

Transcript for vLive June 11, 2025

Mauro, Kevin M - ETA CTR started transcription

Wilkins, Patricia A - ETA CTR 0:03

As Michi mentioned, we have quite a few release notes to go through today. I'm going to share my screen with you guys and we're just going to jump right in. And can somebody let me know when they're seeing my screen clearly?

Burnett, Lauren S - ETA CTR 0:25

Yes.

Wilkins, Patricia A - ETA CTR 0:27

Alright, so there are quite a few. As we've mentioned for these release notes, this is version 3.5.

Wilkins, Patricia A - ETA CTR 0:39

I'm gonna remind you guys to go ahead and mute your phones.

Thank you much.

So this is release note 3.5.

It was released on May 23rd, 2025 and as always, the release notes, they address new features, enhancements and bug fixes discovered during the previous release.

So I'm gonna read through these and then we're going to demo some of these from the new features and the enhancements. So, to start with.

The participants summary section has been added to the intake page under the cases tab, so the participants summary will be seen that now at the top of the cases tab, when you go to that participant. Users can now upload documents to tickets and the help request module also known as the HRM, and it lists the acceptable file types that you can do.

Quite a few of them actually.

PDF, docs, excel and so forth.

Users can tag other users when adding comments to tickets and can also add watchers to tickets.

So we're going to do quite a bit on the HRM in just a bit and show you guys how this

is working.

When deleting any participant required action, users will be asked to confirm the deletion by pressing the yes in the popup window. Data entered in the waiver confidentiality certification when creating an exit record, will now be retained if the exit is edited or modified. Users will no longer need to reenter this information. All participants will qualify for the WIPS QPR will be included in the participant individual record layout, better known as the PIRL file, even if the sub grantee is retired.

So you'll have access to all of that information now. Like it says, even if the sub grantee has been retired.

Users can now edit the urban/rural field on the characteristic page. If the urban/rural field is not auto populated, the following message will be displayed: urban/rural designation cannot be determined at this time.

Please update urban/rural on the characteristics page and that is definitely something we're going to show you guys in a bit because that's a bit of a change for us. When the urban/rural values displayed in GPMS UI, it will now be submitted to WIPS error free.

GPMS data has been corrected to prevent future WIPS submission errors, so that's great news.

A termination letter date is now required for the following exit reasons.

So for a durational limit, for cause and ineligible at recert due to income, you will find that there's now an asterisk there, which lets you know that those are required fields in order to exit and update that information.

Now under the enhancements, users can now search for requests in the HRM based on assignee. And again, that's something that we'll show you guys in just a bit. The duplication of the word program has been removed on the exit page.

All cases that were active for at least one day during the program year will now be displayed on the participants waiver factors under the Admin Console.

Users can now enter data for at least 10 assignments per page in the manage paid hours utility. The participant extract process will no longer be aborted when the user navigates away from the download participant extract page while the download is in progress.

Participants with active exited-closed and exited-in follow up statuses are now displayed in participant waiver factors utility.

Previously, only active participants were included.

Filters have been added to the participant waivers factor page, allowing users to search by program year, participant name and status. Waiver factors that are not updated within the program year will be marked with a red X on the waiver factor page. The 75 years older waiver factor auto populated and will not display a red X. The export button on the participant hours report or the PHR has been updated to meet section 508 color contrast requirements.

The file name format for exported PHR reports has been updated as follows.

So you see, for the detail report, the information that has been updated, the grantee ID, the first character, so the grantee name, first 25 characters rather and the participant hours report summary. On the summary report you will see the grantee ID and the first 25 characters of the grantee name, the program year, all participant hours report summary.

The exported PHR files, let's move this up to the top.

OK.

There we go.

The exported PHR files will now include data for all quarters in the selected program year, even when an individual quarter is selected, the field hours per week and plan hours have been removed from demo occupational skills training or the OST, so that refers to the pilot program. That information that was previously there for the OST has now been removed.

The same with the planned hours and total hours OJT per quarter.

Those were also removed from the demo section. The subgrantee code field in the details section of the current exited report will now contain the subgrantee code instead of the grantee code.

The job code in the assignment record now matches the corresponding value in the AHA report.

Users will no longer be locked out of the system for more than 30 minutes when recertifying cases.

Additionally, cases will no longer be stuck in the eligibility process for more than 30 minutes, and some of these things you guys may say you never encountered them. Some of them are, you know, grantee specific.

Or maybe it's something that's been happening to several grantees.

When completing follow up one, follow up two, and a follow up three, users will now be required to complete both the follow up date and the corresponding wages or earnings question. If either field is completed, the other field will now be required

and that's something again that we're going to show you guys in just a bit.

The comments field though, is no longer required when entering, follow up one, two or three.

Users will not be allowed to add an assignment until all required fields on the characteristics page are completed.

The program introduction section has been moved to the intake page and is now located below the demographics section. The gender field in the demographic section of the intake page has been relabeled and it just indicates sex. Users can now update participant waiver factors from the Admin Console.

If the exit date is already populated, the termination letter date cannot be entered or edited to be less than 30 days before the exit.

Today, if attempted, the following message will be displayed and exit cannot be less than 30 days from the termination letter date.

So let's talk a little bit about the fixes.

Users can no longer enter overlapping breaks in gpms and invalid message will no longer be displayed when editing OJT and OST and AD assignment service.

Add it to the mailing address are now correctly saved in the system. The case status will no longer change the withdrawn when users withdraw from withdrawal from Casas page and then clicks cancel on confirmation page.

The date fields for assignments, breaks, training and services, no longer switch to text fields while being edited.

Entries in the common fields are no longer required in the transfer bulk upload Excel file.

When a participant is transferred, recipient grantees can no longer add breaks to assignments with start days prior to that transfer and approved breaks entered by the donor grantee prior to transfer can no longer be edited or deleted.

All right. Let me get back up to the top here.

The data and the eligible to enroll field is now in sync with the participant search from the Admin Console and participant summary on the cases page.

After Social Security number is updated and existing cases are merged, users can now search using the updated Social Security number on the add new case page and from the participant search on the Admin Console.

Users can no longer entered an exit date that is after the DL date for any exit reason.

Users will no longer receive an error message when clicking the linked number in the durational limit for all active participant fields on the waiver of durational limit report.

The number of days left in program field is now consistent across all screens in gpms. When the pre assessment date and the program overview date are edited, the data is now retained with saving.

Users will no longer receive a notification to update the physical exam information in gpms, if it has already been updated.

Tasks related to training and services can now be cleared if the service has already ended.

Additionally, reassessment tasks are cleared when participants exit.

And follow up reports now display all participant records.

The follow-ups 1 status will no longer appear as blank. Earnings information has been added to the follow up 2 report. When the safety consultation date is deleted in GPMS, it will no longer be displayed on the UI. Users can no longer enter an open training and services for cases un exited-closed or exited-in follow up status.

So on this particular one, I just want to clarify, you cannot enter training or services for an exited closed case.

You cannot enter training for an exited and follow up case.

But you can enter services for an exited and follow up case. Training and services with an end date prior to the exited date can still be added, and once a follow up task is completed it will be cleared from my task list.

Known issues. There are no other known issues, so I know that was a lot and like I said, we will be demoing some of that information.

Starting now.

So I don't know.

Am I giving this to Lauren or am I throwing this back to Michi?

McNeace, Meche - ETA CTR 12:11

I'll take it from here.

So we are going to first start with which demo with the enhancements is that what comes first.

Wilkins, Patricia A - ETA CTR 12:14

Alright.

Starting with the new features, yeah.

Burnett, Lauren S - ETA CTR 12:26

Starting with the new features.

McNeace, Meche - ETA CTR 12:28

New features, alright and that would be Ms. Lauren.

Wilkins, Patricia A - ETA CTR 12:32

Yep.

Burnett, Lauren S - ETA CTR 12:33

Thank you.

So let me start off by sharing my screen and I'm gonna turn off my camera so it doesn't look like I'm looking up into the sky.

You let me know if you are seeing my screen.

Barcley, Joyce M - ETA CTR 12:53

We do.

Wilkins, Patricia A - ETA CTR 12:54

We do. Yep.

Burnett, Lauren S - ETA CTR 12:55

OK.

Good. So, we're gonna start off with, the participant summary section has been added to the intake page under the cases tab.

We started with the cases tab, and we're gonna select.

Susan Tovar 13:10

Hi, good afternoon.

This is Susan from Chicago SCSEP.

Could you enlarge the view a little bit?

It's kind of small.

Burnett, Lauren S - ETA CTR 13:17

Sure.

Susan Tovar 13:19

Thank you.

Burnett, Lauren S - ETA CTR 13:20

Is that better?

Is that better for you?

I'll take that as a yes.

Susan Tovar 13:31

Yes.

Burnett, Lauren S - ETA CTR 13:32

OK, good.

All right, so let's go to Neville Campbell here and before you would see the name, phone, e-mail, duration, limit, date, recert date, the PID, age, days left in program, and the months left in program. But down here you see they've added services so you can see just a quick overview if the participant has any services and the information regarding that.

And let's try someone else who's not an active participant.

It's still Julia.

The minute we go to Julia's summary, it shows that they are exited and closed and it gives you their exit summary.

So that's something new.

Next we will go to, users can now upload documents to tickets in the help request module, the HRM and let's go to the help request.

So here you would select new help request.

Just select your grantee.

Select the subgrantee if you'd like and as you can see, your e-mail address will automatically populate here.

And then you type in your test subject. I mean your request subject and I'm just gonna put test.

And then here is where you're able to select a topic.

And then here where it says supporting request documents is where you would select the document that you would like to support your request.

So you hit upload here and you could select any document that you like.

And as you can see, it has been attached to your help request and then you type in more specific details into your request and you can hit send here.

Any questions regarding this?

Barcley, Joyce M - ETA CTR 15:51

Don't see any questions.

Burnett, Lauren S - ETA CTR 15:54

OK.

And then we have, when deleting any participant required action, users will be asked to confirm the deletion by pressing yes in the pop up window.

OK.

So let's go back to Neville and go to our participant required actions tab.

And let's select orientation just because maybe you didn't put in the correct date or whatever reason you would like to delete it.

And you select delete.

It's going to ask you, are you sure you want to delete this entry and you have to select yes or no before confirming. So, if you want to delete it, you select yes. If you would not like to delete it, you select no.

OK.

Any questions regarding that?

I think that one was straightforward.

OK.

Now we have data entered in the waiver of confidentiality certification when creating an exit record will now be retained if the exit is edited or modified. Users will no longer need to reenter this information.

OK.

So let's go to Leena Garcia.

She's a current exited and closed participant and we're going to modify her exit by selecting related actions.

And we're selecting modify exit.

And we're gonna select the edit button right here.

Actually, let me back up.

I'd hit cancel really quickly.

I can point out.

You see right here, the waiver of certification.

We have one that was already selected and you see that it's noted in the exit information.

So if you decide to click edit, your selection remains, so it doesn't delete what you decided to select. If they sign the waiver, or if they did not sign, your selection remains, whether you change your exit information or not.

OK.

And next we will have users can now edit the urban/rural field on the characteristics page.

OK.

So we can continue to use Lena.

We're here on the characteristics page on the priority of service is the urban or rural section.

So right now it's selected as urban.

You click the edit button.

And then if we try to change it to rural, this box pops up reason for change.

So if for any reason you have to change your previous selection to something different, you have to put in a reason as to why you are changing it.

Because I don't believe it will let you save it.

Let me not be a liar.

It still will let you save it.

Oh no, does not say that.

So you have to put in your selection as to why you are changing it in order for it to save.

OK.

Any questions regarding that one?

OK. And the last one I will demo for you. A termination letter date is now required for the following exit reasons.

So let's stick with Lena Garcia for the first one, which is the durational limit.

Actually, no let's go to Julia Hernandez.

OK, so as you can see here for her summary.

Before even trying to touch anything, her summary shows that a 30 day termination letter date must be populated for selected reason and her selected reason is durational limit.

So that notification is already there before even trying to click on anything else.

It's notified right there in her summary.

OK. And let's go back to Lena Garcia.

Let's try to modify hers.

And when we select for cause, the notification pops up.

And the last one is ineligible at recert due to income.

So in order to find that we have to select exclusions at exit, and then select down here ineligible at recertification due to income. Once you select that, that notification will pop up for you yet again.

So just as a reminder for these three specific exit reasons, durational limit, for cause and ineligible at recert due to income, a 30-day termination letter date must be populated.

And that is all I have for you, and I will pass it over to Joyce.

Barcley, Joyce M - ETA CTR 22:00

Thanks, Lauren.

OK.

Give me a second to share my screen.

And let me know when you're seeing it.

Burnett, Lauren S - ETA CTR 22:09

Seeing it.

Barcley, Joyce M - ETA CTR 22:10

Terrific. So, we're in the enhancements section now of the release notes and we're going to be talking about the occupational skills and on the job training or OST and OJT.

Now these two fields, OST and OJT. These services apply only to the sector based pilot program grantees.

So it's just for that group.

So if you're not one of the pilot grantees, this does not apply to you.

And it's saying the fields hours per week and planned hours and this would be in

services.

So we're going to go into the assignment.

Marvin happens to be in the pilot and he is in the treatment group and we're going into his assignment so we can take a look at his training and services and you can see he has both occupational skill training and he has on the job skill training.

So we'll start with the OST. Open that up.

And we're gonna scroll down so we can.

Whoops, so we can edit it and see all the fields.

So if you'll recall, in the past there were hours per week and planned hours for the OST. Let me see what's OST and we scroll down, and those hours are no longer here.

It does have the actual hours, and of course those hours will be entered once this participant has completed the training.

The training has not yet been completed.

There's no end date, so that just shows you that those two fields have been removed.

We'll go back out.

And we'll take a look now at the OJT and you'll see very similarly.

Scroll down to edit.

And we'll look at those fields and you'll see the same thing.

Let's see for this one planned hours and total hours OJT per quarter.

We're in here before and now it's just the actual hours. And again, when the OJT is completed, the NDE will be put in the training complete would be yes.

And then the actual hours of participation in OJT would be placed in there.

Okay, the next one, we're going to be looking at, bear with me a sec.

OK.

OK.

So the next one is when completing follow up.

So now we're talking about placement follow-ups. When completing follow-ups one, two and three users will now be required to complete both the follow up date and the corresponding wage or earnings question. If either field meaning date or earnings is completed, the other field will now be required.

So we're going to be looking at the placements and follow-ups.

Now we're going to scroll down into this.

Whoops, my mouse is just a little sensitive today.

We're going to go down into the placement details, into the follow up.

So we're going to go into the edit for the follow-ups.

As you can see here follow-ups one and two have not been entered.

The follow up three has been entered and as you can see, there are wages and there is a date and you'll see that both fields are asterisked.

So how that happens is if I put a date in for the follow up, just use today's date.

This field now becomes required.

Are there any wages for the second quarter after exit?

So we're going to say yes.

You'll notice that there is no requirement for follow up notes, which is the second part of this portion.

It says the comment fields are no longer required when entering follow-ups one, two and three.

And now we'll do.

We're going to do the reverse if we happen to enter the wages in.

For the quarter now, the date becomes required.

And we'll just enter today's date. And again, there is no asterisk for the note. So that's not a required field.

And we scroll down and we see that this has not changed for #3 and we'll just save these.

And as we scroll back up, we can see that the information has been saved.

The last enhancement that I'll be demonstrating is the program introduction section has been moved to the intake page, now located below the demographics section.

So for this same participant, we're just going to go look at her intake section, which is under summary.

We go to intake.

And we Scroll down to the demographics.

Here's the demographics and right below it is the program introduction.

And if you already entered the information like this one had been entered a while back, all the information has been moved now to the intake page and that is the end of the demonstration for today's release notes.

McNeace, Meche - ETA CTR 27:41

Alrighty. Thank you, Joyce.

Barcley, Joyce M - ETA CTR 27:44

Sure, I do. See we have a couple of questions in the chat.

McNeace, Meche - ETA CTR 27:46

We got this.

Barcley, Joyce M - ETA CTR 27:49

You got it, OK.

McNeace, Meche - ETA CTR 27:50

So let me go through some of them because I've answered some of them in the chat.
So yeah.

Barcley, Joyce M - ETA CTR 27:54

I see that. Yeah, yeah.

McNeace, Meche - ETA CTR 27:56

So I just wanna make sure I covered that and then you can jump on in there. Cool
beans.

Barcley, Joyce M - ETA CTR 28:01

Cool beans.

McNeace, Meche - ETA CTR 28:02

Alrighty.

So one came from Teri where she said I tried to correct the spelling of a participant's
name, and it wouldn't let me.

Is there a solve for that? And my response to Teri is you cannot change the name
yourself. You would have to send in a help desk ticket by using the.

hrm.

The help? HRM.

Help request module in PMS.

Did we demo that and I just missed it?

Barcley, Joyce M - ETA CTR 28:34

Yeah.

McNeace, Meche - ETA CTR 28:35

OK.

There you go.

Too busy looking in here, all right.

Barcley, Joyce M - ETA CTR 28:39

Yeah.

McNeace, Meche - ETA CTR 28:41

And then we have one from Cheryl, she says.

She has a host agency that changed their organization name. Can I change that myself or is it a ticket?

And so the answer to Cheryl is that she cannot change the organization name herself.

So it is a ticket that has to be submitted.

That.

Am I right, Joyce? Alrighty.

Barcley, Joyce M - ETA CTR 29:08

Yes, ma'am.

McNeace, Meche - ETA CTR 29:12

So there's that one and then Alicia says for a name change, do you need to upload a verification document like DMV record or SSAI and my response to her in the chat is not in the system but you should keep that information in the participant file.

OK.

And then Cheryl is asking her colleagues across the universe, does anybody use a form for host site monitoring?

And if so, could you share?

And she left her e-mail address in the chat.

Which is CLyoung@nd.gov.

Anybody got something to share with Cheryl? Please do so.

And I think that was it for now.

Anybody else have any questions?

Hands up, comments? Anything they want to share, anything we can help you with?

Why y'all quiet.

Why y'all quiet?

EasterSeals Chicago's gonna share.

Yeah, EasterSeals Chicago.

Barcley, Joyce M - ETA CTR 30:29

Cool.

McNeace, Meche - ETA CTR 30:33

Awesome.

Susan Tovar 30:35

Hi.

McNeace, Meche - ETA CTR 30:36

Hi. Hi, Susan EasterSeals Chicago.

Susan Tovar 30:40

How you doing?

McNeace, Meche - ETA CTR 30:41

Good.

Susan Tovar 30:42

I have a question. I've been having this issue in GPMS where my team has completed a recertifications and normally I will need to approve them, and I could filter and then select pending and pending eligibility or what not. But and they used to appear on my report and now they do not. They don't appear in that report.

I don't know if just on my end or do I need to send in a ticket for that, but I've done it several times.

I've tried again and again and I use to view him, and now I don't see him.

The only thing I can view are the new enrollments that are pending, but no recert.

McNeace, Meche - ETA CTR 31:27

So she's saying the recert are not the eligibility are not rolling up for you as a supervisor of that case manager to approve it.

Susan Tovar 31:35

Yeah. So, you know how you filter to see who's pending, and they used to pop up on my report and now they're not.

McNeace, Meche - ETA CTR 31:42

And they're not coming up on your on my task. No, nothing in the notifications.

Susan Tovar 31:46

No.

Actually, you know what?

I didn't go into the task.

Let's see.

McNeace, Meche - ETA CTR 31:53

So when?

Normally, when they're, go to your level, the way the system works, it should show up on your my task.

That's where you would look first.

Susan Tovar 32:05

OK.

Barcley, Joyce M - ETA CTR 32:07

I think the system was changed.

They changed the statuses, and they removed the pending recertification.

Remember that used to be a separate status.

McNeace, Meche - ETA CTR 32:16

Mm hmm.

Susan Tovar 32:16

Mm hmm.

Barcley, Joyce M - ETA CTR 32:16

And that's why you can't filter by it anymore, because that status doesn't exist.

Susan Tovar 32:22

OK.

OK.

I see. OK. So, I will have to look at my task rather than searching and filtering for them.

OK, OK.

Well, that answers the question.

OK.

Well, thank you.

McNeace, Meche - ETA CTR 32:35

No, you're welcome.

That was easy.

Barcley, Joyce M - ETA CTR 32:39

Where's that button?

McNeace, Meche - ETA CTR 32:41

I know.

Barcley, Joyce M - ETA CTR 32:42

Staples.

We have a hand up from Marie.

Would you like to unmute yourself and ask your question?

Marie did.

There you go.

Marie Flores 32:58

It took, I have to find the mouse.

So anyway, regarding the host site monitoring.

We use in PSA 10 during the six-month assessment and recertification.
And there's a safety checklist at the bottom of our form for every assessment.

McNeace, Meche - ETA CTR 33:33

OK.

That's good.

Marie Flores 33:36

And also, I have a question, what is?
Where can I find the SOP forms?

McNeace, Meche - ETA CTR 33:46

But what's an SOP form?

Standard operating procedure.

Barcley, Joyce M - ETA CTR 33:51

Yeah, Teri referenced a Form 65 for the inspection and then said it was in the it's a checklist.

Marie Flores 33:55

Yes, yes, yes.

Barcley, Joyce M - ETA CTR 33:59

So Terry weird. And she's saying in the SOP forms. Teri, could you elaborate?
If you'd like to unmute yourself and have a conversation.

McNeace, Meche - ETA CTR 34:08

Yes, share form 65.

Teri 34:10

Sure. So here in our office at the top of my computer screen it's already preprogrammed.

In there's an automatic SOP tab that I can click, and then there's various topics that I can get information for, but we also have in our system it's called a, it's an app.
It's an application.

Forms and we have all of the forms we need from the assessment, which is number one, all the way down to transfer contact to number 66 and they're just easy, easily, readably available.

And I just hit the application form services forms and it already pre populates every form that I need for the office.

And their little Pdf's.

Barcley, Joyce M - ETA CTR 35:05

It sounds like that's.

It sounds like that specifics here.

Teri 35:10

Inside of the file.

Cool.

Barcley, Joyce M - ETA CTR 35:12

It sounds like that's specific to your grantee, Teri.

Marie Flores 35:13

It's not.

Teri 35:16

You know what it may be?

I may be just special, I don't know.

Marie Flores 35:21

Because I cannot find, I cannot find it in the gpms or anything.

Else anywhere.

Barcley, Joyce M - ETA CTR 35:29

There is.

There is no form.

Yeah, there is no form in gpms.

Nor you won't find it on the community of practice either.

Marie Flores 35:34

OK.

Barcley, Joyce M - ETA CTR 35:37

That would be a form that your grantee would create for you to do host site monitoring.

Teri 35:44

I could.

I could e-mail her. One of the ones that I have. I don't think it's our grantee specific. I think it's, let me look and see what it says on there.

That's gonna be a form 65.

Yeah, it just says SERS SCSEP this is a training program for SCSEP participants, 65 host agency safety inspection checklist and we do that when we do sign on a new host agency.

But I could e-mail you that form if it's applicable to you.

McNeace, Meche - ETA CTR 36:19

That'll be great.

'Cause Joyce is right, is probably the safety checklist for him, is probably what you guys created internally or maybe even shared amongst each other with your peers because the only forms that is available on the workforce GPS are the old SPARQ intake assignment, unsubsidized employment, and exit forms.

Barcley, Joyce M - ETA CTR 36:26

Hmm.

McNeace, Meche - ETA CTR 36:42

And so.

On then GPMS forms those have been developed.

They're just still in, you know, in clearance process.

That hasn't been pushed out to the field yet, but that's why we're like what is form 65.

We want to see what form 65 is and I want to see because I'm just nosy.

I'm just going to be honest with you.

And then, one of the, in the chat Adelia from Puerto Rico says she translated form 65 for host agencies to Spanish, and I'm asking her again, what is form 65?

And that so she's like.

Teri 37:26

OK, what I can do is if you could put your e-mail in the chat bar I can send you a copy of it.

McNeace, Meche - ETA CTR 37:33

Sure.

We just like to see what is being used. It seems like it's a sounds like it's a good form.

Teri 37:41

Oh, I think I have your e-mail Michi.

So, but just in case, if you could put it in there, you should.

McNeace, Meche - ETA CTR 37:45

I was, yeah.

Teri 37:47

I think you're in my favorites.

McNeace, Meche - ETA CTR 37:50

OK. Am I your favorite?

Barcley, Joyce M - ETA CTR 37:51

Oh.

Teri 37:53

You know, it's one of those ones you got to kind of have at the top at all times.

McNeace, Meche - ETA CTR 37:59

Like you know what, you made my day.

All right, I put our SCSEP technical assistance e-mail in the chat. OK, Teri.

Teri 38:09

OK, perfect. And I will definitely get that out to you guys. I hope this doesn't disappear before I can copy it.

McNeace, Meche - ETA CTR 38:17

No worries.

Alrighty, what else do we got going on here?

Barcley, Joyce M - ETA CTR 38:25

I don't see any other questions in the chat and there are no hands raised.

McNeace, Meche - ETA CTR 38:30

Oh, come on, it's only 2:43.

And we haven't been with you guys for over a month, even though some of you who joined our training kind of sneaked in office hours questions during the Q&A.

But we didn't count that. So, we're here.

We're here for you today.

So some are still saying that some say their form is titled host agency monitoring guide and then attachment C so and then 1.

Teri 39:08

So I have everybody's emails noted here and right out. I'm sorry.

McNeace, Meche - ETA CTR 39:13

OK.

Teri 39:14

Right after the meeting, I will.

That's my supervisor right after the meeting.

McNeace, Meche - ETA CTR 39:17

Don't worry.

Teri 39:19

I will.

I will get those sent out.

McNeace, Meche - ETA CTR 39:21

OK.

Barcley, Joyce M - ETA CTR 39:23

Adelia is saying that it is indeed an old SPARQ form, but she did review an update in 2024.

And then we have Chip that asks the question.

McNeace, Meche - ETA CTR 39:32

Adelia.

Barcley, Joyce M - ETA CTR 39:35

Any updates on the state of SCSEP and budget discussions currently happening?

McNeace, Meche - ETA CTR 39:43

Nothing that we can talk about here.

I think you know we don't.

We don't have any updates to share.

But there is a for the primary points of contact an all grantee call next week

Wednesday on the 18th.

So that might be a topic of conversation during that call.

Barcley, Joyce M - ETA CTR 40:08

And I don't see any other questions.

Oh, but we have Cindy with her hand raised.

Go ahead, Cindy, unmute yourself.

Cindy L. Lehmann 40:19

Hey, good afternoon.

So I'm just wondering.

I'm digging through my emails 'cause I know there's a process, but could you review like how to give a new user access to login.gov in GPMS?

McNeace, Meche - ETA CTR 40:36

How to create an account on login Gov?

Cindy L. Lehmann 40:41

Yeah. Is there a special link we have to use in order to access GPMS?

McNeace, Meche - ETA CTR 40:49

Alright so.

First, there's, OK to get access to GPMS, you do have to start with the login.gov account.

And the same e-mail that you use for your login Gov account. Then your grantee administrator will submit a request to the help desk asking and this is for new users asking to create an account for a new user in GPMS. So there.

Cindy L. Lehmann 41:16

Associated.

OK.

McNeace, Meche - ETA CTR 41:23

Is a process for that.

So what we can do is.

On SCSEP help, we'll put the link in the chat and then.

Cindy L. Lehmann 41:29

Perfect.

McNeace, Meche - ETA CTR 41:30

There are two forms on there that you would use to create a new user.

Cindy L. Lehmann 41:36

OK.

I was just thinking that there was a certain you just go to login Gov.

There's not like a back slash certain place we need to go in order to be able to associate the login.gov with the case management system.

McNeace, Meche - ETA CTR 41:54

Oh yeah, so it starts.

It does start there, but they I guess the process and we went through this during our first gpms training where the grant administrator was submit a request to the help desk and then upon that request then they will get a response at which time they would need to go in and create, have that user create their login.gov account and so on and so forth.

Cindy L. Lehmann 42:18

OK, perfect.

McNeace, Meche - ETA CTR 42:19

And then once that is done, then the GPMS gets set up.

Cindy L. Lehmann 42:21

That.

McNeace, Meche - ETA CTR 42:24

And then that has to go through one level of.

Approval process and then the new user should get, you know communication saying that their access has been set up.

Cindy L. Lehmann 42:35

OK, that's what I was thinking that there was a specific order it had to be done in order for the login.gov to get.

Get the right button on it.

So thank you for that. That helps.

McNeace, Meche - ETA CTR 42:50

No, you're very welcome.

Barcley, Joyce M - ETA CTR 42:53

We have a few folks in the chat asking for an invitation to the meeting on the 18th.

McNeace, Meche - ETA CTR 43:00

I did respond.

So when I said there's an all grantee call meeting on the 18th, those calls are dedicated for the SCSEP grantee signatory and primary points of contact.

So it's not an open meeting for everybody or staff members or sub grantees.

So the grantees determine who they want to join that meeting.

So it's kind of, if you will, a closed meeting.

So.

It's yeah.

So the emails, the invitations are only for those that I just mentioned.

Sorry.

Barcley, Joyce M - ETA CTR 43:39

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

McNeace, Meche - ETA CTR 43:50

Nothing.

Barcley, Joyce M - ETA CTR 43:52

Nope.

McNeace, Meche - ETA CTR 43:53

Cindy. Cindy has her hand raised.

Barcley, Joyce M - ETA CTR 43:57

She just raised it.

Go ahead, Cindy.

Cindy L. Lehmann 44:01

I don't want you guys to go too early. So can you give us your temperature regarding how you're feeling about a new TEGl being released and right are we getting funded going forward?

I guess that's the \$65,000 question, or \$1,000,000 or whatever.

Because you know all of the people that are in the program and all of the people

who work for the program, that's what they're dying to know.
So do you guys feel confident or do you feel comfortable discussing your confidence?

McNeace, Meche - ETA CTR 44:52

I don't know if it's got to do with comfortability.
I just.
I think I'm just gonna be honest.
I think it's outside of our scope for this meeting to have that kind of discussion.
So you know, we gotta just kind of stay in our little lane here, if that makes sense.
It's not the answer you want, but I think Cindy is the best answer I can give.

Cindy L. Lehmann 45:17

Yeah. I just.
I'm sure that's the burning question on everybody's mind.
That's why it's coming up.

McNeace, Meche - ETA CTR 45:22

No.
Most definitely.

Cindy L. Lehmann 45:24

But.

McNeace, Meche - ETA CTR 45:26

I yeah, I do get that. So, I can say 'cause, if the announcement was made during, you know, an all grantee call that program year 25, that's what starts July 1, was flat funded, which means the funding that the same funding for program year 24 was going to be the same funding for 25.

Cindy L. Lehmann 45:52

So that's good news for the short term.

McNeace, Meche - ETA CTR 45:54

Yes, so.

That's all.

That's all.

That's all I'm gonna say.

That's all I know.

Cindy L. Lehmann 46:03

Thank you.

McNeace, Meche - ETA CTR 46:04

You're welcome, Cindy.

Anything else?

Oh, come on.

I thought you guys missed us. If you want to.

Do you want to talk about what you did between time when we didn't have vLive?

Barcley, Joyce M - ETA CTR 46:21

They did miss us. They did.

McNeace, Meche - ETA CTR 46:28

Anybody wanna share that? Did you?

We did get a comment that the training was great, so thank you.

Barcley, Joyce M - ETA CTR 46:37

There was a comment, too, that we were missed.

McNeace, Meche - ETA CTR 46:40

Oh, we miss you guys too.

I think we go through withdrawals if we don't get to spend time with you guys twice a month.

It's just kind of been like an it's like our family little cookout, right?

Twice a month.

Yeah.

Anything else?

Thanks Deborah.

Jeff, you're, you're one of the hardest working persons at SCSEP right now.

Jeff Hughes 47:14

Gotta find something to fill the void of time with all of the weight of anticipation.

McNeace, Meche - ETA CTR 47:20

You gotta distract yourself, right?

Jeff Hughes 47:23

I would.

I'm ready.

I'm ready to get this done.

McNeace, Meche - ETA CTR 47:27

Maybe your dissertation should be about this.

Jeff Hughes 47:31

You know that probably would be a well point taken it of course I went a different route, but it's I'm sure I could easily write a novel about this.

McNeace, Meche - ETA CTR 47:42

Yeah you should.

Look at me. You're encouraging him.

You should Jeff.

Jeff Hughes 47:50

Right.

Would anybody pick it up and read it though?

McNeace, Meche - ETA CTR 47:54

I would.

I would read it.

Jeff Hughes 47:54

Right.

Barcley, Joyce M - ETA CTR 47:55

I think it'd be.

It'd be a great sitcom.

McNeace, Meche - ETA CTR 47:59

Or even a reality show.

Jeff, there you go.

Barcley, Joyce M - ETA CTR 48:01

Oh.

McNeace, Meche - ETA CTR 48:04

Yeah, I know. We're encouraging him, aren't we?

Jeff Hughes 48:06

Right, right.

Barcley, Joyce M - ETA CTR 48:08

Yeah, probably not a good idea.

McNeace, Meche - ETA CTR 48:12

Yeah. Anybody else?

Any vacation plans, summer stuff, you know?

Summer fun beach.

Fun and relaxation.

Just.

Stuff. I have nothing to share, so I'm just trying to live vicariously through somebody, anybody.

No GPMS hiccups.

Everybody understands how to put in a health request through the HRM.

You're good with that. It's so easy breezy.

I think this is a lot easier than having to do that Zendesk ticket because it's just right there when you have the issues like let me click on that button.

Barcley, Joyce M - ETA CTR 49:06

It's easy to follow up and check the status.

McNeace, Meche - ETA CTR 49:10

Yeah.

Barcley, Joyce M - ETA CTR 49:12

Ah, there you go.

McNeace, Meche - ETA CTR 49:13

Cheryl is like, can you give me HRM again, Joyce?

There you go.

Barcley, Joyce M - ETA CTR 49:17

No.

McNeace, Meche - ETA CTR 49:19

Somebody show the HRM is that you show we'll walk her through.

Go on, pop it up, Joyce.

Barcley, Joyce M - ETA CTR 49:26

OK.

McNeace, Meche - ETA CTR 49:27

Pop it up, pop it up.

Barcley, Joyce M - ETA CTR 49:32

Not get carried away.

Alrighty.

So actually I do have one request that I did submit and as Lauren showed us before.

You just close that out.

OK, as Lauren showed us before, when you go in, you go in off of your navigation tabs.

McNeace, Meche - ETA CTR 49:50

Alright.

Barcley, Joyce M - ETA CTR 49:54

You have your help request big bold letters.

You can't miss it.

And when you click it, this is what it looks like.

And as you Scroll down you can see that you have a, whoops, that mouse boy.

You have a new help request.

You just click on that.

It's kind of like the Zendesk ticket. You insert your grantee.

You don't need a sub grantee, but you can if you'd like.

Your username will already be inserted automatically. Your e-mail address and then you put in your whatever your subject is.

So this is just a test.

Request.

And then you need a topic and just like Zendesk you pick your topic whatever your topic may be.

And.

How about I'm having a?

McNeace, Meche - ETA CTR 50:48

Do an. It's done, go down. Go down. What's more common?

We have.

Barcley, Joyce M - ETA CTR 50:55

QPR.

McNeace, Meche - ETA CTR 50:57

A. No, let's do a locked record.

Barcley, Joyce M - ETA CTR 51:00

OK.

McNeace, Meche - ETA CTR 51:01

Oh well.

Sowsy, Karen (ELD) 51:01

Mm hmm.

Barcley, Joyce M - ETA CTR 51:02

And notice it's alphabetized.

So you do have to.

McNeace, Meche - ETA CTR 51:05

If you know what, I didn't even notice that, Joyce.

Barcley, Joyce M - ETA CTR 51:07

Yeah, you do have.

You do have and you can clear it.

So if you have to change it, you just go and clear it and then do it again.

But you need to know what the topic titles are alphabetically, so just become a little familiar.

And as Lauren showed before, if you have a file you want to upload and we always recommend submitting screenshots if it's something not so much for a locked record, but more for if you have like error messages or something or you're having contradictory information showing between two sections of gpms for the same participant, putting the screenshots in is very helpful.

So you can upload them there and then in the detail section, this is where you would provide.

I can't walk and chew gum.

That's where you provide an explanation of the request.

And once you've done that, you would click send.

So there is to it.

And then once you're finished with that, let me cancel this. So, we'll pretend it's sent.

And then after that you can search on your requests if you have something in here generic search on all requests.

Sowsy, Karen (ELD) 52:23

OK.

Barcley, Joyce M - ETA CTR 52:28

Well, I did do one yesterday. You know what? I might not have done it in this because we have different user roles. I might have been in a different user role when I submitted that ticket.

So I wouldn't.

I wouldn't see it in this user role, so sorry I can't demo that.

But you can go in and you can search for your tickets, and you can search.

It's like filters.

Remember filters? We love filters. You can just set your filters to whatever matches your needs, and it should display then like when you do filters it should display the information that you're searching on.

So that's basically it.

McNeace, Meche - ETA CTR 53:09

Good. And then what happens is when you submit your help desk request, you'll get an e-mail, and it will come from SCSEP help request.

Barcley, Joyce M - ETA CTR 53:19

Hmm.

McNeace, Meche - ETA CTR 53:20

You'll get an e-mail letting you know that they have received your help request module, and then you'll get updated emails as to where they are in the process, or if they're, you know, have any questions for you and things of that nature so.

It'll come from, like I said, SCSEP help request e-mail.

Barcley, Joyce M - ETA CTR 53:37

Right.

McNeace, Meche - ETA CTR 53:40

And it'll have United States Department of Labor and then sort of like how you get your QPR emails similar to that?

Barcley, Joyce M - ETA CTR 53:40

Oh, and the assign.

Hmm.

And then if you're wondering who the assignee is, that's the person who receives it at the help desk end.

So it's oh because I don't have anybody here. I don't have any requests in.

It would be somebody at the other end. Now, Michi, when you get the e-mail, does it say who your signee is?

McNeace, Meche - ETA CTR 54:14

I believe so.

It'll be in the body of the e-mail. I believe it does.

Barcley, Joyce M - ETA CTR 54:16

OK.

OK. And that would be somebody on the in the ticket help ticket area?

So their name would be here and then you could, you know, just pretend you have dozens and dozens of tickets in.

Or at least two or three.

And then you should be able to sort if you know if you have like most of your tickets are with one person or another person. You can also do that too.

But that's basically it. Easy breezy.

McNeace, Meche - ETA CTR 54:44

Easy breezy.

OK.

You have a hand up, Karen.

Hi.

Sowsy, Karen (ELD) 54:55

How is everybody?

I apologize if this has been addressed previously, but I have a question on reports.

When I try to get like, you know current participants or you know exited participants, even if I select you know only show the last assignment.
Why is it that I get multiple listings?

Barcley, Joyce M - ETA CTR 55:24

Good question.

McNeace, Meche - ETA CTR 55:26

Yeah.

Do you wanna show us what you got?

Sowsy, Karen (ELD) 55:33

Yeah. Let me get in there first.

I'm not in there at the moment, but I can do that.

Now it's going to be slow, of course.

What can you do?

Barcley, Joyce M - ETA CTR 56:00

That's right.

Sowsy, Karen (ELD) 56:00

OK.

Barcley, Joyce M - ETA CTR 56:01

I probably have the slowest method there is.

Sowsy, Karen (ELD) 56:05

OK, let me let me share here.

OK.

I'm selecting a share entire screen and it's not allowing me to.

Barcley, Joyce M - ETA CTR 56:28

OK, if you click on your share button there you go. OK, there it is.

Sowsy, Karen (ELD) 56:29

Oh, here we go. Got it.

I got it.

Can you see it? OK, beautiful. This one.

Barcley, Joyce M - ETA CTR 56:34

Just it's just the wrong screen.

It's the wrong.

There we go. Perfect.

Sowsy, Karen (ELD) 56:39

OK.

So I'm in reports now.

And I'm in Massachusetts, so I search.

And current and exited.

So I'm looking for show current.

Current and latest and I start, you know, even if I did like.

Back to 2019 to current.

Search.

OK.

Barcley, Joyce M - ETA CTR 57:13

'Cause there are 39 people. Does that sound?

Sowsy, Karen (ELD) 57:13

Export.

Barcley, Joyce M - ETA CTR 57:15

Did that sound right, 39?

Sowsy, Karen (ELD) 57:18

Yeah.

It is.

We've had our struggles recently.

And now we have.

66 listings.

Barcley, Joyce M - ETA CTR 57:46

Hmm.

Sowsy, Karen (ELD) 57:47

And if I sort it mm hmm, if I sort it by name.

Sort by.

Let's just go for first name.

See, like even with the second one there.

McNeace, Meche - ETA CTR 58:06

Oh, you know what?

Sowsy, Karen (ELD) 58:07

There are four listings.

McNeace, Meche - ETA CTR 58:09

Karen sometimes, and I don't know why, and I see this often and even, you know, forever and every time I run a report for some reason when you run the report, there is a chance that there are these duplicates in here like you see here, it's same case.

Sowsy, Karen (ELD) 58:11

Thank you.

McNeace, Meche - ETA CTR 58:28

Same PID, same information.

So I've seen this issue, and we've reported it.

Sowsy, Karen (ELD) 58:32

Yeah.

McNeace, Meche - ETA CTR 58:34

I mean, it goes back.

I don't even know how long so this issue does exist in the report, so for me I've just

gotten to the point where I kind of program myself to know that and I go and do like you do, and I go and just kind of delete the duplications.

Sowsy, Karen (ELD) 58:41

OK.

I just delete what? Yeah.

McNeace, Meche - ETA CTR 58:51

Yeah.

Sowsy, Karen (ELD) 58:52

Yeah, and it doesn't happen on new ones, just ones who've been in the system for a while.

Barcley, Joyce M - ETA CTR 58:59

Hmm.

McNeace, Meche - ETA CTR 58:59

Yeah, I've noticed that. Yep, Yep, yep.

Barcley, Joyce M - ETA CTR 59:00

Wow.

Sowsy, Karen (ELD) 59:01

Yeah. OK.

Very good. Thank you.

McNeace, Meche - ETA CTR 59:05

You know, you're welcome.

Barcley, Joyce M - ETA CTR 59:07

Have you submitted a ticket for that, Karen?

Sowsy, Karen (ELD) 59:11

No, I have not, but I should.

McNeace, Meche - ETA CTR 59:13

I would I.

Barcley, Joyce M - ETA CTR 59:14

I would, yeah.

McNeace, Meche - ETA CTR 59:15

Have I mean, I reported it because, you know, I see the same issues, but apparently, it's still happening. So yeah.

Sowsy, Karen (ELD) 59:20

Mm hmm.

OK.

Yeah, maybe if enough of us do, something will happen.

McNeace, Meche - ETA CTR 59:28

Maybe if you guys do the sometimes. I know I get ignored because they're like, oh, it's just Michi so like, whatever.

Sowsy, Karen (ELD) 59:31

OK.

Barcley, Joyce M - ETA CTR 59:36

But sometimes too, they're one offs.

Sowsy, Karen (ELD) 59:37

Well, I get to use the help plan now. Yay.

Barcley, Joyce M - ETA CTR 59:39

Yeah.

McNeace, Meche - ETA CTR 59:42

Yeah.

Sowsy, Karen (ELD) 59:42

Thank you.

Barcley, Joyce M - ETA CTR 59:50

So you're going back and forth with Ross about his data validation question?

McNeace, Meche - ETA CTR 59:55

Yes. And so, the answer to Ross's response to my response is yes.

Barcley, Joyce M - ETA CTR 59:56

OK.

McNeace, Meche - ETA CTR 1:00:05

Yes, yes, yes.

Ross Farnsworth 1:00:06

Thank you.

McNeace, Meche - ETA CTR 1:00:08

You're welcome.

Oh and Ross, anytime you have programmatic, or policy technical assistance need, just send it to SCSEPtechnicalassistance@DOL.Gov.

Ross Farnsworth 1:00:25

Thank you.

McNeace, Meche - ETA CTR 1:00:25

We're here.

We're here to help you.

All right.

Any other questions?

Barcley, Joyce M - ETA CTR 1:00:36

Not yet.

McNeace, Meche - ETA CTR 1:00:49

Oh I have.

I have a something to add to share.

So what we also found out that using the new, you know that you guys are now required to go ahead and use the help request module in GPMS.

So if at any point in time any of you get that error code 401 which doesn't allow you to access the system, is probably because and I'm sure mostly everybody on here is in the system regularly, so getting locked out 'cause you're you know you've not accessed the system over 30 days and your password needs to be reset. If for some chance that happens to you and you get the 401 code and you can't access the system, you can't access HRM, so what they're asking for you to do is to contact either a colleague you know a peer or your sub grantee administrator or supervisor or grantee administrator and ask them to submit the help request ticket on your behalf for them to reset your password.

OK. And also, as a backup to the backup to the backup, if you know you're not able to contact any of them, send your ticket, send a request to the SCSEPtechnicalassistance@DOL.Gov, and one of us will send in a HRM or request ticket on your behalf as well.

I remember Joyce.

Barcley, Joyce M - ETA CTR 1:02:24

Good info.

McNeace, Meche - ETA CTR 1:02:25

Yes.

Barcley, Joyce M - ETA CTR 1:02:29

I know that was like not in the notes, but it was like really important.

McNeace, Meche - ETA CTR 1:02:36

That's OK.

Anything else it's 3:07. You know, we normally say if there's no other questions or anything, we can help you with that we let you know that, you know, feel free to take back your time.

But we're gonna hang out here at office hours until 3:30, but we do plan to hold our next office hours will be scheduled for July 25th.
Same time.

Barcley, Joyce M - ETA CTR 1:03:06

June, June 25th.

McNeace, Meche - ETA CTR 1:03:08

I'm sorry, June. I'm already in July.

June 25th and same time 2:00 to 3:30 Eastern Time.

So we'll be here then.

Other than that, like I said, we're gonna hang out here for a while till 3:30. If anybody, even if you pop off and say, you know what, I have a question pop back in.

We're gonna still be here.

Oki dokie. And then I want to say again. Thank you all for you know, jumping on with us today.

And thank you guys for also joining our gpms training. It was awesome.

And again, if you have any questions in between time, please feel free to e-mail SCSEPtechnicalassistance@DOL.Gov, and we will update our slide for the Zendesk tickets is no more.

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

It's true, yeah.

McNeace, Meche - ETA CTR 1:04:05

We will make sure you guys know use that HRM module.

'Cause, even if you try to use a Zendesk ticket, it doesn't even work.

I tried.

Barcley, Joyce M - ETA CTR 1:04:17

Oh, is this a, is this a, was that.

Was that a precursor for next the next meeting?

Did you see what flashed on the screen?

Mauro, Kevin M - ETA CTR 1:04:25

No, it just jumped ahead on my slides just jumped ahead.

Barcley, Joyce M - ETA CTR 1:04:29

Oh, he already thought it was a preview.

McNeace, Meche - ETA CTR 1:04:36

Hey, we haven't forgotten about jeopardy.

Barcley, Joyce M - ETA CTR 1:04:36

A commercial.

McNeace, Meche - ETA CTR 1:04:38

We're working on it.

We're working on something.

Hasta La Vista, La Vista, baby.

Barcley, Joyce M - ETA CTR 1:04:44

Hasta La Vista.

McNeace, Meche - ETA CTR 1:04:47

Adios Adelia.

It's like you got her all excited, see.

You just got her all excited and then it blew that excitement.

Barcley, Joyce M - ETA CTR 1:05:03

Well, that was Heaven.

That got all excited.

McNeace, Meche - ETA CTR 1:05:05

Yeah, I was having.

All right.

We hope to bring that back, you guys.

Jeopardy, GPMS feud, GPMS trivia.

It's still in the hopper.

Can put back the Sly and the family Stone song on Low Key.

And if you guys have any questions in the meanwhile, throw it in the chat or raise your hand.

Heaven Gordon 1:06:13

I've got one.

McNeace, Meche - ETA CTR 1:06:15

Oh, she got one.

Heaven Gordon 1:06:18

Yeah.

McNeace, Meche - ETA CTR 1:06:19

What's she?

What she got?

Can you lower the volume, Kevin, there you go.

Heaven Gordon 1:06:23

All right, so I sent it.

I already sent this as a task of like a question to Scott to help us out with an issue that we're having with a participant.

She was already previously enrolled in another grantee in Georgia, but it's no longer a thing anymore, but it's still an open placement.

I can't go in there and close it out.

And like it's, I can't re-enroll her because she's the guy in open placement. But I can't go in and close out the open placement because it's through a different grantee that I don't have access to.

That is something that I need to talk to or like put in a ticket for right.

McNeace, Meche - ETA CTR 1:07:22

No.

Heaven Gordon 1:07:22

There's not a way that I can fix that myself.

McNeace, Meche - ETA CTR 1:07:25

No.

Heaven Gordon 1:07:27

Uh.

McNeace, Meche - ETA CTR 1:07:27

So if there's a, if a participant is in exit and follow up so they haven't, so the open follow up so they haven't. They haven't finished up the follow up correct.

Heaven Gordon 1:07:33

Yeah.

Yeah, 'cause, it isn't follow up, but it was years ago.

Barcley, Joyce M - ETA CTR 1:07:47

They have to close that placement.

Heaven Gordon 1:07:49

Yeah.

McNeace, Meche - ETA CTR 1:07:49

They have to, yes.

So you have to work with that grantee.

Heaven Gordon 1:07:53

It's no longer a thing like they're not a grantee anymore.

McNeace, Meche - ETA CTR 1:07:54

Doesn't. They're gone.

Heaven Gordon 1:07:57

They're not.

Barcley, Joyce M - ETA CTR 1:07:58

Oh.

Heaven Gordon 1:07:58

They do not exist.

McNeace, Meche - ETA CTR 1:08:01

Why? So, you just come up with these little extra exercises?

Heaven Gordon 1:08:03

Yeah.

McNeace, Meche - ETA CTR 1:08:06

Hold on a SEC.

Do you have the PID?

Heaven Gordon 1:08:09

I do.

McNeace, Meche - ETA CTR 1:08:11

Hold on.

Wait a minute.

Hold on.

You know I don't.

Is anybody still in the system?

Can we?

I don't want training. Let me. OK.

I just logged in to read only.

Let's see if we can find who this mystery person is.

Heaven Gordon 1:08:27

Oh, it's interesting.

McNeace, Meche - ETA CTR 1:08:28

Uno momento.

Heaven Gordon 1:08:29

I've never seen this before.

McNeace, Meche - ETA CTR 1:08:31

Oh I it.

Heaven Gordon 1:08:31

Normally I can get around things but.

McNeace, Meche - ETA CTR 1:08:32

It'll be no if it's been a long time, it could have just been a carryover from SPARQ kinda thing.

You know what I mean?

So yeah.

Heaven Gordon 1:08:40

It might be.

McNeace, Meche - ETA CTR 1:08:43

All right, so what is the PID?

Heaven Gordon 1:08:47

Oh, hold on. I had it.

Umm.

It is.

9874294.

McNeace, Meche - ETA CTR 1:09:00

9874294.

Heaven Gordon 1:09:03

Yeah, that's her.

Her participant or yeah, the PID.

That's her PID.

McNeace, Meche - ETA CTR 1:09:09

Last name, Hamilton.

Heaven Gordon 1:09:11

Yes.

McNeace, Meche - ETA CTR 1:09:12

OMG, it's like old EW.

Heaven Gordon 1:09:16

That's what I'm saying.

McNeace, Meche - ETA CTR 1:09:23

Was back in OK 2015.

Barcley, Joyce M - ETA CTR 1:09:27

Wow.

McNeace, Meche - ETA CTR 1:09:28

Yes, you're gonna this one. Put in a ticket.

Show them the screenshot we did alright.

Heaven Gordon 1:09:33

Yeah, I've already got Scott on it.

McNeace, Meche - ETA CTR 1:09:36

Yeah, 'cause. It is a carryover from SPARQ, these old records.

So did you send in a ticket?

And then.

Heaven Gordon 1:09:45

Umm.

I. What's his name?

Scott Heller usually takes care of all that, and we just put it in with him.

But it's taking a little bit too long and I'm trying like trying to get him to get it going but.

Yeah.

Barcley, Joyce M - ETA CTR 1:10:03

Ashley put a suggestion in the chat.

She says she had a similar experience recently.

And if you have an end date of their employment placement, this may help. Enroll them with the new grantee she had.

She had submitted a ticket and it's been resolved.

Heaven Gordon 1:10:19

So how long did it take?

Barcley, Joyce M - ETA CTR 1:10:22

So Ashley, back to you about how long did it take to get that resolved?

Her audio is out, so that's OK you can just let us know in the chat.

McNeace, Meche - ETA CTR 1:10:38

OK.

Yeah. So, they're the ones that got it kind of resolved it and they can end it.

Heaven Gordon 1:10:48

OK. And I've got the information.

McNeace, Meche - ETA CTR 1:10:48

I mean it's going.

Yeah, it's gonna go back.

Barcley, Joyce M - ETA CTR 1:10:50

Oh, OK.

McNeace, Meche - ETA CTR 1:10:53

Like years so.

Once they close that out and freed up, then, then you'll be able to enroll them.

Barcley, Joyce M - ETA CTR 1:11:02

So hers was a quick turnaround.

She had an estimated end date because they weren't certain the exact date, especially for something that's really old.

McNeace, Meche - ETA CTR 1:11:08

So what's you know? So, Ashley was that record?

Heaven Gordon 1:11:10

Mine was like in April or hers was in April.

McNeace, Meche - ETA CTR 1:11:12

Was that record?

Oh, OK.

So Ashley was there your record like 10 years old? This one is like 10 years old.

Heaven Gordon 1:11:22

Only me.

McNeace, Meche - ETA CTR 1:11:25

Not only you.

Barcley, Joyce M - ETA CTR 1:11:28

But did your person?

McNeace, Meche - ETA CTR 1:11:28

Only you today.

Heaven Gordon 1:11:31

I'll take it.

Barcley, Joyce M - ETA CTR 1:11:34

So Heaven was your person. You said they just ended the job in April.

Heaven Gordon 1:11:40

It wasn't this year, April, but.

Barcley, Joyce M - ETA CTR 1:11:43

Oh, OK.

Never mind.

Heaven Gordon 1:11:45

No, I think it was like a few years ago.

Barcley, Joyce M - ETA CTR 1:11:47

OK.

Heaven Gordon 1:11:49

If I'm not mistaken, it might have been 2018.

Barcley, Joyce M - ETA CTR 1:11:53

Oh wow, yeah.

Heaven Gordon 1:11:55

Yeah, but I think it.

I think it was a crossover in from SPARQ and it just kind of got left.

McNeace, Meche - ETA CTR 1:12:06

Yep, yep.

Close the app.

Just you.

So when did you submit the ticket?

Heaven Gordon 1:12:13

Monday.

McNeace, Meche - ETA CTR 1:12:15

OK.

Yeah. Give him. Give him a minute.

I know you want to try and get him in the system.

Just do all the paperwork stuff and then just put it, OK?

Heaven Gordon 1:12:23

Oh, everything's already done. Taken care of. Ready to go?

I just got.

I just got to get them to close it out so I can re-enroll her.

McNeace, Meche - ETA CTR 1:12:34

Alright. And then you could check for that person's durational limit date still on the record, yeah.

Heaven Gordon 1:12:41

Oh yeah.

Yeah.

McNeace, Meche - ETA CTR 1:12:44

Alright, alright.

That's the most important thing is making sure the durational limit date.

Heaven Gordon 1:12:48

Oh yes, ma'am.

Yeah, she only had a couple months in the program and then found a job.

McNeace, Meche - ETA CTR 1:12:50

No.

OK.

Give it a minute.

Give it a minute.

Heaven Gordon 1:13:01

Yes, ma'am. I won't be too anxious or, you know.

I'll give him some time.

McNeace, Meche - ETA CTR 1:13:10

OK.

Thanks, Ashley. Hers went to 2018.

So it's kind of that long ago. Yeah. Yeah, it is.

Barcley, Joyce M - ETA CTR 1:13:17

Yeah, that's, that is a long time, yeah.

McNeace, Meche - ETA CTR 1:13:23

So we got it.

All right.

Mauro, Kevin M - ETA CTR 1:13:42

I stopped the recording.

McNeace, Meche - ETA CTR 1:13:43

Look, look. Look at Kevin. Thanks, Kevin.

That'll be great.

Mauro, Kevin M - ETA CTR stopped transcription