymore and you guys correct me if I'm wrong. At one point you could? Now, I believe it has to go through a ticketing process in order to make that change.

McNeace, Meche - ETA CTR 28:42

That's what I wanted to clarify cause earlier.
That's I believe that was the question.

Wilkins, Patricia A - ETA CTR 28:47

Yeah. OK.

McNeace, Meche - ETA CTR 28:47

So to clarify, you cannot go in there and change an existing address itself.
You can add additional contact address if you're saying just address is different you can add that, but the actual host original address that is attached to that host agency, as Pat said has to be done through a ticket with HRM.
Cool beans.

Wilkins, Patricia A - ETA CTR 29:16

Cool beans. Yep.

McNeace, Meche - ETA CTR 29:17

Alrighty.

Barcley, Joyce M - ETA CTR 29:18

And we have Cheryl with a question.
Would you like to unmute yourself, Cheryl?

Young, Cheryl 29:23

Yes, I'm just full of questions today, but.

McNeace, Meche - ETA CTR 29:26

We love it.

Barcley, Joyce M - ETA CTR 29:27

OK.

Young, Cheryl 29:31

When someone like a host site is becoming an employer, can you go in after and change that? I'll use an example, we had a gentleman that was hired during furlough, and I exited him to employment, but I did not change the host site to the employer. Can we go back and do that or just remember to do that in the future?

McNeace, Meche - ETA CTR 30:05

So.

Wilkins, Patricia A - ETA CTR 30:05

You can go back still and update it.

It wouldn't be changing it. It would still probably show as a Host Agency and an employer.

Young, Cheryl 30:12

OK, perfect.

McNeace, Meche - ETA CTR 30:14

So when she added the employer information for this participant.

What does that do? If the host agency isn't logged?

Isn't categorized as an employer.

Wilkins, Patricia A - ETA CTR 30:32

I'm not sure I follow your question, Michi.

McNeace, Meche - ETA CTR 30:34

So the host agency became the employer. So, when you go to exit for employment, you have to put in the employment information.

Wilkins, Patricia A - ETA CTR 30:42

Mm-hmm.

McNeace, Meche - ETA CTR 30:42

And so you're saying it's the host agency. So, if you do that and you're able to just put in,

so you're putting in the host agency as the employer all over again or is there a trigger in the system that says the host agency is the employer? So, that will result in us having to have the host agency categorized as employer? Or does it? The system just allows you to go and put the host agency in as an employer?

Wilkins, Patricia A - ETA CTR 31:12

So it's if I understand, it's kind of twofold. When I add it, go ahead.

McNeace, Meche - ETA CTR 31:15

So get a case, an active case, and let's exit him to employment and see what that looks like.

Wilkins, Patricia A - ETA CTR 31:23

Okie dokie.

McNeace, Meche - ETA CTR 31:27

Cause now I'm confused.

Young, Cheryl 31:34

Michi, I don't like it when you're confused.

McNeace, Meche - ETA CTR 31:38

I stay confused. So sometimes when you ask the question, I'm like that's a good question, but I'm confused now.

Oh, I'll admit when I'm confused.

Wilkins, Patricia A - ETA CTR 32:10

End dates. Cool. Interesting.

All right, what exit date do you want to use on here?

McNeace, Meche - ETA CTR 32:25

We don't care.

Wilkins, Patricia A - ETA CTR 32:28

Alright.

McNeace, Meche - ETA CTR 32:30

You don't need a termination letter date because this is employment.

Wilkins, Patricia A - ETA CTR 32:34

Okie dokie. Let's do couple months back.

So now we're going to go in and add the placement...

Bum, bum, bum, bum.

So when we're here and we're saying, was this a host agency employer?

Since it was a host agency, we're gonna select yes, and what should happen.

McNeace, Meche - ETA CTR 33:25

Yes.

Wilkins, Patricia A - ETA CTR 33:32

Is that employer that organization, Franciscan, should now be listed as an employer.

McNeace, Meche - ETA CTR 33:44

So if you click on host agency employer yes and then you got to go find that host agency and see right? search.

Wilkins, Patricia A - ETA CTR 33:51

Yeah, but we put that in, and we're gonna search and it should pop up.

So here we go.

So you don't have to go and add a new employer.

You could just select it from here and it will pre populate the information here for you.

McNeace, Meche - ETA CTR 34:08

So what if it's a host agency that's not been selected as an employer?

Wilkins, Patricia A - ETA CTR 34:08

Just the employer.

McNeace, Meche - ETA CTR 34:12

Can you delete the Franciscan and find another one?

Wilkins, Patricia A - ETA CTR 34:15

Mm-hmm.

Yep, let me see.

Just use the wild card.

I don't know.

One off the top of my head for this one.
So I don't know if any of these have been identified.

McNeace, Meche - ETA CTR 34:38

We don't want them to be identified as an employer.

McNeace, Meche - ETA CTR 34:41

Let's go with Miracle bar.

Wilkins, Patricia A - ETA CTR 34:42

Let me put it.

McNeace, Meche - ETA CTR 34:44

Is that ear or miracle bar?

I can't see.

Wilkins, Patricia A - ETA CTR 34:47

That's Miracle Ear.

McNeace, Meche - ETA CTR 34:49

Oh, so I just told on myself, right?

Wilkins, Patricia A - ETA CTR 34:54

But if they're showing here, then they should be identified already as employers.

I can put in just something off the top of our head.

McNeace, Meche - ETA CTR 35:02

Well, not really.

Let's click on one.

Let's click on the bar.

Wilkins, Patricia A - ETA CTR 35:10

So if I select Miracle Ear it's gonna have select organization if they're showing up here. If they're not an employer, nothing would be showing here.

McNeace, Meche - ETA CTR 35:13

Mm-hmm.

Wilkins, Patricia A - ETA CTR 35:20

So if I put in like, I don't know top hat.

And then do a search then I would have to add a new employer because they're not in the system as an employer.

McNeace, Meche - ETA CTR 35:36

Yeah. So, you're looking for a host agency that hired.

I don't want you to add one.

Can you cancel that one?

So if you put in a host agency that hired, and So what you're saying, if it was Miracle Ear that hired this participant you can't click on Miracle Ear because they're not an employer? Is that what you're showing us?

Wilkins, Patricia A - ETA CTR 36:07

No, I did click on it.

McNeace, Meche - ETA CTR 36:08

Well, you would.

Wilkins, Patricia A - ETA CTR 36:09

No, I clicked on it.

McNeace, Meche - ETA CTR 36:09

You didn't finish it through, you didn't finish it through.

I want you to go through the whole thing.

We got caught up on the bar. That's what it was.

Wilkins, Patricia A - ETA CTR 36:29

Yeah. The only difference is gonna be is they're there.

McNeace, Meche - ETA CTR 36:29

All right, so hold on a sec.

Can we click on there and then we select organization?

And so, is there any stopgap that stops us to say this host agency isn't noted, as an employer too, is what I'm asking?

It just allows you to keep going?

Wilkins, Patricia A - ETA CTR 36:56

Yeah, it allows you to keep going because.

We found the organization there, so they are identified as an employer.

We didn't have to add a new organization they're already an employer in the system.

McNeace, Meche - ETA CTR 37:08

But when you created Miracle Ear, it was only listed as a host agency.

It was not listed as an employer or service provider, so that's what we were demonstrating, right.

Wilkins, Patricia A - ETA CTR 37:23

Mm-hmm.

McNeace, Meche - ETA CTR 37:23

So apparently you don't have to add the employer or service provider to make them the employer of record for this participant.

Young, Cheryl 37:34

OK.

So what does this mean? Since you change, she went to this person, went to a different employer, then would this still be checked up here host agency employer? Up on the right.

Wilkins, Patricia A - ETA CTR 37:52

Here you're talking about?

Young, Cheryl 37:54

Yes.

McNeace, Meche - ETA CTR 37:54

You would only check that if they were hired by the host agency.

Young, Cheryl 38:00

By that particular host agency.

Wilkins, Patricia A - ETA CTR 38:01

Alright.

Young, Cheryl 38:03

And then she checked.

McNeace, Meche - ETA CTR 38:03

Their host agency.

Young, Cheryl 38:04

No. OK, OK.

Wilkins, Patricia A - ETA CTR 38:06

Alright.

McNeace, Meche - ETA CTR 38:07

And if they were hired by another organization, that's not your host agency, then you would check no.

Young, Cheryl 38:13

I check no. Perfect. OK, thank you for going down that side quest there.

McNeace, Meche - ETA CTR 38:19

Hey, that's what we do.

Wilkins, Patricia A - ETA CTR 38:20

No worries.

McNeace, Meche - ETA CTR 38:22

Go down those side quests. You know rabbit holes in.

Barcley, Joyce M - ETA CTR 38:24

Rabbit holes.

Young, Cheryl 38:25

Yeah. Perfect.

Wilkins, Patricia A - ETA CTR 38:26

Yeah.

Barcley, Joyce M - ETA CTR 38:26

Rabbit holes. We do have some questions.

So Susan's asking, can we delete old host agencies that are no longer around?

Wilkins, Patricia A - ETA CTR 38:32

OK.

McNeace, Meche - ETA CTR 38:38

No, you just mark them as, what was it, Pat?

What was the term that?

Wilkins, Patricia A - ETA CTR 38:45

You can mark it as not available.

McNeace, Meche - ETA CTR 38:49

Yeah, not available.

But they'll stay in the system.

Barcley, Joyce M - ETA CTR 38:55

The next question comes from Suzanne.

Can you send us where you send the ticket for an address change for host site?

McNeace, Meche - ETA CTR 39:05

Or somebody just pop up their screen and show them the HRM site.

Wilkins, Patricia A - ETA CTR 39:10

Here we go. So, you just click help request at the top.

To begin the ticket and to enter your information.

McNeace, Meche - ETA CTR 39:25

And then when you would do is just say "add new help request" at the blue button down here. Then you would put in your, if you're signed in, it'll show your username and then you would select your grantee. You should only see your grantee when you click on the drop down like that. Then your sub grantee, if you're associated with the sub grantee, it'll automatically only show you that and then you would put in your request subject in this case is to change host agency address.

And then the topic. The topic is a required field. Then we would have to find the appropriate topic, which would be.

Wilkins, Patricia A - ETA CTR 40:19

Would be organization changes, yeah.

McNeace, Meche - ETA CTR 40:19

There you go. Yes. Yeah.

And then you would put the information and the details down there.

Change XYZ organization address from to whatever the new address is. And then you would hit send and that would submit your ticket.

Wilkins, Patricia A - ETA CTR 40:46

And then in regards to screenshots for this particular request is it necessary?

McNeace, Meche - ETA CTR 40:49

I don't see why you would need to take a screenshot, because you're gonna just show the old screenshot, the old address, so down here you're just saying change it to this new address, but if you did have screenshots, you need to save it to either a Word document or PDF and then you can upload it. Then submit and then they will communicate with you through your ticket.

So you will have to come back. You'll get an e-mail that says from the US Department of Labor and then you'll see a bunch of content, and then you'll see a section where it says comment and things.

So if there's a comment in the e-mail you can't reply to that e-mail, you have to log back into your HRM and then go and click on your ticket.

And then you would communicate that way.

So if you close this, Pat.

And you click on your first ticket- 601. So if that was your ticket and if you have any communication, you'll see it in the comments down here.

Go down and then if you want to respond back, you would add a new comment underneath the latest comment there.

And then you would respond back that way.

So just remember when you get the e-mail, don't respond to the e-mail.

Your response isn't gonna go anywhere.

You have to come back to your ticket to do so.

So I hope we answered the question.

Barcley, Joyce M - ETA CTR 42:26

And there was a second part to that question, saying asking what if there is a duplicate host site.

What do we do then?

McNeace, Meche - ETA CTR 42:33

You're gonna have to submit a HRM ticket too.

Suzanne Reinstein 42:36

OK.

McNeace, Meche - ETA CTR 42:40

Is it a duplicate host site with all the same information or is it a duplicate somebody created? There's a host site, ABC organization, and then there's a satellite office and then you created another ABC organization, and you know, so it could be different kind of case scenario. So, it would be just submit a ticket.

Suzanne Reinstein 43:03

OK.

Barcley, Joyce M - ETA CTR 43:05

And Sonia had a kind of a similar situation where she created a duplicate ticket or duplicate host agency, and she wanted to know if that can be merged. So, it would be the same process, wouldn't it? Submitting the HRM ticket.

Wilkins, Patricia A - ETA CTR 43:24

I would think so, yeah.

McNeace, Meche - ETA CTR 43:24

I would. Yep, suggest you do that.

Barcley, Joyce M - ETA CTR 43:29

Great.

McNeace, Meche - ETA CTR 43:30

And let the help desk folks work you guys through what would be the best-case scenario in this situation?

Barcley, Joyce M - ETA CTR 43:31

Cool. So Wanda's asking if you've already covered this, I apologize.

We have several new users and would like to see how to add a new host agency that is pending assignment.

McNeace, Meche - ETA CTR 43:53

So in order to assign a participant to a host agency, the host agency has to exist in the system.

Wilkins, Patricia A - ETA CTR 43:54

Yep.

McNeace, Meche - ETA CTR 44:00

So are you wanting us to go through how to add a new organization as a host agency?

Wanda Payne 44:05

Yes, yes. How to add a new organization pending the assignment of a participant. The participant hasn't been assigned yet, but from time to time, we do get organizations that are willing to come on board weeks before the assignment.

McNeace, Meche - ETA CTR 44:28

No worries. All you need to do is just add the organization as the host agency and then when you're ready to assign the participant to their community service assignment, that's when you can do it after the host agency's been added.

Wanda Payne 44:34

Mm-hmm.

McNeace, Meche - ETA CTR 44:42

So Pat or Joyce can walk you through how to add a new organization.

Barcley, Joyce M - ETA CTR 44:49

You got it, Pat.

Wilkins, Patricia A - ETA CTR 44:50

Alrighty. Yep. So ideally like you guys were saying, you would add it at the assignment point, but since they haven't been assigned, you can go ahead and add the

organization. And like Michi said, once they are assigned, the organization will be there, and you can just select it. So, I'm gonna stay with Indiana.

This is always gonna start with a search, just to make sure the organization is not already existing in the system. I'll go back to my top hat. So you're gonna search for it. You're gonna see that it's not in the system.

So this is where you would select add.

And the system is a wee bit slow today, so bear with us. And it's just gonna ask you again just to verify that name to make sure you know that they're not already in the system.

And from there you'll select add and it will bring up all of the details that you'll need to enter this particular organization in the system to start with instead of for profit or not-for-profit or government. If we're saying it's a host agency, then we know it has to be either not-for-profit or government. So, we're going to say not-for-profit. If you have the FEIN number, great, you can enter it here.

The address, street, if there's a suite or anything you enter here.

The city.

I can't type today.

I don't know. Let's go with that.

And this is where you would enter the contact information.

Title.

And because there are no other contacts listed in the system, because this is a new organization, it's automatically going to default and make them the primary point of contact.

Cell phone number.

And then over here is where we're going to set them up as a host agency.

So we'll go and select the grantee and the sub grantee. Again, we'll do a search, and we'll see that nothing comes up for them because they're a new organization.

So we're going to select add new.

And we're going to identify them as a host agency. We'll say they're available, and if we have this information, then we could enter it now the agreement date.

But if we don't, we can come back and update that so you would select add.

That organization has been added. So, when you are ready to assign the participant to that organization. When you do a search next time you should be able to select it and you won't have to put in all of that information.

You'll just have to put in the dates, and if there's a different contact and any other information that you need to update, oops, I put an S on the end of that.

So there's the organization that's been added to the system.

Good. Any other questions about that?

Wanda Payne 48:49

No, I thank you for that illustrate.

Wilkins, Patricia A - ETA CTR 48:53

Oh, you're very welcome.

Barcley, Joyce M - ETA CTR 48:58

Let's see.

McNeace, Meche - ETA CTR 48:58

Excuse my background noise.

Barcley, Joyce M - ETA CTR 49:02

Suzanne says that she's new and they've started watching the videos on Workforce GPS, but we're wondering if there's training, a manual for GPMS for the SCSEP program. I did put into the chat the link to the GPMS documents that are available online, and there you can find the user guide as well as data collection, handbooks and other documents for GPMS.

McNeace, Meche - ETA CTR 49:32

All of that information- hold on Joyce.

McNeace, Meche - ETA CTR 49:34

All of that information is also available on Workforce GPS under the GPMS tab as well. The user's guide and any of the other data collection handbook, they're all there too, OK.

Barcley, Joyce M - ETA CTR 49:48

Super, super. Lots of places to look. Thanks, Kevin.

He put in the link to the Older Worker Community.

And with that, I don't see any questions in the chat or any hands raised.

McNeace, Meche - ETA CTR 50:09

Right. We're just a little bit under 3 PM. I feel like we've been we were here longer than you know in a few minutes.

Are there any other questions? I know that Sherri put down that we actually covered the host agency stuff.

This was the questions she brought today.
So we actually answered... See, we were channeling her.

Barcley, Joyce M - ETA CTR 50:33

Yahoo. Harold's asking, could you please show how to end a break in participation?

McNeace, Meche - ETA CTR 50:42

Oh, we can do that.

One's easy.

Wilkins, Patricia A - ETA CTR 50:48

OK.

McNeace, Meche - ETA CTR 50:48

And the look on Pat's face, it looked like she was looking for one, right?

Wilkins, Patricia A - ETA CTR 50:53

I am. Oh cool.

I didn't have to even reset. There's one that's here, so let's go and pull up Ms. Blalock.
Suddenly. OK. So, we see the status is active on break.

So what we're going to do is we're going to go over here to assignments.

Oh, I hate these.

So this transferred assignment thing.

And what we're gonna do is we're gonna go to approve breaks here in the middle of the page. And for some reason I don't have an edit on this one.

I only have a delete, so let me find another participant that wasn't transferred over.

So bear with me just a second guys.

Davis, Chanel T - ETA CTR 51:59

I was saying it was someone on second page Pat. If you just wanna.

Wilkins, Patricia A - ETA CTR 52:04

OK. Trying to see if any of these belong to me.

Here's one, yay. Say no.

That's the Sherry Blalock one.

Let me see. Bear with me, guys.

Find one where I can hopefully edit it.

Let's try this one. There we go. Approve breaks.
Hmm.

Barcley, Joyce M - ETA CTR 52:59

Click on the break ID.

Wilkins, Patricia A - ETA CTR 53:02

Yeah.

McNeace, Meche - ETA CTR 53:05

And then click edit.

Wilkins, Patricia A - ETA CTR 53:06

Yes, thank you. Very thank you.

So if you... before they had an expected end date, if you have the actual end date, this is where you would go into the system and put that actual end date.

So I'm gonna just pick a date.

Oops, sorry. Let me just use the calendar.

And you've now put an actual end date. You'll save that.

When you go back in now, you should see the actual.

McNeace, Meche - ETA CTR 53:54

You hit summary, click on summary.

Wilkins, Patricia A - ETA CTR 53:55

And they. Yep, yep. We could go here also, here's the actual end date.

McNeace, Meche - ETA CTR 53:59

Yeah.

Wilkins, Patricia A - ETA CTR 54:00

It's right here.

McNeace, Meche - ETA CTR 54:01

But if you click on summary.

Wilkins, Patricia A - ETA CTR 54:02

But like Michi, you said, if you go to summary.

McNeace, Meche - ETA CTR 54:05

It'll show them being active now and off break.

So technically it's when you go to take a person off break, you would find your participant who is on break. You would go to their summary, then you would go to their.

McNeace, Meche - ETA CTR 54:25

To where was it? Assignment and then it'll show those that are on break. You would click on the break ID, right?

Wilkins, Patricia A - ETA CTR 54:28

Assignments.

McNeace, Meche - ETA CTR 54:36

And then.

Wilkins, Patricia A - ETA CTR 54:37

Yeah, you go to approved breaks.

McNeace, Meche - ETA CTR 54:38

Approve break and then you click on the break ID to end the break.

Once you do that, you just enter the date, etcetera, etcetera and then the break should be ended.

Wilkins, Patricia A - ETA CTR 54:53

Yeah, you'll see that expected end date, but now you'll see that an actual end date has also been added to that break.

Suzanne Reinstein 55:01

Is it time in the program?

Like when they were on break that doesn't count against them then does it? Ok.

McNeace, Meche - ETA CTR 55:06

Exactly.

Wilkins, Patricia A - ETA CTR 55:08

Correct. Yeah.

McNeace, Meche - ETA CTR 55:08

Yeah, it stops their durational clock from continuing.

Suzanne Reinstein 55:13

Thank you.

McNeace, Meche - ETA CTR 55:14

You know you're welcome.

Barcley, Joyce M - ETA CTR 55:16

And Harold also asked, is it important to put a comment along with the removal?

And I presume the ending of the break.

McNeace, Meche - ETA CTR 55:22

Umm.

Wilkins, Patricia A - ETA CTR 55:23

Oh.

McNeace, Meche - ETA CTR 55:25

I would say yes, because, you know, even though this has doesn't have the case note capability, but the comments can be used as that.

So, adding a comment would be always a good practice.

And also remember that when you end the break, make sure when you end it that this participant is either got a new assignment and starting immediately or they're being exited from the program. You can't end the break and just leave him on active with no other activity to go with it. Because once you end the break the Durational Limit clock starts ticking again.

Wilkins, Patricia A - ETA CTR 56:03

And you'll see here that it does not show a current assignment. This assignment that they had before that ended. So, like Michi is saying you either have to provide a new assignment or an exit for them.

OK.

Barcley, Joyce M - ETA CTR 56:23

And with that, I don't see any more questions in the chat or hands raised.

McNeace, Meche - ETA CTR 56:29

OK.

Well, everybody knows we're here till 3:30 regardless. So, we're gonna be hanging out here for another 30 minutes. If you guys can hang out with us if you like or if you have, you know, other things you wanna go do besides hang out with us, our feelings will not be hurt, I promise you, maybe a little bit, but. We'll be here until 3:30, so if you leave and you're like, oh, I have a question, you can always just log back in, and we'll be here for you. But in the meanwhile, we'll just hang out here to see if anybody has any other questions or anything else you would want us to walk you through.

So until then, and before, even though it's a little bit early, I just want to do my little two reminders. Always, always, always when you go into your cases page and you're getting ready to look for a participant, always make sure you hit the reset.

Reset is your friend and also: ensure that if you're not always in the system for those that are not always in the system, just make sure you log in at least once or twice within a 30 day period. If you don't want your account to be deactivated.

Cause, because if you don't log in and it's past 30 days, you're risking the chance that your account is going to be deactivated and if it's deactivated, you try to log in, you'll get an error code. Then you would need to submit an HRM ticket in order for you to do that. Since you're locked out of the system. Is either have a colleague submit it for you, or you can always send an e-mail to SCSEPTechnicalAssistance@DOL.gov and we will submit the ticket for you to get your account reactivated.

All right. So here we are. And you're very welcome NCBA.

Mauro, Kevin M - ETA CTR stopped transcription