

SCSEP GPMS Training Module 3 – CASE SUPERVISORS & CASE MANAGERS Admin Console- 5.7.2025

Mauro, Kevin M - ETA CTR 0:13

Since your cameras are off and you are currently muted, if you agree to being recorded at this time, you may turn on your camera or unmute yourself.

Mike Carpenter 0:20

I'm trying. I'm.

Mauro, Kevin M - ETA CTR 0:23

At which time the agreement prompt will pop up on your screen where you can accept.

Mike Carpenter 0:28

I.

Mauro, Kevin M - ETA CTR 0:29

I'll give you all a moment to do that, and I also ask that if you've unmuted yourself to agree to being recorded, please re-mute yourself at this time.

As always, thank you for your cooperation.

Now I will hand it over to Michi to begin today's training.

Rodriguez, Luis 0:44

And.

McNeace, Meche - ETA CTR 0:48

Thank you, Kevin. Appreciate it.

Good afternoon, everyone, and welcome to the case supervisor and case manager training module.

My name is Michi McNeace and my navigator today is Joyce Barclay.

I believe we're ready to get started.

So today's training module will provide case supervisors and case managers with the comprehensive understanding of the Admin Console feature.

We will thoroughly explain each admin console's functionalities, provide you with a step by step, walk through on how to use each feature.

Our goal today is for you to be able to comfortably navigate and utilize the Admin Console for both case management and your supervisory task within GPMS.

So at this time, I would like to go live into the system, Joyce.

When we log into GPMS and as always, we are at the cases page.

I know we have a whole separate session on case management that we will cover in other modules and those modules will cover intake through exit.

However, since we are here on the cases page, I would like to take this time briefly to review some specific actions that the case supervisor and case manager can perform from the cases page in addition to all of their other functionalities.

So here I'm going to do my normal reminder.

Let's go to show filters and click on reset.

So from the cases page, in addition to searching and adding a new case, you can also perform a couple of actions.

Let's review the list of participants below in the grid from here by clicking on the box next to a participant that you're working on, Joyce.

You will see that the select action is now available.

From the drop down case supervisors and case managers can perform the following.

Actions they can either recertify and withdraw.

The reassign action can only be done by case supervisors, grantee administrators and subgrantee administrators.

Unfortunately, case managers you do not have this capability.

But the full step by step process on how that is done will be covered during the case management module.

So let's now head over to the admin console.

Case supervisors and case managers they do share the same admin console and functionality. There are 9 function buttons.

They are participant search, participant waitlist, participant waiver factors, manage organization and contacts, manage paid hours extracts, generate internal QPR report, View Frozen QPR report and nationwide QPR report.

We are going to go through each of these features during this training, so let's start with participant search.

As you know, the participant search is used to find participant cases in the system and has a couple of different ways to perform the search similar to but different from the participant search on the cases page. From here you can perform a global search by participant name or PID and as you can see by Social Security number.

As you know, to search by Social Security number from the cases page you actually have to click on the add new cases button to get to the Social Security search. Whereas from here the Admin Console you can search by Social Security number directly.

So as I mentioned, you can perform the global search for participants from here. The search features can be by specific state.

Even though the title states program it's actually a list of states.

So let's do a couple of searches.

You can search by the participant's full name, first name, or last name or even search by just putting in the first letter or two of the name.

So let's go to participant name up top.

Let's enter the 1st letter J Joyce.

And let's go.

Let's select a program.

Let's select a program.

Let's select the state. I believe California.

And click on search.

You'll see in the grid any participant with a name that has the letter J in either their first or last name. Now, reviewing all the participants in the grid, you'll see a list. Those who are either eligible to enroll by a yes, or those who are not by a no.

Let's click on a participant who is not eligible, so we can see why this person is not eligible.

Bradley, Ashley@CDA 6:17

Sorry I got it.

I thought I was muted, my bad.

McNeace, Meche - ETA CTR 6:18

So I'm going to give a moment for somebody to mute that. Thank you.

As you can see, this participant is no longer eligible because they have reached their 48 month durational limit.

So you see how easy that is to just search from a global to see if a participant is either eligible or not to enroll.

So OK.

Now let's do a search by Social Security number.

So if we can go back, just put in some digits there, Joyce and click on search.

If a participant with that Social Security number exists in the system, it will appear in the grid and if not, it will not appear.

No participant shown.

Now we're going to go ahead and let's do another search.

Let's search by grantee. Let's hit reset.

So reset here and the participants search for the Admin Console is not the same reset that we do from the cases page.

This just clears your filters here so that you can enter different data.

So let's go and search by grantee.

So we go to the grantee and enter a grantee name.

Older I believe older.

There you go.

Older workers association.

All right. And let's click on search.

And then you'll see again in the grid a list of all participants associated with older workers that appear in the grid for that grantee.

And let's do one last search. Joyce. Let's go back up. Hit reset.

And let's just search by the participant's name alone.

So type in either a few letters or a full name. You can type in the letter J. There you go and click on search.

So we now see all the participants that have the last name Johnson or even if a participant had the first name, Johnson would appear.

So now you can see the grid clicking on a participant name will take you to that participant's summary page.

So I believe maybe Richard Johnson is who you're looking for.

And there we see the participant summary page.

We see that zero months in the program, this person is eligible and can be enrolled.

So there you have the wonders of searching for participants from the Admin Console.

So let's go back to the admin console and let's go to wait list.

Waitlist is when you're wanting to see who and how many eligible participants are on the waitlist.

You can quickly do so from the Admin Console.

You can search by participant name, PID or just by grantee if you want to search by subgrantee you would always need to select the grantee first.

Let's go through searching by participant name.

Let's type in the letter J again and click on search.

And as you see, those with the letter J in their first or last name will appear in the grid and you can see the case ID. Let's click on a name.

Button hold on a second Joyce

Sorry from here.

That's OK.

It's going to put back.

Sorry, Joyce.

So from here you can see where the case ID, the participant name, their ID, the waitlisted date, the day they were waitlisted and how many days on the waitlist.

So just in case anybody asks, this is our training site, so please ignore the fact that we have a participant who's been on the wait list for 1849 days.

So that normally doesn't happen.

So let's go ahead and before we click on anything else.

Let's go and click on Phillip Johnson.

And clicking on the name again, it takes you to the summary page of that participant and as you can see the intake checklist, the eligibility characteristic, other enrollment program introduction, all of that has been completed.

They're on the wait list waiting for an assignment. So can we go back to the waitlist.

All right and put back.

Thank you.

From here you can also export your waitlist report by clicking on the export button.

You're now at the report page.

Click on download and there you'll have the Excel report.

And there you have it.

All right, let's go back to that waitlist list again.

And let's do a search by grantee instead of participant.

So enter your grantee for workers and click on search.

All associated participants who have been waitlisted will appear in the grid for that particular grantee.

And lastly, let's do a search by sub grantee.

So we already have the grantee in there.

Remember, you always have to put the grantee first, then select your sub grantee.

And then click on search.

And there you have all waitlisted participants that are associated with that grantee and that particular sub grantee.

And again, you can export that to the Excel report if needed as we've shown earlier.

All right, so now let's go back to the Admin Console and move to waiver factors.

Participant waiver factors. This feature lists participants who have waiver factors that were in the system.

This will show a list of those participants, the program year and whether or not the waiver factors were updated.

Let's enter the required grantee and sub grantee from the drop down.

And then click on submit.

You will now see the program year. The system will automatically select the current program year.

You'll see that we have one participant whose waiver factor has been updated. It's indicated by the green check mark.

We can go ahead and click on that participant name.

And we can show where the waiver factor, the last update date was entered.

All right. So if we can go back.

So if we in this case, since we selected 2024, you can only update waiver factors within the current program year.

But since we didn't have anybody that their waiver factors were not updated for just for demonstration purposes, I'm going to have Joyce select program year 2023.

And you can see there, we did have a participant whose waiver factor was not updated by seeing that there is a red X.

So let's select that person.

Since this person is in a different program year, we are unable to update waiver factors, but let's just say if this person was in the current program year, you would be able to update the waiver factors from here and then once you've done that, you would click save.

And then their waiver factors would be updated.

All right, so let's go back to the admin console and next we're going to go through manage organization and contact.

In GPMS, organizations are defined as host agencies, employers, or service providers.

It is possible for you to have an organization that's designated as one or two or all three.

Now let's go enter the required fields, the state, the city.

We got to select the organization name.

You can if you know the name, or you can put in the first letter or more.

And click search and then the list of organizations that exist in the system that started with that letter, the organization.

Let's see.

For those, as you can see, organizations also can be listed in different states and city from your grantee or your subgrantee area. And so, if the organization exists, let's go ahead and select an organization. Joyce.

So from here you can do some minor edits to this organization which you cannot edit. It's the address up top.

But if you want if just to say, you needed to change the salutation from Mr. Tube, if you click on salutation, Joyce. If you needed to change that in the salutation should be doctor. You can make that change there. If they're like, let's just say there's a missed n in the last name you can make that correction.

Or if the titles changed.

In this case, we didn't have a primary contact number.

We can go ahead and add that primary contact number.

You can also add additional contact information at the bottom where you see add.

We're not going to add additional contact information at this time, but we're going to go back up and let's go to the additional fields up top and where the additional details here is where you can go and locate your organization and also check and may be even redesignate or designate the type of organization.

So let's type in the name you can select the subgrantee or not, but Joyce is going to select and hit search.

And as you can see, go down, this organization has already been designated as a host agency for their function. And let's just say you need, or you want to also add their service provider at this time you would hit the add new.

Go to the drop down select service provider.

And go down.

If the contact address you have is different. You can. You would select that if you want to even add this organization as an employer as well, you would go back to add new.

Go to the drop down and select employer.

And then go down and save.

Now this organization is not only your host agency, but they can also be your service provider. If you have a participant going into some sort of education and training and they're going to be that provider, you don't have to go back in and you know and add.

That you can do that in advance, but if you need to, that's how you would do that.

And of course, if they become an employer.

So that is how you kind of manage the organization and contact page.

This is also where you add new organizations, but that will be covered in the case management module that will be in session that is slated for, I believe May 14th.

So now let's go back to the admin console and go to manage paid hours.

Paid hours documents the number of hours of participants spent in community service assignment.

Training outside of their community service assignment for sick leave and time spent in participant required action activities such as orientation assessment, reassessment, IEP development, things of that nature. So from here, let's complete the required fields and select the grantee and program year.

Subgrantee is not required, so we're just going to skip that.

So if we hit the program here, click search to display a list of participants so you can see the participants where you would see that they are listed.

Awesome. Go back up top.

And the list of participants will show their participant's name.

PID, their host agency name, the assignment date.

The assignment end date and program year and of course the total hours for each of these activities.

And then, of course, all four quarters, so let's do... Let's go and enter some hours.

And you select which one you want to do.

First, we're going to do Henry Jacobs, OK?

Let's go over and enter hours and quarter two for PRA activities.

And let's enter some pay training hours in person.

And then pay community service assignment in person.

And let's enter some hours for quarter 3 and commute paid community service in person.

Right. As you can see for Henry Jacobs, we are unable to enter any hours for quarter 4.

The reason why is because this participant was exited in quarter 3. So there are no activities, no assignments associated for any hours to be entered for quarter 4.

So once the hours are entered, you can see there will be the total hours at the bottom of each participant.

So also know that let's go and enter some hours at another participant, Joyce.

All right, for this participant, let's enter hours and quarter two, but let's enter pay sick leave hours.

So when you enter for pay sick leave, Please remember that.

Grantees cannot have a paid sick leave or an accumulative paid sick leave policy.

However, the regulations require that grantees either pay or provide the participant the opportunity.

To make up for sick leave and also know that anytime that a participant is off more than three days, that participant should be put on an approved break.

So in this case, we're going to put in some paid sick leave hours and don't put in 40.

Let's just put in 16.

Let's put in 8 hours.

Alright.

And so you see where the total hours is paid sick leave 8 total. Paid training is 40.

For quarter 3 and quarter 4.

All right.

Next, let's add. Let's see.

Do we need to put in any more hours?

Are we good?

Should we put in some PRA activity hours somewhere?

All right, so there's PRA activities for Henry Jacobs as well.

So once you're done with putting in your hours and before you hit, before we go on, always know that there is this warning at the bottom.

The warning says users must click save after modifying any data on the current page before users can go to the next page.

So at this point in time, we are going to click on save.

And there you have it.

So managed paid hours. We now also know that it also can be performed from the related actions and the assignment page.

But since we're doing the admin console, we wanted to show you how it's done.

It's no difference to be done from the admin console.

So next let's go back to the admin console and we're going to go to.

Extracts so the extract.

This is the extract report.

This provides a data dump of information entered into GPMS for the following categories we have.

Extract type. We have participant extract with enrollment information. All the information related to that participant.

Then we also have the waiver extract, where the waiver factor status, and then what was updated. That report is in the waiver extract.

And then we also have a break extract.

It shows the start date for all breaks and end dates and things of that nature. The reason and any documentation.

So we will cover this report more thoroughly in the report modules, but let's take a brief look now. As you can see, both the grantee and sub grantee field has the required asterisk. So let's fill that in.

Then let's select which extract report we want.

In this case, let's do the participant.

And then hit export.

You'll navigate to the download participant extract page.

From here you would click on refresh until the report file appears and there you have it.

Then click on the report file and the excel report will open.

And then here is the excel report.

And from the report, you'll see it'll provide all the data on each participant, and that's in GPMS for your grant or your sub grantee. You'll see the participant information priority of service what was selected the most in need, waiver factors even has the applicant's signature date.

Whether or not they're on the waitlist, their job interest.

Their PRA activity, the whole shebang is here.

And this is the same type of data that you would get for the other two extract reports as well too, which is the waiver and break.

So we're not going to go through that today.

So go ahead and close this report Joyce, and then we're going to go back to the admin

console.

And then let's go to generate internal QPR.

So the generate internal QPR is where you would generate your quarterly progress report.

So supervisors and case managers can generate the QPR to review and monitor their performance.

You can also in the system. You can also generate the QPR as you can see here.

Joyce is logged in as the supervisor.

So, as a supervisor, we would need to go in for anybody, but you would need to also select the grantee and subgrantee.

So let's select the program year. So, before you do that, I want to say that once you go into the generate internal QPR, the system automatically has the and I'm going to just say this for the sake of saying it. From what I can assume it automatically just defaults to I think the calendar year because we're in 2025 or but we know that we need to go into.

There's no data for program year 2025 yet, so we need to make sure to go into the year and select the proper year so it the program year 2024 and then you would select the quarter. So right there.

Joyce is going to select which quarter she wants.

And then we would put in the grantee name and your sub grantee.

The state you don't put anything in for the state and then you would just hit export.

And then you are now at the internal QPR report generation status and you would click on confirm to the right.

And please note that once you, once you click on confirm you will receive an email.

And when your QPR is ready and once you receive that email, it will provide you with the link to access your QPR in order to access your QPR, you got to remain logged into GPMS when you click on that link.

Ok so the next button is and since that takes a few minutes, we're not going to go through that process.

So the next button, let's go to view QPR reports or view frozen QPR reports.

I'm sorry.

View frozen QPR provides information for previous reporting periods where the data have been finalized or frozen, so to view a frozen QPR we would select the program year again and we're going to go ahead and select 2023.

Because we're in the training system, we have not frozen anything for program year 2024, but we will have that ready for when we do the report module. So, for this situation, for our training today we're selecting program year 2023 and then Joyce will select the quarter.

And from here you can see where you would need to select the grantee.

You don't have to select the subgrantee at this point in time. If you want to select your subgrantee, you can do so.

And then click on view report.

And you will now be at the report confirmation to view a frozen QPR. You can view it instantly by just clicking on the download.

And there you have the frozen QPR all the way to the top Joyce.

And even though you may not see any numbers, but keep in mind this is our training site.

But when you download it, you'll see all the numbers there.

All right.

Thank you.

Now let's go to the final button in the Admin Console, which is the nationwide QPR report.

This provides performance data for all of the SCSEP grantees combined.

So from here again we need to select the program year.

And then we select the quarter and then of course export.

And then we're at the generation status page and then we would do confirm.

And action completed.

Now this report will take some time before we get an email saying that the report is available, but it's like the other QPR when you generate a QPR you will get an e-mail informing you that the QPR is ready and the link. And then once you click on the link it will take you to the system where you can download your QPR and remember that you still need to be logged into GPMS for this to work properly.

So we will be covering all of these reports, the extracts the QPRs and the other program reports that is in our report module, which is slated for around May 28th.

So this is the final button on the admin console for case supervisors and case managers user role and I know we went through this relatively quickly.

I think it took us kind of like 40 minutes to go through this.

But we're at the end of this session, but I hope that when we open up for questions, there'll be, you know, a few questions that we can answer. But before we do that, I want to just talk about some key takeaways to kind of recap that.

After the GPMS admin console training for case supervisors and case managers remember this training was specifically designed with your role in mind.

So the admin console functionalities we explore directly applies to your case supervisor and case manager's responsibility responsibilities within GPMS.

So by now, we hope that you have a good understanding of what the admin console offers and how its various features works, especially for those new case supervisors

and case managers that have joined us today.

So we hope that this provides the step by step walkthrough that you should walk away with a fundamental understanding of the Admin Console.

And that this kind of gradual approach was intended to make the learning process clear and manageable.

Hopefully you'll feel better and feel more equipped to finding necessary information and performing some of these essential tasks within the Admin Console.

So we hope that this will help kind of streamline your workflow. You know kind of provide you with a better idea on, you know, comfortability on how it impacts your case management and supervisory responsibilities within GPMS. So, at this point in time, I want to say thank you all and we're just going to go ahead and open it up for any questions that are out there. And Joyce, you can keep.

The system up, just in case.

Barcley, Joyce M - ETA CTR 35:32

Absolutely.

McNeace, Meche - ETA CTR 35:33

Alright, so Chanel, could you see what questions we have in the chat?

Davis, Chanel T - ETA CTR 35:41

So we have a few questions. We have one from Marie and she wants to know in the Admin Console under manage organization and contacts for host agency Catholic charities, it has different organization names.

McNeace, Meche - ETA CTR 35:41

And we have a few questions we have.

Davis, Chanel T - ETA CTR 35:55

How do we handle this? Since the FEIN are the same?

McNeace, Meche - ETA CTR 36:00

That is a good question.

I know for many, many years, even when we had spark, this was an issue, right? Joyce, when you know we have an organization such as Catholic Charities. That is pretty much global, and they have several satellite offices. And so how do you put, you know, your organization in the system?

Is it designed by the main Catholic charities?

Is it done by each grantee?

Whose host agency is within that area?

How do you show the difference? And then you're saying that, I'm going to make an assumption, that there's a possibility that Catholic charities may have the same FEIN number through multiple, you know, satellite organizations.

Do you know Joyce?

Barcley, Joyce M - ETA CTR 36:54

Yeah. So what happens is usually organizations like that may have regional offices that cover particular areas.

I know Salvation Army works like that and so forth.

So when you're creating a new host agency, what you would do is that FEIN number is really important because that is actually who whatever name and address is on that FEIN certificate.

The host agency.

They may have branches, you know throughout your area, but the main agency is the host agency. When you're creating a community service assignment, let's say, and the participant is going to be at a satellite. This is when you're creating the assignment, you have the opportunity to identify if the participant will be located in a site separate from that host agency's main location.

That's where you would identify the different locations for that same parent organization.

So the parent organization should only have one name.

The host agency name should never be a program name.

It should never be a sub agency name.

It should only be whatever name appears on the FEIN if you have that certificate because, we don't always get those things. And if when you're dealing with a regional organization like Salvation Army or the Catholic Charities.

It would be that regional office that would be the host agency and then you would be using the sites would be separated differently.

So like I said, if you're signing somebody at a community service assignment to a different location, that's where you would indicate where that different location is.

McNeace, Meche - ETA CTR 38:39

So in the meantime, Joyce in the managed organizations in contact when they go in there to create that they can go in there and create and there's a section where they could put in these satellite addresses, right?

She's going to go in there, alright?

OK.

So we see where the organization details for Boys and Girls Club the address is there, but Joyce is showing that in the contact address is where we can add a different address for that specific.

Site correct Joyce.

Barcley, Joyce M - ETA CTR 39:38

So sorry, I was muted, yes.

McNeace, Meche - ETA CTR 39:39

That's OK.

All right.

Does that? Does that help you?

Marie, did that answer your question?

Marie Flores 39:53

It does.

It helps a little bit, but how about it's different address?

And different organization name but the same umbrella.

Like, for example, Catholic charities.

They have another organization, but it's still under their name, but the organization they have is Saint John 23rd.

Barcley, Joyce M - ETA CTR 40:21

That's a program of Catholic charities.

So the organization, the host agency is Catholic charities.

McNeace, Meche - ETA CTR 40:24

Mm hmm.

Barcley, Joyce M - ETA CTR 40:28

Again, they may have different programs underneath that umbrella.

The individual programs are not the host agency.

Catholic Charities is the host agency.

Marie Flores 40:38

And is the can we put in the correct contact's name for each one?

Barcley, Joyce M - ETA CTR 40:45

That would be recommended, yeah.

Marie Flores 40:47

OK, OK.

Thank you.

Barcley, Joyce M - ETA CTR 40:50

You're welcome.

McNeace, Meche - ETA CTR 40:52

Alright.

Let's go to the next question, Chanel.

Davis, Chanel T - ETA CTR 40:57

Yes. So, we had a few people ask what is PRA?

McNeace, Meche - ETA CTR 41:02

PRA stands for sorry for all the acronyms.

It is participant required actions, so participant required actions are those that are required. The actions that are required for each participant, which are orientation offer a physical exam, a free offer, a physical exam.

The assessment, reassessment and I believe IEP is that correct Joyce.

And safety consultation in there. If Joyce close the cases.

Barcley, Joyce M - ETA CTR 41:36

Yep.

McNeace, Meche - ETA CTR 41:39

If she clicks on cases.

And we can go find a participant.

An active participant.

Right.

And we'll go to.

Ernest Ekpoh 41:56

Hmm.

McNeace, Meche - ETA CTR 41:58

No participant required actions go over one more over.

There you go.

Orientation offer a physical exam.

Participant safety consultation assessment, reassessment, IEP and then there's the annual program overview.

So those are the participant required actions.

All right.

Next Chanel.

Davis, Chanel T - ETA CTR 42:25

Yep, we have a question from Steve. When entering community service assignment hours, why do only four participants show up at a time?

Can we have a longer list, 20 to 25 at a time?

McNeace, Meche - ETA CTR 42:41

Let's see. Does I know for us our list was short.

Davis, Chanel T - ETA CTR 42:46

Mm hmm.

Barcley, Joyce M - ETA CTR 43:08

So the paid hours.

McNeace, Meche - ETA CTR 43:11

OK.

Barcley, Joyce M - ETA CTR 43:12

Is being redeveloped I guess is the word or being revised and the developers have heard the grantees loud and clear during office hours. We've been reporting for a very long time.

McNeace, Meche - ETA CTR 43:22

Got it.

Barcley, Joyce M - ETA CTR 43:25

The grantees have been asking for more hours in the paid hours area, and they are

definitely working on that.

Just know that there is a limit to what can be on each page, so they're working as best they can trying to consolidate.

Things. So, there could be more listings on each page, more than four. As you can see, we have displayed here the number. We have 14 participants as shown right here, 14 participants and it's displaying one of four.

So currently only four are showing at a time, but again, they've heard you loud and clear and they're working very hard on this. And I think that we're all going to be really happy when.

The when it's revised, so just keep hanging in there.

It's coming.

McNeace, Meche - ETA CTR 44:11

Yeah, it's coming.

Plus also know that if you have too many participants listed on one page.

It might make it even more difficult to even see each field, and you know when entering the hours, I mean, so you would you know if you have to blow up the screen, then you would only see the one or two.

So sometimes it could be because of the functionality, so they enable you to see clearly those participants the information.

And entering those hours and that's just my guess for somebody who likes less than more on a page.

Barcley, Joyce M - ETA CTR 44:50

But we know that when you do, when you are entering the hours and you're entering for hundreds of participants, that moving between pages really makes it a very long time consuming process.

McNeace, Meche - ETA CTR 44:56

Yeah.

Barcley, Joyce M - ETA CTR 45:02

So yeah, we hear you.

McNeace, Meche - ETA CTR 45:03

Yeah, I understand.

All right. What's next, Chanel?

Davis, Chanel T - ETA CTR 45:09

Yes, Josefina says.

Or asked if a host agency changes its address. How do we handle that?

McNeace, Meche - ETA CTR 45:17

Oh, that's pretty easy. If you need to change a host agency address, you can't change it.

You do need to submit a Zendesk ticket.

To have that address changed.

Davis, Chanel T - ETA CTR 45:32

All right. The next question is from Lamont.

How can I see all placements from each affiliate in quarter 4?

McNeace, Meche - ETA CTR 45:42

What are the time?

What can he see?

All placements within quarter 4.

So wouldn't that be in the exit and follow up?

Because he said placement. Yep.

So even though we didn't cover reports during this session, since Joyce is clicking, I think she is like, let me click it.

Let me click it.

You can click it, Joyce.

Barcley, Joyce M - ETA CTR 46:15

You didn't have to click it.

I was just showing you that's where you'd find it in the reports.

McNeace, Meche - ETA CTR 46:19

Exactly. So, it would go under the user organization.

And then we would put in the, let's put in the grantee name.

What's up grantee?

Search and then.

Barcley, Joyce M - ETA CTR 46:33

Just going back to the question, let's see what is the question.

McNeace, Meche - ETA CTR 46:38

How can I see all placements?

Barcley, Joyce M - ETA CTR 46:38

How can we see all placements for each affiliate in quarter ok?

So you would.

Right now you would go back into the follow up report.

McNeace, Meche - ETA CTR 46:46

So. Yep. So, in his he uses the word affiliate.

Barcley, Joyce M - ETA CTR 46:52

Well, he's saying he's saying placements though.

Too.

So I mean, there's a couple things you can go into the current and exit report and you can just run a report for the exits.

McNeace, Meche - ETA CTR 47:03

Mm.

Yes.

Barcley, Joyce M - ETA CTR 47:06

And that might be the best place if you're just looking for the number of people who were placed to show the exited enrollments only.

McNeace, Meche - ETA CTR 47:15

Mm hmm.

Barcley, Joyce M - ETA CTR 47:15

And.

You can do either one of these you want to see, and you can do the time frame and let's see what it takes you to.

I don't think you may have to export.

This to get it by each affiliate. If you're the subgraph. If you're the grantee administrator, you may get the whole report for your entire grant, and then you could export it, and you can sort it by your subgrantees or who.

I think that's what you're calling affiliates.

McNeace, Meche - ETA CTR 47:44

But you select it, you selected the subgrantee so that if you select the subgrantee it'll show it for that particular subgrantee.

So I guess that equates to your affiliates, right? Yes.

Barcley, Joyce M - ETA CTR 47:55

Yeah, good point, Mitch.

Yeah because, I'm in here as a supervisor, so I'm limited to only my one grant and my subgrantee information.

But as a grantee administrator, you may not need to put in this subgrantee which would give you your entire grant.

I just offhand don't remember if the grantee administrator has that requirement.

McNeace, Meche - ETA CTR 48:19

You can select it by subgrantee.

Barcley, Joyce M - ETA CTR 48:21

Yeah.

McNeace, Meche - ETA CTR 48:24

Lamont. I hope that helps. But he was wondering by quarter.

Barcley, Joyce M - ETA CTR 48:29

Well, you would have to again, if you're going back here, you can put in a date range when you're doing the selection, see how it goes.

McNeace, Meche - ETA CTR 48:29

So.

Participant exit detail.

Barcley, Joyce M - ETA CTR 48:39

If we're doing the yep, you can use your date range.

So if you want a quarter, you put in your exit date from and you would pick your quarter start like April first through.

It's not June yet, but through June 30th.

And then you can search and it would show you just for that time period.

McNeace, Meche - ETA CTR 49:06

OK.

Davis, Chanel T - ETA CTR 49:08

Alright, the next question was from Brian.

He asked if you could please describe the difference between QPR and frozen QPR again.

McNeace, Meche - ETA CTR 49:17

Joyce, this is your will house.

Barcley, Joyce M - ETA CTR 49:22

Well, you're saying I love QPRs.

McNeace, Meche - ETA CTR 49:25

I am.

Barcley, Joyce M - ETA CTR 49:26

I do love QPRs. OK.

So when you're doing an internal QPR.

You're actually taking data that the system's going to be calculating data based on the parameters that you put in.

So whatever quarter you put in, it's going to be calculating.

So I want to see my current quarter. This quarter hasn't closed yet.

I want to see where I am.

The system has to calculate that information, so it's kind of more like a live on the fly calculation.

A frozen QPR is data that is quote unquote frozen.

It's never going to change, so you know how at the end of every quarter you get an email that says it's after the end of the quarter, you'll get an email that lets you know that the quarter, let's say the last quarter was quarter three that quarter three QPR is going to be frozen on such and such a date.

Get all your data entered.

And they're telling you, giving you that head start that advance notice.

That the QPR is going to be frozen to get all your data in because once that QPR freezes, that QPR will never change, that performance report will never change.

You can keep adding data into the system, but that report will never change.

It's frozen, so that's the difference. The internal QPR is generated on the fly, the frozen one is frozen and will never change, so you can run that report. The exact same report. In January and you can run it in September and it's going to be identical.

It's never going to change, unless caveat.

There's always a caveat.

The caveat is every blue moon like you know how rare a blue moon is every blue moon.

There might be some reason the QPR has to be unfrozen.

A calculation done and then the QPR refrozen.

But that is very, very seldom and a very rare instance.

So just remember when you get that warning notice the QPR is going to freeze.

Make sure all your data for that quarter is in. Well, yeah, your waiver factors don't really matter until the end of the year, but like for all the data, if you want that quarter's data to be accurate, just make sure all the data has been entered.

McNeace, Meche - ETA CTR 51:39

Joyce.

Barcley, Joyce M - ETA CTR 51:40

Absolutely.

Davis, Chanel T - ETA CTR 51:41

We oh, sorry.

And we have another question from Brian.

It's can we run a report for upcoming or outstanding IEPs?

Barcley, Joyce M - ETA CTR 51:53

We're going to be covering that in the report module.

McNeace, Meche - ETA CTR 51:58

But if we go to the report real quick and she'll show you where that would be.

Oops.

And that would be you would run the participant action report and you see the IEP.

So as Joyce mentioned, we'll be covering that in our later report module.

OK.

Davis, Chanel T - ETA CTR 52:32

Alright, so Debbie would like to know how many sites can be added?

McNeace, Meche - ETA CTR 52:38

How many sites can be added?

As in like host agency organizations?

Debbie Woods - MS125 52:48

This is Debbie. You were talking about when you're putting an organization in and that you can add sites to that one organization if they have different places, how many can be added?

McNeace, Meche - ETA CTR 53:02

Joyce, I don't think there's a limit, is there?

Barcley, Joyce M - ETA CTR 53:03

I don't think so, either, because the typically that's for a host agency and you can just for each assignment just put in the you know the name if it's a different, if it's a different location then the parent host agency, you can just put in the.

McNeace, Meche - ETA CTR 53:05

Yeah.

Barcley, Joyce M - ETA CTR 53:24

Location for that particular assignment.

So it's assignment by assignment.

Does that help you, Debbie?

Debbie Woods - MS125 53:33

Yes, it does. Thank you.

Davis, Chanel T - ETA CTR 53:38

Alright.

And we have a question from Laverne.

What do you do if the agency changes names?

But the address and FEIN remain the same.

McNeace, Meche - ETA CTR 53:55

Back again.

Sorry, Chanel.

Davis, Chanel T - ETA CTR 53:58

No problem.

What do you do if the agency changes names, but the address and FEIN remain the same?

McNeace, Meche - ETA CTR 54:10

One of you know if, let's just say Catholic charities change to Catholic worldwide.

So Joyce, would they still need to send in the Zendesk ticket?

Barcley, Joyce M - ETA CTR 54:25

Yep.

McNeace, Meche - ETA CTR 54:26

Yes, OK.

Davis, Chanel T - ETA CTR 54:30

We have another question kind of the same boat.

How do you correct the FEIN number in the system?

McNeace, Meche - ETA CTR 54:37

Can an FEIN number be edited?

Barcley, Joyce M - ETA CTR 54:41

No, you have to send submit a ticket, yeah.

McNeace, Meche - ETA CTR 54:43

No. OK.

That's another one of those fields that are not editable, OK.

Barcley, Joyce M - ETA CTR 54:46

Yeah, it's basically the name.

Yeah, the name, address and FEIN all have to be done through a Zendesk ticket.

Davis, Chanel T - ETA CTR 54:51

OK.

OK, perfect. That actually answered their second question about the address.

I'm just scrolling one second, so we have a question from Mackenzie.

So just to clarify, clients should be assigned to the host agency that is the parent organization, and the host site should be the address of the organization that the client is actually at?

McNeace, Meche - ETA CTR 55:18

Yes.

Yeah. So they're assigned to Catholic charities as the umbrella organization that they have the, you know, the 501C3 and the FEIN.

But the host.

The actual training site is going to be at Catholic Charities located in, you know, Lake County, and it's got a different address.

So that is their training site location.

So that's where you add the additional contact address.

Yes.

Davis, Chanel T - ETA CTR 55:54

All right.

Thank you.

We have a question from Chung.

What does L4 Q mean in the QPR?

McNeace, Meche - ETA CTR 56:02

L4Q stands for the last four quarters.

So if you're looking at your QPR and let's just say you're looking at quarter 3 QPR, last four quarter data will take you going back the 3rd quarter plus the last four, which means it could be the fourth quarter of the previous program year in quarter 2.

And three of the current program year. So, it's last four quarters.

Davis, Chanel T - ETA CTR 56:29

Alright. And then Patricia asks.

Is there a plan to allow exports of state organizations into a simple spreadsheet?

McNeace, Meche - ETA CTR 56:41

I'm not sure if I understand that that question, Patricia.

If you could.

You're more than welcome to unmute yourself.

Patricia Greene 56:52

OK. Can you hear me?

McNeace, Meche - ETA CTR 56:53

Yes.

Patricia Greene 56:54

OK. And manage organization and contacts you have to do everything one at a time and once you open something up to look at it, you got to go back to the beginning.

I was just wondering if there's going to be an export.

To just say all the counties in.

McNeace, Meche - ETA CTR 57:10

OK.

Patricia Greene 57:12

You know, sometimes so that we can, we can identify what needs corrections, what needs changes, what old training sites we might be able to reopen again just so we have something without bouncing back and forth all the time.

McNeace, Meche - ETA CTR 57:25

Yeah, you there.

We should report there is a report, isn't there? Joyce. Host agency.

Barcley, Joyce M - ETA CTR 57:35

Yep, it's not.

I don't know if it's going to get to what he's looking for.

McNeace, Meche - ETA CTR 57:38

It's cruel.

Let's say.

Barcley, Joyce M - ETA CTR 57:44

I don't.

I'm not sure I understand.

Exactly the question.

McNeace, Meche - ETA CTR 57:48

Search. So let me see.

Barcley, Joyce M - ETA CTR 57:52

This assignment by host agency.

McNeace, Meche - ETA CTR 57:54

OK.

So we do show the assignment by host agency.

Patricia Greene 58:00

Yeah, but that doesn't go back in time.

McNeace, Meche - ETA CTR 58:02

Yeah, it doesn't give you all yours.

Patricia Greene 58:04

Like.

Yeah.

McNeace, Meche - ETA CTR 58:07

Host agency.

Patricia Greene 58:10

And it exports all the extraneous information. We really don't need to work with the organizations per southeast.

McNeace, Meche - ETA CTR 58:14

OK.

Barcley, Joyce M - ETA CTR 58:19

To my knowledge there isn't any discussion about creating a just a host agency list. This is the report that you would use and I'm not sure.

Have you tried the assignment active from and like putting it back?

I don't know how far back it can go.

Patricia Greene 58:39

Looks like 197767.

Barcley, Joyce M - ETA CTR 58:40

Oh.

Looks like 1900.

Patricia Greene 58:43

148.

Yeah, I guess we would just have to like kind of sort and stuff like that's what I'm just looking for something easy for all of us.

McNeace, Meche - ETA CTR 58:49

Yeah. I don't even think that. Yeah.

Patricia Greene 58:56

To get all the prior and current host agencies, just all the information in one shot.

McNeace, Meche - ETA CTR 58:57

But.

Barcley, Joyce M - ETA CTR 59:03

Well, you know what that the folks at Zendesk are really helpful.

McNeace, Meche - ETA CTR 59:03

Got it.

Barcley, Joyce M - ETA CTR 59:07

And if you just send them that suggestion in a Zendesk ticket, they'll add it to the nice to haves for future consideration.

Patricia Greene 59:17

Yeah, our dream list, OK.

Barcley, Joyce M - ETA CTR 59:18

Your dream list.

I love it, dreamer.
Oh, we're dreamers.

Patricia Greene 59:22

Yeah.
All right.
Thanks guys.

McNeace, Meche - ETA CTR 59:26

You're welcome.
It is always good to dream Joyce.

Barcley, Joyce M - ETA CTR 59:30

I know.

McNeace, Meche - ETA CTR 59:32

Always good to dream. All right.
Any other questions?

Davis, Chanel T - ETA CTR 59:37

Yeah.
Yes, we have one more and this is from Joie. She wants to know if the exit is due to other exit reason and the participant finds a job fourth quarter after exit, do we get credit even if there was no income in the second and third quarter after exit.

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

Unfortunately, Joie, no. That first.
That first performance measure, which is employed second quarter after exit is actually a 2 partner. You have to have earnings in that second quarter after exit to have to get the placement credit because that you know if somebody is employed the second quarter after exit they should have.
Earnings and you have to report those earnings to get the credit for the 1st and 2nd performance measure.

Joie Bentrez 1:00:32

Yeah, that's what I thought.
That's what I remember so.

Barcley, Joyce M - ETA CTR 1:00:37

See, you're you know it all.

Joie Bentrez 1:00:37

They.

Barcley, Joyce M - ETA CTR 1:00:39

You knew it all along.

Joie Bentrez 1:00:40

No, I was like, OK.

Yeah, just wanted to verify.

So they really have to find a job in the second quarter.

After that, say on the third quarter.

Barcley, Joyce M - ETA CTR 1:00:53

Yeah, it's, yeah, if they.

Joie Bentrez 1:00:55

It doesn't count anymore.

Barcley, Joyce M - ETA CTR 1:00:57

If they lose the job before the second quarter, then they will, obviously they should look for new employment and if they get new employment then you would just enter the new job in GPMS. And even if it's the end of the second quarter, as long as there's \$1.00 earned in that second quarter. Then you get the placement.

Joie Bentrez 1:01:17

Yeah. So say they found a job for a week in the second quarter and then didn't find work again until the fourth quarter.

That would still count, right?

Barcley, Joyce M - ETA CTR 1:01:31

Yep, yep. This isn't it's not retention, right?

Joie Bentrez 1:01:32

Because they had.

Barcley, Joyce M - ETA CTR 1:01:34

It's not retention, it's just do you have. Did you have a job and do you have earnings in the second quarter after exit and do you have a job not even earnings, do you have a job in the fourth quarter after exit?

Joie Bentrez 1:01:35

Big.

Barcley, Joyce M - ETA CTR 1:01:46

So if you can answer yes to any of those, you get it.
But if you answer yes to.

Joie Bentrez 1:01:52

So I entered it anyway and.

Barcley, Joyce M - ETA CTR 1:01:53

The.

Joie Bentrez 1:01:57

I, I said.

McNeace, Meche - ETA CTR 1:01:57

So.

Joie Bentrez 1:01:57

No income in the second quarter and then I went down to the fourth quarter, and I entered the data and it took it and I was.

Barcley, Joyce M - ETA CTR 1:02:01

Mm.

McNeace, Meche - ETA CTR 1:02:08

Yeah, let me jump in here, Joey and Joyce.

So. So, what Joie did was correct, Joyce, so that she would still get the credit in the employment rate of the fourth quarter after exit quarter.

Joie Bentrez 1:02:12

OK.

McNeace, Meche - ETA CTR 1:02:22

So she'll get credit for the employment rate if they got employment during the fourth quarter after exit. So, what I'm being told is that it is independent of the second quarter meeting earnings.

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

Right.

Yes, that's the way we just said. It's not retention, it's based on, yeah.

McNeace, Meche - ETA CTR 1:02:37

So yeah.

So if we just kind of, you know, if we look at, you're not going to get the credit for this, you know, fall at one second quarter after exit meeting or news, but they are employed in the fourth quarter.

Joie Bentrez 1:02:48

Yeah.

McNeace, Meche - ETA CTR 1:02:51

So you will get credit for the employment rate of the fourth quarter after exit quarter. So, when you put it in, that's correct.

That is so confusing in my brains, but yes.

Joie Bentrez 1:03:02

Yeah. So as long as there there's some type of employment during the second to the fourth quarter, I'll enter it as long as the system will allow it.

McNeace, Meche - ETA CTR 1:03:10

Yeah.

Yes, you enter correctly.

Joie Bentrez 1:03:14

Right. OK.

McNeace, Meche - ETA CTR 1:03:15

Yes.

Joie Bentrez 1:03:16

And also.

When we enter the company name, obviously employers there's just too many, so we're not doing it like we do. The host agencies right from the manage organizations and all that.

We just, we just enter it.

In the.

Or do I, have it?

You know when you enter the placement details, that's how I enter the company name.

McNeace, Meche - ETA CTR 1:03:49

For the employer.

Joie Bentrez 1:03:50

Yeah. Because, I mean, there's just too many kind, you know, too many different companies.

I don't enter it through manage organizations.

McNeace, Meche - ETA CTR 1:04:07

To enter the employer information you would do it when you do the exit for employment.

Joie Bentrez 1:04:10

Yes.

Yeah.

McNeace, Meche - ETA CTR 1:04:14

But you can also enter the employer and manage in manage organizations in contact.

Joie Bentrez 1:04:21

So there's two ways.

McNeace, Meche - ETA CTR 1:04:22

Yes. Am I right? Joyce.

Joie Bentrez 1:04:24

OK.

I'll.

Barcley, Joyce M - ETA CTR 1:04:28

I'm sorry I wasn't paying attention.

McNeace, Meche - ETA CTR 1:04:30

Oh, OK, but OK.

We're going to say I was right, Joie.

Joie Bentrez 1:04:35

Anyway, as long as the system allows it, then it's OK.

OK. Thanks. Thank you.

McNeace, Meche - ETA CTR 1:04:43

All right.

No, you're very welcome.

Davis, Chanel T - ETA CTR 1:04:50

And then we have a question from Eric.

Will there be an opportunity to merge organizations records in the future GPMS update?

McNeace, Meche - ETA CTR 1:05:03

I don't recall the.

I don't recall hearing anything about that, but you know, Joyce did do.

She provided great advice.

That if we don't have it now, if this is one of those, you know, would be good to have.

Please always just so you know, submit that through to Zendesk and you know and ask about it and suggest that this would be a great suggestion.

Davis, Chanel T - ETA CTR 1:05:34

Alright. And we have one more question.

Can you walk us through the exit process?

I have two participants that have abandoned their CSA and will not answer my call.

McNeace, Meche - ETA CTR 1:05:47

And you want to exit them from the program.

Davis, Chanel T - ETA CTR 1:05:55

Shatira. Yes, she said yes.

McNeace, Meche - ETA CTR 1:05:59

I mean, I believe we have time to do that. Joyce, do you want to do that real quick?
Do you have somebody you can exit?

Barcley, Joyce M - ETA CTR 1:06:08

I think maybe it's more of a if I'm reading this correctly, can you walk okay, walk us through an exit process, OK.

It really depends on what the person, how you're going to exit the person.

Let me just find somebody here.

McNeace, Meche - ETA CTR 1:06:21

She said that they have a participant that they're not able to locate.

Barcley, Joyce M - ETA CTR 1:06:25

They've abandoned.

McNeace, Meche - ETA CTR 1:06:26

Is that yeah.

Barcley, Joyce M - ETA CTR 1:06:27

Yeah, they've abandoned their CSA.

So I mean, if it was my participant, I mean just going into well, I have to end the assignment.

Just bear with me a second to. Well, I think I can show you without actually going through that.

I just won't save it.

So you would have to do a termination letter and give them 30 days' notice.

You have to advise them that you're going to be terminating them in 30 days for the reason whatever reason you're going to terminate them.

It's not unsubsidized employment.

It's another reason for exit.

Then you would select your other reason. In this case I would say it's for cause.

Because you're exiting them because they did.

They're not meeting their requirements in the program.

Typically you have a participant manual that advises you know, advises participants of their rights and their responsibilities, and one of their responsibilities is to inform their supervisor or their case manager if they're unable to continue in the program, typically, but you know, just depends on what you have in your in your manual.

But the big thing here is you do have to give them the 30 day notice because it's not an employee, it's not.

It's not a voluntary exit, you're actually exiting them for cause and you would put in the date of your termination letter and when you do that, let's see, I'm just for, just for argument's sake. I'm going to stick into stick on that date, and then I'm going to put today's date at the exit date and you can see it's not going to let you exit them because you must have 30 days.

That's the assignment for this participant.

Oh, this one is telling you that you haven't closed the assignment, but I believe.

I'm not positive.

I believe the exit date has to be 30 days after the termination date, termination letter date or it's not going to let you enter the exit date.

So that's the process you would use.

You would send, you'd notify the participant that they're being exited.

Whether if you can get through to them or not, you send them the letter you're going to be telling them we're going to exit you in 30 days. As of this date in GPMS.

The reason is other because it's not unsubsidized employment.

The reason again however you choose to handle it, it's for cause in my estimation, that's an exit for cause because they're not.

They're out of compliance with the requirements of the program.

And when that termination date that's listed in your letter arrives, then you would just enter that and you can also, I would highly recommend putting some exit comments in.

Just explaining the process like we've tried reaching this person for the last three months and they're like, completely MIA just to have it on record in the system. And then of course, you would do your waiver of confidentiality and I doubt they will have signed the waiver of confidentiality so that you would just click that button and then you would submit.

To close and then that would be exited.

I hope that covers it.

Shouldn't that 30 day notice be mailed certified?

I haven't seen any requirement that it be mailed certified.

It'd be nice to do.

But it's not a requirement as far as I know.

Michi, you know the regs.

McNeace, Meche - ETA CTR 1:09:48

For what?

Barcley, Joyce M - ETA CTR 1:09:50

The question Samantha says, shouldn't that the 30-day notice be mailed certified?

McNeace, Meche - ETA CTR 1:09:55

There is not a specific requirement for how that's sent out this.

The requirement is that they do need to be given 30 days.

Barcley, Joyce M - ETA CTR 1:10:02

Yeah, yeah. And someone's saying try the emergency contact.

McNeace, Meche - ETA CTR 1:10:04

Yes.

Barcley, Joyce M - ETA CTR 1:10:07

That's an excellent. Yeah, excellent point.

McNeace, Meche - ETA CTR 1:10:09

Yeah.

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

But just for data for data entry purposes, this is what you would do.

McNeace, Meche - ETA CTR 1:10:15

OK.

Ernest Ekpoh 1:10:16

E.

McNeace, Meche - ETA CTR 1:10:17

Thank you.

Do we have any more questions?

Davis, Chanel T - ETA CTR 1:10:21

No, I believe that is it.

And we don't have any raised hands.

McNeace, Meche - ETA CTR 1:10:27

Oh yeah.

Davis, Chanel T - ETA CTR 1:10:28

No, never mind. Now we do.

Ernest Ekpoh 1:10:31

E.

Davis, Chanel T - ETA CTR 1:10:34

You can go ahead and unmute yourself.

McNeace, Meche - ETA CTR 1:10:47

Yeah.

Davis, Chanel T - ETA CTR 1:10:49

See who that was.

McNeace, Meche - ETA CTR 1:10:52

I think we have another raised hand.

Davis, Chanel T - ETA CTR 1:10:52

Is it?

Is it?

Yes, we do.

One second.

so I can see the name.

And is it that rod?

You can unmute yourself.

McNeace, Meche - ETA CTR 1:11:13

Stanberry I cannot unmute. If you cannot unmute, you can put your question in the chat.

Davis, Chanel T - ETA CTR 1:11:26

Let me take a look at the chat.

McNeace, Meche - ETA CTR 1:11:40

Because, we can't unmute them.

Nope, not in the chat.

Davis, Chanel T - ETA CTR 1:12:00

If it's a voluntary exit.

Can we leave the date blank?

McNeace, Meche - ETA CTR 1:12:06

Or termination letter date if that's the question, then yes. For voluntary you do not need to put a termination letter date.

He said yes, so yes.

Davis, Chanel T - ETA CTR 1:12:27

Other questions?

If you can't unmute, please drop it in the chat.

OK.

And in that case, participants can exit without a 30-day LWOP, leave without pay.

McNeace, Meche - ETA CTR 1:12:51

Yep. The only time you don't need to send a participant a 30-day termination letter date is if they exit for employment or if they voluntarily exit.

So they decided to exit.

Any other reason it will require a term a 30-day termination letter date.

Davis, Chanel T - ETA CTR 1:13:14

Ann asked.

What are the definitions for category of exit?

McNeace, Meche - ETA CTR 1:13:19

So those are drop downs.

So if we look at category of exit, Joyce can show the drop down.

So we have, there's two.

We have unsubsidized employment, and if we select other reason for exit then there's

an additional drop down that shows those different reasons.

Move from area for cause voluntary duration limit and exclusion at exit. So, for the one that said, due to death that would be an exclusion at exit.

If you click on exclusion at exit choice.

And there you go. The drop down you would click on decease.

And the rest of the exclusion of exits that can be used if you click on the drop down again, Joyce.

You can see institutionalized health medical deceased reserved forces called to active duty and eligible at recertification due to income.

Ernest Ekpoh 1:14:31

Hmm.

McNeace, Meche - ETA CTR 1:14:33

Hey.

You see anything else?

Davis, Chanel T - ETA CTR 1:14:42

Yes, from Jennifer.

You mentioned no 30-day letter is needed. If a participant volunteers to exit.

Does, this mean we can exit immediately?

McNeace, Meche - ETA CTR 1:14:53

If the, now remember the keyword is volunteer. I no longer want to participate in the SCSEP program, and my last day is today. Then you can do the immediate. But if they say my last day is going to be a week from today, you exit them for a week from today, because it's their choice and they're and they decided that they're going to leave.

Davis, Chanel T - ETA CTR 1:15:17

Also another part to that question is also does a volunteer exit count towards QPR report?

McNeace, Meche - ETA CTR 1:15:25

Yes, it is part. It is included in the denominator of all the exits, yes.

Davis, Chanel T - ETA CTR 1:15:36

That is it for questions. I don't see any other questions.

McNeace, Meche - ETA CTR 1:15:41

No other questions.

OK.

No, thank you.

So at this time it's 3:20 PM and if we don't have any other questions.

On behalf of our training team, I want to say thank you everyone.

Thank you for joining us. This has been fantastic.

We know that we, you know, kind of used our GPMS virtual office hour time to do these training, but we'll reconvene next month.

But thank you for all the questions.

Thank you for your participation and we'll look forward to seeing you all on the next training. I believe there is a meeting invite that went out will be is scheduled for May 14th and that's when we will start our case management series.

So we'll see you at 2:00 PM Eastern Time on May 14th.

Thank you.

Thank you everyone.

Mauro, Kevin M - ETA CTR stopped transcription