

GPMS Office Hours-20260715_140424-Meeting Recording

July 15, 2026, 6:04PM

1h 29m 21s

● **Mcneace, Meche A - ETA CTR** started transcription

M **Mcneace, Meche A - ETA CTR** 0:16

All right, so now you want to pop up your background.

D **Davis, Chanel T1 - ETA CTR** 0:21

Yep, sharing now.

M **Mcneace, Meche A - ETA CTR** 0:22

Thank you.

So now I guess we can consider ourselves officially, officially back, huh?

M **Mcneace, Meche A - ETA CTR** 0:35

Again, again.

Welcome back everyone. We have missed you.

It seems like it has been months and months and months and months and years and years.

I guess it has been months and months since we've seen you guys.

April would have been the last time we were all together so.

Welcome, welcome, welcome back.

We're here, but before we get like, all into the nitty gritty of stuff, we do have a couple of new members of our TwoTech team that has joined us this go around. And so I would like to just kind of quickly introduce them if they can pop.

Back on camera, we have, as you guys heard just a second ago Orlis Sierra-Sanchez, he's joined our team. He's how many.

How many days in two weeks in three weeks in?

OS **Orlis Sierra** 1:27

Yeah, roughly about two weeks in.

M **Mcneace, Meche A - ETA CTR** 1:29

Two weeks in, OK.

So see, that means he is no longer a rookie.

He is a seasoned team member.

And then our other new member is Adrianne Freeland, and there she is.

And what are you?

How many?

How many days? Weeks have you been with us, Adrian?

Two weeks.

Two weeks in, you're on mute.

A **Adrianne** 1:55

About two weeks now. Hello everyone.

M **Mcneace, Meche A - ETA CTR** 1:59

Ah, two weeks in. So they're all seasoned right now, right?

The please join me in giving them all a warm welcome so you'll see more of them as we go as we start to get our little groove back.

So before that I know we do have an agenda today and we have a couple things we want to go over.

First off, that we understand there are some release notes that came out and most recently there was one that came out.

So we're going to go through the most recent release notes and then they are going to between Chanel and Joyce will demonstrate a couple of things from the release notes. And then from the release notes, we also have trivia that we wanna spring on you guys, too.

So if anybody has any questions, comments, you know the deal is just go ahead and either you can raise your hand and unmute yourself or you just put them in the chat.

So, with that being said, I'm not gonna hold it up and keep talking.

I'm gonna go ahead and pass it on to Chanel.

D **Davis, Chanel T1 - ETA CTR** 3:10

Hello everyone.

One second, I'm going to share the release notes.

Alright. Are you all seeing my screen?

B **Barcley, Joyce M1 - ETA CTR** 3:28

Yes, ma'am.

D **Davis, Chanel T1 - ETA CTR** 3:29

All right, so the most recent was released on June 5th, 2026, and it is version 25.8. So for new features by popular demand, we now have case notes.

So case note functionality has been added to GPMS. Users can now create, save and view.

Case notes directly within GPMS improving workflow and efficiency.

Case notes can be assessed from within participant cases by clicking the case Note link on the top menu.

To the left of related actions from the case notes landing page, users can view, search and manage.

All notes associated with a case from a centralized screen when creating a new note, users must select a category and enter a subject line for their note.

A search function has been added to the case notes landing screen, allowing users to quickly locate case notes using keywords category filters or other criteria.

Users can create, save and reuse filters, making it easier to access specific sets of case notes.

A delete option is available, enabling authorized users to remove case notes when needed.

Users can tag other GPMS users when creating or updating a case note, so those individuals receive a notification that the case note has been created.

Case notes can be downloaded, enabling printing, offline review, or sharing when appropriate.

For enhancements

Frozen QPR data uploads: Complete frozen QPR data has now been uploaded for PY22Q3 and PY22Q4.

For WIPS QPR: enhancements have been made to the WIPS QPR to ensure that the values for PIRL 1602 employment in second quarter after exit quarter and PIRL 1606, which is employment in fourth quarter after exit quarter for follow up after exit or are sent to whips for the past ten quarters.

Retired sub grantees are now recorded in the WIPS QPR addendum, ensuring historical accuracy.

For self reported disability updates: medical or other official documentation validating a disability is no longer needed for participants to receive the disability priority of service.

The intake screen on the UI has been updated to remove the disability reported as question.

Internal QPRs have been updated to include self-reported disabilities in the A5h measure.

Updates have been made to PIRL 202 (individual with a disability) and the WIPS QPR to include self-reported disabilities and the Priority of Service measure.

For poverty threshold enhancements:

Users will no longer be able to manually override the "is family income at or below 125% of poverty level?" question when answered or editing in income eligibility determination.

"Is family income at or below 125% of poverty level?" will now be set automatically by the system based on the number and family and total Includable family income entered by the user.

"Is family income at or below 125% of poverty level?" can now only be overwritten by changing the "number and family" and total includable Family income."

M **Mcneace, Meche A - ETA CTR** 7:20

Chanel, you must have froze up.

So while Chanel is freezing up, I'm gonna read the next one for you guys, which is the text messaging and opt in feature.

Are you back Chanel?

D **Davis, Chanel T1 - ETA CTR** 7:37

Can you hear me?

M **Mcneace, Meche A - ETA CTR** 7:38

Yeah, you were kind of like.

D **Davis, Chanel T1 - ETA CTR** 7:39

Am I moving?

B **Barcley, Joyce M1 - ETA CTR** 7:39

Yes.

D **Davis, Chanel T1 - ETA CTR** 7:41

Am I moving OK?

So new data fields have been added to the participant information screen to facilitate the transition of customer satisfaction surveys to text messages.

If either a primary phone or alternate phone are checked as a cell, users will now be required to check yes or no for the new field "did the participant sign a text message opt in agreement?"

A tool tip has been added to the cell phone opt in field on the UI to obtain participant consent for communication via cell phone.

Return to service (formally right of return or ROR): An issue causing the validation error "exit date cannot be after the placement start date."

M **Mcneace, Meche A - ETA CTR** 8:37

Where is she after the start date?

Joyce what?

Where are you frozen?

Where is she at?

Where does she stop?

B **Barcley, Joyce M1 - ETA CTR** 8:49

I'm here.

Well, I'd start at right of service.

Return to service formerly right of return or ROR.

M **Mcneace, Meche A - ETA CTR** 9:01

All right, go ahead, Joyce.

B **Barcley, Joyce M1 - ETA CTR** 9:02

.... an issue causing the validation error. Exit date cannot be after the placement start date for return of service cases when the placement end date prior to the return of service had already been entered has now been resolved.



Barcley, Joyce M1 - ETA CTR 9:18

Recertification

Updates have been made to the recertification details section. Users will no longer be allowed to enter a recertification date in the future.

Users will now receive an error message stating the recertification date can't be in the future and must enter an earlier date to save the recertification.

Eligibility.

The reason for eligibility at initial eligibility determination has been updated from failed to complete recertification to failed to complete initial application.

Other enhancements

Updates have been made to the user permission for case managers. Case managers will no longer be able to edit cases that are assigned to other case managers.

An update has been made to the data validation for case transfer requests. Users will receive an error message if request effective transfer date is in the future.

Now for the resolved issues.

An issue preventing tagged users from viewing HMR tickets has now been resolved. Users who are tagged by another user on an HRM ticket should now be able to access those tickets.

An issue with the system allowing re enrollment of a participant with zero days remaining but a reason for exit other than durational limit has been resolved.

New enrollments will now be blocked for all participants who have zero days remaining.

Resolved an issue that could result in overlapping community service assignments when updating the assignment date for transferred cases. To prevent overlap, the assigned date must now. The assignment date must now be after the effective.

Transfer date.

Resolved an issue that incorrectly prevented users from editing the application date for cases and pending status.

An issue with the custom filter in the cases tab has been resolved, users will no longer receive an error message when creating a custom filter that includes active on break status.

And then we have no known issues that are going forward at this point. So that is the end of the release notes.

M **Mcneace, Meche A - ETA CTR** 11:42

Thank you, Joyce.

So, Chanel, are you back with your, with your crazy Internet thing going on?

D **Davis, Chanel T1 - ETA CTR** 11:47

Can you all hear me?

D **Davis, Chanel T1 - ETA CTR** 11:51

It's so random.

M **Mcneace, Meche A - ETA CTR** 11:54

We've been experienced this this little issue all you know the all like this week so far, right? Almost every day.

M **Mcneace, Meche A - ETA CTR** 12:05

So OK, we understand.

So before we go on to the next and then we're gonna do some demos, I know on some of the things that are noted in the release notes.

There are two questions - Rita asked is 125% more for Alaska and Hawaii in the database, and the answer is yes, it is been entered into GPMS.

And so in the next one from Janine, can you clarify the recertification? Is there something in here where the recertification that we talked about, can we scroll up?

D **Davis, Chanel T1 - ETA CTR** 12:41

Yes.

M **Mcneace, Meche A - ETA CTR** 12:43

Is it the eligibility part right there?

The reason for ineligibility and initial eligibility determination has been updated from. Failed to complete recertification to fail to complete initial application. Is that the clarification you need, Janine?

You can also unmute yourself.

Is that the only section that has recertification in it?

JC Janine Culver 13:14
OK.

D Davis, Chanel T1 - ETA CTR 13:14
Let me scroll.

JC Janine Culver 13:14
No, they think there was something up higher about dates and the recertifications.

M Mcneace, Meche A - ETA CTR 13:16
OK, right here.
Oh, recertification updates have been made to the recertification detail section.
Users will no longer be allowed to enter a recertification date.
In the future, users will now receive an error message stating that the recertification date cannot be in the future.
So in other words, you cannot put a date in that recertification date section that is in the future.
So if you could.
If it's today and you're trying to enter a date for August 15th, it won't allow you to do so anymore.

JC Janine Culver 13:53
OK.
That makes sense. Thank you.

M Mcneace, Meche A - ETA CTR 13:55
You're welcome.
And I think those were the two.
So who's demoing what?

D Davis, Chanel T1 - ETA CTR 14:06
Joyce is up next.

B Barcley, Joyce M1 - ETA CTR 14:08

And we're going to be looking at the new case notes section, which is very exciting.
So give me a second.

M **Mcneace, Meche A - ETA CTR** 14:15
Yeah, case notes.

B **Barcley, Joyce M1 - ETA CTR** 14:18
And Chanel, I'm going to take the screen away from you, OK?

D **Davis, Chanel T1 - ETA CTR** 14:21
Oh really?

B **Barcley, Joyce M1 - ETA CTR** 14:23
Alrighty, let me know when you're seeing my screen.

M **Mcneace, Meche A - ETA CTR** 14:26
We see it.

B **Barcley, Joyce M1 - ETA CTR** 14:28
OK. We're gonna start at the cases page and just going to pick a random participant.
And open them up in a new tab to get to their case.
So here we have the participants case and you'll notice the new tab called, case notes.
Yay, this is, this is really terrific.
You're gonna love this, at least I hope you're gonna love it. I love it.
So here we have as most pages start with the participants.
Summary and you Scroll down a little bit and you get to the case notes section.
I'm just going to review what's on this page right here, and then we'll go through the functionality.
So naturally you would add a case note by clicking the case note box. But when you have case notes already entered, you can then search on those case notes. You can search by the subject. So, if you have whatever you put in a subject line, you can type something that you can search on.
Then we have different categories you can search in.
And as Chanel read in the release notes, there are different categories that you select

when you are entering a case note. And this way you can actually go back later and you can actually filter on those categories.

Then you have the date created and filter by different dates if you want to filter by date you could do that.

You can also export your case notes, so sorry. You can also export your case notes into Excel and then you can also create filters for your case notes which can be helpful. And then there is a refresh button. So after you've entered something you can refresh and then as we're going through, you'll see we have the category subject notes who created it, the date created and actually the date created is the date that it's entered, the date modified and then you can actually tag someone. Let's go through and just add a case.

Note it's super simple.

Really really intuitive.

So you would pick your category and I'm going to say this person is having a PRA and we're going to be doing an assessment.

And then we're going to type in our notes about the assessment.

We can tag a coworker if we'd like.

Hey, Chanel I'm gonna tag you.

M

Mcneace, Meche A - ETA CTR 16:58

Tag your it.

B

Barcley, Joyce M1 - ETA CTR 17:01

And then we save.

It says the actions completed up above and then we Scroll down and we see we now have this case note entered. You can imagine after doing case notes in GPMS for several months you can have pages and pages for each participant which can get pretty wieldy to go through and find different case notes if you're trying to do that. So I'm going to switch screens now over to another participant and this participant, Deborah, has a bunch of case notes. She has nine case notes, and you can see there's two pages of them.

There's five per page.

And if you wanted to search, let's say I know I gave Deborah a laptop and I want to see what the case notes were about the laptops, I can just enter in the word laptop and anything that has laptop in it will be shown, which is really terrific.

Or and you can also get rid of that if you want to change your search criteria then in category I only want to see people who have case notes about break or I want to see. Sorry. Deborah's case notes about break.

I just click on the category and the break comes up and then if I wanted to do.

A just search by certain date ranges.

I could do that as well.

I'm not going to do that here because all the date ranges are pretty much the same.

For this participant, since we just this just got implemented.

But you can definitely sort by the dates.

You can also download all your case notes and just open the file and I already have it done.

So we're just going to open it up and you'll see that we have the case notes for the individual and you scroll through and you see all the information.

Including the user tags who is tagged and if someone's tagged, they should get a notification and their tasks and notifications that they have been tagged in a case note.

OK, back to.

M **Mcneace, Meche A - ETA CTR** 19:15

This is great, Joyce.

B **Barcley, Joyce M1 - ETA CTR** 19:17

Great, isn't it? Isn't it?

M **Mcneace, Meche A - ETA CTR** 19:19

I know because it'll save you from having to type out or write out or handprint in case notes.

B **Barcley, Joyce M1 - ETA CTR** 19:20

But but I want to get.

M **Mcneace, Meche A - ETA CTR** 19:26

And then you could print it and put it in their file and all of this get rid of all of those little sticky notes in your files for case notes.

B **Barcley, Joyce M1 - ETA CTR** 19:29

And you can cut and paste if you need to, yeah.

M **Mcneace, Meche A - ETA CTR** 19:34

Yeah, I'm telling honest, but so I have a question though I'm not a question.

B **Barcley, Joyce M1 - ETA CTR** 19:36

Yeah, yes, yes.

M **Mcneace, Meche A - ETA CTR** 19:39

A statement.

So if you go back to add case notes, go back and click add case notes.

And just a reminder that there are categories that are mandated.

So those three are mandated.

You can't skip one of them, correct? They have the asterisk.

B **Barcley, Joyce M1 - ETA CTR** 19:54

Yep, they do. They're mandatory.

M **Mcneace, Meche A - ETA CTR** 19:55

OK.

Alright, so just wanted to make sure we're clarify on that one.

B **Barcley, Joyce M1 - ETA CTR** 20:00

Mm-hmm.

And.

M **Mcneace, Meche A - ETA CTR** 20:02

So they wanna know how do you print a case note?

Have you tried doing that?

B **Barcley, Joyce M1 - ETA CTR** 20:06

I have not tried printing a case note a because my printer is not hooked up.

I just moved last weekend, still setting up my office so I haven't tried doing that yet.

M **Mcneace, Meche A - ETA CTR** 20:19

Is there a print functionality?

B **Barcley, Joyce M1 - ETA CTR** 20:21

There is not that I have seen, but if you go back into the case notes, you can definitely go into the well. You can definitely go into the Excel.

You can download into Excel.

You may have to manipulate the Excel spreadsheet a little bit because everything is centered. You know, it looks very lovely when you do this, but you really have to open everything up.

And here are the actual notes.

So if you do your wrap around, you can just go down and you can see what all the notes are and if you just needed one particular note you.

Go back and you can highlight that row and you can get the case.

Note you know if there's information that's in there for that particular situation or encounter.

M **Mcneace, Meche A - ETA CTR** 21:01

OK.

So if you close.

So this is an Excel sheet that shows all the case notes per participants.

So it's not a complete dump. OK. And then if we can close this up and see even if there is, if you go to one of these case notes and see if there is a print functionality anywhere 'cause, I didn't see it either.

B **Barcley, Joyce M1 - ETA CTR** 21:09

I yeah, I did not see one when I was in here.

So there may not be a print just for an individual case note, but again, you can use the Excel just takes.

It's very quick. Well, with the limited number of case notes I've got in there, it's very quick for the Excel spreadsheet to open.

And so it's easily can be easily done.

M **Mcneace, Meche A - ETA CTR** 21:43

OK.

B **Barcley, Joyce M1 - ETA CTR** 21:46

And just one note though, when you do, you can set filters and you know it's like on the cases page where you can set filters.

So I'm going to select a filter and I'm going to say I want to see let me go back to the laptop one.

So I'm going to want to see pretty frequently all the case notes related to the laptops.

I can go into filters and I can save the filter.

Asks you for a name.

And then I click save.

And now you see we have my filters called laptops.

So whenever you want to just see that one filter, you click it.

And.

Well, it worked before I did it.

You would click.

The you know what?

And maybe you just click search.

Let's see. Nope.

Sorry about that. It did work before.

D **Davis, Chanel T1 - ETA CTR** 22:46

You may have noticed I was category Joyce instead of the keyword search the save the category as a filter.

B **Barcley, Joyce M1 - ETA CTR** 22:55

Well, I actually did do a keyword search and it worked but.

M **Mcneace, Meche A - ETA CTR** 22:59

Yeah, I saw her.

B **Barcley, Joyce M1 - ETA CTR** 22:59

But anyway, you can you can.

M **Mcneace, Meche A - ETA CTR** 23:00

She did it during the demo.

B **Barcley, Joyce M1 - ETA CTR** 23:02

You can create the filters and if you want to change them later you can just go back in and let's say for this one I don't want it anymore, so I can just definitely go in and I can delete it.

D **Davis, Chanel T1 - ETA CTR** 23:03

Hmm.

B **Barcley, Joyce M1 - ETA CTR** 23:14

And let's just say, OK, we're gonna do breaks.

We just wanna see everything that's on a break. We can make that a filter.

And we can set that.

And now you'll only see the one that has a in the category.

It's a break.

And if you want to clear your filters, you just clear your filters and you will see all of your case notes. Now just a little note again, when you have lots and lots of case notes, if you come into a participant's record and you say, Oh my gosh, I know that there are more case notes than this. Make sure you don't have a filter on because you just go in and then just clear your filters and all of your case notes will appear because that happened to me.

I was creating case notes.

And I went back into the participant's file later on and all I saw were two case notes and like, where are all those case notes I created, and then I noticed that the filter was on, and when I cleared the filters then everything showed, so if that happens just a note.

They're there.

You can just access them by clearing your filters.

M **Mcneace, Meche A - ETA CTR** 24:23

Yeah, and the only way to print a case note is that if you open up a case note and it's not gonna and I don't find it to be that helpful.

So if we go down is to right click right there.

And print hit print.

But you're only gonna see what you see there.

See, that's what you'll see.

There's there's. That's the way you can print it, yeah.

B **Barcley, Joyce M1 - ETA CTR** 24:49

So it's longer, yeah.

M **Mcneace, Meche A - ETA CTR** 24:51

So that that's how you would be able to print it if you need to print a case note for that specific participant.

Cool beans.

B **Barcley, Joyce M1 - ETA CTR** 25:00

Yeah, I really.

I particularly love the XL function that shows everything.

It's such a great record without having to scroll, you know, to flip through pages of case notes. It's just right there in view.

And that is what we were demonstrating for the case note feature that was added through the release notes.

M **Mcneace, Meche A - ETA CTR** 25:23

I'm excited.

B **Barcley, Joyce M1 - ETA CTR** 25:24

I'm excited too, yeah.

M **Mcneace, Meche A - ETA CTR** 25:24

Anybody else excited yet?

Are we trying to become paperless?

Rita, you know this program will never become paperless.

M **Mcneace, Meche A - ETA CTR** 25:35

Even though we I think we have been trying to go paperless for how many decades now, it just hasn't happened.

Never say never.

You got that right.

But I'm just saying we haven't reached paperless yet, but it's a good start and it's just the fact of just having case notes in the system.

B **Barcley, Joyce M1 - ETA CTR** 25:52

Yet.

M **Mcneace, Meche A - ETA CTR** 25:56

And I just see it as it's awesome because.

Format case management perspective, you know having to write the case notes or type them out and put it in the file. And then if you're getting monitored, you know they want to see case notes and you're just like, here you go. Voila, here's an Excel sheet. There's case notes. I think this is awesome.

And if anybody writes like I do, nobody would want to try to read anything I handwritten, because I can't even read it myself once I'm done.

So.

Great.

B **Barcley, Joyce M1 - ETA CTR** 26:30

Boy Rita, you're really pushing it.

M **Mcneace, Meche A - ETA CTR** 26:36

I know it's in the works.

Rita it's not sitting dormant somewhere.

So I think it had to go through the, you know, the internal federal approval process, so that can cause a delay in itself.

So it is coming.

And so Rita was asking about the new forms.

Where was we want to call it? GPMS forms.
So it is coming.

B **Barcley, Joyce M1 - ETA CTR** 27:04

The wants forms with participants signatures like electronic.

M **Mcneace, Meche A - ETA CTR** 27:10

The forms are columns to say as the forms are coming, I'm not gonna I'm not.

B **Barcley, Joyce M1 - ETA CTR** 27:14

Yes.

M **Mcneace, Meche A - ETA CTR** 27:15

You can.

You can always make those forms readable once you get it.

And I mean fillable and then include a signature line which you can use a digital signature that's on you guys.

M **Mcneace, Meche A - ETA CTR** 27:30

Is doable?

And Byron has jokes, he says something about no one writes like me.

You got that right.

If you look at my signature, it was like who is that?

But I do have a new colleague whose signature is just like mine.

I'm not gonna say who.

He knows who it is.

B **Barcley, Joyce M1 - ETA CTR** 27:53

Oh, you gave it away right there. Whoa.

M **Mcneace, Meche A - ETA CTR** 27:54

I know I said my colleague, so.

B **Barcley, Joyce M1 - ETA CTR** 27:56

Oh.

M **Mcneace, Meche A - ETA CTR** 27:59

So alright, is that the only demo you have?
Joyce, that was the case notes.

B **Barcley, Joyce M1 - ETA CTR** 28:06

Into the release notes.
Yes, we do have some demos in trivia.

M **Mcneace, Meche A - ETA CTR** 28:11

And trivia, OK, so not it. So the ones for the release notes are done.

B **Barcley, Joyce M1 - ETA CTR** 28:12

Mm.

M **Mcneace, Meche A - ETA CTR** 28:17

Alrighty. Anybody else have any other questions so far?
Unlike Alicia, she says. Woohoo. See, she's more optimistic and realistic.
She's like we're moving closer to paperless.
So yes, all right.
So no questions so far.

SC **Shanell Clayton** 28:38

I have a question.

M **Mcneace, Meche A - ETA CTR** 28:39

Oh oh, cool.

SC **Shanell Clayton** 28:40

I have a quick question. Thanks.
So I see that you can do the Excel.
Do you think that that will be an acceptable documentation for monitoring versus more of a traditional case? Note with like the staff signature and things like that?

M **Mcneace, Meche A - ETA CTR** 29:00

The excel sheet should be an acceptable form of documentation.

SC **Shanell Clayton** 29:05

OK.

M **Mcneace, Meche A - ETA CTR** 29:06

Because it's what you put into the system, right?
And this is what you extracted out of the system.

SC **Shanell Clayton** 29:09

Uh-huh.

M **Mcneace, Meche A - ETA CTR** 29:11

And the system is an official data management system for the program, so that should be an acceptable documentation. It would be interesting if anybody would say no, it's not.

So what's the difference between a handwritten case notes versus your, you know, data case.

Note that you typed into the system and you printed it, and it's just being printed in Excel.

I don't know if there's any rule in the universe that says if you print your case note it has to be in a Word document or anything of that nature.

So.

Acceptable form of case noting.

Cool beans.

SC **Shanell Clayton** 29:57

Awesome. Thank you.

M **Mcneace, Meche A - ETA CTR** 29:58

No, you're welcome.

And if somebody gives you issues, just call us, call us.

SC Shanell Clayton 30:06

OK.

M Mcneace, Meche A - ETA CTR 30:08

Sure. We're gonna back you up.

OK, we've got you.

We'll argue the position are for you, so there is one from Cheryl in the chat on recertification.

Is there still an option for income change?

Can you change the income when you do a recert?

M Mcneace, Meche A - ETA CTR 30:32

We're gonna pull it up, Cheryl.

B Barclay, Joyce M1 - ETA CTR 30:34

Yeah, you can go back and add it.

YC Young, Cheryl 30:36

Yes.

Like, OK, so if somebody you're doing recertification and you find out that they've started receiving a pension or some other income change and it makes them ineligible.

I've never had that happen, but what is the process for that?

M Mcneace, Meche A - ETA CTR 30:56

OK.

So what happens is if you've done a recertification and it's all done and you moved on, as you know couple days later for some crazy reason you're you know you wanna check because the income has changed.

You found out the income has changed.

The regulations basically state you can do a recertification at any time you feel necessary.

So recertification isn't governed that it only can be done once a year.

It can be done at any given time.

So if you found where a participant was recertified a week ago or even a month ago, then you somehow found out that, oh, they're getting more income than what they originally told us. So do another recert. And if the income is over income that they become over income.

And you document that in that fabulous new case note in the system.

YC **Young, Cheryl** 31:43

OK.

I love the case notes.

Especially I got really excited when you said it counts as for documentation, when somebody comes and visits and wants to see case notes, that's beautiful.

M **Mcneace, Meche A - ETA CTR** 31:49

Right.

Yes it is.

That's awesome.

YC **Young, Cheryl** 32:02

Thank you, Michi.

M **Mcneace, Meche A - ETA CTR** 32:04

You're welcome.

Anything else out there?

So far so good.

Any more questions? We're here for you.

If not, then I guess we can just kind of move one more here. We got another one.

B **Barcley, Joyce M1 - ETA CTR** 32:24

Hey Lalena, want to unmute yourself?

ML **Marsigliano, Lalena (DLT)** 32:27

Hi, how are you?

M **Mcneace, Meche A - ETA CTR** 32:29

Hi.

B **Barcley, Joyce M1 - ETA CTR** 32:29
Honey, good. Thanks.

ML **Marsigliano, Lalena (DLT)** 32:31
I have a quick question.
I had a individual that applied.
Who's legally married but they live separately and they can't afford to get divorced.
And she's residing with her daughter.
Would in that case, would you still include the husband's income?
Even though they're not residing in the same.

M **Mcneace, Meche A - ETA CTR** 33:00
They're separated though.

ML **Marsigliano, Lalena (DLT)** 33:02
Well, not legally by the courts like they didn't.

M **Mcneace, Meche A - ETA CTR** 33:04
But there's, but they're still separated and living in separate households, right?

ML **Marsigliano, Lalena (DLT)** 33:09
Correct, but documentation wise like there's nothing showing, so God forbid, like, if something were ever to happen and one of them passed away, they're still legally married.

M **Mcneace, Meche A - ETA CTR** 33:23
Mm-hmm.

ML **Marsigliano, Lalena (DLT)** 33:23
But they're not residing in the same household.

M **Mcneace, Meche A - ETA CTR** 33:28
So the income is state and family size of, you know, residing in the same household, so.

ML **Marsigliano, Lalena (DLT)** 33:37

So OK, so.

M **Mcneace, Meche A - ETA CTR** 33:38

Residing in the same home.

ML **Marsigliano, Lalena (DLT)** 33:41

OK.

So if she's residing with her daughter, who's ever in that household, we would we would include that income.

M **Mcneace, Meche A - ETA CTR** 33:50

It's considered the family size there in the home.

ML **Marsigliano, Lalena (DLT)** 33:53

OK. And what if you have a participant who applies, let's say it's a grandparent and a grandson living together and the grandson's an adult making, you know, obviously over the eligibility requirements.

But they're not willing to provide the grandparent the proof of that.

What would we do in that instance?

M **Mcneace, Meche A - ETA CTR** 34:27

So the grandparent and the grandchild living in the same household.

ML **Marsigliano, Lalena (DLT)** 34:34

Yeah.

M **Mcneace, Meche A - ETA CTR** 34:34

So technically my first reaction is to defer to TEGL 1206 and look up the definition of family, which I was trying to find while you were talking?

And so, before I say the wrong thing, let me find that TEGL first, OK. And then we're going to come back to that question.

ML **Marsigliano, Lalena (DLT)** 35:02

These are just tricky scenarios.

M **Mcneace, Meche A - ETA CTR** 35:02

It is tricky though. You know we got to pull up the TEGL.

We got to pull up TEGL 1206.

ML **Marsigliano, Lalena (DLT)** 35:07

How do you even remember?

M **Mcneace, Meche A - ETA CTR** 35:09

And then we go and define what they mean by family, right?

And then from there, then we go and then we start narrowing it down and breaking it down from there.

ML **Marsigliano, Lalena (DLT)** 35:14

Mm-hmm.

M **Mcneace, Meche A - ETA CTR** 35:19

So it's just not a quick and easy answer.

And I don't want to tell you yes, no. And then be wrong. And I know that one of the one of the.

ML **Marsigliano, Lalena (DLT)** 35:24

OK.

OK.

M **Mcneace, Meche A - ETA CTR** 35:32

There's a chat.

That says, do they file tax returns individually from the person if they're separated?

ML **Marsigliano, Lalena (DLT)** 35:37

Right. So.

Well.

Yeah, I did ask for their taxes.

But I guess they do file them separate, but when you're legally married, you can file you can either file jointly or separate.

M **Mcneace, Meche A - ETA CTR** 35:58
That's true.

ML **Marsigliano, Lalena (DLT)** 36:00
So I thought that was it didn't matter regarding.

M **Mcneace, Meche A - ETA CTR** 36:02
Now and the other thing, as you know Frieda's saying, what if the participant does not have access to their money? You know, that's another thing.
That's why I asked are they, like, separated. Living in separate households. And as you noted, people, these people could be separated, not legally separated through, you know, the legal system because of the cost. And there's been people who have been separated for 900 years just never got an official divorce.

ML **Marsigliano, Lalena (DLT)** 36:29
Right.

M **Mcneace, Meche A - ETA CTR** 36:30
It should be like that.
What is that common law states? If you've been together 10 years and you become common law, it should be the same case with separation. If you were separated for 10 years, you are now considered divorce.

D **Davis, Chanel T1 - ETA CTR** 36:42
Your divorce.

ML **Marsigliano, Lalena (DLT)** 36:42
Yeah, it's another 10 year.

M **Mcneace, Meche A - ETA CTR** 36:45

So yeah, So what we can do is let's follow back up with you so that we give you the right guidance on that.

M **Mcneace, Meche A - ETA CTR** 36:55

And I'm gonna e-mail you. OK? Can you put your e-mail?

ML **Marsigliano, Lalena (DLT)** 36:59

OK.

M **Mcneace, Meche A - ETA CTR** 36:59

I have your e-mail.

Don't we have your e-mail?

ML **Marsigliano, Lalena (DLT)** 37:01

Yeah, I'm always asking the questions.

M **Mcneace, Meche A - ETA CTR** 37:01

On file on file.

That's OK, but OK.

So we will e-mail you and then we'll just set up a real quick call. Cool beans.

ML **Marsigliano, Lalena (DLT)** 37:10

OK, OK.

Sounds great. Thank you.

M **Mcneace, Meche A - ETA CTR** 37:13

No, you're very welcome.

Max, is that you?

You're on mute.

D **Davis, Chanel T1 - ETA CTR** 37:25

Yeah, we can't hear you.

M **Mcneace, Meche A - ETA CTR** 37:28

What we can't hear you, Max?

Alright, he's gonna come back with us.

Anybody else?

Here he is. Let Max back in.

Hey, Max.

MZ **Max Zielinski** 38:08

Does my mic work now?

D **Davis, Chanel T1 - ETA CTR** 38:10

Yes.

M **Mcneace, Meche A - ETA CTR** 38:10

We hear you.

MZ **Max Zielinski** 38:12

Amen. Well, First off, great to see you back TwoTech is fantastic and welcome to the new TwoTechers so.

Is there an all guarantee call today, Michi?

I don't think so, but.

M **Mcneace, Meche A - ETA CTR** 38:26

Oh, look at me, No-ah.

MZ **Max Zielinski** 38:30

No-ah.

M **Mcneace, Meche A - ETA CTR** 38:31

No-ah.

MZ **Max Zielinski** 38:33

Wait, that is that No-ah, as in notice of award or is that I know that it's not today.

M **Mcneace, Meche A - ETA CTR** 38:39

This means no end and the Oh my gosh. OK.

MZ **Max Zielinski** 38:42

OK.

OK.

M **Mcneace, Meche A - ETA CTR** 38:46

No, all grantee call.

MZ **Max Zielinski** 38:48

That's fine.

M **Mcneace, Meche A - ETA CTR** 38:48

You know, just massive amount of emails.

MZ **Max Zielinski** 38:49

That's good.

M **Mcneace, Meche A - ETA CTR** 38:51

That said, please delete any scheduled calls. Any scheduled meeting invites for an all grantee call for today.

That, especially the ones from Jada, the crazy thing is that unfortunately, once a team somebody leaves and they've scheduled a, they have these recurring schedules.

MZ **Max Zielinski** 39:02

OK.

M **Mcneace, Meche A - ETA CTR** 39:13

Nobody can delete it.

So we couldn't do so we're asking you to delete those.

And then I sent the new round of meeting invite.

So the next.

MZ **Max Zielinski** 39:22

I saw that.

Yeah, I have that one.

So I think this one just slipped through the cracks, but that's good to know.

M **Mcneace, Meche A - ETA CTR** 39:26
That's OK.

MZ **Max Zielinski** 39:28
And thank you for your insight on common law, marriage and separations.
I think that's just great so.

M **Mcneace, Meche A - ETA CTR** 39:37
We should go advocate for that.
Maybe I don't know.

MZ **Max Zielinski** 39:42
Well, it's, it's different in every state.
You never know. So but no, it is fantastic to have you guys back.

D **Davis, Chanel T1 - ETA CTR** 39:45
Mm-hmm.

MZ **Max Zielinski** 39:48
So I'm I'm tickled pink.
So but I will get you can get back to regular business, but thanks for all you guys do
so.

M **Mcneace, Meche A - ETA CTR** 39:59
Now we appreciate you every time.
It's always good to talk to you and see Max.
Max has been around for....

MZ **Max Zielinski** 40:06
We're good on that.

D **Davis, Chanel T1 - ETA CTR** 40:07
OK.

MZ **Max Zielinski** 40:07
So we're good.

B **Barcley, Joyce M1 - ETA CTR** 40:09
It says.

M **Mcneace, Meche A - ETA CTR** 40:09
You notice I didn't say anything that close like OK.

MZ **Max Zielinski** 40:13
I think I'm common law married to so. There you go.

M **Mcneace, Meche A - ETA CTR** 40:18
There you go.
I I'm this.
I think we are too. It's been that long.

MZ **Max Zielinski** 40:20
At least at least I haven't.
DLd out yet?
So that's I'm still good, so.

M **Mcneace, Meche A - ETA CTR** 40:26
You're still good to go.
There you go. Alrighty.

MZ **Max Zielinski** 40:27
I I keep getting an extension, I keep getting an extension so it's good so.

M **Mcneace, Meche A - ETA CTR** 40:32
So you're giving those unlimited extensions, huh?

MZ **Max Zielinski** 40:35

Well, for, for Easter Seals, I do, yes.

M **Mcneace, Meche A - ETA CTR** 40:38

Yeah. Well, I'm. I'm glad that they do appreciate it.

MZ **Max Zielinski** 40:39

But all right. Well, we'll, we'll, I, I will be on.

But it's good to see you guys and you should get more people to turn their camera on so.

M **Mcneace, Meche A - ETA CTR** 40:46

OK.

You talk to your colleagues out there in the shy world with CISA.

MZ **Max Zielinski** 40:53

No, no.

Well, it's most of us.

I mean, most of us.

Well, I'll. I'll talk to him, but.

M **Mcneace, Meche A - ETA CTR** 40:59

Yeah, you go and just poke at them and say, hey, show us, be with us. Be one with us, right.

MZ **Max Zielinski** 41:00

OK.

I will.

That's right.

I love the music too. It was fantastic.

M **Mcneace, Meche A - ETA CTR** 41:08

But.

MZ **Max Zielinski** 41:09

We're gonna have to do that for some of our meetings, so.

M **Mcneace, Meche A - ETA CTR** 41:12

Nobody was dancing.

We were hoping they would be dancing, but we were danced. I guess we were just wiggling in our chairs.

M **Mcneace, Meche A - ETA CTR** 41:19

So anyhow, but we are glad so all grantee called next Wednesday, July 22nd.

MZ **Max Zielinski** 41:23

No.

Sounds good.

M **Mcneace, Meche A - ETA CTR** 41:26

For any, for everybody else, Okie Dokie.

MZ **Max Zielinski** 41:28

OK, 'cause, I didn't want to short you guys 1/2 hour so.

M **Mcneace, Meche A - ETA CTR** 41:32

We would all have to short everybody 1/2 hour if that was the case, but now and always remember no, all grantee calls on the day of our office hours.

MZ **Max Zielinski** 41:34

I know, I know.

M **Mcneace, Meche A - ETA CTR** 41:42

We want to ensure that and before you go Max, I want to make this statement, not that anybody.

We didn't even make it at the top of the hour when we opened up the session, but we want to change GPMS Vlive, which stands for virtual live. You know, office hours to G live, which was stand for GPMS live.

Anybody who has an opinion, please put it in the chat.

Yes. No, maybe so.

Unless you come up with something else, we're just trying to rebrand our office hours.

Going forward. So there you go.

MZ **Max Zielinski** 42:20

OK, I'll, I'll, I'll think about it.

M **Mcneace, Meche A - ETA CTR** 42:21

I'm down.

I'm down with G.

I'm down with G live.

That's my thing.

I'm down with that one.

Does anybody else have an opinion?

Put it in the chat.

B **Barcley, Joyce M1 - ETA CTR** 42:32

So far, everybody likes it.

M **Mcneace, Meche A - ETA CTR** 42:34

Hey, alrighty.

MZ **Max Zielinski** 42:35

It's a great reboot.

It's a great reboot so.

M **Mcneace, Meche A - ETA CTR** 42:38

Do you think yay. There you go. OK.

Alrighty. Well, we're gonna reboot ourselves.

MZ **Max Zielinski** 42:44

Thank you, Michi.

M **Mcneace, Meche A - ETA CTR** 42:45
No, thank you, Max.

MZ **Max Zielinski** 42:46
OK.

M **Mcneace, Meche A - ETA CTR** 42:47
It's good to see you.
We're gonna reboot ourselves into the trivia world, right?

D **Davis, Chanel T1 - ETA CTR** 42:52
Yes, ma'am. I hope they do like G love, because that's what it says on the on the trivia.
So I'm glad it worked.

M **Mcneace, Meche A - ETA CTR** 43:05
Ready for it?

D **Davis, Chanel T1 - ETA CTR** 43:05
G Love is funky. It's Byron.
So we are moving into the trivia, the fun part. Of course, we ask that you all.
We encourage you all to come off mute.
You can raise your hand and also put your answers in the chat.
There will be some new information, some old information, so just, you know, take a stab at.
Alright. Are you all seeing my screen?

B **Barcley, Joyce M1 - ETA CTR** 43:25
Yes, ma'am.

D **Davis, Chanel T1 - ETA CTR** 43:26
Alright, perfect.
Question #1.
Which are correct? The most in need/waiver Factor Report provides a

a listing of participants with the waiver factors in need of updates.

B. The number of participants beyond their durational limit with updated waiver factors or

C a history of the participants waiver factors while enrolled in CSP.

Which of these are correct?

No Michi.

Any takers?

Just alright. We got something in the chat, Janine says C.

B **Barcley, Joyce M1 - ETA CTR** 44:09

OK.

D **Davis, Chanel T1 - ETA CTR** 44:14

We got an A.

Any other ones before I reveal?

A.

And it's.

Choose all that are correct.

All right, you all are correct.

It's A and B, so a listing of participants with waiver factors in need of updates.

And it also shows the number of participants beyond their durational limit with updated waiver factors.

Any questions on that?

Anything in the chat?

B **Barcley, Joyce M1 - ETA CTR** 45:00

Nothing in the chat, no hands raised.

D **Davis, Chanel T1 - ETA CTR** 45:03

Alrighty #2.

Why do cats eat participant records lock?

Is it a? It has been longer than 30 days since the user logged into GPMS.

B. The participant has exceeded the planned period of their approved break

C. The participant will be reaching their durational limit in 30 days or

D the participant has exceeded their durational limit by 7 days.
Oh yeah, the chat is on fire.

B **Barcley, Joyce M1 - ETA CTR** 45:36

Yeah. And Robin, she had her answer up there before you even finish reading.

D **Davis, Chanel T1 - ETA CTR** 45:39

I thought I tried to ignore.

B **Barcley, Joyce M1 - ETA CTR** 45:42

A.

D **Davis, Chanel T1 - ETA CTR** 45:44

And you all are correct.

The participant has exceeded their durational limit by 7 days.

Any questions?

Alrighty.

True or false? Return to service is only used for participants who previously exited for employment.

True or false?

B **Barcley, Joyce M1 - ETA CTR** 46:18

Or A or B.

D **Davis, Chanel T1 - ETA CTR** 46:20

Yeah, or A or B.

False. False, yes.

Oh, it's return to service is for any participant who has exited within the last 30 days.

Any questions or concerns?

Previously known as Right of return, which is no longer.

I have to start getting some trickier questions.

M **Mcneace, Meche A - ETA CTR** 47:01

I'll tell you.

B **Barcley, Joyce M1 - ETA CTR** 47:01

I think they're coming.

I think some are coming.

D **Davis, Chanel T1 - ETA CTR** 47:03

Mm-hmm. How are locked participant records unlocked?

A. E-mail your grants he administrator to unlock the record.

B. Use the GPMS help request module HRM to request the record to be unlocked.

C contact login Gov with the request or

D. The record will automatically unlock in seven days.

Please ABC or D.

D **Davis, Chanel T1 - ETA CTR** 47:43

Alrighty.

He used the GPMS help request module to request the record to be unlocked.

Y'all are making us proud. Y'all have been listening.

Alright, moving on. Mm-hmm.

M **Mcneace, Meche A - ETA CTR** 48:00

They know their stuff.

D **Davis, Chanel T1 - ETA CTR** 48:04

Right. How can you generate a list of tickets that were submitted with common issues and errors? Choose all that apply.

You can use the generic search in the HRM interface to search keywords document in the tickets.

You can run the ticket submission report.

C use the generic search in the HRM and filter for topic or

D e-mail GPMS help desk and they will provide a list.

ABC or D?

Well, choose all that apply.

It's quiet.

M **Mcneace, Meche A - ETA CTR** 48:42

And this is all associated with. If they're the HRM right help repulse module.

D **Davis, Chanel T1 - ETA CTR** 48:42

OK.

Yes, this is specific to the HRM.

Yes, yes, yes.

M **Mcneace, Meche A - ETA CTR** 48:52

You didn't say that again. Just saying.

D **Davis, Chanel T1 - ETA CTR** 48:54

Sorry specifically in HRM.

How can you get a list of tickets and find those with common issues?

So I'm getting some answers.

I see some seeds. All of the above?

All right. This one actually has 2 answers.

A&C so you can use the generic search in the HRM interface.

Very similar to what Joyce did that search for the case notes, it filters similar to that.

And they also C. you can use the generic search in the HRM and you can filter for the topic, and that will give you a list of those tickets that have those common words or challenges put in the details of the ticket.

M **Mcneace, Meche A - ETA CTR** 49:45

Oh, OK.

Will you be demoing this?

D **Davis, Chanel T1 - ETA CTR** 49:52

No, we won't.

B **Barcley, Joyce M1 - ETA CTR** 49:52

Unfortunately, yeah, we can't. Yeah.

D Davis, Chanel T1 - ETA CTR 49:53
We don't have the tickets, cause yeah, sorry.

M Mcneace, Meche A - ETA CTR 49:56
Oh, OK.
Oh, that's right.

D Davis, Chanel T1 - ETA CTR 49:57
It could be on the list to do.
We'll put it on our To Do List for a future session though.
Will do.
Alright, if you are receiving an error message while transferring a participant currently on break, what is likely causing this error?
Is it A the participant's case is locked and needs to be unlocked prior to transfer?
Is it B? The receiving grants he must open a case for the participant under their grant.
Is it C, you did not end the approved break before the effective transfer date or
D a Case Note was not entered describing the transfer.
ABC or D?
It's also Cs.
Those who says C are correct.
You did not enter supposed to be enter the approved break. You did not end the approved break before the effective transfer date.
So yes, if that break is still open, you will receive an error message.
Any questions with that one?
Alright. Anything in the chat?

B Barclay, Joyce M1 - ETA CTR 51:21
Nothing in the chat.

D Davis, Chanel T1 - ETA CTR 51:23
Moving right along.
The case Note tab has been recently added to GPMS. This functionality can be used to validate the following elements.
Choose all that apply

A formally incarcerated

B frail

C low income or

D number and family.

What can you use that case note function to validate? Which elements?

Very quiet.

B

Barcley, Joyce M1 - ETA CTR 52:01

I told you get harder.

M

Mcneace, Meche A - ETA CTR 52:01

Oh, I get it.

Now answer your question now.

D

Davis, Chanel T1 - ETA CTR 52:02

You did.

B

Barcley, Joyce M1 - ETA CTR 52:05

I told you get harder.

M

Mcneace, Meche A - ETA CTR 52:10

So can we help them out a little bit?

D

Davis, Chanel T1 - ETA CTR 52:12

Yes, yes.

M

Mcneace, Meche A - ETA CTR 52:12

So technically what you're asking is the keywords here are using the case notes and the other keyword is validate, right?

So validating your data. So which one of those takes case notes?

D

Davis, Chanel T1 - ETA CTR 52:24

Mm-hmm.

M **Mcneace, Meche A - ETA CTR** 52:30
In this section, is that what you're asking?

D **Davis, Chanel T1 - ETA CTR** 52:33
Yes, I am.

M **Mcneace, Meche A - ETA CTR** 52:34
OK.

D **Davis, Chanel T1 - ETA CTR** 52:38
I'll give another hint that.

M **Mcneace, Meche A - ETA CTR** 52:38
Anybody know your data validation?
Data validation folks.

D **Davis, Chanel T1 - ETA CTR** 52:42
There are more than one. I'll give you all that.
Choose all that apply.

M **Mcneace, Meche A - ETA CTR** 52:47
OK.
That was a tricky 1.

D **Davis, Chanel T1 - ETA CTR** 52:52
Hmm.
OK, seeing a few different things.

B **Barcley, Joyce M1 - ETA CTR** 53:00
Lots of D.

M **Mcneace, Meche A - ETA CTR** 53:04
CD's and A&B's.

B **Barcley, Joyce M1 - ETA CTR** 53:04
AC.

D **Davis, Chanel T1 - ETA CTR** 53:05
And someone said none. Someone said all.

B **Barcley, Joyce M1 - ETA CTR** 53:08
Some say.

M **Mcneace, Meche A - ETA CTR** 53:09
OK.

D **Davis, Chanel T1 - ETA CTR** 53:10
Right.
Alright, let's reveal. It's both A&D, formally incarcerated in number and family.
You can enter a case note to validate those two elements.

M **Mcneace, Meche A - ETA CTR** 53:24
Help.

D **Davis, Chanel T1 - ETA CTR** 53:27
Did you say?

M **Mcneace, Meche A - ETA CTR** 53:28
Cool.
Where's your source documentation?
Where did you get that?

D **Davis, Chanel T1 - ETA CTR** 53:32
Yeah. Mm-hmm.
True or false?
The most in need waiver factor report only pulls data for participants that have been active in the current program year. Is this true or false.
B.

It's A or B.
True or false?

B **Barcley, Joyce M1 - ETA CTR** 54:03

I guess in the future we need to leave off the A's and B's for trues and falses.

D **Davis, Chanel T1 - ETA CTR** 54:06

I know it doesn't make true or false.

Yes.

Alrighty, I saw a few answers.

False, it can pull data.

Uh oh, there's a typo.

It can pull data for active and exited participants.

Sorry you guys ignore our little typo.

M **Mcneace, Meche A - ETA CTR** 54:26

That's OK.

D **Davis, Chanel T1 - ETA CTR** 54:27

Any questions on that? Don't worry me.

D **Davis, Chanel T1 - ETA CTR** 54:37

What report would you use to find what counties you or other grantees serve a participant?

Extract report

B, the QPR.

C. ED reports, authorize or modify

D participant current exit detail report, or E assignment by host agency report.

I see we got ACC.

C.

Alright, I see that you all know the answer. 'cause it is ED reports authorized or modified positions by state will show you what counties.

M **Mcneace, Meche A - ETA CTR** 55:21

Let's see what they see.

D Davis, Chanel T1 - ETA CTR 55:24

You.

Any questions on that?

Maybe.

True or false?

Does GPMS allow you to enter participant hours by specific type?

This is true or false?

See, we got a True.

Alright, we got some trues. And it's so true that Joyce is going to show you.

M Mcneace, Meche A - ETA CTR 56:11

Oh, that rhymed. Go ahead.

B Barclay, Joyce M1 - ETA CTR 56:12

Yes.

D Davis, Chanel T1 - ETA CTR 56:12

Yeah, probably didn't even know it.

B Barclay, Joyce M1 - ETA CTR 56:14

Hey, alrighty.

M Mcneace, Meche A - ETA CTR 56:16

OK.

B Barclay, Joyce M1 - ETA CTR 56:19

Can do you see my screen?

D Davis, Chanel T1 - ETA CTR 56:21

Yes.

M Mcneace, Meche A - ETA CTR 56:21

Yes.

B **Barcley, Joyce M1 - ETA CTR** 56:23

Alrighty. So, from the Admin Console you find the card that says managed paid hours and this is where you enter your hours.

And you can enter it by. Let's see.
2025.

And you can see it's working up here.

There we go.

And as you can see there are data entry types we have by quarter. So you can enter by the quarter. You can enter by assignment, and it would show multiple assignments for a participant if there were multiple assignments for that individual in the particular program year or you can enter by type.

And the type.

Is coming up. Here's the type.

It's the type of activity got PRAs. We've got in person training, we have remote training. We have in person, CSA, remote, CSA and paid sick leave.

Those are the three data types, under Manage Paid Hours.

M **Mcneace, Meche A - ETA CTR** 57:31

Very cool.

D **Davis, Chanel T1 - ETA CTR** 57:33

Right. Thanks Joyce.

I'm taking the screen back.

D **Davis, Chanel T1 - ETA CTR** 57:37

All right. So Yep, that one was true.

So true or false, there is a way to find a list of participants who are currently on the wait list. True or false?

Does GPMS allow you to get a list of those on the wait list?

We got a true.

True, true.

All right. I'm gonna throw another part of this question since you all are agreeing that it's true, where can you find the list?

Where can you generate this list?

B **Barcley, Joyce M1 - ETA CTR** 58:20

You can.

You're getting tricky.

D **Davis, Chanel T1 - ETA CTR** 58:28

Yep.

We got filters, Yep, filters and cases.

M **Mcneace, Meche A - ETA CTR** 58:35

Are you gonna show them this one?

D **Davis, Chanel T1 - ETA CTR** 58:39

Yes.

B **Barcley, Joyce M1 - ETA CTR** 58:39

Yes, ma'am.

M **Mcneace, Meche A - ETA CTR** 58:39

Since you since you asked question #2, it's only fair.

D **Davis, Chanel T1 - ETA CTR** 58:43

Yeah.

M **Mcneace, Meche A - ETA CTR** 58:44

Hey, I'm all about.

I'm on their side.

It's only fair you want to throw in a secondary.

D **Davis, Chanel T1 - ETA CTR** 58:48

OK.

M **Mcneace, Meche A - ETA CTR** 58:50

We want to see it.

D Davis, Chanel T1 - ETA CTR 58:52

So yes, you all are right.

There's case filters and also in the Admin Console the participant waitlist card.

So Joyce is going to show you all that.

B Barclay, Joyce M1 - ETA CTR 59:03

Alrighty, let me know when you see my screen.

M Mcneace, Meche A - ETA CTR 59:06

It's coming.

B Barclay, Joyce M1 - ETA CTR 59:12

You seeing it?

M Mcneace, Meche A - ETA CTR 59:14

Mm-hmm.

D Davis, Chanel T1 - ETA CTR 59:14

Yes.

B Barclay, Joyce M1 - ETA CTR 59:15

OK.

Great. So, somebody was absolutely right. Whoever wrote filters.

So here you would go into your filters and you would... what do we always do?

Click reset.

Oops, you know what that did, OK?

What it did was it got rid of my grantee which I need.

D Davis, Chanel T1 - ETA CTR 59:35

Yeah.

B Barclay, Joyce M1 - ETA CTR 59:38

Alrighty. And we're going to go into the status and we're going to go into waitlist.

That's super simple.

So for this grantee, I'm going to see just people who are on the waitlist and there we are two people on the waitlist and as Chanel just said, we can also get that same information from the Admin Console and you just go down to the card that says participant waitlist, that easy and you would put in your grantee name and you would click search and there are my two people so you can do it from either way. You can do it from the Admin Console. Just going to the waitlist card or you can go and do it using the filters in cases.

M **Mcneace, Meche A - ETA CTR** 1:00:30
Then you can export the list too, right?
If you have a whole.

B **Barcley, Joyce M1 - ETA CTR** 1:00:32
You can absolutely export the list, Yep.

M **Mcneace, Meche A - ETA CTR** 1:00:36
Cool.

B **Barcley, Joyce M1 - ETA CTR** 1:00:39
OK, back to you, Chanel.

D **Davis, Chanel T1 - ETA CTR** 1:00:42
All right, sharing now.
Can you all see it alright?

B **Barcley, Joyce M1 - ETA CTR** 1:00:45
Yep.

D **Davis, Chanel T1 - ETA CTR** 1:00:47
Next question.
What do you do if you're deactivated from GPMS?
Do you contact your supervisor?
E-mail SCSEP technical assistance at DOL Gov.
You submit an HRM ticket in GPMS or

ask another GPMS user to submit the HRM ticket for you.
Let's see who's really looking.

M **Mcneace, Meche A - ETA CTR** 1:01:24
Whoo.

D **Davis, Chanel T1 - ETA CTR** 1:01:33
Alright, we have some different answers.
It's actually D, a GPMS user should submit an HRM ticket on your behalf.
So you can have a call.

B **Barcley, Joyce M1 - ETA CTR** 1:01:44
Now technically it could be your supervisor.
So you know, technically it could be right.

D **Davis, Chanel T1 - ETA CTR** 1:01:49
If that's the one you contact, that's true, very true.

B **Barcley, Joyce M1 - ETA CTR** 1:01:51
Yeah.

M **Mcneace, Meche A - ETA CTR** 1:01:52
And technically you can also e-mail SCSEP technical assistance and we'll submit the ticket for you.

B **Barcley, Joyce M1 - ETA CTR** 1:01:57
True. Yep.

D **Davis, Chanel T1 - ETA CTR** 1:02:01
OK, OK.

M **Mcneace, Meche A - ETA CTR** 1:02:02
Of the above.

D Davis, Chanel T1 - ETA CTR 1:02:03
All the airplanes choose all that apply.

M Mcneace, Meche A - ETA CTR 1:02:05
All of them would work for you.

D Davis, Chanel T1 - ETA CTR 1:02:09
Y'all got me.

B Barclay, Joyce M1 - ETA CTR 1:02:09
Alicia, where? No one's gonna yell at you, Alicia.
It's funny.

D Davis, Chanel T1 - ETA CTR 1:02:17
That was funny.

M Mcneace, Meche A - ETA CTR 1:02:18
Technically, right.

D Davis, Chanel T1 - ETA CTR 1:02:23
Where can you move, transfer and recertify cases?
Identify all that. Apply a select, select an action in cases B, the Admin console, C participants related actions or D participants assignments tab.
Yes, we have a.
A and C.
Yes, that is correct.
ANC, you can select an action in cases and the participants related actions. So it's great guys.
Got that one. Any questions?

M Mcneace, Meche A - ETA CTR 1:03:19
See the see one of the comments that says Mitchie equals login in every 30 day.

D Davis, Chanel T1 - ETA CTR 1:03:24

That's the whole that's the whole.

M Mcneace, Meche A - ETA CTR 1:03:25

Absolutely. If you don't want to be deactivated, make sure you log in at least once or twice within 30 days. Minimally minimally.

D Davis, Chanel T1 - ETA CTR 1:03:38

True or false case notes can be exported into an Excel spreadsheet now you guys.

M Mcneace, Meche A - ETA CTR 1:03:47

False.

B Barclay, Joyce M1 - ETA CTR 1:03:48

This is a hard one.

M Mcneace, Meche A - ETA CTR 1:03:52

All right, who has the answer?

Somebody. Anybody.

D Davis, Chanel T1 - ETA CTR 1:04:00

Yep, we had a true.

B Barclay, Joyce M1 - ETA CTR 1:04:02

Yeah, in a.

M Mcneace, Meche A - ETA CTR 1:04:06

OK.

D Davis, Chanel T1 - ETA CTR 1:04:09

Right.

This is true.

This is what Joyce showed in her demo. GPMS does allow users to export case notes to Excel spreadsheet.

Which is a really cool function.

Alright, true or false, the user can change the system determination of family income at or below the poverty level from yes or no or no to yes.

So as a user, can you override that in the system?

True or false? We got a false.

Got a no.

And you all are correct.

Yes, this is false.

Users can no longer change the system determination of family income.

And Joyce, you're gonna pop your screen up, right?

B **Barcley, Joyce M1 - ETA CTR** 1:05:07

Yes, ma'am.

D **Davis, Chanel T1 - ETA CTR** 1:05:08

Alrighty.

B **Barcley, Joyce M1 - ETA CTR** 1:05:09

Just let me know when you see it.

D **Davis, Chanel T1 - ETA CTR** 1:05:14

See it.

B **Barcley, Joyce M1 - ETA CTR** 1:05:14

Are you seeing it?

Super duper OK.

D **Davis, Chanel T1 - ETA CTR** 1:05:16

Yeah.

B **Barcley, Joyce M1 - ETA CTR** 1:05:16

So this is.

This is just a participant case and we're going to go and it applies both for initial eligibility and for recertification.

So we're just going to go into recertification.

You do need to put in a date because that's when the system calculates the the income level, the poverty income level from and as you see, I'm just going to arbitrarily put.

Information in here.

The system over here has automatically determined that this is a yes, that they are 125% below the poverty level or below 125% of the poverty level.

And if and you can see it's grayed out. I can't change it.

And let's change this just.

To.

Show that the system.

Now shows no.

And again, you cannot override the system.

So that's what they mean by overriding the system is these radio buttons are grayed out, so you can't change them. So it makes that determination for you.

And back to you, Chanel.

D Davis, Chanel T1 - ETA CTR 1:06:30

Alright. And I believe that was our last question.

Yep. So that's the end of our trivia.

B Barclay, Joyce M1 - ETA CTR 1:06:34

Oh.

M Mcneace, Meche A - ETA CTR 1:06:36

Actually I have.

I'm stuck on something and I'm sorry.

D Davis, Chanel T1 - ETA CTR 1:06:40

OK.

M Mcneace, Meche A - ETA CTR 1:06:40

My bad.

I need to go back to the HRM that you refuse to demo.

D Davis, Chanel T1 - ETA CTR 1:06:46

Oh, go into the HR, the actual HR.
Got you.

M **Mcneace, Meche A - ETA CTR** 1:06:49

Because on your question on the HRM where you know, what is it that you can do whatever it is.

Show your your your trivia question again because you know me, I get stuck on something and it's like I can't leave it yet. So I gotta. I gotta. I gotta.

D **Davis, Chanel T1 - ETA CTR** 1:06:57

So the OK, let me go back.

Let me find it.

Yeah, no.

M **Mcneace, Meche A - ETA CTR** 1:07:13

Park record.

D **Davis, Chanel T1 - ETA CTR** 1:07:16

No, it wasn't that high.

It was creating that list.

That's the one you're talking about, right?

M **Mcneace, Meche A - ETA CTR** 1:07:20

Mm-hmm.

D **Davis, Chanel T1 - ETA CTR** 1:07:21

Yes, that's one.

M **Mcneace, Meche A - ETA CTR** 1:07:23

Use the generic search engine and if you could generate a list of tickets that were submitted in common areas and run the ticket report what was the answer? So theoretically, did anybody realize that you can go into HRM and export your tickets into Excel?

Did you guys know that?

Joyce, can you bring up or somebody bring up?
Production.

B **Barcley, Joyce M1 - ETA CTR** 1:07:47
Annette annet.

M **Mcneace, Meche A - ETA CTR** 1:07:50
So if we go into. HRM.
And you have no tickets.
I need something with some tickets, so let me steal this screen.

B **Barcley, Joyce M1 - ETA CTR** 1:08:02
Correct.

M **Mcneace, Meche A - ETA CTR** 1:08:07
Stealing it from you?

B **Barcley, Joyce M1 - ETA CTR** 1:08:12
I'm calling the cops. Stop stealing.

M **Mcneace, Meche A - ETA CTR** 1:08:14
Go ahead, go ahead.

B **Barcley, Joyce M1 - ETA CTR** 1:08:15
Spring stop stealing my screen.

M **Mcneace, Meche A - ETA CTR** 1:08:17
Can you see my screen?

B **Barcley, Joyce M1 - ETA CTR** 1:08:19
Yes, ma'am.

D **Davis, Chanel T1 - ETA CTR** 1:08:19
Yes.

M **Mcneace, Meche A - ETA CTR** 1:08:21

So I have tickets.

So if you wanted to get a list of all your tickets, you can actually export to excel.

Look at that.

That was like news to me and there are all your tickets and excel.

+19852750312 1:08:30

Get everybody.

B **Barcley, Joyce M1 - ETA CTR** 1:08:36

It's a beautiful thing.

M **Mcneace, Meche A - ETA CTR** 1:08:37

It is.

+19852750312 1:08:38

What are you?

M **Mcneace, Meche A - ETA CTR** 1:08:40

So I just wanted to share that little tidbit because you know it's stuck on HRM, sorry.

+19852750312 1:08:44

It won't let me log.

Because I'm not.

M **Mcneace, Meche A - ETA CTR** 1:08:48

You can have the screen back.

D **Davis, Chanel T1 - ETA CTR** 1:08:51

Alrighty.

+19852750312 1:08:53

Connected.

M **Mcneace, Meche A - ETA CTR** 1:08:55

Thank you.

All right.

So is that are we?

That's it with the trivia, that's all.

D **Davis, Chanel T1 - ETA CTR** 1:09:00

It was in they knocked it out.

B **Barcley, Joyce M1 - ETA CTR** 1:09:01

That's that's it.

Yeah, that was.

It didn't. You see, like you. Thank you. You're gonna see, like, cute. Thank you.

M **Mcneace, Meche A - ETA CTR** 1:09:07

I was stuck on HRM.

D **Davis, Chanel T1 - ETA CTR** 1:09:08

Mm-hmm.

M **Mcneace, Meche A - ETA CTR** 1:09:09

My bad, sorry.

B **Barcley, Joyce M1 - ETA CTR** 1:09:12

Math.

M **Mcneace, Meche A - ETA CTR** 1:09:13

I just felt like, oh, we should have said something about the fact that you could actually export your tickets to HR. I mean to excel too. But now that I got that, now I'm over it. I'm. I feel better now.

So I'm good.

D **Davis, Chanel T1 - ETA CTR** 1:09:25

OK.

M **Mcneace, Meche A - ETA CTR** 1:09:26

So I just too. So everybody thank you for for basically you know so for joining in on our trivia joining in on our first come back.

To G live, we still have. What is it?

16 minutes left before we close our virtual office doors.

So we're going to hang out here with you guys for 16 more minutes.

Anybody have any questions?

Anything they want to talk about share.

Questions.

Comments.

B **Barcley, Joyce M1 - ETA CTR** 1:10:04

Anybody doing anything fun?

M **Mcneace, Meche A - ETA CTR** 1:10:06

Hands up.

B **Barcley, Joyce M1 - ETA CTR** 1:10:07

Good, Julie.

Mute yourself?

CJ **Cortright, Julie (DHHS)** 1:10:12

Hi yeah I did have a question.

So we've started doing our data validation and we just started July 1st doing it. Is there any resources for when they code severely limited employment prospects in an area of persistent unemployment?

I'm we have never historically in Michigan, ever.

The data validation on that element and I'm finding where we need to do some additional probably guidance and training.

To our sub grantees I provided them a list and pushed that out.

But is there anything on the?

Older workers channel that I could reference as well some additional resources for them to look at.

M

Mcneace, Meche A - ETA CTR 1:10:57

Nothing comes to mind.

I mean that we have posted on the COP currently about it, but we do know it's a 2 Fer.

But so it has.

You have to meet one and the other is can't be one or the others one and the other.

So let me do some research.

Julie I.

Because in the back of my brains, I'm like, I saw this somewhere where I extracted some information, but.

I'm like, completely brain dead right now, but let me see what I can find, and then I'll whatever.

It is I find.

I'll send it to you.

CJ

Cortright, Julie (DHHS) 1:11:29

OK, perfect. I'd appreciate that.

M

Mcneace, Meche A - ETA CTR 1:11:32

You're most welcome.

'Cause, if I'm sure everybody doesn't want to sit here, me going through all my files like, where is it, right?

I will definitely look for that and see what I can find for you.

Alrighty.

Anybody else?

So I I always say this towards the end of our our virtual office session during the end of G live is.

1st is always remember when you're searching for cases in GPMS, the first thing you should always do is hit that reset button that hasn't changed and the 2nd is. And I already said it earlier is to make sure you log into GPMS at least a couple of times.

Within a 30 day period, if you want to avoid being deactivated.

So outside of that, our next virtual office hours is wind, Joyce, July.

Something or other?

B **Barcley, Joyce M1 - ETA CTR** 1:12:47

Two, give me a SEC.
And two weeks from today.

M **Mcneace, Meche A - ETA CTR** 1:12:50

29 the 29.

B **Barcley, Joyce M1 - ETA CTR** 1:12:54

Yep, it's the 29th and you should have received.
Your the second it would say the.
The second office hours for them.
Actually no.
Not for this month. It just says GPMS office hours.
You should have received an invitation and if you hadn't, just give us a shout and we can get that out to you.

M **Mcneace, Meche A - ETA CTR** 1:13:14

Yep, you guys didn't get it.
Just send an e-mail to ccptechnicalassistance@dol.gov and we will forward that invite to you.
I'm putting the e-mail in the chat now.
If I could spell technical then we would be OK.
And any other questions?
So always remember we're here if you guys have any questions after you after our G live sessions, please send those questions over to CSEP. Technical assistance at DOL Gov.
And we will.
Get back with you and I do know that there are two Julie and Lilana, that I need to follow back up with.
So I do have you on my radar for that.
And is there?

ML **Marsigliano, Lalena (DLT)** 1:14:09

Thank you.

M **Mcneace, Meche A - ETA CTR** 1:14:11
You're most welcome. Any other questions?
Or comments or anything you share. Anything we should cover next?
Office hours. We've got two hands up.

CS **Caldwell, Sherri** 1:14:21
Hey, this is Sherry from South Carolina and.

M **Mcneace, Meche A - ETA CTR** 1:14:24
Sure.

D **Davis, Chanel T1 - ETA CTR** 1:14:25
Hi, Sherry.

B **Barcley, Joyce M1 - ETA CTR** 1:14:25
Hey.

CS **Caldwell, Sherri** 1:14:27
Welcome back, welcome back.

M **Mcneace, Meche A - ETA CTR** 1:14:28
Thank you.

CS **Caldwell, Sherri** 1:14:29
And Michi, I did give a little shoulder shimmer over here when you told us to dance, I gave a little one for you.

M **Mcneace, Meche A - ETA CTR** 1:14:42
Does a little one will work?

CS **Caldwell, Sherri** 1:14:42
Up.

M **Mcneace, Meche A - ETA CTR** 1:14:43

Thank you.

CS **Caldwell, Sherri** 1:14:45

So we've had this conversation with our self guarantee that about the wait list. And they were saying they don't like they keep a manual. They keep A1 in Excel because if they put it in GPMS, when people come in for orientation intake that they pay them and they say, technically, these people are not enrolled. But they may bring them in for.

M **Mcneace, Meche A - ETA CTR** 1:15:13

That's true.

CS **Caldwell, Sherri** 1:15:14

Just to see if they are eligible.
So what suggestions would you all have for that if they choose not to put it in GPMS?

M **Mcneace, Meche A - ETA CTR** 1:15:26

Well, there's no mandatory requirement that they use the GPMS weightless. It's a good system to use now to use GPMS and put your people in the wait list. So as you can see you can print it. So we I mean for look at me, I'm for centuries. Grantees have kept their own side wait list, right?

CS **Caldwell, Sherri** 1:15:46

OK.

M **Mcneace, Meche A - ETA CTR** 1:15:48

So what you describe that you know the reason why they don't want to put it in GPMS if you put it participants or applicants.
Their applicants still in GPMS and they're on the wait list.

CS **Caldwell, Sherri** 1:15:59

Mm-hmm.

M **Mcneace, Meche A - ETA CTR** 1:16:00

It has nothing to do with orientation and being paid 'cause they can't get, they can't receive orientation or be paid until they have received an assignment date.

CS **Caldwell, Sherri** 1:16:10

OK.

M **Mcneace, Meche A - ETA CTR** 1:16:11

So that kind of diffutes what they're saying that, you know, so that's where you can come back and say that this, you know, kind of two different.

CS **Caldwell, Sherri** 1:16:13

Mm-hmm.

OK.

OK, cool.

M **Mcneace, Meche A - ETA CTR** 1:16:20

Fruits. If you wears an apple, it's an apple and a Kiwi.

Right. So it would be up to you, Sherry, as the grantee to determine whether you want your sub to put their people in GPMS.

Which if you have it in GPMS and for you being the grantee you have access to that list immediately, you don't have to depend on waiting for them to e-mail you their list. You can just go in the system and pull the list yourself so you know that.

CS **Caldwell, Sherri** 1:16:37

Mm-hmm.

OK.

M **Mcneace, Meche A - ETA CTR** 1:16:49

Be a decision you would want to make.

From a grantee perspective.

CS **Caldwell, Sherri** 1:16:53

OK. And I do send over some authorization changes through HRM or yeah, HRM

and.

They they sees the sub guarantee said that everything is still pending.

M **Mcneace, Meche A - ETA CTR** 1:17:12

Change in.

Like, what do you mean?

CS **Caldwell, Sherri** 1:17:14

In GPMS they have some people who have been given.

Rights that they didn't have before and so.

M **Mcneace, Meche A - ETA CTR** 1:17:22

Oh, so they changed their user roles.

CS **Caldwell, Sherri** 1:17:25

Yes.

M **Mcneace, Meche A - ETA CTR** 1:17:26

OK.

All right.

So as you know that you can have as many sub grantee administrators and case managers and case supervisors. So give give the help desk a few minutes to get those new user roles changed over so they'll get to it.

CS **Caldwell, Sherri** 1:17:42

OK.

OK.

No problem. Thank you so much.

M **Mcneace, Meche A - ETA CTR** 1:17:45

That's a that's a pretty easy task, unless they have new users and then they have to follow that new user's protocol.

Right. So maybe.

CS **Caldwell, Sherri** 1:17:53

Yeah, I think that's the problem. One of the case managers we've been trying to get her. I I don't think she goes in often enough and I think she has to go back through the process.

M **Mcneace, Meche A - ETA CTR** 1:17:58
It's new.

CS **Caldwell, Sherri** 1:18:04
And so I'll just keep a watch on it.

M **Mcneace, Meche A - ETA CTR** 1:18:07
Yeah. If she's been a user and she's been deactivated, all you have to do is submit a ticket asking that user to be reactivated.
So that's that's a that's an easy you know.

CS **Caldwell, Sherri** 1:18:15
OK.
OK.

M **Mcneace, Meche A - ETA CTR** 1:18:20
Do fix, but any New Year's zoos that has never had a GPMS account a bit in the system, they have to go through a new user's process.

CS **Caldwell, Sherri** 1:18:30
Gotcha.

M **Mcneace, Meche A - ETA CTR** 1:18:30
And that may take a little bit longer, OK.

CS **Caldwell, Sherri** 1:18:34
OK.
Thank you, ma'am.

M **Mcneace, Meche A - ETA CTR** 1:18:36
But just let us know if there's anything we can help you with.

CS **Caldwell, Sherri** 1:18:39
Absolutely.

M **Mcneace, Meche A - ETA CTR** 1:18:40
OK.
Cindy.

B **Barcley, Joyce M1 - ETA CTR** 1:18:45
Now we have Cindy.
She.

CR **Cindy Rollins-Williams** 1:18:54
Good afternoon.

M **Mcneace, Meche A - ETA CTR** 1:18:56
Hey, Cindy.

CR **Cindy Rollins-Williams** 1:18:57
How are you guys doing?

M **Mcneace, Meche A - ETA CTR** 1:19:00
We're we're good. How are you doing?

CR **Cindy Rollins-Williams** 1:19:00
Happy to have you back.

D **Davis, Chanel T1 - ETA CTR** 1:19:02
Hello.

M **Mcneace, Meche A - ETA CTR** 1:19:03
It's we're glad to be back.

CR **Cindy Rollins-Williams** 1:19:03
Happy to have you back.

M **Mcneace, Meche A - ETA CTR** 1:19:05

We're glad to be back.

Is it like triple digit degrees in Virgin Islands like it is here?

CR **Cindy Rollins-Williams** 1:19:11

Yes, yes.

And we had two power outages over the for eight hour. Well, let's say 12 and then 10. So and we had no AC.

D **Davis, Chanel T1 - ETA CTR** 1:19:21

Hmm.

M **Mcneace, Meche A - ETA CTR** 1:19:22

Wow.

Oh my gosh.

And is it because it was just too hot?

CR **Cindy Rollins-Williams** 1:19:26

So we were cooking, yes.

I have some new staff members and one of them keep asking me this because our process, here, because our process is a process to get plans on.

When we do the IEP, after I do the interview on the eligibility, we do the IEP and the assessment, this assessment on the IEP. But the system is asking for replacement before that.

So I have one of my staff members is driving her nuts.

So.

M **Mcneace, Meche A - ETA CTR** 1:20:07

Mm-hmm.

CR **Cindy Rollins-Williams** 1:20:10

What's the recommendation. What should we do? Because we do the opposite, I guess, than what the system is asking us to do.

M **Mcneace, Meche A - ETA CTR** 1:20:20

So if you're saying you're doing some of the PRA activities and then the system is not taking it, is it because you haven't given them a community service assignment date?

CR **Cindy Rollins-Williams** 1:20:33

Could that be the case?

M **Mcneace, Meche A - ETA CTR** 1:20:35

Because it won't let you move forward 'cause any PRA activity is a paid activity and it only should be done once a participant has officially been enrolled and is now active in the system. If they're not active in the system, you cannot do any PRA activities and that.

CR **Cindy Rollins-Williams** 1:20:48

OK.

So try it.

Why?

M **Mcneace, Meche A - ETA CTR** 1:20:52

Is the orientation assessment offer physical exam and so on.

CR **Cindy Rollins-Williams** 1:20:58

I think they are active, but I will check that and then we could probably just send an e-mail.

M **Mcneace, Meche A - ETA CTR** 1:21:03

OK, to make them active, they need their community service assignment start, not the start date, but the assignment date, OK?

CR **Cindy Rollins-Williams** 1:21:12

OK, OK. So CSA and to be active, OK, OK, OK.

M **Mcneace, Meche A - ETA CTR** 1:21:16

Assignment date.

And then all subsequent activities have to be that day or after.

CR **Cindy Rollins-Williams** 1:21:25

OK, OK.

OK, Committee services, well, which is? I think that's what I'm asking, but.

Yeah. OK.

We'll, we'll, I'll clarify that just to make sure and then I can always come on the next time and I'll try and get her to join us.

M **Mcneace, Meche A - ETA CTR** 1:21:44

OK.

Maybe you don't even have to wait two weeks, just, you know, send us an e-mail and then we can get on a call on a Teams call with you.

CR **Cindy Rollins-Williams** 1:21:51

Lovely. OK.

Thank you. Alright, bye bye.

M **Mcneace, Meche A - ETA CTR** 1:21:52

That's easy.

You don't have to wait two weeks just to see us send each.

CR **Cindy Rollins-Williams** 1:21:58

OK, OK.

Thank you.

M **Mcneace, Meche A - ETA CTR** 1:22:01

You're welcome.

CR **Cindy Rollins-Williams** 1:22:02

Alright, bye.

D **Davis, Chanel T1 - ETA CTR** 1:22:08

Was like we could just.

M **Mcneace, Meche A - ETA CTR** 1:22:09
Back in air conditioning, and we'll just go work with you.
We have stipulations, you know.

CR **Cindy Rollins-Williams** 1:22:15
Yeah, it's come and join us once the AC is working.
OK, bye.

D **Davis, Chanel T1 - ETA CTR** 1:22:20
Yeah.

M **Mcneace, Meche A - ETA CTR** 1:22:22
Bye.
Any other questions, comments.
Nothing.

B **Barcley, Joyce M1 - ETA CTR** 1:22:32
Nothing's in chant. No, no hands are raised.

M **Mcneace, Meche A - ETA CTR** 1:22:34
No.
Well, we're here for what, four more, three more minutes. I mean, and I just wanna just say again and again and again how it we are so very happy to be back and we thank you guys for coming back and supporting us and you know as much as you all said you missed us.
Just know that we have missed you all tremendously.
It was just, you know.
The sabbatical was good, but still we, you know, we were.
We were missing you all.
All in missing this opportunity to spend at least 90 minutes twice a month with you guys.
So we are glad it's back and we're here.
So, and there's any questions, anything you need to ask?
Send us an e-mail through SCSEPTechnicalAssistance@dol.gov.

And with that being said, I'm just gonna say thank you all again.

Have a fabulous rest of your day and the rest of the week and we will see you all back on the 29th.

So that's it.

See you guys.

Virtual hugs.