

Transcript for vLive, March 26, 2025

Byrd, Jada M - ETA CTR 0:03

Select yes.

And if you can unmute or turn on your cameras, I'll give you all a moment to do that.

And if you've unmuted your mic to accept being recorded, please remember to re-mute and I'll hand it over to Michi.

McNeace, Meche - ETA CTR 0:21

Thank you, Jada.

I know you all are so used to hearing our fabulous. Lauren, do that first introduction, but unfortunately Lauren is joining us, but she's got a little, you know, a little something going on with her voice.

McNeace, Meche - ETA CTR 0:41

So she's trying to save her vocal cords today.

McNeace, Meche - ETA CTR 0:45

Say hi, Lauren.

You're here with us.

So welcome everybody to our March 26 virtual office hours for GPMS. I can actually officially say this time Happy Spring because the official day for spring was March 20th, so I hope things are warming up across the country for all of you all, and pretty soon all the allergies that kick in and all the blooms and everything else, and it will just be sniffing and sneezing and going through all of that, taking allergy meds right?

So again, welcome.

Today we don't have any release notes to share or demo this go around since nothing has come out. So, we are going to open up this session with you all and see if you guys came with any questions, anything you want to share with us today, anything you want to talk about.

If so, you know you guys know the drill.

Hands up or put them in the chat.

Yeah.

Barcley, Joyce M - ETA CTR 1:51

Hey, we have. Let's see in the chat.

Somebody saying hello.

Byron saying hi, New York Lauren. And we do have a hand raised from Deborah.
Feel free to unmute yourself, Deborah.

Deborah J. Matiska 2:09

Good morning, everybody.

I am just wondering if there has been any information on the equitable distribution, when that's going to get squared up, we have got, there's all kinds of incorrectness going on.

We have incorrect numbers of slots.

We have counties that are not even appearing on there, all kinds of things. So just curious if there's been any update on when that's gonna get fixed.

McNeace, Meche - ETA CTR 2:48

We don't have any kind of timeline to update you with Deborah, but I do.

I thought that Crystal, your grantee, is on top of it.

I think she's, you know, looking into it or working on resolving it and things of that nature.

So I would suggest, Deborah, that you check with Crystal at the National Office, your National Office.

Deborah J. Matiska 3:16

Yeah, we've got it across all six of our grants, so they're all.

McNeace, Meche - ETA CTR 3:16

Meaning Easter Seals.

Deborah J. Matiska 3:21

They're all messed up, so I guess we'll just wait to hear.

McNeace, Meche - ETA CTR 3:27

Yeah, yes, yes, I know.

You know unfortunately, but check in with Crystal Odom.

Check in with Easter Seals National.

OK.

I'm sure it will get resolved soon.

Any other questions? Do we have out there?

Anything anybody wants to talk about?

Barcley, Joyce M - ETA CTR 3:50

I don't see any hands raised.

Yeah, there's nothing in the chat.

McNeace, Meche - ETA CTR 3:57

But it can't be a slow day, a slow Wednesday.

OK.

So maybe somebody will share.

What is it about the GPMS virtual office hours that you all like?

Why do you come?

Can somebody share?

Why do you guys come?

We're interested.

There's a bunch of.

Anybody could put it in the chat if you're shy.`

I can speak for us.

We come and we have these virtual office hours because we find it to be very useful for you all and we wanted to make sure that you all had a platform that you can come to at least bimonthly, that you can come and talk about any challenges you're having with GPMS or you know if you, I mean it also is turned into where the platform also provides kind of that peer-to-peer sharing, right, best practices and what challenges one of you may be having somebody else is having.

So they come and they learn from that.

So we're just happy to be here to be able to provide this opportunity and this platform for you all to come and join us.

And share.

So we see things in the chat, right, Joyce?

Barcley, Joyce M - ETA CTR 5:26

Yeah, everyone is pretty much saying what you just said, that they learn something coming for community, learn something new each time, education, to learn more and be part of the community.

I'm still learning GPMS, and I find it useful and take notes. I'm new to overseeing SCSEP and this is an opportunity to learn GPMS, but we did have a question from Alicia, a newbie question.

She says, can you provide any information on how and when to use the wait list?

McNeace, Meche - ETA CTR 6:00

Oh, that's a good one.

Joyce, you wanna jump on it?

Barcley, Joyce M - ETA CTR 6:04

Oh, sure, Michi.

So, Alicia, anytime you have an applicant who you don't have a host agency for, you've gone through the whole eligibility process and so forth. You can put them on the wait list.

So when the opportunity for an assignment comes up, you'll have all their paperwork and everything already in the system. You can also remove somebody from the wait list by just withdrawing them if they decide, no, I don't feel like, you know, I've been on the wait list for a while.

My situation's changed. I don't want to be in the program. So you can withdraw the application at that time.

Just remember the distinction that the wait list is for applicants and not for participants.

So as soon as an applicant is assigned, they are now a participant.

So when they're assigned to a host agency, so that's the distinction and the wait list is kind of like a waiting place for people just waiting for an assignment.

And you can use it as you'd like from there.

Did you have any other questions about that, Alicia?

Feel free to unmute yourself.

Halle, Alicia 7:19

No, thank you.

I think that answered it.

Barcley, Joyce M - ETA CTR 7:21

Fantastic.

Let's see, we have a question from Dion saying when will the persistent unemployment table be updated on Workforce GPS?

McNeace, Meche - ETA CTR 7:38

We don't have the any updated table yet, the last the year that is currently on the COP is 20 to 2022.

I don't recall us receiving an updated persistent unemployment table.

But you know what?

We're going to check into that, good question.

Thanks Deon.

It's kind of like, you know things we don't use on a regular or at all for us that you know which is kind of skips our attention. So now we'll go and check into that for sure and let you guys know.

Barcley, Joyce M - ETA CTR 8:13

Great Sherri has a question about is there any grantee sub recipient that has paperless enrollment and intake forms?

McNeace, Meche - ETA CTR 8:27

You know what?

There are grantees that are out there.

I would have to gear you towards more so the national grantees like Easter Seals has a CRM system, which is a case management system or so maybe reach out to Crystal Odom with Easter Seals, let's see.

We do know that NCOA has their own case management system as well and we can put their e-mail address in the chat for you guys.

So you can reach out to them and talk to them about their system.

Cool beans Sherri.

All right.

Anything else?

Barcley, Joyce M - ETA CTR 9:16

Yeah. Let's see.

Oh, Jan is just commenting that she likes coming to office hours to gain additional information pertaining to the changes and updates.

McNeace, Meche - ETA CTR 9:28

Thank you.

Barcley, Joyce M - ETA CTR 9:30

And we got a number of thank yous.

And that I don't see any other new questions.

McNeace, Meche - ETA CTR 9:41

What? Nothing new today. Things you're working on.

Barcley, Joyce M - ETA CTR 9:48

Oh, Deon saying that yeah, they're using Salesforce at Easter Seals, and he put his e-mail address.

McNeace, Meche - ETA CTR 9:48

Deon says, oh, OK.

Barcley, Joyce M - ETA CTR 9:54

Thank you, Dion.

McNeace, Meche - ETA CTR 9:56

Thanks, Dion.

Barcley, Joyce M - ETA CTR 9:59

Oh, look at Joie's asking. Are we still using the RUCA table dated 1/23/24?

McNeace, Meche - ETA CTR 10:06

Is there?

Is there a RUCA table date at 1/23/24?

I don't think there is a one date at 24.

Are you referring to 2010?

Joie

Barcley, Joyce M - ETA CTR 10:25

Feel free to unmute yourself, Joie.

McNeace, Meche - ETA CTR 10:36

We'll come back to Joie.

Barcley, Joyce M - ETA CTR 10:39

Okey Doke. Enock's asking if the date for the pending Q2 data freeze has been identified.

McNeace, Meche - ETA CTR 10:48

I haven't heard.

Have Pat, Joyce have you heard?

We are unaware of that at this point in time, Enock.

Barcley, Joyce M - ETA CTR 11:00

That would be a good question for the next all grantee call.

McNeace, Meche - ETA CTR 11:01

Sorry.

Barcley, Joyce M - ETA CTR 11:08

Let's see.

And they thank you with a :).

And I don't see any other questions and I don't see any hands raised.

Whoops, RUCA by ZIP code is on the BCT website dated 1/23/24.

That's from Ross.

McNeace, Meche - ETA CTR 11:35

I'm going to check.

Stay tuned.

Anything else we have while I'm checking?

Barcley, Joyce M - ETA CTR 11:53

And we have a hand raised from Maria.

Would you like to unmute yourself and ask your question? Looks like you're unmuted.

Ask your question.

Marie Flores 12:00

Yes, my question is we have two participants whose durational limit is next year.

So we are doing their, we are putting together next years for letting them know that next year will be their durational limit, however, their host agency wants to extend their participation in the program for another 36 to 37 months and when I look into GPMS manage extensions, do we have to wait until year 2025 to put an extension to the so-called participants in GPMS?

McNeace, Meche - ETA CTR 13:01

So Marie, the first question we would ask you is does the grantee have a durational limit policy that provides extensions?

Marie Flores 13:11

Well, I'm we're going by the data validation handbook.

McNeace, Meche - ETA CTR 13:15

So you can't go by the data validation handbook for durational limit, individual durational limit extension.

So the rule for individual durational limit is all participants have up to 48 months in the program unless a grantee has an approved policy that allows extension, and then if they allow extension, it'll be under 2 criteria's.

One is if a participants meet any one of the how many waiver factors. Joyce, 9? I believe 9-8 or nine, I think, yeah.

Barcley, Joyce M - ETA CTR 13:50

That's seven. Seven. Yeah, around there somewhere.

Marie Flores 13:53

They meet all the waiver factors like disabled.

McNeace, Meche - ETA CTR 13:56

But the question is, Marie, you have to understand, does the grantee have a policy?

Marie Flores 13:59

OK.

McNeace, Meche - ETA CTR 14:01

The policy is your driving document. If you have a policy that allows extension and it says option two, policy is if they meet any of the waiver factors then you can give them a one-time extension, two time extension, whatever that policy states, right.

Or the policy can say we give an extension if they have a subset, so they said if they meet any one of these set of four or five or nine waiver factors.

So in order for an extension to be given to any participant past the 48 months, that's what you need to know is whether or not the grantee has a policy to do so. If the grantee does not have a policy and does not allow extension, you cannot extend a participant regardless pass their directional limit date.

Marie Flores 14:58

And who? On our side. California is the grantee. We are PSA 10. Yeah. PSA 10. We.

McNeace, Meche - ETA CTR 15:06

California State.

OK. And who's your subgrantee?

What's your subgrantee name?

Marie Flores 15:14

PSA 10.

McNeace, Meche - ETA CTR 15:17

PSA 10 belongs to. What's your organization name?

Marie Flores 15:20

Source wise.

McNeace, Meche - ETA CTR 15:22

OK.

All right.

So you're a sub grantee to CDA, California Department on Aging.

Marie Flores 15:28

Yes, yes.

McNeace, Meche - ETA CTR 15:30

Alright, I do not think California Department of Aging has an extension policy.

Let me check.

Barcley, Joyce M - ETA CTR 15:38

They do not.

Marie Flores 15:38

OK.

McNeace, Meche - ETA CTR 15:39

Let me double check.

Barcley, Joyce M - ETA CTR 15:40

They don't.

Michi, I'm there now.

They have option one.

McNeace, Meche - ETA CTR 15:45

So they do not provide extensions. What that means, they do not provide extensions, so you cannot provide any extension to any participant beyond the 48 months.

Marie Flores 15:45

What? What is option one?

So we need to address it to our CDA contact then to see if we.

McNeace, Meche - ETA CTR 16:09

Now it doesn't matter.

You can't provide an extension.

They can't just arbitrarily change it for a handful of participants.

They can change their entire policy, but that means everybody under CDA would be able to get an extension based on whatever their policy is. In your case, it's the host agency that wants to keep them. So, your scenario that you provided us was that.

Marie Flores 16:33

Yes.

McNeace, Meche - ETA CTR 16:38

You have a couple of folks that are.

Going to reach their durational limit next year.

Marie Flores 16:43

Yes.

McNeace, Meche - ETA CTR 16:44

And so your host agency is asking, can they be extended an additional you said 36 months or something and the answer is no.

Marie Flores 16:53

Yes.

OK. Because.

Barcley, Joyce M - ETA CTR 16:56

They can be if they hire them.

McNeace, Meche - ETA CTR 16:56

They cannot be extended unless, well, yeah, if they.

Marie Flores 17:01

I know that's what we're trying to do.

And The thing is, they didn't seem to want to hire them, but they want to extend it.

That's the only thing is every year that we do the recertification, we always ask them, but they don't want to.

McNeace, Meche - ETA CTR 17:11

So they can't.

Well, yeah.

Marie Flores 17:20

And also as for waiver factors, what do you mean by waiver factors to be considered?

McNeace, Meche - ETA CTR 17:29

Let us put those waiver factors in the chat for you, OK?

Marie Flores 17:33

Is this the most in need?

McNeace, Meche - ETA CTR 17:37

They're, yeah.

Marie Flores 17:38

OK, then yeah, OK.

McNeace, Meche - ETA CTR 17:40

But.

So but for durational limit, Pat just put those in the chat.

So again, Marie the grantee themselves, CDA is the one who governs the policy, if you will. OK.

Marie Flores 17:58

Oh, OK.

McNeace, Meche - ETA CTR 17:59

And so it is not on the sub recipients you guys.

Unfortunately, you have no autonomy on having your own individual durational limit policy, so at this point in time, as the grantee which is CDA has no extensions.

So unfortunately, you're gonna have to tell your host agency what everybody is putting in the chat is if they want them, they need to hire them.

Marie Flores 18:18

OK.

McNeace, Meche - ETA CTR 18:28

But unfortunately, when they're 48 months is up, they're done.

Marie Flores 18:33

OK.

McNeace, Meche - ETA CTR 18:35

Will have to, you know, be exited for durational limit at their time.

Marie Flores 18:40

Got it, got it.

McNeace, Meche - ETA CTR 18:40

So you have this last year, I would assume this last year to work with those participants getting ready to exit for durational limit and maybe the host agencies could find some funds to hire them.

Marie Flores 18:48

But.

Yes.

That is the issue that we have with them.

They don't want to hire them.

McNeace, Meche - ETA CTR 19:03

No, you know.

Marie Flores 19:04

Oh well, I addressed it.

Well, we addressed it and let me, I don't. Our director is in Sacramento right now for a meeting, so I will update her when she comes back from the meeting.

McNeace, Meche - ETA CTR 19:24

OK.

All right.

Sorry.

Marie Flores 19:29

Because, because, yeah, you tried.

But the thing is, we are going by the DV handbook and it's there.

McNeace, Meche - ETA CTR 19:40

Only if you have a, the key is only if a grantee has an individual durational limit policy that says they will provide an extension.

That's where the DV handbook comes into play.

What you need to do in order to update, you know, make sure those waivers are updated. But also, you know which waiver factors are used and must be in the system for that extension to happen.

So again, the driving forces that policy doesn't matter what. Yeah.

Marie Flores 20:14

OK.

OK.

Thank you, you answered my question.

McNeace, Meche - ETA CTR 20:19

Oh, you're welcome.

Sorry again.

Marie Flores 20:23

No problem, no problem.

Barcley, Joyce M - ETA CTR 20:28

Jeff is going back to the RUCA question. It says with the last GPMS release.

Is RUCA still something we are using since the system now is supposed to automatically determine rural urban based on ZIP code.

McNeace, Meche - ETA CTR 20:43

I left a discussion earlier about the RUCA table that is used.

So basically, let's say this in the data collection handbook. It does say that you need to use the table that's in the system.

There is a table in the system.

It's, you know, 2010, but that is the most recent table that is available, so the suggestion or advice we would give you is yes, you would use what is in the system for now until it is updated or additional guidance is given to everybody from the department.

I hope that answered the question.

Barcley, Joyce M - ETA CTR 21:31

Sounds good.

Jean just added about the participants durational leaving the program next year.

She's suggesting that the participants be rotated to a new location, and with that we do have Emmanuel with his hand raised.

Emmanuel, would you like to unmute yourself?

Emmanuel Miller 21:56

Oh, first of all, good afternoon, everybody.

I hope you're doing well.

It has been a while.

Barcley, Joyce M - ETA CTR 22:01

Thank you.

McNeace, Meche - ETA CTR 22:01

Hi.

Emmanuel Miller 22:03

Since I got up here to complain.

McNeace, Meche - ETA CTR 22:06

What? You came to complain?

Emmanuel Miller 22:07

I missed our last office hours so I'm not sure it was already mentioned, but I am once again experiencing hours being deleted in GPMS.

All throughout my affiliate board, I had one affiliate lose all 116 participants Q1 data. So I just wanted to share that. I put a ticket in fyi I believe, but I just wanted to share that out in case nobody else has seen it.

McNeace, Meche - ETA CTR 22:44

Thanks for sharing that.

We hadn't heard that in quite a while, so thanks for sharing it and I'm glad to hear that you did put in a Zendesk ticket.

Yeah. And I can hear.

I can imagine how frustrating that could be.

I made a note too to say that this was shared during vLive again.

All right.

Thanks Emmanuel for sharing that.

Barcley, Joyce M - ETA CTR 23:23

We have Marie with her hand raised. Go ahead, Marie.

Marie Flores 23:26

Yes, yes. To add to that, the number of hours when we put in the manage hours, I agree, sometimes the hours after you enter it, it disappears, and we keep on entering. It just doesn't want to accept it.

And it keeps on disappearing.

So every hour on the hour I keep on entering the right number of hours, then it disappears.

So I wait for another day and then, you know, I enter it again and I keep on entering it the same way and sometimes it just saved it and but that's my issue on that manage paid hours.

And also secondly on the GPMS, any location that's appearing in the GPMS for recertification and assessment, the six month monitor, even if it's not in our location, it is showing other PS locations.

McNeace, Meche - ETA CTR 24:41

So you're saying that when is it in your task list that you're showing participants that belong to another subgrantee.

Marie Flores 24:45

Yeah.

Yes, yes. And I keep on, I address it to GPMS help desk and they said you know just

cross it off to dismiss it, but it still it's not getting fixed, it's showing as past due on our end in even though we are not even there.

McNeace, Meche - ETA CTR 24:52

OK.

Mm hmm.

Marie Flores 25:08

It's showing a spending past due and that's not ours.

And this has been ongoing.

McNeace, Meche - ETA CTR 25:19

OK.

OK.

We're making a note of that too.

I mean, we don't trump.

Or you know.

Can.

But we'll bring it up.

Marie Flores 25:38

OK.

Thank you.

McNeace, Meche - ETA CTR 25:40

Because what we do share is, you know, some of the technical issues that we learn about during vLive when we do share that with the SCSEP help team as well too.

So we'll bring this up and see what happens as well.

Marie Flores 25:54

OK.

Thank you.

McNeace, Meche - ETA CTR 25:55

So you're saying you're consistently seeing participants that don't belong to you?

Marie Flores 25:58

Yes.

Yes, NRPRA.

Report from our CDA contact it's showing is still 16 pending even though we only have 6 participants in our program. Currently it's showing 16 pending past due.

All that stuff, it's showing all the time and even in the tacit notification it hasn't been fixed.

That's for sure.

McNeace, Meche - ETA CTR 26:32

Yeah.

OK, you made note of that once you can.

Marie Flores 26:37

OK.

McNeace, Meche - ETA CTR 26:37

I don't know if you can hear me typing away.

Barcley, Joyce M - ETA CTR 26:40

We can see your screen Michi.

Marie Flores 26:41

I can.

McNeace, Meche - ETA CTR 26:42

Well, I'm not sharing my screen.

Barcley, Joyce M - ETA CTR 26:43

We can see your screen.

Marie Flores 26:43

OK.

Barcley, Joyce M - ETA CTR 26:46

Somebody's sharing their screen.

Marie Flores 26:50

That's me. OK, thank you.

McNeace, Meche - ETA CTR 26:53

Alright.

Barcley, Joyce M - ETA CTR 26:55

Great.

Sherri's asking if there are any success stories out of host agencies that employ participants.

McNeace, Meche - ETA CTR 27:06

There is, I remember.

You know, at one point in time in the history of SCSEP, host agencies were the employers, no doubt, right?

They were the main ones hiring participants, but you know, throughout the years when funding issues started to happen, host agencies, you know, those opportunities started to dwindle away.

So, but I'm sure there are still some stories out there where host agencies are hiring participants.

But if anybody on the call now knows of, has anything to share, then please feel free to do so.

Barcley, Joyce M - ETA CTR 27:45

Oh, Brandon.

Constance Lay 27:48

Oh, good afternoon.

My name is Constance Lay.

I am presently employed by EasterSeals SCSEP in Chicago, IL.

I was a participant and they are the wonderful training that they gave me and the support and all they had to offer that eventually a position came open and they hired me.

So I am a success story from a SCSEP host agency and is at the 141 W Jackson office.

The Chicago SCSEP office, yes.

Thank you.

McNeace, Meche - ETA CTR 28:27

Awesome.

Barcley, Joyce M - ETA CTR 28:28

Thank you.

Constance Lay 28:29

I guess.

McNeace, Meche - ETA CTR 28:29

Yay.

Barcley, Joyce M - ETA CTR 28:32

Lot of congratulatory messages in the chat for you there.

Constance Lay 28:33

Yeah. Thank you.

And that's why I'm on here so I can learn about how to, you know, navigate through, you know GPMS so.

Yes, thank you. Thank everybody. Thank you.

McNeace, Meche - ETA CTR 28:48

You're welcome.

Barcley, Joyce M - ETA CTR 28:50

We have a couple of hands raised, three hands raised.

Wow. So, Brandon, would you like to unmute yourself and ask your question?

Constance Lay 28:54

Mm hmm.

Brandon Horton 29:03

Yeah, sure.

Can you hear me, OK?

Barcley, Joyce M - ETA CTR 29:05

Yes.

McNeace, Meche - ETA CTR 29:05

Yes.

Brandon Horton 29:06

OK.

Well, I felt like.

This is, so Miss Lay.

I am also a colleague of Miss Lays here in Chicago, EasterSeals SCSEP National office and we do have quite a few host agency sites who have hired our participants over the course of their duration in a program.

And so our strategy is basically I would assume is just like a lot of the other affiliate strategy is to continue to advocate for the participants in regards to what their skills are and the value that they have as a potential employers, I'm sorry employees for the host agency sites.

And to also in the back end, advocate for the participant as well.

And the important thing is letting them know how valuable the participants are by sending them to employment events, helping them with sending them to job readiness events to help improve and solidify their employability skills so that when the time rolls around, if participant hasn't been hired and within that six month time period, send them that 30 day rotation notice and say hey, you know we're about to begin the process of rotating the participant.

Here's the performance evaluation form and make sure they go over that with the participant. This puts them on notice that if you really feel like this participant is a valuable part of your programming or part of your, you know your staff, they make them a part of your staff, go over the performance evaluation with them and let them know that you would like to hire them. But on the back end, I want to know, do you have the budget?

How long is it going to take?

Here's a letter of intent. If we don't meet this particular timeline, then they will be rotated.

McNeace, Meche - ETA CTR 31:09

Thanks for that, Brandon.

Barcley, Joyce M - ETA CTR 31:10

That.

It was great.

Bunch of hands still up. So, Maria, feel free.

Or Marie, sorry.

Marie Flores 31:17

Yes, yes, I would like to appreciate with if Brandon, do you have anything in writing or form that you have for when you sent a host agency, some of those things that you mentioned regarding rotation?

Brandon Horton 31:36

Yeah, sure.

We do have templates for all of our communication with our host agency sites.

I would be more than happy to share information with you.

Marie Flores 31:46

Just on the rotation, just pertaining to the, yes, yes. And also, FYI I was also a participant in the senior employment program but was hired but has been here as permanent.

Brandon Horton 31:48

Just yes.

Marie Flores 32:03

And also.

McNeace, Meche - ETA CTR 32:03

Relations, Marie.

Marie Flores 32:08

We have quite a few participants that were also hired by the host agency.

There was one host agency who never hired anyone except for this one participant.

That was hard even after one year, just one year and he has to go do the estate exam and everything. And he passed through.

They went through hoops and we're talking about EDD.

McNeace, Meche - ETA CTR 32:36

That's awesome.

Marie Flores 32:38

Yes.

McNeace, Meche - ETA CTR 32:41

Now there is a success story. I mean, they're all a success story.

Barcley, Joyce M - ETA CTR 32:43

Absolutely.

Marie Flores 32:44

Now I would, yeah.

McNeace, Meche - ETA CTR 32:45

All of you guys are success stories.

Marie Flores 32:47

So on the rotation with Brandon, I would just appreciate if you could send me something or I don't know how to.

Brandon, I don't know your e-mail address so that I can send it to you and you can just send me an attachment of whatever you're using to see if I'm, I will. I can use those for our other host agencies.

McNeace, Meche - ETA CTR 33:11

Either one of you can put your e-mail address in the chat if you care to do so, so that you guys can have it.

Marie Flores 33:15

Oh.

Hold on in the chat. Hold on.

McNeace, Meche - ETA CTR 33:18

OK.

Yeah, just type it in the chat.

Marie Flores 33:23

OK, let me do that now.

McNeace, Meche - ETA CTR 33:28

While they're doing that, Joyce.

Do we have?

Barcley, Joyce M - ETA CTR 33:30

Yes, we've got hands, we've got chats, we've got everything going now.

So Olga, how about unmuting yourself and asking your question?

Yulikova, Olga (ELD) 33:40

Hold on a minute.

Am I on mute? Yeah, so.

It's my favorite WIPS report.

So is it OK if I share my screen?

McNeace, Meche - ETA CTR 33:55

Sure.

Yulikova, Olga (ELD) 33:57

OK.

So OK, so here's my report.

That.

What?

McNeace, Meche - ETA CTR 34:08

Yes.

Barcley, Joyce M - ETA CTR 34:10

We couldn't hear you, Michi.

Yulikova, Olga (ELD) 34:10

Why you're laughing? OK, OK.

McNeace, Meche - ETA CTR 34:11

Olga go ahead.

Go ahead, go ahead.

We'll see what we can do with you.

Yulikova, Olga (ELD) 34:14

Alright so here.

Here's my report.

Right. So how do I?

What do I do next from this thing from the screen?

McNeace, Meche - ETA CTR 34:24

This WIPS report.

Yulikova, Olga (ELD) 34:24

This is, yeah, this is the one I just generated.

It has no errors, no duplicates. Now what?

McNeace, Meche - ETA CTR 34:33

You did the addendum first, and then you generated the WIPS report, right.

Yulikova, Olga (ELD) 34:40

Addendum>

McNeace, Meche - ETA CTR 34:42

When from your, from GPMS, when you go to your. So, when you go to generate your WIPS, you did do the addendum first.

Yulikova, Olga (ELD) 34:46

Right.

McNeace, Meche - ETA CTR 34:51

The WIPS addendum first.

Yulikova, Olga (ELD) 34:52

Wait, hold on. Hold on, hold on.

McNeace, Meche - ETA CTR 34:55

Go right there.

Go to your admin console.

Yulikova, Olga (ELD) 35:00

OK so.

McNeace, Meche - ETA CTR 35:01

Now, now go back to your admin console.

Yulikova, Olga (ELD) 35:05

Hold on.

OK.

McNeace, Meche - ETA CTR 35:10

And then go down, go down, go down.

You see that number 13 generate WIPS QPR addendum, am I right?

Joyce from the resource.

Barcley, Joyce M - ETA CTR 35:21

Yes, that's the first one I'm trying to do is locate the resource so I can put the link in the chat.

So she can go and get the download that.

McNeace, Meche - ETA CTR 35:28

Was in workforce GPS. So, you have to do the addendum first, all right.

Barcley, Joyce M - ETA CTR 35:30

Yeah.

Yulikova, Olga (ELD) 35:34

Uh.

McNeace, Meche - ETA CTR 35:35

All right. You did that right.

Yulikova, Olga (ELD) 35:37

Hold on, people generate.

Yeah, I'm pretty sure that's the one.

McNeace, Meche - ETA CTR 35:43

There it goes alright.

Yulikova, Olga (ELD) 35:44

OK, download right.

McNeace, Meche - ETA CTR 35:46

And then once you download.

Yulikova, Olga (ELD) 35:49

OK.

That.

McNeace, Meche - ETA CTR 35:54

Do you have your addendum there?

The excel sheet there.

Yulikova, Olga (ELD) 35:57

Yeah, yeah.

McNeace, Meche - ETA CTR 35:58

So once you do that, then you go and generate your QPR.

Yulikova, Olga (ELD) 36:03

OK.

McNeace, Meche - ETA CTR 36:06

Your WIPS QPR.

Yulikova, Olga (ELD) 36:06

Wait, wait, wait.

McNeace, Meche - ETA CTR 36:08

Go back to your admin console.

Yulikova, Olga (ELD) 36:10

Oh, back to oven. OK.

Sorry, sorry, sorry.

OK.

This one again.

This one.

McNeace, Meche - ETA CTR 36:22

#11, yeah.

Yulikova, Olga (ELD) 36:25

I thought.

I just did that, OK.

Alright, Massachusetts.

2024.

South export.

Alright.

McNeace, Meche - ETA CTR 36:45

Is that all she needs to do from the resource, Joyce?

Barcley, Joyce M - ETA CTR 36:48

I put the link to the Workforce GPS page where all the resources are located.

So Olga, there's something there.

McNeace, Meche - ETA CTR 36:55

Mm.

Barcley, Joyce M - ETA CTR 36:56

It's called reporting with ease. How to submit reports and that gives you step by step how to do it.

McNeace, Meche - ETA CTR 37:03

So what she's done thus far does.

Yulikova, Olga (ELD) 37:04

That's where I'm at.

I was like, OK, so no one totally.

McNeace, Meche - ETA CTR 37:08

So Joyce, you have the resource up. Yeah, yeah.

Yulikova, Olga (ELD) 37:09

You mean this thing? Are you talking about this one?
This one, right?

Barcley, Joyce M - ETA CTR 37:18

Yep. Yep, Yep, yep.

Yulikova, Olga (ELD) 37:20

Thought I did all those steps.

McNeace, Meche - ETA CTR 37:21

So then you go in to certify it, right?

Yulikova, Olga (ELD) 37:25

Hold on guys.

Where am I now?

McNeace, Meche - ETA CTR 37:36

You generated it.

Yulikova, Olga (ELD) 37:36

I kind of, file upload with wait.

McNeace, Meche - ETA CTR 37:39

Go to my, go to my reports.

Yulikova, Olga (ELD) 37:40

Sorry.

My report.

McNeace, Meche - ETA CTR 37:44

Isn't that what she does?

Barcley, Joyce M - ETA CTR 37:46

Mm.

Yulikova, Olga (ELD) 37:46

This one.

McNeace, Meche - ETA CTR 37:47

Yes.

Yulikova, Olga (ELD) 37:48

No. Yeah, this one, OK.

Barcley, Joyce M - ETA CTR 37:50

Yeah.

McNeace, Meche - ETA CTR 37:51

Yeah.

Yulikova, Olga (ELD) 37:52

OK.

Why is it nothing there?

McNeace, Meche - ETA CTR 38:04

You might need to give it a minute.

Yulikova, Olga (ELD) 38:06

Oh, OK.

So this is couple times I've done it and it's always saying nothing there.

Barcley, Joyce M - ETA CTR 38:11

It's available.

Yulikova, Olga (ELD) 38:15

Huh.

Barcley, Joyce M - ETA CTR 38:17

I would.

I honestly don't remember. I mean, I've never uploaded into.

I don't have access to WIPS so I can tell you is what I. Yeah, we don't have access to WIPS.

McNeace, Meche - ETA CTR 38:23

Neither do we, so yeah.

Yulikova, Olga (ELD) 38:24

Oh, OK. Yeah. See, I did it a bunch of times and it keeps showing me nothing in that window.

McNeace, Meche - ETA CTR 38:37

What she can do is you can request WIPS assistance. You see that little button right above report available, but let's see this one.

These are files.

Hold on a SEC.

So Olga, maybe we can get with you after the call.

Yulikova, Olga (ELD) 38:58

Not today. I'm in another meeting, unfortunately.

McNeace, Meche - ETA CTR 39:01

OK.

E-mail me when you're available, all right.

Yulikova, Olga (ELD) 39:04

Yeah. Yeah, maybe.

OK.

Alright, I'll poke around a little bit more, yeah.

Peele, Annette (ELD) 39:10

And Olga, when I see you had 2024, did you put any of the all the 2024's, aren't you?

Just is this the first time in 2025 that you've put uploaded quarter one and quarter two in there?

Yulikova, Olga (ELD) 39:26

No, you just do second quarter and the last one.

That's only one.

Peele, Annette (ELD) 39:31

The last one was the second quarter, and you have to put quarter one and quarter two in there.

Yulikova, Olga (ELD) 39:38

Quarter one, I mean, sorry quarter 2.

McNeace, Meche - ETA CTR 39:39

Quarter two.

Peele, Annette (ELD) 39:42

OK.

So quarter one, does that mean you pass the deadline for even uploading that?

Yulikova, Olga (ELD) 39:48

No, I don't think there was anything for quarter one.

Right guys.

There was just quarter two was the first one.

Barcley, Joyce M - ETA CTR 39:53

Yeah, that was the first one was quarter 2.

Peele, Annette (ELD) 39:55

Oh, this is the first one.

Yulikova, Olga (ELD) 39:55

Yeah.

Peele, Annette (ELD) 39:56

OK, OK.

Yulikova, Olga (ELD) 39:57

Yeah. Yeah, it's the first one, but it's for quarter two, so.

McNeace, Meche - ETA CTR 40:00

And you guys are still kind of in this test mode for quarter 2?

So.

Peele, Annette (ELD) 40:07

'Cause we had the technology grant to add, right. Olga 'cause we worked as a team last time.

Yulikova, Olga (ELD) 40:12

No, no, no, no, no, no.

It's unrelated to that.

Peele, Annette (ELD) 40:17

I know. But you're doing SCSEP quarter two that we just we already turned in, right?

Yulikova, Olga (ELD) 40:21

Correct.

McNeace, Meche - ETA CTR 40:24

So there's two reports that go into WIPS. So what?

We work with you.

What you guys did last time for quarter two was your quarterly narrative report.

That is your full narrative.

So now she's trying to go and do her WIPS her quarterly performance report, quarter two, which is her QPR. Yeah, which is all her, your performance data.

Yulikova, Olga (ELD) 40:47

Right, exactly.

McNeace, Meche - ETA CTR 40:50

So that's what Olga's doing now.

I was trying to do that and so right now quarter two for grantees to try and upload and you know their WIPS QPR is, like we said, is still in like test mode for quarter two but they do want you to try to do that and then quarter three is when it's going to be more official so.

Peele, Annette (ELD) 41:08

Hmm.

McNeace, Meche - ETA CTR 41:14

So you got to kind of work out those kinks now.

Yulikova, Olga (ELD) 41:16

Let me refresh again and see if it works now.

No, it doesn't show. So weird.

McNeace, Meche - ETA CTR 41:22

Yeah, that's so.

That's why we said let us get with you offline.

Yulikova, Olga (ELD) 41:26

Yeah, yeah, sure.

Sorry about taking up your time.

McNeace, Meche - ETA CTR 41:31

No, you know, the crazy thing is 'cause we don't have.

Yulikova, Olga (ELD) 41:31

I have no.

I mean, I see the. Oh, wait a minute. Wait a minute. Sorry about.

This.

I see the older ones, huh?

OK, sorry I don't want to take any more time. OK all right.

McNeace, Meche - ETA CTR 41:48

No, no, that's OK, 'cause. We might need to send you to Zendesk 'cause, we don't have the ability to go through the whole QPR WIPS process.

Yulikova, Olga (ELD) 41:52

Yes, yes, yes, yes.

Yeah. OK.

Sorry about that. OK.

McNeace, Meche - ETA CTR 42:00

No, no, no worries.

Yulikova, Olga (ELD) 42:01

I'll pick it up at a different time.

McNeace, Meche - ETA CTR 42:03

OK.

Yulikova, Olga (ELD) 42:05

All right, cool. Thanks. I tried.

Barcley, Joyce M - ETA CTR 42:12

So now we go on to Emmanuel again.

McNeace, Meche - ETA CTR 42:12

You gotta try.

Barcley, Joyce M - ETA CTR 42:14

Come on, Emmanuel, hop on while you can.

Emmanuel Miller 42:21

So I did have a few other issues I just recalled.

Speaking of the WIPS report, one of my, I put a ticket in for this. I don't think I've received a response however, but one of my errors was that urban/rural wasn't calculated and I got that after the update went where it's automatically calculated so I'm still waiting to hear back on that, if that's something I have to somehow magically correct, or if that's just something that they're gonna correct on their end.

Oh my God, I just had this other question on tip of my tongue and I forgot it.

McNeace, Meche - ETA CTR 43:00

Come to.

Emmanuel Miller 43:01

One other question I did have because I can't remember the other one.

Do you know if all of the characteristic's fields moving forward will be required in GPMS? Because as I'm correcting errors, I'm realizing some cases have the fields as required while others don't.

And I'm not sure if that's intended or that's somehow just a mistake in the system.

Wilkins, Patricia A - ETA CTR 43:34

I know at one point Emmanuel and I guess it really depends on when you pulled this information, when they were going back and forth in some fields were required at one point and then if you went in later, they were not.

So that might be why you're seeing a difference.

But the characteristics is something that Michi enjoys. If you recall, they are still kind of

playing around with that. They deleted the additional characteristics as well in that section.

So it depends, Emmanuel. Yeah. And when you pull the information, sorry, I know that's not a good answer, but that's kind of what happened.

Emmanuel Miller 44:08

OK.

I'm.

I did it as of like last week and I still saw some cases that had different statuses for things locked or not.

So that's why I was curious.

Wilkins, Patricia A - ETA CTR 44:28

That's.

Yeah, that's a little different. If you're pulling them all at the same time, you should see the same information.

They should be the required or not required so.

That definitely would probably warrant opening a Zendesk ticket.

Emmanuel Miller 44:47

OK.

Thank you also.

McNeace, Meche - ETA CTR 44:48

Yeah.

Emmanuel Miller 44:50

The other question I forgot.

I know Zendesk ticket, however I have a file from 2017 that is now somehow a locked record.

I'm not sure how that happened.

I'll just assume the exit date was deleted because this is from a grantee that's not even served anymore.

McNeace, Meche - ETA CTR 45:16

Oh, it's a retired record.

Emmanuel Miller 45:18

Yes.

McNeace, Meche - ETA CTR 45:21

I've seen that too, and some of the other records we were looking at that has locked records.

What did we do with that?

I would just, you know what?

What I did was I just took a screenshot and sent it to Zendesk and said hey you know is this going to matter cuz it's a locked record on and a retired sub recipient or grantee and then see what they come back with you with. I didn't get an answer yet so.

Emmanuel Miller 45:49

OK.

Thank you.

McNeace, Meche - ETA CTR 45:51

You're welcome.

Emmanuel Miller 45:52

Ok, last but not least.

I have a question about median earnings.

So I will admit that I misunderstood how that was calculated, because I didn't think that it was the literal median earning that was utilized for the QPR.

Can you kind of explain or point me to the video kind of chart that makes it where they explain the goals.

Why we use the median earning rather than an average?

McNeace, Meche - ETA CTR 46:26

Median earnings got changed when we went to the quarter two, quarter four entered employment rates.

So median earnings got changed at the same time to replicate how WIOA calculates it. So.

Don't even know if we have a definition for that anymore, do we?

I'll have to go do some research Emmanuel, so defined it with where there's a definition.

I don't even know if it's in the data collection handbook.

Emmanuel Miller 47:02

OK, cool.

Can I share what was? It's not a definition, but what was shared with me when I put in the ticket to ask about it.

Was they sent me this?

McNeace, Meche - ETA CTR 47:12

Mhmm.

Emmanuel Miller 47:14

Excel sheet of my follow-ups in the quarter that had Q2 earnings in order by earnings and they just highlighted the middle number saying this is your median earning goal and this is why this is on the QPR.

McNeace, Meche - ETA CTR 47:34

OK. Do you have that spreadsheet? yeah.

Barcley, Joyce M - ETA CTR 47:37

That's correct.

Emmanuel Miller 47:39

I do.

I can share my screen.

Barcley, Joyce M - ETA CTR 47:41

Just think of a listing of everyone's earnings.

Barcley, Joyce M - ETA CTR 47:45

And that's exactly what you look at, is the middle one.

McNeace, Meche - ETA CTR 47:45

Mm hmm.

Barcley, Joyce M - ETA CTR 47:48

The middle one is your median earnings. An average takes all of them as them together and divides them by the number of participants.

McNeace, Meche - ETA CTR 47:50

Exactly.

Barcley, Joyce M - ETA CTR 47:55

But median is just literally a listing, and it's the middle one.
That's it.

Emmanuel Miller 48:01

So the only issue that I kind of take with that approach is the sad reality of my Affiliates. Some of them do struggle to get wages because, you know, nobody wants to tell us their wage.

So we follow the data collection handbook where it's, you know, enter a dollar until enter a dollar to capture employment. In the second quarter, but no wages received while you were in the process of following up for wages.

So when we do that, that kind of negatively impacts your goal.

And I guess there's no way around that, because either way we have to take a negative impact to a goal if either we don't enter in a wage or if we enter that dollar in.

Barcley, Joyce M - ETA CTR 48:48

We had that once before and one of the office hours, because that section of the Data collection handbook, that dollar reference is referring to a placeholder.

It doesn't mean that that's the earnings you put in for the quarter.

It means that while you're trying to get the actual wage, you can put the dollar in as a placeholder, but that is not intended to be your follow up wage.

So if you can't get a wage, unfortunately, you know that's a requirement for the earnings second quarter after exit.

To get the 1st and 2nd follow up credit, you have to have that earning dollar amount.

Emmanuel Miller 49:23

Mm hmm.

So then the best. So, what I'm hearing is then after that quarter ends, it should just be deleted out the system.

And then we should just take the negative retention.

Well, not retention goal because they're still employed, but how?

How does that work?

Barcley, Joyce M - ETA CTR 49:44

I would keep trying.

You have all year.

You have all year to keep trying to get that amount and even you have the fifth quarter after you know the program ends to get that information.

Emmanuel Miller 49:48

Yeah.

McNeace, Meche - ETA CTR 49:50

That information.

Barcley, Joyce M - ETA CTR 49:56

So I would continue to do that and just keep in mind too that we're going to be moving once we move fully into WIPS, we're going to be using.

Emmanuel Miller 50:03

OK.

Barcley, Joyce M - ETA CTR 50:07

The unemployment wage records.

To take that credit in the future.

I don't know when it's gonna be, but some point in the future, so having to do the follow up won't be cumbersome like it is now.

But yeah, that dollar reference in the data collection handbook is actually just meant to be a placeholder.

Emmanuel Miller 50:23

Yes.

Barcley, Joyce M - ETA CTR 50:25

It's not meant to be the wage that you record for the individual, and I would just keep trying and trying and trying to get that wage.

Emmanuel Miller 50:33

And we do. We I literally have instances where people are telling their employers one, not to give the wage despite signing the agreement and not to take our calls or return emails and they make good on that, that they don't do it.

Barcley, Joyce M - ETA CTR 50:47

Wow.

Well.

Emmanuel Miller 50:51

They'll block the number. They'll instantly hang up, things of that nature.

Barcley, Joyce M - ETA CTR 50:57

I hope that's the exceptions and not the rule.

McNeace, Meche - ETA CTR 51:00

No.

Emmanuel Miller 51:03

Hello.

McNeace, Meche - ETA CTR 51:04

Yeah. I mean, it's unfortunate that, you know, they've gone down that route, but part of you know what some of our Ta's and trainings and sharing of you know how, you know, maybe some best practices in that instance where you know participants are.

Emmanuel Miller 51:09

Yeah.

McNeace, Meche - ETA CTR 51:22

Finding their own jobs and they leave.

They are.

You know I don't.

Whatever the circumstances is that prevents them from wanting to share information after they leave.

So sometimes we share with grantees and sub grantees that may be put in practice that you know, to try and help minimize this kind of situation is, you know, you just encourage the case managers to be more involved if even if they're not the one finding them the job.

But staying in more contact with your participant, but also if they do find out if a participant got a job is not to reach out to them solely to say hey, I need your employer information.

You know, give me who you work for, blah, blah, blah, blah, blah. You can offer supportive services to those that exited for employment. Maybe the first phone call to them is, hey, I heard you've got a job.

It's wonderful. We can offer, you know, any kind of supportive services that you might need.

Is there anything you need, you know, and make it about them and not about you, the grantee or sub grantee who needs that performance measure?

When you make it about them, you might get better success in them not blocking you.

And then them being more open to sharing more information.

But if you're calling saying, hey, I want that information, they're just like click.

So just yeah, yeah.

Emmanuel Miller 52:44

Preaching to the choir.

McNeace, Meche - ETA CTR 52:47

So maybe you know, try and encourage your folks to do that too.

What? What can you do for them now that they got a job?

Emmanuel Miller 52:59

That is very true. Thank you.

Barcley, Joyce M - ETA CTR 53:02

The chat has some suggestions as I'm sorry the chat has some suggestions too. Like Gene says, send the employer a verification of employment letter via e-mail and they usually e-mail you back with the wages.

McNeace, Meche - ETA CTR 53:02

Hello, you're very welcome.

Oh yeah.

Barcley, Joyce M - ETA CTR 53:15

That should be sufficient.

Just don't forget the release of information to send along with that e-mail so the employer knows that they can release it.

Then Terry says, even with the release of info, some employers are fearful to share the information.

And Anita says, if participant doesn't want to share employment information, can you

use the work number? And I think we've talked about that in the past too, where there's nothing that prohibits you from using work number.

And Brandon's saying this is a great tool that we use as well as requesting proof of employment.

Brandon, did you include a tool?

Don't know what you're referring to when you say this is a great tool, unless you're meaning work number.

Emmanuel, go ahead, unmute yourself and ask.

Emmanuel Miller 54:10

I do have one comment because this makes me think of it, given that we are moving to WIPS, I do wonder if telling people that we are going to get this information regardless due to this change in how DOL is now collecting the information might be a good idea. I'm not.

That might be off putting to some, I know, but I think that now hearing that again from you just made me think of it like, oh, we can tell the participants that we are going to receive this one or another moving forward is just easier and more nicer if we get it from you for the participant or the job seeker, or even the employer.

Yeah.

McNeace, Meche - ETA CTR 54:57

I can't say that we would agree or disagree.

You know, it's just the strategies that you use, but I also feel that, you know, the more engaged you are with your participant throughout their time in the program and communication, you know, especially during that orientation initial, you know process and intake and getting them assigned to their host agency.

That orientation is valuable at that time where maybe you really talk about hey.

You know, there's different ways of getting employed through the program.

You know, majority might get their jobs.

You might find your job on your own, but you benefit from the program regardless, you know, whatever time you spent, you benefit from it.

So with that being said, you know we will always ask to make sure that you know, please share your information if you do find a job because it helps this program to meet its performance, but also this program to stay afloat.

You know, just kind of the spin, the public relations spin during orientation. So, you know just kind of find ways to kind of get in their heads in the beginning and keep saying the same message all throughout the time. Every time you do a recert, remind them.

At the end of the day, you got to remember everything we're doing is now. You know it's

virtual, but with our population, you still got to have some level of verbal communication with them and just keep them engaged that way, to the best of your ability.

Barcley, Joyce M - ETA CTR 56:37

So oops, going back to Brandon's original comment, he said that he was confirming your suggestion, Michi. For providing supportive services to obtain the check stubs is a good idea, and Helene is saying she wasn't aware we could offer support services since at that point they've exited.

McNeace, Meche - ETA CTR 57:00

Yes, if they exit for employment, you can offer supportive services up to what is that? Up to the time where fourth quarter after exit, is it six months a year?

Barcley, Joyce M - ETA CTR 57:16

It's a year, 12 months.

McNeace, Meche - ETA CTR 57:17

During the first 12 months of unsubsidized employment.

So it's saying that under 641.535 in the regulations you can find where it does speak to supportive services being offered to participant who find unsubsidized employment.

So yes, the regulations allow you to do so.

Wilkins, Patricia A - ETA CTR 57:49

And just to point out also, before we move there, GPMS provides you know the space where you can update that service that you provide after exit after placement as well. So just an FYI.

Barcley, Joyce M - ETA CTR 58:08

And I know that there's a question up above about the wait list still, but since we're still on this employment topic, let's finish up the subject and we can go back up to the wait list. Anita was talking about the work number and Joie was saying how expensive it is per transaction and Joie; I've used work number in the past and they actually have multiple charges.

It's just to make an inquiry. There's one low cost.

If you want a full report, that's you know, meaning that they have information, that's where you're going to have the full cost.

So there's multiple costs.

So if you wanted to pursue it further, you could.

But just remember, in the future you may not need it, because when we go fully to WIPS, you shouldn't need to worry about that.

So then, Emmanuel says, we can offer services from ATSS budget as well as a few whoops, as well as a few other ones.

I know our data collection or validation handbooks mention which ones we can provide.

Michi inserted into the chat the legislative citation for support services after employment.

And that looks like that might be it.

For the wage verification.

I'm scrolling all the way back up through comments. I know I saw the one about the wait list and I believe that the comment was can the wait list be used for when your slots are filled for equitable distribution?

And absolutely you can use the wait list for whatever purpose you deem. So, if you have 10 slots in a county and you know someone's going to be exiting soon and you want to put someone on a wait list to fill that slot once that other person exits. Absolutely.

That's a really good time to use the wait list.

Oh, there it is.

I found it, Cheryl from like 1/2 hour ago.

We finally got to that. So, I hope that answers the question.

McNeace, Meche - ETA CTR 1:00:32

So it means you have no.

Young, Cheryl 1:00:33

Yes it did.

Thank you.

Barcley, Joyce M - ETA CTR 1:00:38

And we have.

Let's see. Emmanuel, did you have another question?

Emmanuel Miller 1:00:42

I did.

Do you know, for the demonstration grant, how, if once you start entering services for the demonstration grant and enrollment participants in that grant, will that change anyone? Will there be a new report for that in GPMS?

And two, will that change any existing report so like QPRS or participant actions

reports? Are there going to be, are there any plans, new features for around the demonstration grant?

McNeace, Meche - ETA CTR 1:01:22

That's a good question.

And unfortunately, we don't have an answer for you, Emmanuel, but that's a good question.

Because part of what we do, we have to get ourselves acclimated and updated on what will this hold, this demonstration grant?

We do know that, you know, there's certain functionalities within GPMS that you'll be using once this goes, you know, once the kickoff starts, but we need to.

We're still trying to get our arms wrapped around what does that all look like so I'm gonna add that to our demo list questions cuz we have questions too.

So we need to find that out.

Is there gonna be any kind of separate reporting and so on and so forth or is it gonna be different fields that will be on certain reports?

So we'll find that out. And at the moment we get an answer we will share, right?

Emmanuel Miller 1:02:21

Thank you so much as always.

McNeace, Meche - ETA CTR 1:02:23

Oh, you're very welcome. And thank you so much with these great questions.

It's like ah didn't. Yeah. Alrighty.

Barcley, Joyce M - ETA CTR 1:02:32

And you were worried it would be a quiet group today?

McNeace, Meche - ETA CTR 1:02:35

I know they always pretend to be really quiet in the beginning.

Barcley, Joyce M - ETA CTR 1:02:40

I know everybody's shy in the beginning.

We have a couple of questions relating to the WIPS conversation and the employment follow up from Ross and from Laverne.

About moving to WIPS and maybe not needing to conduct the other type of follow up and then Laverne is well, whoops, what will WIPS replace when conducting follow up

requirements or processes?

When will this become the practice?

McNeace, Meche - ETA CTR 1:03:14

Think they're going back to what you were talking about, Joyce with WIPS and the median earnings, you know, because basically you were just focusing on just the earnings part, but it didn't, I don't think you said that WIPS will take over any kind of follow up activities that.

Barcley, Joyce M - ETA CTR 1:03:21

Yeah.

McNeace, Meche - ETA CTR 1:03:32

Not the case, right?

Barcley, Joyce M - ETA CTR 1:03:35

'Cause, there's two different things.

McNeace, Meche - ETA CTR 1:03:35

So.

Barcley, Joyce M - ETA CTR 1:03:36

There's employment follow up for performance credit, and then there's the follow up that all grantees are required to do when people leave the program.

So there's two different things.

So we were just talking about the earnings and that will be the WIPS piece. But the other follow up that should be done with participants after they leave the program is the case management follow up for which you're still.

You're still required to do that, so WIPS will be good, once it's fully functional to do that, the follow up piece for the employment, you know the statistical thing, but it still doesn't absolve you from your case management follow up when participants leave the program.

So, like Michi was saying before.

Follow up for support service needs like to help mitigate any problems the participant may be having with that job in the first year or the employer is having with the former participant in the first year.

That's all the case management follow up that we're supposed to be doing for 12 months following a person's exit.

McNeace, Meche - ETA CTR 1:04:42

So you know the follow up one is still going to be required. You know follow up.

Barcley, Joyce M - ETA CTR 1:04:46

Yep.

McNeace, Meche - ETA CTR 1:04:47

She's still going to be required.

You know the fourth quarter after exit quarter is going to still be required. So WIPS will not eliminate that to our knowledge.

Though we were gonna show them one thing about the percentage of supportive services and we were on the supportive services conversation.

So does anybody have that up where you can show them during our last vLive a question was asked when they went in there to put in services, right? And then there was a section where it says the percentage of something and when the question was asked for like huh.

Because it was the first time, we've seen it. So, we kind of went through it a little bit further. So, it was the percent support service paid by grantee, which is a mandatory field, and we wanted to come back around and show that again and give you the guidance that says the percent of services. So what they're asking for here, and let's just say support services.

If this sub grantee provides credit supportive services to a participant and if you pay 100% of that support services, you would just put 100% in there.

If you have provided some supportive services where you paid a portion, let's say 50% and one of your partner agencies pay the other fifty that you would put in 50. If you had provided supportive services, but it was another entity that actually provided right at the 100% that you would put in zero because you were not the one that put 100% of the supportive services.

So that's what that means there.

That's what you would put in there.

Anybody have any questions about that?

No. OK, good.

Any other questions?

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

Don't see anything in the chat unless I missed something and there are no hands raised.

Burnett, Lauren S - ETA CTR 1:07:06

2 were missed.

Go all the way back up to Mary Beth and Enock.

Barcley, Joyce M - ETA CTR 1:07:12

What's the time stamp on that, Lauren?

Burnett, Lauren S - ETA CTR 1:07:16

2:26 Mary Beth and then 2:28 Enock.

Barcley, Joyce M - ETA CTR 1:07:30

Thank you so much.

OK.

Mary Beth had the question, on average, how long does an application enrollment process take for a sub recipient to enroll a participant?

McNeace, Meche - ETA CTR 1:07:45

Months and months.

Barcley, Joyce M - ETA CTR 1:07:49

Don't laugh.

It's not funny.

McNeace, Meche - ETA CTR 1:07:52

I know.

I'm Mary Beth.

Fields, Mary Beth 1:07:55

That's not the answer that I wanted.

McNeace, Meche - ETA CTR 1:07:58

I know it wasn't. I knew it.

I would have to say it's going to be dependent on the applicant because you know you when you're doing this full application enrollment process you're gathering, you need to bring in that they need to bring the information that's required the income.

That the income documentation, you know they need their IDs and so on and so forth.

If a case manager fully, if they're doing it in person, right and not by mail phones carrier

pigeon, however, it's done.

And they tell them what they need to bring, and they bring the necessary documents, I would say, and Joyce can jump in there and anybody else on the call. Cuz there's some case managers, people who do the actual application intake, it would take on an average, up to maybe an hour, two hours and I mean and then you, if they're doing it all at the same time, which some do when you get them, you just do it all is they're doing the intake, the enrollment, the assignment, the orientation.

So that could take up like two to four hours.

Just kind of depending.

Wilkins, Patricia A - ETA CTR 1:09:21

Well, if all the documents' required documents are there.

McNeace, Meche - ETA CTR 1:09:24

Well, I said.

Yeah, I said that.

If they brought in, if they do their due diligence and they bring in all of the documentation, so sometimes what happens is they bring in what they think.

Wilkins, Patricia A - ETA CTR 1:09:26

Yeah.

McNeace, Meche - ETA CTR 1:09:34

They have and that ends up being, oh, it's, you know, dated income or you're, you know, their Social Security paperwork that they have, you know, is 2 years old and they need to go get a new one.

So then that goes into how long will it take for them to go and bring that paperwork back, and so on and so forth.

So it just kind of depends.

Fields, Mary Beth 1:09:55

That seems yeah.

And that's what we're hearing.

It just seems really like a long time to get someone enrolled into a program.

So I'm just, we're just checking to see if anybody else had different time amounts.

Thank you.

McNeace, Meche - ETA CTR 1:10:16

No, no, you're very welcome.

Anybody else have anything that they want to share about how long it takes them or?

Barcley, Joyce M - ETA CTR 1:10:24

I liked your months and months.

Sometimes it feels that way.

McNeace, Meche - ETA CTR 1:10:30

Yeah, I just kind of.

Just like I said, it's just kind of how the processes ends.

You know the methodology, if you will, on how they do that, and you know and if they're satellite, you know, over here and that participant is maybe, and I don't know, an hour away, you know, it might take them a little bit longer to do so. It's just kind of like I said, it's.

I think it's situational.

Barcley, Joyce M - ETA CTR 1:11:03

Great. Enock at oops. Yep. Yeah. The question is there a plan to enable grantee?

McNeace, Meche - ETA CTR 1:11:05

And Enock's.

Susan Tovar 1:11:19

Yes.

McNeace, Meche - ETA CTR 1:11:19

And then everybody freeze.

Barcley, Joyce M - ETA CTR 1:11:22

I can hear you.

McNeace, Meche - ETA CTR 1:11:22

Oh, you're back, Joyce. OK.

Davis, Chanel T - ETA CTR 1:11:23

Brilliant.

McNeace, Meche - ETA CTR 1:11:26

So Joyce was reading Enock's message.

Susan Tovar 1:11:26

Hi, good afternoon.

Barcley, Joyce M - ETA CTR 1:11:27

Did you hear?

Susan Tovar 1:11:29

Can you hear me?

Barcley, Joyce M - ETA CTR 1:11:29

I'm sorry.

McNeace, Meche - ETA CTR 1:11:31

Yeah, we can hear you now.

Barcley, Joyce M - ETA CTR 1:11:32

Who's?

Susan Tovar 1:11:33

Hi, this is Susan from EasterSeals Chicago SCSEP and I wanted to respond about the question that you had about the orientation and the intake.

I put it in the chat.

We have a three-day orientation enrollment day and that's because it's a lot of information that we relate to our participants. The first day they come in, they complete intake and participate assessment.

So we do all the questions and complete a system with the intake application.

They come in and they are tape tested.

We do the assessment on math and reading and that kind of stuff, and that takes a while, so we don't wanna overwhelm them with all the information in one day, day three, if they're eligible, they brought in all the documentation.

On day three, they complete the ionized, the direct deposit, the payroll and all that information and they are set for a host agency interview, for them to go in interview and begin the training assignment process.

So that's why for us, it takes three days.

It's a lot of information to be reviewed in one day and I would not do that to the participants.

Yeah. So that's what we do here at EasterSeals Chicago SCSEP.

McNeace, Meche - ETA CTR 1:12:54

Cool.

Barcley, Joyce M - ETA CTR 1:12:55

Thank you.

Susan Tovar 1:12:56

You're welcome.

Barcley, Joyce M - ETA CTR 1:12:56

I'm going back to Enock's question.

Is there a plan to enable grantee administrators to reactivate user accounts that auto deactivate due to not logging on after 30 days as was the case with SPARQ?

McNeace, Meche - ETA CTR 1:13:13

That would be a no bueno. We heard that conversation earlier today too.

So now no one has the ability to deactivate or reactivate a GPMS users outside of the other side of the fence where the developers are.

So not even Zendesk can do that any longer.

So I believe it was a DOL departmental rule across the board, not just for SCSEP, but across the board for all GPMS users.

Sorry Enock.

Barcley, Joyce M - ETA CTR 1:13:59

I'm going through the comments now after Susan had mentioned Easter Seals.

Alicia says on average about 5 hours with application assessments, assignment documentation, orientation, host agency setup, etc.

Five hours if you require them to bring it after they have gathered all information doesn't take too long.

LaTosha says tips on how to meet most oh, sorry.

Thought was the same thing.

So LaTosha's saying tips on how to meet most in need core measure when you're making the updates, but number is barely going up and the last release notes it has that

the waiver factors for participants are now being updated.

LaTosha, would you like to unmute yourself?

LaTosha Simmons 1:15:03

OK.

Here I go.

Can you hear me?

You can hear me.

Barcley, Joyce M - ETA CTR 1:15:08

Yep, yes.

LaTosha Simmons 1:15:10

Oh, OK.

I asked that question because our most in need measure, I have been looking at them and we put a ticket back in October and they just said that it's been updated 'cause.

When we go in to update them, you know, we still had the red check mark and it wasn't updated to agreed that we had updated them, but as far as when we look at our most in need numbers, we're not meeting that goal, currently So, will that affect our numbers?

Did it?

Was it?

We was updated, but it still wasn't changing.

Barcley, Joyce M - ETA CTR 1:15:52

I know there was a situation with the most in need and that they have been working on where you weren't able to go in and update you know you would have like you were saying, you know, you'd go in from the admin console and.

LaTosha Simmons 1:16:05

Mm hmm.

Barcley, Joyce M - ETA CTR 1:16:05

You'd go, and all the participants would be, you know, one at a time below, and then you would go to update their waiver factors.

You'd change them all and then it wouldn't save, or it would save, but it would still be the red X instead of the green check mark.

LaTosha Simmons 1:16:12

So yes.

Barcley, Joyce M - ETA CTR 1:16:20

I haven't heard if that's been resolved yet, but you said that it's still happening to you.

LaTosha Simmons 1:16:26

It was in the, it just came out in the SCSEP GPMS. Yes, the release notes. And it says it's fixed.

Barcley, Joyce M - ETA CTR 1:16:28

The release notes.

The release notes.

LaTosha Simmons 1:16:35

But will that still affect our numbers, I mostly need numbers on the measures.

That it wasn't updating.

Barcley, Joyce M - ETA CTR 1:16:46

Trying to find the release notes that say that.

Because I would think it would affect your numbers if the system is not taking your waiver factors being updated.

Then.

Well, actually you're most in need never change.

Well, yeah it does.

So you have to update them, so if it's not accepting the information then if it's not being saved in the system then I don't know how the system can be counting it.

LaTosha Simmons 1:17:07

Mm hmm.

Yeah.

Barcley, Joyce M - ETA CTR 1:17:18

I would. I mean, if I were you, I would put in another ticket.

LaTosha Simmons 1:17:21

OK, 'cause, we was the one that put the ticket in October, so I figured it probably was affecting numbers for a while.

Barcley, Joyce M - ETA CTR 1:17:22

Saying that.

Pat, do you remember the release note?

Wilkins, Patricia A - ETA CTR 1:17:41

Looking to right now, Joyce?

Barcley, Joyce M - ETA CTR 1:17:43

Cool.

McNeace, Meche - ETA CTR 1:17:44

We'll look and see which release notes have that in there.

Barcley, Joyce M - ETA CTR 1:17:47

Hmm.

LaTosha Simmons 1:17:48

It was the version 3.3, the one that came out on February the 28th.

McNeace, Meche - ETA CTR 1:17:53

OK.

Barcley, Joyce M - ETA CTR 1:17:54

OK.

That was the last one, yeah.

LaTosha Simmons 1:17:57

And then they finally sent us the ticket. Like, I think the beginning of March, they were saying they was closing out our ticket from October that we submitted on it.

Barcley, Joyce M - ETA CTR 1:18:10

But you said that you're still encountering the same issue.

LaTosha Simmons 1:18:14

Well, we went back through to make sure that they was updated.

They were updated, but our numbers were still not meeting and this reason I was asking was any tips on how to meet that number?

Barcley, Joyce M - ETA CTR 1:18:30

OK, I found it.

It says when waiver factors for participants are updated from the Admin Console managed participant waiver factors, the user interface will now display the green check mark.

LaTosha Simmons 1:18:33

Mm hmm.

Barcley, Joyce M - ETA CTR 1:18:43

So if you're seeing the green checkmarks that the system should be counting it.

But if it's still showing the red X in the system, I don't believe would be counting it.

So you would have to go back and just make sure that everybody has had their waiver factors updated.

LaTosha Simmons 1:19:00

OK.

Barcley, Joyce M - ETA CTR 1:19:02

I hope that helps.

And we've got Sherri Easter Seals.

So Sherri is asking Easter Seals. Since you are paperless, did it decrease the time it took for your, I guess your intake and enrollment process.

Does anyone from EasterSeals able to answer that?

Susan Tovar 1:19:33

What was the question again?

Barcley, Joyce M - ETA CTR 1:19:36

Since you're paperless, is being paperless decrease your intake and enrollment time?

Susan Tovar 1:19:47

Yes. Yeah, it could be.

We entered the information directly into Salesforce and so when meeting with participants, we enter directly into the system.

Yes, the only things that we may require an upload are like with the original documents, the eligibility documentation and that type of thing, but the orientations, the handbook receipt and that kind of thing.

But that's only when they enroll.

So, but yeah, it does.

It does.

It does help a lot.

Barcley, Joyce M - ETA CTR 1:20:24

Thank you.

Susan Tovar 1:20:25

You're welcome.

Barcley, Joyce M - ETA CTR 1:20:31

And I don't see any more questions unless I missed some or our hands raised.

At 3:23. Wow.

McNeace, Meche - ETA CTR 1:20:45

I don't see anything either.

Barcley, Joyce M - ETA CTR 1:20:49

Let's see.

OK, Emmanuel says, and the participant extract is poor employment prospects, limited employment prospects, or LEP, an area of persistent unemployment.

Emmanuel, would you like to unmute yourself and elaborate?

Emmanuel Miller 1:21:12

To make a long story short, I am working on a most in need tracker for all of my sub grantees and I'm on the criteria's of blood, but I realized that the way abstracts function, they actually do not give us a full list of the most need factors for participants, by the way.

They'll give me the MIN's. They'll give me the priority of services, however not the waiver factor.

Which for an extract does not make sense in my opinion.

It should have all the information I have to run two different reports, synthesize them and that takes nearly five hours to get to 100 participants to make sure that it's all matching up line by line.

So I'm trying to figure out right now if poor employment prospects maps to the field limited employment prospects as the priority of service or due to living in the area persist, unemployment or both, I might assume it is both. When I see it on the extract or waiver factor, I can't remember which one it comes off of. The reports kind of blurred in my mind right now.

But I do know that in front of me from all the fields I have, there is no field for both of these.

It's just one field which is poor employment prospects.

McNeace, Meche - ETA CTR 1:22:42

I'm looking at one of those reports now. The waiver factor extract, right?

Emmanuel Miller 1:22:48

Or the other extracts.

McNeace, Meche - ETA CTR 1:22:50

Severely limited employment.

Emmanuel Miller 1:22:51

Other extracts.

McNeace, Meche - ETA CTR 1:22:52

Prospect is severely limited.

Employment prospects severely limited. What is this?

The barely limited employment.

And then severely limited.

Prospect factor.

I mean, there's two fields in column O&P.

Do you?

Did you see that where it's the report I pulled, and this is from.

Emmanuel Miller 1:23:20

Let's see.

McNeace, Meche - ETA CTR 1:23:23

Our training site so.

Emmanuel Miller 1:23:26

You know, OK.

So it's the waiver factor. Sorry, not the waiver factor.

This participant extract factor I'm using that's saying poor unemployment prospects.

McNeace, Meche - ETA CTR 1:23:33

Help participant extract.

I pulled a waiver extract.

Emmanuel Miller 1:23:36

Yes.

Barcley, Joyce M - ETA CTR 1:23:41

Are you saying Enock, that you have to or Emmanuel that you have to pull both of those extracts and then merge them to get the full picture?

Emmanuel Miller 1:23:49

Yes, because waiver low literacy isn't on the participant. X is on the participant extracts.

Oh.

Barcley, Joyce M - ETA CTR 1:24:01

Is LEP on that?

Emmanuel Miller 1:24:03

Limited English proficiency is yes.

McNeace, Meche - ETA CTR 1:24:06

LEP limited English.

Well LIT, yeah.

So it only so he's saying. I'm like on the waiver factor. LIT report extract is just showing severely limited employment but not living in a persistent of unemployment.

The second part of that requirement.

So then I pulled a participant 1.

Let's see.

Which is just a data dump of everything, right?

Formally, for employment prospect fail to find displaced, homeless, skilled veterans.

IPA assessment book.

You know what?

He might be right, because I'm looking at it and I don't see where the participant extract

failed to find employment.

Formally homeless.

Transfer gender.

Emmanuel might be right Joyce.

Barcley, Joyce M - ETA CTR 1:25:34

I wouldn't doubt it, but what are you trying to find, Emmanuel, when you're doing when you're trying to merge those two reports? I'm just curious.

McNeace, Meche - ETA CTR 1:25:35

I know.

Emmanuel Miller 1:25:42

Trying to help my affiliates keep better track of who has how many factors because some affiliates are hovering around the goal and this is, I'm trying to make a tool to a recruitment strategy tool so that way they can easily see as they're bringing people in this person.

Barcley, Joyce M - ETA CTR 1:25:56

Yeah.

Emmanuel Miller 1:25:59

Has this many according to GPMS.

Is the data correct?

And well here I am.

And I can see my average update in real time without having to run a QPR.

Barcley, Joyce M - ETA CTR 1:26:11

Gotcha. I was just wondering if it was something that the waiver factor report could help you with, but it doesn't have all the characteristics, it only has the waiver factors.

Emmanuel Miller 1:26:15

No.

McNeace, Meche - ETA CTR 1:26:24

Not all the most in need.

Barcley, Joyce M - ETA CTR 1:26:26

Yeah, just opening it up now.

Emmanuel Miller 1:26:27

If I could do any suggestion, the waiver factor report in my mind should have all your main characteristics. I think that would make a lot of sense.

I know it doesn't cause of what it actually represents, but I think that could be helpful.

McNeace, Meche - ETA CTR 1:26:45

Or everything's in the participant extra.

That's needed one or the other, OK.

Emmanuel Miller 1:26:49

Yeah.

Barcley, Joyce M - ETA CTR 1:26:50

2.

4.

5678.

McNeace, Meche - ETA CTR 1:27:00

It has the waiver factors, yeah.

Barcley, Joyce M - ETA CTR 1:27:02

Yeah, that doesn't have the other characteristics.

McNeace, Meche - ETA CTR 1:27:07

Yeah. All right.

Thanks for that suggestion.

We'll send that up.

Barcley, Joyce M - ETA CTR 1:27:19

Oops.

To get back into teams, here we go.

Let's see.

Hey folks are starting to sign out at 3:30.

There is.

There are no further questions in the chat. Oops.

Getting a lot of thank yous and no hands are raised at 3:30. Wow.

McNeace, Meche - ETA CTR 1:27:48

We did the whole 90.

Barcley, Joyce M - ETA CTR 1:27:50

Wow.

McNeace, Meche - ETA CTR 1:27:53

You know, we didn't even have.

I'm so sorry, Chanel.

We know what we had.

We were gonna do GPMS trivia today, but we ran out of time, so hopefully our next virtual office hours is scheduled for some time in April. Like, I guess if I pull up, pull up, take all these XL sheets off of my screen I can see when will be the next one, April 9th.

Barcley, Joyce M - ETA CTR 1:28:20

How about April 9th?

McNeace, Meche - ETA CTR 1:28:24

April 9th.

Same time, 2:00 to 3:30 Eastern Time. And if we have time, we'll do another round of GPMS trivia.

But in the meanwhile, everybody do I have to repeat myself?

What do I always say before we end?

Don't forget to hit that what when you're searching for a participant, that reset button.

And make sure for those that don't go into GPMS often, to at least log in minimally once within a 30 day period so that your account doesn't get locked.

With that being said, thank you everybody for joining us.

It was a great session today.

We appreciate you all.

We have our little list of what we need to go back and do, and we hope by the time we come back next month that we'll have some answers for you.

In the meanwhile, y'all stay safe.

Enjoy the rest of your week and enjoy spring.

See ya.

Mauro, Kevin M - ETA CTR stopped transcription