

GPMS vLive Office Hours 2.11.2026 Transcript

McNeace, Meche - ETA CTR 0:36

Thank you, Kevin.

Appreciate it.

Welcome everybody.

Welcome to our February 11th Virtual Office Hours for GPMS.

It's good to see you all here.

We don't have really a heavy agenda, but we do want to go through and read the most recent release notes like we normally do if they're available.

So we do have one available today.

And then after the release notes, we thought that it would be good for us to kind of cover an e-mail that went out to the grantee world regarding.

The what we call the return to service, which used to be the former right of return. I know that question came up in our last vLive but we wanted to kind of provide a little bit more guidance, a little bit more clarity and also demonstrate how that would work.

So with that being said, I'm gonna go ahead and pass this on to Chanel, who will go through the release notes.

Davis, Chanel T - ETA CTR 1:45

Good afternoon, everyone.

So I'm going to share my screen.

McNeace, Meche - ETA CTR 1:52

Oh, but I'm sorry, Chanel, before you get started.

I know that Kelly Johnson's had her hand up. Kelly, was there a question you wanted to ask before we get going?

Johnson, kelly, c 2:05

No. Oops, that was a mistake. Thanks.

McNeace, Meche - ETA CTR 2:07

Oh, OK.

No worries.

I just didn't want you to think we were gonna ignore you until we're ready.

Johnson, Kelly, C 2:13

No problem. Thanks.

McNeace, Meche - ETA CTR 2:16

All right, Chanel.

Davis, Chanel T - ETA CTR 2:16

Right. Can you all see the release notes?

Barclay, Joyce M - ETA CTR 2:19

Yes.

McNeace, Meche - ETA CTR 2:19

Mm-hmm.

Davis, Chanel T - ETA CTR 2:20

All right, perfect.

So this is version 25.5 and it was released on January 28.

So for new features, implement changes to the right of return. ROR processing GPMS.

Grantees receive more information on changes to the ROR process in an e-mail from the SCSEP National Office.

One second, everyone can mute themselves.

McNeace, Meche - ETA CTR 2:48

Thank you.

Davis, Chanel T - ETA CTR 2:51

Thank you. Users can now add ROR when a participant returns to service within 90 days by using modify exit. New validations and error messages have been added to the system related to the changes in ROR process. Poverty guidelines have been updated with the latest guidelines with an effective date of January 12th, 2026.

For enhancements, updates have been made to the WIPS submission to more accurately capture all participants who were active within a given reporting period. If there is an exit date outside of that reporting period.

Barclay, Joyce M - ETA CTR 3:26

OK.

Davis, Chanel T - ETA CTR 3:31

For fixes we have users are no longer able to create multiple active cases for a single PID.

Users will now see the save button enabled when using the manage pay hours admin console.

Users will no longer experience issues with eligibility data, not saving when cases are impending or pending eligibility determination statuses. Grantee administrators will no longer see cases from other grantees in the durational limit utility.

Users should no longer encounter cases in the UI where the "case assigned to" field is displayed as blank.

Resolved an issue where some cases did not contain a value for number and family which is a required field for GPMS and WIPS. And there were no unknown issues. And I'm going to pass it over to Michi.

McNeace, Meche - ETA CTR 4:26

Thank you, Chanel.

Davis, Chanel T - ETA CTR 4:29

No problem.

McNeace, Meche - ETA CTR 4:30

So this release date was January 28th and so they have been deployed in the system. There was a deployment made yesterday evening, if not mistaken, between 5:00 and 6:00. So, with that being said, we would also like to go ahead and cover what Chanel read about the changes to the right of return process. For those who have been with SCSEP for a while we all know right of return is associated with employment exits. So that meant that anybody exit for employment if they lost their job by no fault of their own within the first 30 days they have up to 90 days to exercise the right of return. So that meant they can come back to the program and then that exit was reversed. Therefore it was like that exit never happened and it doesn't count towards your performance.

So now what has changed is that the right of return in which we're going to eventually call it the return to service so the right of return/return to service is going to be all the same.

It is no longer only for exits to employment, so the right of return is now being given to all exits, with the exception of durational limits.

So all exits, if a participant exit the program outside of durational limit and decides hey,

I want to come back and it's within the first 90 days of that exit?

They can come back to the program and what we mean by they can come back to the program is exercise the right of return or the return to service, which means that the exit will be reversed.

And it will no longer count towards your includable exits that impacts performance.

I hope that makes sense. So on February 10th, an e-mail that was sent out to all the grantees kind of giving a guidance or instructions on how to use that.

So basically, I think what we're gonna do is kind of give you a demo, correct, Joyce?

Barcley, Joyce M - ETA CTR 6:51

Yes, ma'am.

McNeace, Meche - ETA CTR 6:52

All right, so also know that the right of return-- grantees have the discretion, if a participant was exit for cause.

And they're like, hey, I want to come back.

You have that discretion based on the reason for cause whether to say yes or no.

All right. But also keep in mind this does not apply to any durational limit exits.

So here we are.

So we're gonna go step by step.

So these are the changes are now active in the system.

The label still reads right of return, but this is how you add a right of return or return to service.

What you'll do is select the case that you're working with-- the participant. And once you selected that participant, which she does have up here, you're going to navigate to the related actions tab.

And this is a participants that's coming back to their former grantee.

And then you would select "modify exit".

And once you get there, you would select the edit button on the bottom of the screen.

And then you'll see the right of return section and then that is when you would put the date that the participant returns back to the program.

You have to of course select the waiver of certification and then submit and close.

So what happens once this is done,

We'll see the little yellow bar going,

Action completed, which means GPMS will now remove the exit and update the case to an active status. As you can see there.

So once this is done, it's the same thing as you did with the right of return. You will now need to go into the case and update the assignment.

Go to the assignment tab. You're going to let them go back to the assignment they had prior to exit, or if that assignment isn't available, then you would have to put in a new assignment. In this demonstration what are we going to do, Joyce?

Are we going to add an assignment or we go ahead and just edit the current assignment?

Barcley, Joyce M - ETA CTR 9:16

We're going to edit.

McNeace, Meche - ETA CTR 9:18

OK.

She's going to edit the current assignment and editing means she's going to remove the assignment end date and save.

Which now means they are associated with their previous assignment with Lifespan resources.

So the next step is we do need to put them on an approved break during the period of time they were exited from the program.

So with that being said, Joyce is going to go add in a break.

And it has to start the day of exit and the day they return-- the end date is the day they return.

And then, reason for approved break is going to be the "right of return". You'll see that now. So, there you go and you would hit save.

All should be well and their durational limit clock should have been reversed.

And they are now active and back at their assignment.

McNeace, Meche - ETA CTR 10:43

And.

Miller, Brigitte 10:43

Never mind, I think she answered the question.

McNeace, Meche - ETA CTR 10:46

The exit is gone.

Alrighty Kathy, she has her hand.

You have your hand up?

Kathy Eichhorst 10:57

Yes, ma'am. I have a couple questions about this.

Number one, how far back are they counting the individuals who exited?
Is it just for PY 25?
Are they?

McNeace, Meche - ETA CTR 11:15

This goes into effect the day the e-mail went out, which is: January 29th.

Kathy Eichhorst 11:29

OK, but for example.

McNeace, Meche - ETA CTR 11:30

For program year 25. Mm-hmm.

Kathy Eichhorst 11:34

I had a person that exited or excuse me, at the time was a re enrollment she had exited in October.

She was re enrolled in December.

However, it caused a duplicate case in WIPS because of this whole right to return, so this was all prior to that e-mail coming out.

We contacted the help desk.

They deleted her second or her re enrollment in order for me to go back in and count her as a right of return.

McNeace, Meche - ETA CTR 12:15

OK.

So that would be the best case scenario in this case that if this is what happens and it's not in the system, is preventing you from doing what you need to do.

Yes, submit an HRM ticket and they will do what they need to do to fix it.

But you cannot go back in time to do this right of return or return to services.

It would have to be like we said, the release date that went out. So, the e-mail went out on January 29th.

So anybody exiting from that point on you can utilize the right of return, the new process for them.

Kathy Eichhorst 12:49

No, right?

No, I'm sorry.

I understand that.

I guess my question is well, maybe I'm not asking this right, but how is it gonna affect previous people that we already did like it affected this person and that's why I'm just.

McNeace, Meche - ETA CTR 13:07

Yeah. So that's why.

No. So that's why I said Kathy, when I first started.

Is that what you did was the right way to do it. If it affects any more of your participants like this scenario that you described with us, the best recourse is to submit an HRM ticket to the help desk so that they can work with you to do what they need to do to ensure that either that issue is resolved or they do the exit and you know and re-enrollment if you will.

So the best process is to submit that help desk ticket through HRM.

For if this situation should ever bubble itself up again. Does that answer your question, Kathy?

Kathy Eichhorst 13:55

I will just leave it at that.

McNeace, Meche - ETA CTR 13:58

Well, no, I understand what you're saying, because if they're coming back and like your scenario.

Kathy Eichhorst 13:58

I yeah, I don't think I'm asking it correctly, but that's OK. If it pops up, we'll deal with it.

McNeace, Meche - ETA CTR 14:07

Yes.

Kathy Eichhorst 14:08

My other question is:

In the past, they were only allowed one right to return.

Do we know if that is going... and that was related specifically to when they exited for employment? So, is that going to be the same regardless of a right of return to service? Whatever they're gonna call it.

Do we know if that's only it's just gonna be one opportunity for them to do that?

McNeace, Meche - ETA CTR 14:40

That is a great question, Kathy. You know what?

It didn't even bubble up in my head when we were going through this, so that was your right for the right of return for employment.

It was one per participant. So, in this case let me check that and then hopefully within the next couple of minutes I'll be able to get you an answer.

Kathy Eichhorst 15:00

Great. Thank you so much.

McNeace, Meche - ETA CTR 15:02

No, thank you.

Barcley, Joyce M - ETA CTR 15:06

And we have Jamesha asking if she can get a copy of the e-mail that had the information about the right of return or return to service, she said.

She wasn't here when it went out.

McNeace, Meche - ETA CTR 15:16

So J, can you put your e-mail -mail me or put your e-mail address in the chat? Because I have your old one.

Barcley, Joyce M - ETA CTR 15:28

And Bridget has a question.

Miller, Brigitte 15:30

Yes, OK.

Barcley, Joyce M - ETA CTR 15:30

Go ahead and mute yourself.

Miller, Brigitte 15:32

Yes, my question is so they still have 90 days, right?

Is that's what I'm hearing. They have 90 days for this right of return, right?

McNeace, Meche - ETA CTR 15:41

Yes, 90 days.

Miller, Brigitte 15:42

OK.

So, OK. So anything prior to that they have to re enroll?

That's correct, right?

McNeace, Meche - ETA CTR 15:53

Umm.

If you had a participant that exited, let's just say in November... let's say December.

Miller, Brigitte 16:00

Uh-huh.

McNeace, Meche - ETA CTR 16:04

And they contact you today and said, hey, I want to come back to the program.

You might experience what Kathy experience where you're trying to re-enroll them and you might get the same kind of error message. If you do, submit an HRM ticket letting them know what's going on so that they can work with you to get this person back into the program.

But the direction for this new right of return is that it went into effect when the system deployed the changes, which was in January.

So January 29th. So basically, this new process.

Is effective as of January 29th. But again we've noticed that Kathy shared.

Miller, Brigitte 16:54

OK.

McNeace, Meche - ETA CTR 16:57

There's a little, you know, nuance.

That a participant trying to come back that exited in October and it's within that 90 day period.

The system is telling her she needs to do this, you know, right a return or return to services.

So in this case.

And you can't move forward.

Submit an HRM ticket, alright.

Miller, Brigitte 17:19

Right. Thank you.

McNeace, Meche - ETA CTR 17:21

No, you're very welcome.

Barcley, Joyce M - ETA CTR 17:21

We have a couple more in the chat.

The first is from Luz asking to be added to the e-mail chain for the release notes when there, or the emails that provide the information, like for the right of return.

Is there a specific distribution list for that?

McNeace, Meche - ETA CTR 17:45

The e-mail goes out to the list that they have for grantee administrators and things of that nature.

So, Luz, if you're with a sub recipient?

You may not be on that e-mail list.

So your primary grantee, should be forwarding those to you.

Luz Aguilar 18:13

Yeah, I'm recently added to the NAPCA team in Los Angeles and unfortunately there's been a lot of like hang ups in getting me GPMS access in general.

McNeace, Meche - ETA CTR 18:25

Mm-hmm.

Luz Aguilar 18:26

So I'm just trying to stay on top of things as they come in. Is there someone I should speak to directly about GPMS requests in general and getting myself access?

McNeace, Meche - ETA CTR 18:38

To get yourself GPMS access and get in, you have to go through your grantee administrator.

Luz Aguilar 18:44

So unfortunately my grantee administrator who's my direct supervisor is on admin leave, so there's like a lot of specific issues and I know it's pretty personal, so I don't mind like taking this offline with just a point of contact.

McNeace, Meche - ETA CTR 18:55

Yeah, let's do it.

Let's do it offline.

So what you can do Luz. You send an e-mail to SCSEPTechnicalassistance@dol.gov and we'll reach back out to you.

Luz Aguilar 19:00

Thanks so much.

McNeace, Meche - ETA CTR 19:14

Can let me put that e-mail in the chat.

Barcley, Joyce M - ETA CTR 19:17

I'm doing it Michi.

McNeace, Meche - ETA CTR 19:23

Thank you, Joyce.

So the question about how the former right of return for employment, where a participant was only allowed a onetime opportunity to exercise the right of return.

In this case.

Since it's not.

Just based on the employment at this point in time, there is not a one time limit.

OK.

So they can exercise it more than once to return back.

Barcley, Joyce M - ETA CTR 20:02

And while we're still on the subject, Medley is asking for individuals exited for cause.

Could you please provide an example of what policy might look like for a grantee to have discretion for if a participant can return? Is it possible for the grantee to state that no for cause terminations are eligible for right of return when terminating for cause?

When would it be appropriate for a participant to return?

McNeace, Meche - ETA CTR 20:29

So the for the termination for cause, it's in your termination policies.

All grantees are required to have a termination policy, and part of that policy has a Section for cause and the for cause can be, you know, anything.

Extenuating circumstances. Let's say that they were did something that has brought harm to themselves or to others while they were at their host agency, or they engaged in the use of narcotics or alcohol while they're performing their community service

assignment.

So Mackenzie, I would look in your termination policy and see what you guys have for cause and if you determine if a participant was exited for cause you can make the determination whether or not you want to have them return back if they exit and wanna come back within the first 90 days.

So it's gonna be based on your termination policy and you should have a for cause section in there.

Does that help? I hope so.

Medley, McKenzie 21:50

Hi, Michi.

Thank you.

Yes, we do have a... we do have for cause policy.

I suppose I was sort of more asking how this relates to the new right of return for the participants that might be terminated under one of those circumstances.

Previously, there was no opportunity for them to exercise a right of return.

So how does that look moving forward?

And sort of how can we keep consistency with when a participant may be able to exercise that right of return, if they were released for cause?

McNeace, Meche - ETA CTR 22:24

OK.

So all participants based on this new guidance, it has the right to request the right of return to come back in the program.

So if they do so within the first 90 days, this is the right of return is basically deleting the exit right.

So but if you released a participant and you terminated or exit them for cause, and let's just say the for causes that they were under the influence.

And everything kind of worked out.

You did your investigation and it was, you know, so the exit was warranted.

Based on that circumstance and they say they come back, you know, 60 days later and says, hey, I want to come back to the program, you can make the determination yes or no based on the reason for cause. The reason why they were terminated in the first place.

Or exited if you will, So the department isn't going to tell you these are the reasons Why they can't come back? But if it's for the reason... the only reason they're gonna tell you they can't come back is for durational limit.

So if for the for cause portion grantees you need to make that determination yourself

based on your policy.

And I mean, so I know I can't give you a black or white answer.

Like yes, this is the reason why they can't.

Or this is the reason why they can?

But if it's for cause, you need to make that decision.

Medley, McKenzie 23:58

OK.

Thank you.

McNeace, Meche - ETA CTR 24:00

You're welcome.

Barcley, Joyce M - ETA CTR 24:03

And I don't see any more questions or hands raised at this time.

Oops, go ahead Benjamin.

Barcley, Joyce M - ETA CTR 24:12

Spoke too soon.

Rogers, Benjamin, ALTSD 24:14

Hi.

Good afternoon.

So I'm calling in from New Mexico, somewhat new to the program.

So my question might be elementary, but just wondering.

I believe in the GPMS site You can move people from exit closed to exit follow up.

Because they might have not had unsubsidized employment originally and then do are you able within GPMS to move from exit follow up to exit closed?

McNeace, Meche - ETA CTR 24:56

OK. So, Joyce, you can answer cause. I see you shaking your head.

Barcley, Joyce M - ETA CTR 25:02

But if the person never started the employment, you would have to change their exit and remove the employment.

But if they did start the job, it never changes.

It always stays at exit follow up if somebody exited for employment, even if you've done all the follow-ups and entered in then entered them in the system, their status will

always remain exit and follow up so you can't change it to closed, like if you've completed your follow-ups.

Rogers, Benjamin, ALTSD 25:17

Mm-hmm.

Barcley, Joyce M - ETA CTR 25:27

Was that the question?

Rogers, Benjamin, ALTSD 25:28

OK.

Yes, yes, thank you.

Barcley, Joyce M - ETA CTR 25:30

Great.

Rogers, Benjamin, ALTSD 25:30

So they would just remain an exit follow up for even if you're not actually doing any more following up.

Barcley, Joyce M - ETA CTR 25:34

Yep.

Correct.

Rogers, Benjamin, ALTSD 25:40

Alright.

Barcley, Joyce M - ETA CTR 25:40

Correct.

Rogers, Benjamin, ALTSD 25:42

I have other, not a couple others, but I'll, wait for other stuff.

McNeace, Meche - ETA CTR 25:46

No, you could keep. Just come on.

Barcley, Joyce M - ETA CTR 25:47

Go ahead, go ahead.

Rogers, Benjamin, ALTSD 25:48

OK.

McNeace, Meche - ETA CTR 25:51

Plus, you're from my home state, Benjamin. So, we're gonna go ahead and let you just ask all the questions you want.

Rogers, Benjamin, ALTSD 25:56

Oh, wow. OK, great.

Glad to hear it.

McNeace, Meche - ETA CTR 26:01

Hello.

Rogers, Benjamin, ALTSD 26:04

So this may apply to only us or I don't know if it applies to other states again, and also it may be something everybody knows. But so, we have our we have a state funded program owned state only.

So we've got our SCSEP folks, and then we have some SEP slots for just New Mexico funded.

I think what's happened in the past, someone has moved from SCSEP to the state program and then gotten unsubsidized employment. And I think because they left SCSEP we have them in there and it wasn't a credit to us, if you will, that they moved on to unsubsidized employment.

So I don't know what is there a standard procedure on that?

Are we able to kind of credit that kind of move to unsubsidized employment, even if they didn't go directly.

You know, even if they had this state funded slot in the interim?

McNeace, Meche - ETA CTR 27:09

So if I hear you correctly, they were enrolling the SCSEP program, which is funded federally, but you also have at the state level a similar program that offers employment and training for older individuals.

Rogers, Benjamin, ALTSD 27:13

Right, yeah.

Yeah.

McNeace, Meche - ETA CTR 27:22

So what had happened was that they exited SCSEP and then they moved over and enrolled in your state funded program. And while they were enrolled in your state funded program, they got employment.

Rogers, Benjamin, ALTSD 27:34

Right, correct.

McNeace, Meche - ETA CTR 27:35

And you're wanting to know is can that employment also be credited to the SCSEP program?

Rogers, Benjamin, ALTSD 27:40

Yes. Yeah.

McNeace, Meche - ETA CTR 27:40

So we do encourage grantees that you perform exit follow-ups, right? That's basically check in with your participants once they've exit for whatever reason to see if indeed they got employment and if they got employment you can take credit for.

Rogers, Benjamin, ALTSD 27:48

Yeah.

Mm-hmm.

McNeace, Meche - ETA CTR 28:00

That employment.

Rogers, Benjamin, ALTSD 28:02

Even if there was this interim step.

McNeace, Meche - ETA CTR 28:05

Yes.

Rogers, Benjamin, ALTSD 28:06

Oh, great. OK.

I mean that seems logical, but I just wanted to.

I guess that hasn't been how it'd been done, so I wanted to make sure it was before changing it, OK.

McNeace, Meche - ETA CTR 28:14

Yeah. So.

Yep, because we've always encouraged.

You know, even though they exit for whatever reason, you know, check in with them, follow up with them to see if by chance they've got employment on their own.

Cause a lot of participants get their own employment once they leave the program.

Rogers, Benjamin, ALTSD 28:32

Oh, yeah, yeah, yeah. No.

I imagine something like this could certainly happen again, and I wouldn't want to.

I don't know the exact reason why the person I was looking at was moved from SCSEP to SEP, but presumably it might happen.

In another case, someone.

We it's logical that we would want to kind of note that, OK, I have one last one, but OK.

McNeace, Meche - ETA CTR 28:48

No.

No problem.

Rogers, Benjamin, ALTSD 28:56

OK.

So again, so I'm not exactly sure if this is something...

This may be something already discussed or written somewhere, but I was wondering for the quarterly reports, particularly the performance ones with the data and everything. If you're looking through a perform... you know you're getting ready to do your quarter one and you happen to notice that in a previous quarter there's something maybe inaccurate?

Now, on the one hand.

And I would seem to me that you would make sense to go back and correct possible mistake from the previous one, but I don't know if since that previous, quote, mistake was part of a zone quarter report.

Is that sort of like set in amber and you don't, you know, "frozen" as I think you guys put it. And so you.... as once the quarter's all over once a subsequent quarters over you wouldn't want to go back change it. What's the practice on that?

McNeace, Meche - ETA CTR 29:56

So you're saying that, let's just say for quarter one your QPR read...I'm just making this up, that you served... enrolled 10 new participants, right?

Rogers, Benjamin, ALTSD 30:16

Right, right.

McNeace, Meche - ETA CTR 30:17

And then you come to find out that in quarter one you actually enrolled 20 participants and somehow the ten didn't get reported somehow?

Rogers, Benjamin, ALTSD 30:25

Yeah.

Mm-hmm.

McNeace, Meche - ETA CTR 30:28

So what you want to know is do you still get credit for that additional 10, right, which in this case in this scenario may not be the one that's probably answering your question, but it's about the best one I could come up with in my little brain is that.

Rogers, Benjamin, ALTSD 30:43

Mine one is hours if it helps at all. It's less severe than what you're talking about. Hours

McNeace, Meche - ETA CTR 30:44

Even though.

Hours OK.

So what'll happen is quarter one, you're reporting 500 hours for the entire quarter for everything, right?

Rogers, Benjamin, ALTSD 30:58

Yeah, yeah, yeah.

McNeace, Meche - ETA CTR 30:58

But indeed it should have been 700 hours.

So it's 700 hours, but you still put your hours into the system.

You still need to put those hours-- those missing hours-- into the system, so you can't necessarily fix quarter one report.

Rogers, Benjamin, ALTSD 31:12

OK.

Rogers, Benjamin, ALTSD 31:30

So there's going to be a discrepancy between what the reports are. Yeah.

McNeace, Meche - ETA CTR 31:36

But you gotta remember there is a year-end report and the year-end report calculates everything for the whole entire year.

Rogers, Benjamin, ALTSD 31:36

Yeah.

McNeace, Meche - ETA CTR 31:43

So you want that to be accurate, so you can't go back and fix a frozen QPR for quarter one or quarter two, but you got to make sure that all your data's in the system regardless.

Rogers, Benjamin, ALTSD 31:52

OK.

McNeace, Meche - ETA CTR 31:53

So put it in. And so, it's always worth either fixing your data in the system or ensuring that all your data is in the system.

Especially as you wind down and get to the year end. Because at the year end when you look at it, you look at your performance quarterly.

Rogers, Benjamin, ALTSD 32:03

OK.

McNeace, Meche - ETA CTR 32:10

But what's going to really matter is what happens on your year end final QPR.

That is what that you look at, right, Joyce?

Barcley, Joyce M - ETA CTR 32:20

Yes, ma'am.

McNeace, Meche - ETA CTR 32:21

Because I watched Joyce's reaction sometimes when I talk cause sometimes I could be wrong and I'm like OK.

Rogers, Benjamin, ALTSD 32:24

OK.

McNeace, Meche - ETA CTR 32:27

Is she validating what I'm saying?

Rogers, Benjamin, ALTSD 32:29

OK.

McNeace, Meche - ETA CTR 32:31

So yes.

So go fix it. Put in the hours and again at the end of the year. It should all work out. Just that once the year end closes and is frozen, you can't go back and change the program year data.

Rogers, Benjamin, ALTSD 32:49

Quarter one, etcetera. OK, great.

McNeace, Meche - ETA CTR 32:49

Right.

Rogers, Benjamin, ALTSD 32:52

All right. Appreciate it.

That's it. Thanks for your help.

McNeace, Meche - ETA CTR 32:54

Oh, no, you're most welcome.

Barcley, Joyce M - ETA CTR 32:57

Great. Now I was just gonna say Lalena's had her hand up for a long time.

Miller, Brigitte 32:57

Me too.

I'm thinking you're clarifying.

Yes. Oh, someone else.

I'm sorry. OK. I'm sorry.

Barcley, Joyce M - ETA CTR 33:05

No, no, go ahead.

Miller, Brigitte 33:05

Go ahead.

So you got clarify, I'm clarifying what you just said, say for you know, we were on pause, right? A lot of participants went to work in Q1. Right. And the follow up was not captured, so the QPR was frozen. So, what you're saying is as they do this follow up in Q3 that goes all the way back to Q1 that is eventually going to catch up and show in the performance at the end of the year, right?

Is that what I'm hearing?

McNeace, Meche - ETA CTR 33:35

Yes, I believe so. Yeah. You're welcome.

Miller, Brigitte 33:36

OK.

All right. OK. Thank you.

Barcley, Joyce M - ETA CTR 33:40

Go ahead, Lalena.

We kind of cut you off there.

Marsigliano, Lalena (DLT) 33:43

Hey, that's OK.

No worries.

I just have a quick question.

We have a participant that during the July freeze was hired through the host agency. However they ended up laying her off in August.

The end of August. My question is she was currently in follow-up but now she's no longer employed. So, what do you do for the other follow ups?

McNeace, Meche - ETA CTR 34:16

They would be considered failed follow-ups.

So when you go failed follow-ups.

Marsigliano, Lalena (DLT) 34:19

They would be considered. I'm sorry.

McNeace, Meche - ETA CTR 34:22

Failed follow-ups and in other words there's like if you did follow up one and she was employed, right?

Marsigliano, Lalena (DLT) 34:30

Mm-hmm.

McNeace, Meche - ETA CTR 34:31

And that is follow up one starts to count the second quarter after the exit quarter.

So if she was employed in July and that is quarter one of the program year.

Marsigliano, Lalena (DLT) 34:44

Right.

McNeace, Meche - ETA CTR 34:44

And so second quarter after exit quarter, that would mean July, August, September, October, November, December and then January, February. This would be the second quarter after exit quarter.

Did I count that right? Yeah.

Barcley, Joyce M - ETA CTR 34:58

Yeah.

Marsigliano, Lalena (DLT) 34:59

So you wait six months.

McNeace, Meche - ETA CTR 34:59

So the first follow up would be a fail because she's not employed.

Marsigliano, Lalena (DLT) 35:05

So what do I do? Do how do you enter that in GPMS?

Do you just?

McNeace, Meche - ETA CTR 35:10

Oh, Joyce, somebody. We can show you the follow-up. Would you like for us to show you where? How?

Marsigliano, Lalena (DLT) 35:17

I know how to go to the follow up.

I just don't know what to enter because she's no longer gainfully employed.

McNeace, Meche - ETA CTR 35:20

Mm-hmm.

Yep. So, are we able to show her that Joyce?

Barcley, Joyce M - ETA CTR 35:28

Yeah, you just end the employment, basically.

McNeace, Meche - ETA CTR 35:30

Yeah. So.

Barcley, Joyce M - ETA CTR 35:32

So let's see.

Bear with me a sec.

I just have to find somebody who's employed. So, if you end the follow up, if you end the employment, it should

Marsigliano, Lalena (DLT) 35:35

Oh, OK.

Barcley, Joyce M - ETA CTR 35:41

I'm not positive it should stop the requirement for the follow-ups because the employment she's not going to have employment second quarter or any wages.

Marsigliano, Lalena (DLT) 35:51

So I'm gonna just try to follow you while you're doing it.

McNeace, Meche - ETA CTR 35:59

Alright, so you have some exit and follow up.

Barcley, Joyce M - ETA CTR 36:04

None of my recent.

Marsigliano, Lalena (DLT) 36:05

Because I'm getting this.

It... one sec.

McNeace, Meche - ETA CTR 36:16

So placement and follow up. This one is self-employed.

Barcley, Joyce M - ETA CTR 36:24

So in here you would put an end date to your placement.

Marsigliano, Lalena (DLT) 36:30

OK.

Barcley, Joyce M - ETA CTR 36:30

Whatever.

Marsigliano, Lalena (DLT) 36:30

So just go back in and end it.

Barcley, Joyce M - ETA CTR 36:32

Put in an end date.

Yep, that's all you have to do.

You don't have to do anything else after that.

Marsigliano, Lalena (DLT) 36:38

Yep. OK.

I'm trying to do that because I'm getting a message in GPMS regarding her.

McNeace, Meche - ETA CTR 36:50

Is that you're near task notification and task.

Marsigliano, Lalena (DLT) 36:53

Yes.

Barcley, Joyce M - ETA CTR 36:55

And that's probably because she has an open employment, and now it's time. Now is the second quarter after exit. So now is when the follow-ups are starting to kick in because she still has an open employment.

Marsigliano, Lalena (DLT) 37:08

Yes, right now.

So she's in exited and follow up. OK. And then.

Barcley, Joyce M - ETA CTR 37:13

Yep. So, let's go back.

Marsigliano, Lalena (DLT) 37:16

And then I would go to... how do I edit? it just say like close.

Barcley, Joyce M - ETA CTR 37:23

OK, let me go back.

Just bear with me a sec. It's OK.

Marsigliano, Lalena (DLT) 37:26

I'm sorry.

Thank you for your patience.

Barcley, Joyce M - ETA CTR 37:31

Oh, no worries, believe me.

We go through this ourselves. So, on your placement screen, you just find your placement ID and it's a hyperlink.

Marsigliano, Lalena (DLT) 37:35

OK.

Oh hmm.

Barcley, Joyce M - ETA CTR 37:39

So you click on your placement ID and if you have multiple ones and it'll open up--

Marsigliano, Lalena (DLT) 37:42

Yeah, I'm not.

Barcley, Joyce M - ETA CTR 37:44

Mine was already open.

Then you just click the edit.

And when you're editing something, it turns blue like this big box is blue.

And then you would just enter the end date.

You've got your start date and you've got your end date.

And you would just enter whatever the end date was. You said it was in August of 2025.

Marsigliano, Lalena (DLT) 38:04

Yes, August 29th. Yes, 2025.

Barcley, Joyce M - ETA CTR 38:08

So here, let's just let's just go do that: August 29th.

And then we'll just save.

And now you see that there's a placement end date in here.

Marsigliano, Lalena (DLT) 38:25

Yes. The thing is. Oh, OK, so you.. alright here? Here it is.

OK. I'm and now she, like reapplied. So I'm gonna go to placements and follow-ups.

Is that where you are?

McNeace, Meche - ETA CTR 38:44

Placement and follow up.

Marsigliano, Lalena (DLT) 38:46

OK.

Click on placement ID and then edit and then

Barcley, Joyce M - ETA CTR 38:49

Yep.

McNeace, Meche - ETA CTR 38:53

Go all the way down, yeah.

Barcley, Joyce M - ETA CTR 38:55

And enter the end date.

Marsigliano, Lalena (DLT) 38:55

Where it where it says end date. Oh OK.

McNeace, Meche - ETA CTR 39:00

And then go all the way down again. cause, it'll give you your follow up details.

Miller, Brigitte 39:04

Yeah, that's what I was wondering.

Marsigliano, Lalena (DLT) 39:04

8/29.

Barcley, Joyce M - ETA CTR 39:05

Yeah, this one.

McNeace, Meche - ETA CTR 39:05

See.

Barcley, Joyce M - ETA CTR 39:07

This one happened to have follow up information entered.

McNeace, Meche - ETA CTR 39:07

There.

Marsigliano, Lalena (DLT) 39:08

Oh, yes, yes. OK.

McNeace, Meche - ETA CTR 39:09

So.

Marsigliano, Lalena (DLT) 39:13

So then I'm just gonna hit save.

Barcley, Joyce M - ETA CTR 39:16

That's it.

Marsigliano, Lalena (DLT) 39:16

OK. Oh. Oh, that was pretty simple.

Barcley, Joyce M - ETA CTR 39:20

Yeah.

Miller, Brigitte 39:21

Oh, so with.

McNeace, Meche - ETA CTR 39:22

So on your follow up details too is the follow up date does ask you for follow up one any wages for second quarter after exit quarter?

Marsigliano, Lalena (DLT) 39:22

OK.

McNeace, Meche - ETA CTR 39:30

Yes or no. If you say if she didn't make it, then you would say no. And the date that it was done.

Marsigliano, Lalena (DLT) 39:34

I put no, right and then I did a note and indicated she was laid off and August of 2025, but it still shows on my end: Exited and follow up. Do I have to like to go back out?

Barcley, Joyce M - ETA CTR 39:36

Mm-hmm.

McNeace, Meche - ETA CTR 39:49

Well, it'll stay in exited and follow up.

Barcley, Joyce M - ETA CTR 39:52

It'll never change.

Marsigliano, Lalena (DLT) 39:52

Oh. Oh, it'll never change. OK.

Barcley, Joyce M - ETA CTR 39:53

Yeah, that will never change.

McNeace, Meche - ETA CTR 39:54

That case ID will stay that way.

Miller, Brigitte 39:57

Yeah.

Marsigliano, Lalena (DLT) 39:57

OK.

McNeace, Meche - ETA CTR 39:59

So you didn't do anything wrong? Yeah.

Marsigliano, Lalena (DLT) 39:59

OK.

Barcley, Joyce M - ETA CTR 40:01

Yeah.

Marsigliano, Lalena (DLT) 40:01

Good. OK. So, if.

Now she reapplied for the program on New Year's Day, so that wouldn't be a reenrollment, correct?

I know it would?

Barcley, Joyce M - ETA CTR 40:21

Would, yeah.

McNeace, Meche - ETA CTR 40:21

It would be.

Marsigliano, Lalena (DLT) 40:22

OK, so right of... the difference of right of return in re enrollment is the rate of return has to be within 90 days but in a re enrollment is anything after 90 days?

McNeace, Meche - ETA CTR 40:36

Re enrollments, is if they exit the program and they want to come back from the old way of how we used to consider re enrollment.

So any participant that leads the program with the exception of durational limit has the right to ask to come back into the program.

So you it's re enrollment if you will.

Marsigliano, Lalena (DLT) 40:54

OK.

McNeace, Meche - ETA CTR 40:55

So in the case where it's employment related before the January 29th, a new right of return or return to service is if she lost her job.

She got her job in July and she lost it within the first 90 days where she got laid off in August.

So it was no fault of her own. If under normal circumstances, if she contacted you within the first 90 days of July, August, September, October and said, hey, I lost my job and want to come back and it was within that first 90 days, that's when she could

Marsigliano, Lalena (DLT) 41:15

Mm-hmm.

McNeace, Meche - ETA CTR 41:28

Exercise that right of return under that employment right of return, and then that That exit would have been reversed.

But since she didn't. It was during that period and she wants to come back in January. It would now because the time period has gone by.

In the beginning of January, you would have just re enrolled her.

So what you would have done is just done a new case for her, so her PID would be the same, but she would have a new case ID for her new enrollment or re enrollment if you will.

Marsigliano, Lalena (DLT) 42:02

OK, OK. So basically the rate of return when somebody enrolls within the 90 days.

So basically their clock goes back to, let's say 90 days or however many based on the exit date.

McNeace, Meche - ETA CTR 42:22

Yeah. So, what we were talking about the, yeah, the new right of return, the new, the new and improved, we're gonna call it that.

Marsigliano, Lalena (DLT) 42:23

So they gain OK.

OK.

Mm-hmm.

McNeace, Meche - ETA CTR 42:32

That's why we're like, OK, we need to come up with a different name than right a return, and they're working on it. So, return to service.

So let's just say if she had exited, let's just say today, right?

Marsigliano, Lalena (DLT) 42:45

OK.

McNeace, Meche - ETA CTR 42:46

And she exit for employment.

Or it could have been she moved, whatever the reason was, but it wasn't for durational limit or for cause. And she calls you in like in two weeks and says, hey, I changed my mind. I want to come back to the program. So, it was within the 90 day period from exit, right.

And you're like, OK, come back. And then what you can do is: not create a new case, but you would exercise this right of return.

You would access her case, do the right of return, and what it'll do is delete the exit and then she just comes back into the program.

Marsigliano, Lalena (DLT) 43:25

OK.

McNeace, Meche - ETA CTR 43:26

It so yeah.

Marsigliano, Lalena (DLT) 43:26

That makes sense.

So if she's re enrolling right now?

McNeace, Meche - ETA CTR 43:34

Just do a new case.

Marsigliano, Lalena (DLT) 43:36

It would just be OK.

Thank you for clarifying.

McNeace, Meche - ETA CTR 43:39

Don't know if we're confusing things,

I mean it took us a minute to get this wrapped around in our head to be able to hopefully articulate this to you guys today, so.

Marsigliano, Lalena (DLT) 43:52

So reenrolling, They don't get that time back?

McNeace, Meche - ETA CTR 43:57

If it's beyond the 90 days from exit, then you would have to re enroll them, yes.

Marsigliano, Lalena (DLT) 44:00

Right.

OK. And you use the exit date from the program, not the exit. Their last day of employment, correct?

McNeace, Meche - ETA CTR 44:10

The exit day they left the program, yes.

Marsigliano, Lalena (DLT) 44:12

Right. OK.

Thank you.

McNeace, Meche - ETA CTR 44:14

No, you're welcome.

Barcley, Joyce M - ETA CTR 44:17

We have Tamara have a question and it goes back to I think the question about the

entering data. And she says, what about quarter three that is used for the next program year? Tamara, you want to unmute yourself and clarify?

Tamara Snell -LABOR- 44:37

Yeah, you can hear me, right?

Barcley, Joyce M - ETA CTR 44:41

But just very faintly.

Tamara Snell -LABOR- 44:42

Oh, OK.

I'm-- It's my understanding that the third quarter is used to kind of go over what the next program year information is gonna be for our data. And I thought that was one of the most important quarters that you wanna make sure your information is good.

No?

McNeace, Meche - ETA CTR 45:11

OK.

So yeah, so basically.

Just because you may have not entered all your data in a specific quarter and that that quarter was frozen and you can no longer change it, right?

But you still would need to go back in and put that data into the system like I explained earlier, because what's gonna count is at the end of the program year, you want your year-end QPR to reflect the most accurate data possible.

That, and especially based on your performance.

So just because the quarter one got closed and you're like I left out, you know, 50 hours of paid hours, you still need to go in the system and put those 50 hours in. OK.

Tamara Snell -LABOR- 45:56

Thank you.

McNeace, Meche - ETA CTR 45:57

No, you're welcome.

Barcley, Joyce M - ETA CTR 45:59

And we have Amanda who wrote.

Now we're back to the exiting... medical exits. Are those that have doctors stating they can't train for at least 90 days?

How are those able to return as an ROR?

So it's for a medical exit.

How would they return as an earlier?

McNeace, Meche - ETA CTR 46:16

OK.

I was just actually typing so OK.

OK. So medical exit-- if you wanna... It used to be for exclusion, medical, you know, the excludable exits, which is: medical, health, institutionalized, several things. So, in this case for medical exit in order to qualify for an exclusion, it has to be over 90 days, not less than 90 days to get that exclusion. So in this case, if they exit from medical health. And is less than 90 days, up to 90 days, 90 days or less. You can exercise that right of return or the, you know, return to services based on what we described.

So, but if you if you wanted to keep the exclusion for medical health, they have to be out on medical health beyond 90 days.

If it's 90 days and less, you can do the right of return.

If it's 90 days, more than you can keep it as an exclusion.

But if they want to come back after the 90 days, it would be what we described as a you have to create a new case because it's post 90 days.

Barcley, Joyce M - ETA CTR 47:45

I hope that answers the question.

McNeace, Meche - ETA CTR 47:46

I know. So, if I could like.

Miller, Brigitte 47:48

Yes.

McNeace, Meche - ETA CTR 47:49

Right.

Barcley, Joyce M - ETA CTR 47:50

Now we have a bunch of hands raised, so let's go.

Bridget, you had your hand up the longest.

Miller, Brigitte 47:55

Yes, yes. OK.

So you mentioned if someone is determined that they are not employed anymore, you put the end of employment date and you said that that stops follow up, right?

I'm not sure it does or does it?

Do you not have to go into the follow up section in? You do have to, yeah. Put it there.

That they're OK all right. OK.

McNeace, Meche - ETA CTR 48:19

You do.

Miller, Brigitte 48:21

Thank you.

McNeace, Meche - ETA CTR 48:22

You do, so you have to go down and then if it's they fail follow up one.

Then you put in the no.

Did they have wages?

Miller, Brigitte 48:27

OK.

McNeace, Meche - ETA CTR 48:28

And so on.

And its no.

And that'll stop follow up two and three.

Miller, Brigitte 48:31

OK.

Thank you.

McNeace, Meche - ETA CTR 48:33

No, you're welcome.

Barcley, Joyce M - ETA CTR 48:36

And now we had--

Lalena, you want to unmute yourself?

Marsigliano, Lalena (DLT) 48:42

Yeah. Sorry I have another question that just popped up.

It might be similar to the medical exit question.

I have an individual that's been on worker's comp since October of 2025, so I know they're only allowed the 90 days, but you mentioned something.

Are they? What happens when it has to do with workers comp?

Are they able to remain on break for the 90 days?

McNeace, Meche - ETA CTR 49:10

That's a whole different ball of wax worker's comp, so.

Marsigliano, Lalena (DLT) 49:13

Yeah, because I'm in a pickle and I don't have this answer, and I've just kept her on break.

And I don't.

McNeace, Meche - ETA CTR 49:22

We can't tell you what's the right way to handle this, but anybody who's out on worker's comp, you should check with your HR or your workers comp specialists.

But people that are on workers comp? I know from our past experiences that you leave them on break until you figure out what's happening with their workers comp case.

Just leave them on break.

Marsigliano, Lalena (DLT) 49:46

OK, OK.

She's currently still on break and I do follow up with her. So, this month, I believe next week she has another follow up with her doctor so, but she's still interested in returning.

McNeace, Meche - ETA CTR 50:01

OK, so once she's released from worker's comp and has been given a release to return back to work for theory. Then at that point in time, if you have all the documentation and there's available slot and so on and so forth, you would move

McNeace, Meche - ETA CTR 50:18

Forward with that.

But for now?

Marsigliano, Lalena (DLT) 50:19

OK.

McNeace, Meche - ETA CTR 50:21

It's just an advice that you leave that person on break while they're on worker's comp.

Marsigliano, Lalena (DLT) 50:26

OK.

McNeace, Meche - ETA CTR 50:26

And Joyce is shaking her head like this. Yes.

Marsigliano, Lalena (DLT) 50:29

OK, my the only question I have is we get monitored here.

Federally, and our policy states like after 90 days, you have to exit them.

I don't know. Maybe we should edit a policy for individuals that are on workers comp.

They're able to remain on break.

And then.

McNeace, Meche - ETA CTR 50:50

I would. I would highly advise that you do. Because workers comp is a whole different ball of wax, right?

It's a whole different thing and you're dealing with, you know, legalities and all of that other stuff, so.

Marsigliano, Lalena (DLT) 50:56

OK.

McNeace, Meche - ETA CTR 51:03

You. It's not. You should not treat workers comp the way you would do the regular program.

Marsigliano, Lalena (DLT) 51:09

And don't exit, OK.

OK. And I have one last question. So under my tasks.

I'm fairly new here, I haven't been here a year. So there was a participant that worked one day at an agency and then went on break and was on break for a while and now we placed her at an agency.

So I-- I'm receiving a notification that it's saying a reassessment and our IEP due date reminder. The thing is she was out of she only worked one day.

Then she was on break all this time. And now she's finally in an agency.
So technically, it's really not due.
So I don't know how it... is like... it has an exclamation point on here so.

McNeace, Meche - ETA CTR 51:55

Well.

Because it's probably past due and so OK.

So I understand your theory. However, when they're on break, they're still active, active on break, so the clock doesn't-- I mean what happens is: the IDL clock stops ticking, but all of the requirements that's associated doesn't really stop.

So in this case, that's why you're getting the task notifications that it's past due because you know it shows the system reason as active on break.

So what happens is that even though you have the task and notification, was that person returning, you gave them an active assignment.

At that point in time, you need to go ahead and clear those PRA, so you need to go ahead and do the reassessment.

What else is there? The offer of physical exam, you know, all of those that are required, you need to do that and I would suggest you that you do that and put in the date that you do that so that you can get that taken care of

Marsigliano, Lalena (DLT) 52:52

Oh, OK.

Marsigliano, Lalena (DLT) 52:58

OK, it says you are required to do 2 assessments within a 12 month period.
Your last assessment was 10 1/2 months ago.

Barcley, Joyce M - ETA CTR 53:03

Mm-hmm.

Marsigliano, Lalena (DLT) 53:06

You only have a month and a half before the task is escalated.

McNeace, Meche - ETA CTR 53:11

Yeah. So, two times within a 12 month period, so do 1 as soon as you can and put in the date.

Marsigliano, Lalena (DLT) 53:16

Do 1, OK.

Barcley, Joyce M - ETA CTR 53:18

And don't forget an assessment is when you're calling up your participant is out on break and you're following up with them to see how things are doing? Or you're following up to see if they're coming back and going to a host agency? That's an assessment.

Marsigliano, Lalena (DLT) 53:32

Oh the previous coordinator did that, so I don't even know those dates.

You know what? I might be able to check a different system where she could put a note in and then I can go back and add that assessment. OK.

Barcley, Joyce M - ETA CTR 53:44

Mm-hmm.

Sure, probably in case notes.

Marsigliano, Lalena (DLT) 53:50

Yes, yes. OK.

McNeace, Meche - ETA CTR 53:52

And when and when they returned, you should have did a reassessment too.

So that date should be the one so-- and then you put it. So just do a reassessment or have your case manager do one and put that date in as well.

Marsigliano, Lalena (DLT) 54:05

OK.

Thank you.

McNeace, Meche - ETA CTR 54:06

And the same for offer a physical exam too, because that's another regulatory requirement that I'm sure that needs to be taken care of as well.

Marsigliano, Lalena (DLT) 54:15

OK.

Thank you.

McNeace, Meche - ETA CTR 54:19

No, you're welcome.

And if you have any, you know if you need any help with that later on, shoot us an e-mail to SCSEPTechnicalAssistance@DOL.gov

Marsigliano, Lalena (DLT) 54:28

OK.

I probably will.

McNeace, Meche - ETA CTR 54:31

We're here for you!

Marsigliano, Lalena (DLT) 54:33

Thank you.

McNeace, Meche - ETA CTR 54:34

You're welcome.

Barcley, Joyce M - ETA CTR 54:36

Now Marie's been holding her hand up.

I can see her like this, holding her hand up.

Thank God, Marie mute you so.

Marie Flores 54:42

Yeah, sorry.

McNeace, Meche - ETA CTR 54:43

It just kind of hold it up like.

Marie Flores 54:47

OK.

Am I allowed to speak now?

Barcley, Joyce M - ETA CTR 54:52

Yeah.

McNeace, Meche - ETA CTR 54:53

Of course.

Marie Flores 54:54

OK, we have a previous participant. Every time she was put on leave of absence without pay for 30 days and every time she always go on leave a bad sense for another 30 days up to the point it went to 90 days and her doctors keep on giving us the return to work that she can return. The thing is every time the doctor tell her that she can return to work another day, she will go on another leave of absence.

So what we did after 90 days, we just exit her out of the of the program.

McNeace, Meche - ETA CTR 55:47

OK.

Marie Flores 55:48

Is that OK?

McNeace, Meche - ETA CTR 55:53

Marie, it's hard for us to say yes or no. I mean cause.

Marie Flores 55:56

She does it every month, I mean.

McNeace, Meche - ETA CTR 55:59

It's yeah.

It's circumstantial in your, you know, situational in your case.

So I mean, if you find that an exit was necessary at a certain amount of time and you followed your termination policy. That's how I'm gonna respond to you, as long as you followed your termination policy, OK.

Marie Flores 56:04

OK.

McNeace, Meche - ETA CTR 56:22

That would be how-- the safest way for us to respond to that.

Marie Flores 56:22

Thank you.

OK.

Thank you.

McNeace, Meche - ETA CTR 56:28

No, you're welcome.

Barcley, Joyce M - ETA CTR 56:32

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

McNeace, Meche - ETA CTR 56:39

OK.

Nothing else.

That's it.

Is there anything?

Barcley, Joyce M - ETA CTR 56:48

Notice that a few people said that they were New users or relatively new.

McNeace, Meche - ETA CTR 56:53

Oh, alrighty.

Barcley, Joyce M - ETA CTR 56:54

Is that a good segue?

McNeace, Meche - ETA CTR 56:57

For new users.

Barcley, Joyce M - ETA CTR 57:00

Well, into seeing who's in our audience, yeah.

McNeace, Meche - ETA CTR 57:01

Yeah. So, I got it and I saw Chanel's face too.

You know, I gotta watch. I gotta watch our team's faces and their expressions cause.

They'd be sending me these little wavelength signals.

So we were having the discussion and so we were just like, OK, how many new users versus, you know, users coming back and so on and so forth.

So we have created a couple of polls that we would like for you guys to take.

And so with that being said, Chanel's going to put the polls in. And who's going to talk them through how to respond to those polls? Because teams has improved on their polls. Before, It was very hard for external users to respond to the polls. But if we're correct, It's a lot easier and you can respond to it in the chat.
So who's going to describe that? Joyce or Chanel?

Barcley, Joyce M - ETA CTR 57:55

It should no.

McNeace, Meche - ETA CTR 57:56

Alright, take it away, Chanel.

Davis, Chanel T - ETA CTR 57:57

I'll take it away. Alright. So, in just a second you will see a poll with two questions pop up on your screen. Now if you do not see a pop up on your screen, you can answer in chat and then you'll see in the chat where it says 'view Poll'. I'm also going to put a screenshot just so you see the steps for those who don't see the pop up.
So give me one second.
I'm gonna launch the poll.

McNeace, Meche - ETA CTR 58:21

So what she's saying is a poll will be in the chat box or it'll pop up on your screen.
So if it's in your chat box, in order to view the poll, click on the View poll button, correct.

Davis, Chanel T - ETA CTR 58:36

Yes.

McNeace, Meche - ETA CTR 58:38

All right.
And once you click on that, the poll will pop up.

Davis, Chanel T - ETA CTR 58:39

And here's a-

McNeace, Meche - ETA CTR 58:41

Is that correct?

Davis, Chanel T - ETA CTR 58:43

Yes, and it should appear in your chat like the screenshot that I'm sharing now.

McNeace, Meche - ETA CTR 58:44

Alright.

And the first poll is what?

Davis, Chanel T - ETA CTR 58:53

The first one is what is your role in GPMS?

Case Manager, Case Supervisor, Sub Grantee Administrator or Grantee Administrator?

McNeace, Meche - ETA CTR 59:10

Are they responding?

Barcley, Joyce M - ETA CTR 59:10

We have 15 responses so far.

18.

20.

Actually, I think both of the questions popped up, Chanel.

Davis, Chanel T - ETA CTR 59:27

Oh, good. OK. And I'll just read off the second one.

So the second question is:

Barcley, Joyce M - ETA CTR 59:29

But they have to go.

They have to go to press the arrow button and because it says one of two, yeah. So just press the right arrow at the bottom of the screen to get to the second question.

Davis, Chanel T - ETA CTR 59:34

At the bottom.

Barcley, Joyce M - ETA CTR 59:43

And then they'll get a submit button. Right? Sorry.

Davis, Chanel T - ETA CTR 59:43

And the second question is, what is your experience level in GPMS?

So just like Joyce is saying to get to that second one, you want to click the arrow after you've answered the second question, you'll see a blue submit button right at the bottom.

McNeace, Meche - ETA CTR 1:00:01

So as your user role, are you a beginner?

Do you consider yourself an intermediate or advanced?

All right, they're coming in. Cool beans.

So what are we gonna do with these polls, Joyce and/or Chanel? We have them take the poll. What are we doing with it?

Is it just an exercise?

Was there a reason?

Barcley, Joyce M - ETA CTR 1:00:47

I like jamiesha's response, Jamisha says.

Experience level depends on the day.

McNeace, Meche - ETA CTR 1:00:52

Perfect response.

Barcley, Joyce M - ETA CTR 1:00:56

Yeah. So, I mean, hopefully it'll give us a little insight as to who's in the audience. So, we can gauge future questions and games and so forth that we do.

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

Or anything that we might demonstrate what level we should be doing that for, like a case manager level, a supervisor level, a beginner level, an advanced level because we don't know really know who's in our audience.

And Marie has her hand raised.

Would you like to unmute yourself?

Marie Flores 1:01:29

OK, I am a lead intake.

And I could make changes to the to the monitors recertification enrollment.

OK. And as I have been here since 2022 and I have been doing that, so now what is my role in GPMS? Which one am I?

McNeace, Meche - ETA CTR 1:01:58

Well, we... if we go in the system, I'm sure we can find out.

But what it is that when they set you up in 2022, when they set you up in GPMS, did they tell you were going to be set up as a case manager, supervisor, sub grantee, administrator? And what grantee are you with Marie?

Marie Flores 1:02:05

Yeah PSA10.

McNeace, Meche - ETA CTR 1:02:21

PSA 10 for Florida?

Marie Flores 1:02:24

Oh, California.

McNeace, Meche - ETA CTR 1:02:25

California. So you're a sub recipient?

So who is your organization?

Marie Flores 1:02:32

Source wise.

McNeace, Meche - ETA CTR 1:02:33

Source wise, so you're sub recipient for the state of California, right?

Marie Flores 1:02:38

Yes.

McNeace, Meche - ETA CTR 1:02:39

So you would have one of three, either a case manager supervisor or a subgrantee administrator. Those are the only three you would have been. So, we would need to know which one. So my advice would be is you can go into... Is there a way to check because?

Marie Flores 1:02:58

I do not have access to the director's access like other reports like WIPS. But I can enter enrollment and all that other stuff including exits.

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

What about eligibility? What about?

McNeace, Meche - ETA CTR 1:03:13

Yeah, all.

All three.

Hold on. All three roles can do exactly that.

So, but the case supervisors.

Marie Flores 1:03:18

OK.

McNeace, Meche - ETA CTR 1:03:20

Case managers can only do that for cases assigned to them.

Marie Flores 1:03:24

OK.

McNeace, Meche - ETA CTR 1:03:25

You're so you're a... So, you're an... OK.

Marie Flores 1:03:26

Everything has been assigned to me.

McNeace, Meche - ETA CTR 1:03:28

So you're a case supervisor.

Marie Flores 1:03:32

Oh, OK.

Got it.

McNeace, Meche - ETA CTR 1:03:33

So we had one of our colleagues check.

So you're a supervisor.

Marie Flores 1:03:38

And then also I will consider myself not a beginner, but...

McNeace, Meche - ETA CTR 1:03:38

For source wise.

Marie Flores 1:03:46

Intermediate or advanced because I already know the system.

McNeace, Meche - ETA CTR 1:03:50

Yeah. OK.

Marie Flores 1:03:52

But of course I have other questions, you know.

McNeace, Meche - ETA CTR 1:03:57

OK.

Marie Flores 1:03:58

So.

McNeace, Meche - ETA CTR 1:03:58

I mean we have questions.

Marie Flores 1:04:03

OK.

McNeace, Meche - ETA CTR 1:04:03

So there's always good.

It doesn't matter if you're even advanced, you're gonna still have questions. And go back to what Jamiesha Johnson said. The experience level depends on the day, and we completely agree with her.

It depends on the day and the circumstances, right.

Marie Flores 1:04:17

OK.

McNeace, Meche - ETA CTR 1:04:22

So thank you.

Marie Flores 1:04:22

And I would like to ask another question.

Barcley, Joyce M - ETA CTR 1:04:23

And.

McNeace, Meche - ETA CTR 1:04:25

Of course.

Marie Flores 1:04:26

The GPMS help desk is no longer available right now until further notice. Is that right?

McNeace, Meche - ETA CTR 1:04:34

Well, the Zendesk is no longer available.

You cannot use Zendesk.

So in order to submit a helpdesk ticket, you have to access it through GPMS and-- if somebody would pop up their screen-- and it's through what we call the help request module, HRM. And it's on the you got it. So it's up there.

Marie Flores 1:04:39

Oh.

OK.

I got it.

Yes, OK.

McNeace, Meche - ETA CTR 1:04:53

That's where you would submit your help request.

Marie Flores 1:04:54

Thank you.

McNeace, Meche - ETA CTR 1:04:56

You're very welcome.

And the other thing is: when do you submit a help request?

You will get an e-mail reply that says New Mexico.... See, Benjamin took me back to New Mexico.

You'll see the U.S DOL e-mail response that says you know, they'll give you an update

that your help desk request was received, and so on.

So you do not never reply to that because it's not going to go anywhere. But if you need to send additional information or comment or respond to a comment that might be in that e-mail. You have to go back into HRM, access that ticket and respond in the comment to reply to any additional information they may be requesting of you.

Marie Flores 1:05:45

Got it.

McNeace, Meche - ETA CTR 1:05:46

Alrighty. No, you're very welcome.

Marie Flores 1:05:46

Thank you.

Barcley, Joyce M - ETA CTR 1:05:53

And Ashley confirmed that Marie is a grant supervisor.

McNeace, Meche - ETA CTR 1:05:58

All right.

Marie Flores 1:06:04

Thank you.

McNeace, Meche - ETA CTR 1:06:05

No, you're always welcome.

Nothing else?

Barcley, Joyce M - ETA CTR 1:06:12

That's it for now.

At 3:10.

McNeace, Meche - ETA CTR 1:06:14

OK.

Not bad.

So at 3:10 I'm gonna do my normal spiel is that first off.

In order to avoid any of your accounts being deactivated, you've got to log into the system Within the 30 day period. if you do not log in at all, the system will automatically

deactivate your account.

If in case your account gets deactivated and you try to log in, you're gonna see a 401 error code.

If that's the case, you would need to submit an HRM ticket.

And since you're not able to access the system, you can ask one of your colleagues that is in the system to submit a ticket on your behalf, asking for your account to be reactivated.

So they would have to provide your name and e-mail address. And then

If you do not have a colleague to do that, you can always send an e-mail to SCSEPtechnicalassistance@DOL.Gov and we will do so. We will request that your account be reactivated on your behalf.

OK, so within a 30 day period, you got to log in.

The second is: still again we see this you know, not as often, but we still see this where when you do log into your cases and you're looking to searching for a participant, always remember to go in there, hit filters and hit reset before you do your participant search. So hit reset and login to the system within 30 days.

Those are my 2.

Does anybody else have anything else?

No. And anybody on here that are grant administrators that are on the call? Remember your WIPS QPR and your quarterly narrative reports are due by the 15th. And if you can submit them by Friday, that would be the best case scenario because Monday's a holiday. Especially if you need some help before the due date, the sooner the better. I think that's about all of my reminders.

Barcley, Joyce M - ETA CTR 1:08:28

I just put in one for the next office hours. Date is on the 25th.

McNeace, Meche - ETA CTR 1:08:34

Cool Beans.

Same time- 2:00 PM Eastern Time.

And that is all we have to cover and I just want to say that you know, as always appreciate you guys taking time out and joining us during the virtual office hours. And somebody said in the beginning that they were looking for the snacks, right?

We always have virtual snacks available for you guys.

You just got to look for them.

So we hope to see you on February 25th.

In the meanwhile, we're gonna hang out here for another few minutes until 3:30. If you have any questions or something pops up, just feel free to unmute yourself and ask

your question or throw them in the chat.

So in the meanwhile, we'll just be here if there's no other questions or nothing else left, then you know, feel free to take back a few minutes of your day and enjoy the rest of your day and the rest of the week.

All right.

Mauro, Kevin M - ETA CTR stopped transcription