

PY24 SCSEP GPMS Training Module 1 Navigating GPMS

Burnett, Lauren S - ETA CTR 0:03

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

So I'll give you all a moment to do that.

Now let's review, this session will be posted to the Older Workers C.O.P.

We kindly ask that you keep your microphones muted throughout today's meeting to ensure seamless experience for us all. Should you have any questions, please type them in the chat and at the end of our session, we will acknowledge them in the order of which they are received.

Once again, thank you for joining our GPMS training and I will hand it back over to Michi.

McNeace, Meche - ETA CTR 0:44

Thank you, Lauren. I appreciate it.

So once again welcome everyone.

Welcome to the foundational training for navigating GPMS. This module is designed to provide you with the essential skills to move through the system, effectively, understand its layout, and access the tools and information you need.

So think of this as the road map through GPMS.

So next slide.

OK, so the main thing we want you to get out of today's training is how to use the GPMS system without any headaches. By the end of this session, you'll know how to get a good feel for how GPMS is organized so you can access specific types of data.

And know where to perform your administrative task.

Know exactly where to enter your program data, find reports and use other tools you can access.

And also learn how to navigate GPMS smoothly.

Which should make it easy and simpler for you and save time. These training sessions that we've designed is pretty much straightforward and focused on the parts of GPMS that matter most for your work.

Alright, so next up, we're going to talk about how new users are set up in GPMS.

Before anyone can access GPMS, they must have a GPMS account set up.

So let's quickly go through those steps.

Here's how a new user gets set up.

Can you guys see?

Barcley, Joyce M - ETA CTR 2:29

Yes, we can see it.

McNeace, Meche - ETA CTR 2:32

First, you need two things.

Login Gov account and a GPMS account.

So the process is that your grantee administrator will send in a request.

Right now, they'll do this by sending a request through Zendesk.

Just so you know, eventually this will be done right inside GPMS using a help request button.

SCSEP help then sends that request to the National Office for their approval.

Once approved, your GA will be notified.

After the GA gets the approval, the GA will have the new user create their login.gov account. It's super important to use the exact e-mail address that your GA used for the request and finally the SCSEP help team will set the new user up in GPMS once your account is ready. The SCSEP help will then let the grantee administrator know.

So that's how a new user account is created.

So for more detailed steps you can go directly to SCSEP-help.com. Now that we've covered that, we're ready to jump into GPMS and see how to move around in the system.

For our training, we will now move into the live system.

There might be a few moments of brief delay as we switch between different user accounts to show you various perspective, so please just bear with us during these quick transitions.

So as you can see we are now in the live system. When you log into GPMS the first page you always see is the cases page. And did we lose?

Did we lose the system?

Do you guys still see the system?

Gary Tanksley II 4:19

No.

McNeace, Meche - ETA CTR 4:21

Joyce.

Sowinska, Ewa [DOL] 4:23

No.

Barcley, Joyce M - ETA CTR 4:24

It's back up.

Sowinska, Ewa [DOL] 4:25

It's back.

Billie Slone 4:26

Now it's back up.

McNeace, Meche - ETA CTR 4:26

All right.

Thank you.

Burnett, Lauren S - ETA CTR 4:29

Michi, prior to you continuing in the chat, there were some individuals saying that they couldn't see.

So could we just make sure that everyone can see now?

Sowinska, Ewa [DOL] 4:41

Yes.

Burnett, Lauren S - ETA CTR 4:45

We're getting a lot of thumbs up, so I think we're good to go now.

Sowinska, Ewa [DOL] 4:48

Yeah.

McNeace, Meche - ETA CTR 4:50

Yay, OK.

So when you log into GPMS the first page you'll always see is the cases page.

It's also the first button on the row of navigation tab at the top of your screen.

The tab you're currently on will highlight in yellow, so you can see you will always know where you are in the system since cases is where everyone starts. Let's take a look at what you can do here.

As you can see, you can see all cases. To make sure you're viewing all the cases in the system we always tell you to click on reset. To do so, you would click on show filters and then go down and hit reset.

All right, grantee administrators can see all cases associated with their grant.

Sub grantee administrators can see all cases associated with their sub grant.

Case supervisors can see all cases associated with them and their assigned Case Managers then Case Managers can see all cases associated with them.

You can also search for participants.

You can find specific participants by typing in their first name or last name, or both.

You can also use the show filters option.

To search using other detail features or filters.

Excuse me.

Like case ID, participant ID by status, or even by multiple statuses. You can also use enrollment dates and exit dates and more.

And also here is where you would add a new case by clicking on the add new case button.

Which we won't be doing today.

So depending on your user role, you can perform certain administrative tasks on one or more selected participants using the select an action drop down menu. However, you do need to select at least one participant first before this drop down becomes active.

Since we're currently logged in as a grant administrator, you can see the following actions in the drop down.

Which are recertified, move, reassign, transfer and withdraw.

Only the grant administrator have the ability to move and transfer cases.

Grant administrators and sub grantee administrators and Case Supervisors can reassign a case from one Case Manager to another.

And the all user roles can certify and withdraw cases.

And then we'll explain these more in specific details and how these actions work in later training modules.

So now let's learn how to use some additional filters on this page.

As you know, filters help you find the cases you're looking for in the grid.

There are search tools that let you narrow down your result based on specific details.

For example, you can filter by case status even by the subgrantee, or whom the case is assigned to, or even by enrollment in our exit date ranges. You can even combine those filters to get very specific results.

Now, if you often search for the same type of cases.

Let's say in this case locked record.

You can save those searches as a saved filter.

This saves you time because you won't have to set up the same search every time.

So we're going to show you how it works.

So from the cases page you would go to the show filter section which were already there. So you would go to the show filter section.

And under the participant name you will see 2 blue boxes.

One says show save filters and the other is add a new filter.

Now let's go through the steps to create and save a new filter for this demonstration purposes, we're going to use locked cases.

First, make sure you cleared any existing filters by clicking the reset button.

OK.

Now go to the status and let's select locked.

Now that you selected lock, now click on the add as new filter button.

A box will pop up asking you to name your filter.

Type A name for your filter, like locked cases.

And then click on save new filter.

Now you'll see the name of your active filtered lock cases above the blue boxes.

Now how to use a save filters?

Now how to use it?

Is that you would click on save shelf save filters.

You'll see a list if you have multiple save filters, you'll see a list of your save filters.

Now click on the name you want to use, in this case lock cases.

Click the search button below.

And then the grid below will now show all the cases that matches your save filter.

In this case, you'll see all of the locked records.

How cool is that?

You can also make your save filters even more specific. For example, you can find locked cases that also belong to a specific subgrantee.

Or assigned to a specific Case Manager. To do so, you can edit your existing save filter to add it so that you can add.

Sorry, so you would be able to edit. So what you would need to do is go and click on the edit active filter.

Make the changes you want.

For example, for this demonstration you want to add a specific sub grantee.

First, OK you selected your sub grantee, then you'll be able to add an assigned Case Manager .

Let's add that.

Once you've added the extra criteria then you would click on save changes.

And now your lock cases filter will have the additional requirements that you wanted.

Let's talk about if you no longer need or want the saved filters that you created, you can easily delete it. And to do so, you would go back and hit, click on edit active filter.

And then click remove filter button.

Confirm by clicking yes.

And the save filter will be deleted.

So you know using saving filters is a great way to save time instead of setting up the same searches over and over again, you can simply use your save filter to quickly find that information you need.

So now that we've covered filters, we're going to move on to the Admin Console.

And you can click on the Admin Console button at the top navigation button.

Thank you.

GPMS has three different Admin Console, each designed for specific user roles.

We have the grantee administrator.

They have the most access and can manage things at the highest level.

Then we have the sub grantee administrator.

They manage things specifically for their sub grantee and then there is a Case Supervisor and Case Manager .

They share a combined console which is the most limited access.

But they focus on their direct responsibility, which is the day-to-day Case Manager .

So let's look at the number of tool buttons each role has and what are some of the key functions of those administrative Admin Consoles.

So I believe we're logged in as a case.

I mean as a grantee administrator, correct?

A grantee administrator console has 17 buttons total.

And of those 17 buttons, six are unique to the grant administrator.

Their Admin Console includes all the tools and access that other users have.

So the key functions include. As you can see, manage grant which connects the grantees to their main grant.

GA only can access this. Then you have manage users add or remove users and set the role within the grant.

Manage authorized position which allocates authorized position by subgrantees and counties.

Grantees can perform this action, however, the sub GA also has this button, but they can only view the data in their own subgrant.

Then of course, there's the participant search.

Participant wait list.

Participant waiver factor, manage organizations and contacts.

Manage paid hours.

And there's durational limit extension utility. This is one of those six unique buttons that only are used by the GA.

Then we have extracts.

Generate WIPS QPR, which is also only available and used by the GA and then generate internal QPR reports.

Generate WIPS QPR addendum.

Another action that only the GA can use.

McNeace, Meche - ETA CTR 15:01

All right.

Thank you.

And then managed eligibility task assignment.

And then there's view frozen QPR reports nationwide QPR report.

And lastly, #17 is view transfer and move history and this is only for the GA as well.

Next, we're going to go to move over to the sub grantee admin Console.

The sub grantee administrator console only has 15 buttons.

This Console has most of the same tools as the GA, with the exception of the durational limit utility and the view transfer and move history.

So it is pretty similar to the GA Admin Console, but does not contain also the durational limit extension button.

And lastly, I mentioned and the transfer button, so the GA the subgrant cannot access this.

In addition, let me back up the sub GA even though they have the manage grant button that is not accessible for the sub GA they can.

And then there is the manage authorized position they can only view.

What is what the authorized position associated with their sub grant?

And as we mentioned earlier, they cannot generate a WIPS QPR.

Or generate a WIPS QPR addendum, even though the buttons are there.

But we are going to.

We will be covering more about the grantee, administrator and sub grantee, administrator, Admin console in a later module.

So next let's go to the Case Supervisor and Case Manager Admin Console.

So the Case Supervisor and Case Manager console has nine buttons.

The console has the fewest tools, but they focus on the day-to-day management of cases so the Admin Console for the supervisor and Case Manager are basically the participants search, the wait list, the waiver factors, manage organization, and contacts manage paid hours.

The extract reports, generate internal QPR, view frozen QPR, and nationwide QPR.

In short, each Admin Console provides the tools necessary for its specific user roles to manage the SCSEP systems or the manage the GPMS effectively.

So the grant administrator has the broadest overview and control, while the other roles have more focused responsibility within the system.

So again detailed function for the Administrative Console will be provided.

In later modules we have them separated in the grant, administrator and sub grantee administrator module and then we have the Case Supervisor and Case Manager modules. So those will be covered later.

Now let's navigate to the next tab, which is my task.

My task list all your action items.

So the my task section shows you a list of things the system needs you to do.

These tasks are automatically created and assigned to specific user.

You cannot clear a task until you have actually completed the required action.

Task are organized by their status to help you prioritize. So, you have going across all tasks which shows every task assigned to you.

Then it has the past due tasks that should have been completed already, then do soon tasks that needs to be done within the next couple of days, next two days, then upcoming tasks that are due within the next seven days and then escalate it.

Tasks that weren't completed on time and have been sent to either escalated to a Case Supervisor . If that doesn't get completed at that level, then it's escalated to the sub grantee administrator. If it doesn't get completed at that level, then that gets escalated to the grantee administrator. It is important for you to know that grantee administrators and sub grantee administrators do not see every single task for their grant or sub grant. They only see tasks that have become overdue and has escalated to their level, so once they have escalated to their level, then that's when the grantee administrator and sub grantee administrator will see the task.

So let's move to filtering your task.

Just like the cases page, you can use filters in my task to sort and find specific tasks.

Click on show filters.

And this will show you options like you can filter by participant ID, case ID, task type due dates and whether task is escalated after choosing your filters, click search and you'll see the matching task.

There you go.

And to reset you would clear all the filters.

So let's talk about notifications on the right side of your screen. In the yellow box, you'll see notifications.

These are like reminders about new or pending activities that involves you, such as when a case is assigned to you or when an eligibility status is approved.

Unlike task, you can dismiss notifications once you've read them.

So then in order to do so, you would just click on the X and it will dismiss that notification.

So for easier viewing and selecting cases related to the notification, you can click the expand button in the top right corner of the notification box to make it bigger.

So we'll go into more detail about my task and notification and upcoming training sections and you're going to find a common theme when I continuously say that since we're just going through the navigation part during this session.

So the next we're going to navigate to is reports.

So we're here at reports.

There are two main types of reports you can access.

Or two main categories of report that you can access. We have the user organizations and then equitable distribution.

All user roles can access these report categories and so let's start with the user organization reports.

Click on that.

You would select your grantee type in your grantee.

If you are a grant administrator, you do not have to select A sub grantee.

So we're going to go ahead and click search.

So the user organization reports are divided into two sections.

We have participants which under participants these reports provide information about the individuals in the program.

There are three types of reports we have the participant current and exit detail report.

These reports let you use different filters to see details about participants who are currently active or have exited the program.

The next is the waiver of durational limit report. This report shows information about participants reaching their durational limit, and it gives you a record of those that are reaching their durational limit from one year to 30 days out to include also by quarters.

Then there is the participant hours report. You can use filters in this report to see training hours entered for participant by year, by quarter, by name, year to date, or even find participants who haven't had any hours recorded.

And so the next type is actions.

These reports focus on required activities for the participants and there are four types of reports.

We have the participant action report.

This report shows the status of important actions for each participant

I mean their IEP recertification.

The need to offer of a physical exam and safety consultation and as you know.

We hope you all know these are also known as PRAs which are participant required actions.

And the next report is most in need.

Factor this report lists participants required waiver factor information.

And then the follow up report.

These reports show the progress of employment follow up activity.

And then assignment by host agency report.

This report displays information about host agencies and details about the participants who are assigned to those host agencies.

And again, we will be taking a closer look as to what each of these reports look like and how to use them in our later module called reports.

So we're going to move over to the equitable distribution tab.

Equitable distribution, or as if everybody here uses E.D. Our E.D. reports give you information about the authorized position and modified position. There are three main parts to the E.D. page.

You have your home page.

This gives you a general overview of the E.D. information. Then you have your reports page. This is where you view your authorized modified and you can see this information broken down either by state or by grantee.

And then we have the definitions which this section explains the meaning of the terms used in the equitable distribution report, so that you can understand the data better.

So let's for today click on report.

The E.D. report shows you data about your authorized position and modified positions that are allocated to each county served by each grantee.

You can view this information by either authorized position or modified position by state or authorized position or modified position by grantee.

The one by state you'll see the number of authorized and modified position within each state for all grantees.

So if you click on the authorized position, you'll just see authorized position. If you click on the modified position, you'll see the modified position.

And so the one that if you click on either one by grantee, you'll see the number of authorized and or modified position by the specific grantee.

These reports also show you the number of participants enrolled in each quarter. The different variances between the number of positions and the actual number of participants enrolled.

So just like the other reports we discussed, we will go into more detail about the equitable distribution report.

You'll see the difference between the modified by state and grantee versus authorized by state and grantee. In our reports training module.

So, let's now move over to the next navigation tab, which is grantee.

This tab is only accessible to the grantee administrator.

So when a grantee administrator clicks on this tab, they will see two buttons which you

see which is the grantee button. This allows them to view and manage information related to their grant and then the sub grantee button.

This allows them to view and manage the sub grantee associated with their grant.

Essentially, the grantee tab gives grantee administrator a central place to see and manage both their main grant and their connective sub grantees.

So let's take a little closer look at the grantee tab.

In this grantee section, grantee administrators can see a few key things when logged in as a grant administrator, you'll see your grantee ID and name and the active status.

If you click on the grantee name.

The grantee summary appears.

This gives them an overview of their grant and they can see such things as the grantee administrator information which are so those grantee administrators are associated with their grants.

So keep in mind that a grantee can have up to three grantee administrators.

So in addition, they can also view their IDL policy, both active and expired policies.

All right.

Thank you.

So if we go back up.

And we click on the sub grantee.

And there you can see where the grantee administrator can see all the sub grantees that are associated with their grants.

Alright, now if we go back up and click on related actions.

This section provides quick access to manage grant.

This allows them to manage the connection between their sub grantees and their grant, and then of course manage authorized position.

This allows them to oversee the authorized positions that are associated to their sub grantee.

These are also action buttons that can be done from the Admin Console.

So what you'll learn is that there are different points within the system.

That you can actually do both the same thing but in different section.

Not everything can be has to be done in the Admin Console. Some of it could be done here. As you can see like manage Grant and manage authorized positions.

OK.

Now let's go back to the grantee tab.

And then click on the sub grantee button.

The GA will be able to see all sub grantees associated with their grant here. So, when you select A specific sub grantee, the sub grantee summary information appears.

This provides an overview of that particular sub grantee. It'll show also the sub grantee

administrators listed on the list, the individuals who have the sub grantee administrator roles.

There are no limits to how many sub grantees a sub grantee can have.

And then if we go up and click on related actions.

This tab will show any task or actions that the grantee administrator needs to take regarding the specific sub grantee.

We don't have any actions here, but again, you know we will cover things more in detail in the future training modules for GA's and Sub GA's.

So now let's go ahead and move on to the next navigation button which is the help request.

The help request feature is an easier way to get technical support instead of going through Zendesk, you'll be able to submit your support ticket directly through GPMS.

But please note there's a caveat here.

Please note that this feature is currently being tested by a selected group of grantees. If you haven't been notified that you're part of that testing group, please continue to use Zendesk for submitting your help request for now.

Everyone will be notified when the help request feature is available to all users.

So this feature is designed to be simple and straightforward to navigate.

So let's go through the process on submitting a help request.

So that we can just kinda give you a sneak preview.

So if you click on the help request and then to submit a new.

Ticket you would click on.

Help request button right.

Thank you.

Now it'll take you to the request page.

This is where you would enter all your information that you need.

McNeace, Meche - ETA CTR 32:26

As you can see, you can also add additional e-mail addresses.

Sowinska, Ewa [DOL] 32:27

Feeling that stuff.

McNeace, Meche - ETA CTR 32:32

If you wanna keep others in the loop on this ticket.

And once you've entered all the necessary, all the necessary information, you would just click on send.

Can you put in some?

There we go.

And as you see, when she puts in all of the data, you can hit send the send button appears.

And once you click send your help desk request will be submitted.

Then you can go back to the main help request section.

Right there.

And you'll see your newly submitted ticket listed, and if you click on the request ID.

You will be able to track the progress of your ticket. How cool is that?

There are also other functionalities within this help request module. Those detailed instructions will be provided once the help request is made available for all. We just wanted to kind of give you a sneak preview on how that will work, look and work for you.

So, as I said earlier, unless you're one of the test grantees, please continue to use the Zendesk until further notice. So, as we conclude the navigation module, there is one last feature located on the navigation tab and that is the user profile tab.

So to access your user profile, look for the icon that usually displays your initial and click on it on the top right.

Once you click on it, a menu will appear with three options which is 1 profile.

Here you can change your personal information and even upload a picture to use as your profile icon.

Then there's settings. In this section you can adjust general settings like your time zone how you would like to receive emails, or even mobile notifications for task and also change your accessibility preference. Of course, this is where you would also you can sign out.

Click on to log off the system.

So we have moved relatively fast. We anticipated, even though we scheduled 90 minutes, we had anticipated probably using about one hour for this session.

So now this brings us to the end of the first part of our GPMS training.

So now that we've gone through all the main navigations tabs to help you get started using the system. As we mentioned earlier.

And we'll do, you know, deeper dives into each of those sections in upcoming training modules which we know will take more 90 minutes and maybe in some cases a little longer, but we're getting ready to go ahead and open this up for any questions that you may have. If you have any questions, we ask that you put them into the chat so that we can capture all the questions.

So at this point in time, do we have any questions that we can answer?

Wilkins, Patricia A - ETA CTR 36:00

We do.

We do great session Michi, and we do have a couple of questions in the chat. The first one is from Sue Gunder.

She wants to know how long does it take to get a new user into GPMS?

McNeace, Meche - ETA CTR 36:14

That's a good question.

It just, it basically depends.

I mean, it shouldn't take long. We've seen where they... I can't give you a timeline.

I know that the process, as we noted earlier, that once the grantee administrator submits that through the Zendesk, they do need to send that to the National Office for approval and once that approval is received then they will let the grantee administrator know.

So it could vary.

The timing could vary.

So I don't want to say, oh, it's going to take a day or two or a week or a month or a year.

Oh my God. But.

Wilkins, Patricia A - ETA CTR 36:54

And I did put the link.

McNeace, Meche - ETA CTR 36:54

Unfortunately.

Wilkins, Patricia A - ETA CTR 36:56

Oops, I'm sorry. I did put the link in the chat that you referenced about new users that whole process for Sue to read through that.

McNeace, Meche - ETA CTR 37:05

Thank you.

Wilkins, Patricia A - ETA CTR 37:08

Alright. Our next question is from Alicia Clark.

She says she can create a filter, but she's getting an error message when she tries to use any of them.

She has three saved, created and saved.

So I don't know if we can pop back to that process and just make sure she's not missing anything.

McNeace, Meche - ETA CTR 37:30

Maybe Joyce can pop up her screen.

Seems like she's got them because she says she has three saved.

Wilkins, Patricia A - ETA CTR 37:40

Right.

McNeace, Meche - ETA CTR 37:47

So yeah, so to create a new filter you would or to show your save filters of course.

Wilkins, Patricia A - ETA CTR 37:47

So you see.

McNeace, Meche - ETA CTR 37:57

So creating a new filter here.

Joyce has selected her status.

She's going to add additional filters.

And then she clicks add a new filter.

Above the blue box, it shows that your active filter is now locked for a AFECM Joyce.

And then if you click show filters, it shows that there.

Is that what you're seeing?

OK. Yes.

Alright.

Wilkins, Patricia A - ETA CTR 39:02

Our next question well actually is a comment from Cindy.

She just says I love that help section. It is pretty cool.

McNeace, Meche - ETA CTR 39:12

It's pretty cool.

Yay to the SCSEP help folks.

Wilkins, Patricia A - ETA CTR 39:18

Our next question is from Bridgette Miller.

She wants to know can sub grantee admins use the help request tab?

McNeace, Meche - ETA CTR 39:28

Well, everybody.

All users can use it.

Wilkins, Patricia A - ETA CTR 39:33

Great. Thank you.

Next is from Chanel Clayton. You all have said that you may be distributing updated forms as tools.

Do you have an ETA on those?

McNeace, Meche - ETA CTR 39:46

At this time it is.

Those forms did go through an extensive approval process through the Department of Labor, so once that has been completed, then we will be told when those forms will be available at this point in time, I don't have an answer to that.

Wilkins, Patricia A - ETA CTR 40:07

OK.

Thanks, Michi.

And the next one, it's more of a question comment from Annette Peale.

And it just says posting quarterly reports.

And I'm not quite sure. Annette were you asking a question about how to post them?

When to post them if you want to update your question that would be great.

Peele, Annette (ELD) 40:32

Yes, it was.

Wilkins, Patricia A - ETA CTR 40:32

Is.

Peele, Annette (ELD) 40:33

It was the tab looking for the tab to post them and posting them.

McNeace, Meche - ETA CTR 40:42

So if we go to the. Are we talking

I believe it's about the Admin Console.

We're talking about QPR.

Peele, Annette (ELD) 40:52

Yes, yes.

McNeace, Meche - ETA CTR 40:53

All right. So if Joyce can pop up an Admin Console, because the QPR generate QPRs for everybody.

So you can generate an internal QPR.

And you can view frozen QPRs.

24.

And you would fill out the information here.

You can generate a QPR just for your entire grant, or you can generate QPRs based on each by your sub grantees as well.

And then you would export except for.

We won't do that now because what happens is once you hit export, go ahead and click that Joyce.

We would have to confirm.

And then actions completed and then you wait on an e-mail from the system that your QPR is ready and then you'll be able to access your QPR then.

I hope that helps.

Peele, Annette (ELD) 42:07

Thank you.

Wilkins, Patricia A - ETA CTR 42:08

OK.

Thank you, Annette.

Our next question is from Patricia Van-Lenzuella.

She says she's new to GPMS. In what case would we use lock cases?

McNeace, Meche - ETA CTR 42:22

OK.

So what the example we showed for status block cases comes from the fact that if a participant has exceeded their durational limit date by 7 days or more.

Then that case becomes locked in the system.

So in order to fix that.

You would have to submit a ticket to the SCSEP help to have that record unlocked and

then go in there and ensure that that participant is exited.
So that's what a locked case or locked record is.

Wilkins, Patricia A - ETA CTR 43:06

OK, awesome. Our next question is from David, and he wants to know do we have a time frame for when the detailed training will be held.

McNeace, Meche - ETA CTR 43:15

Yes, we have sent out the next four.

It will let me see the next rounds of four training.

So we do have. I'm gonna pull up my calendar.

The next training is scheduled for May 6th and that is specifically for grantee administrators and subgrantee administrators, Admin Console. So, we encourage grantee administrators and subgrantee administrators to attend that session on May 6th. Then on May 7th we have the Case Supervisor and Case Manager 's Admin Console. We will go through that in its entirety. So, we encourage all supervisors and Case Managers to attend that,

Then the next round of training is scheduled for... We've got a lot going on in May. May 14th. So instead of us doing an actual GPMS vLive, we're going to have training and that will kick off the first case management series, so we will focus on intakes through assignment. Then on May 15th we'll have the next case management series, which will focus on PRAs case level links and related actions.

And then we will have subsequent training and we haven't sent those meeting invites yet because I wanted to give it a moment.

So setting them all at the same time is just kind of flooding your e-mail boxes or being forwarded.

So we will be sending the final round.

Training which we anticipate would be either May 22nd to do the third round of the case management, which includes exits and follow ups and then on May 27th the GPMS training reports.

So that was a lot, huh?

Wilkins, Patricia A - ETA CTR 45:08

Oh.

That was a lot.

Good information though. Next is by Alicia Clark.

Just wanted to confirm that yes, we did answer her question.

Glad we're able to do that, Alicia.

Our next question is from Amanda, and she's asking under the participant actions report, all of our IEP statuses and most of the recertification statuses are showing as pending.

Would this be due to all of our participants being transferred?

McNeace, Meche - ETA CTR 45:42

That could be that could be.

I know that.

We OK, great.

Barcley, Joyce M - ETA CTR 45:53

I can answer that.

Hi, it's Joyce.

Let me get on camera.

So yes, we actually asked Zendesk about that ticket because it is a little interesting where everything is pending, and they said the response was that it will always show as pending. So, it doesn't matter if you have completed that action, it's still going to show as pending.

So right now they're aware of that and they're going to be working on it.

McNeace, Meche - ETA CTR 46:22

Thank you, Joyce.

Barcley, Joyce M - ETA CTR 46:23

You're welcome.

Wilkins, Patricia A - ETA CTR 46:25

Thank you.

Thank you.

So our next question is from Marie Flores.

She's just asking lock reports.

Are these for exited participants and you did answer that previously. It's for those that have passed their durational limit date.

McNeace, Meche - ETA CTR 46:42

And had not been exited, yes.

Wilkins, Patricia A - ETA CTR 46:48

Alicia Clark. You put something in the chat, but I'm not really able to recognize what it is.

So we're gonna. We're gonna.

McNeace, Meche - ETA CTR 47:00

I think it was a screenshot of her error message she was getting.

Wilkins, Patricia A - ETA CTR 47:06

OK, I can see now. Thank you.

So in this case I would suggest that she open a Zendesk ticket for that since it's asking her to contact her administrator regarding the error that she's getting.

OK.

Our next question is for Evelyn Dubois.

We can see the save filters when we try to go to use them.

It's giving us an error message, so this is also a user who's getting an error message on the filters.

McNeace, Meche - ETA CTR 47:38

OK.

Yet again, as Pat mentioned, just submit a Zendesk ticket.

Wilkins, Patricia A - ETA CTR 47:48

Our next question is from Lillian, will the participant hours report show previous quarters, if you select a latter quarter or must you run each separately year to date in current quarter toggle button currently not working?

McNeace, Meche - ETA CTR 48:06

Since we have time Joyce, can you pop that up?

To help participant hours report.

It says if you select a later quarter, so going into the year.

Or you must run each quarter separately.

Report shows previous quarters. If you select a later quarter or must you run each quarter separately?

So if you go, you can do a year to date. As you see there, which will show everything.

Or you can run it by current quarter, right, Joyce underneath by current quarter.

In this case, we are in quarter four or you can remove that to current quarter.

And then you can go to the quarter drop down.

And select previous quarters too.

I hope that answers the question.

Thank you, Joyce.

Wilkins, Patricia A - ETA CTR 49:46

Thank you.

Our final question in the chat is from Enoch and it's really not a question.

Thank you, Enoch.

He put the training calendar information in the chat.

McNeace, Meche - ETA CTR 50:01

Y'all didn't know Enoch works with us, too.

Wilkins, Patricia A - ETA CTR 50:07

Is our extra special trainer here.

So there are no more questions that I see in the chat. Just to thank you from Evelyn.

No more questions.

McNeace, Meche - ETA CTR 50:18

Have one hand up.

Wilkins, Patricia A - ETA CTR 50:24

And that one hand is from Nancy.

Nancy, do you want to unmute yourself and ask your question?

Nancy Griffith, do you still have a question?

Nancy Griffith 50:42

No, I it was answered.

Thank you very much though.

Wilkins, Patricia A - ETA CTR 50:46

Oh, you're welcome. No, no worries.

So now just comments.

McNeace, Meche - ETA CTR 50:50

OK.

Wilkins, Patricia A - ETA CTR 50:51

No more questions, Michi.

McNeace, Meche - ETA CTR 50:53

Oh well, thank you.

So we did take an hour.

So this way, we give everybody at least 30 minutes back, you know from their day and we want to appreciate all of you for joining.

This, of course, is a refresher, especially the navigation part. And as mentioned earlier, we will be going into more deeper dive in the other upcoming modules.

So this was just to kind of help you, you know, just kind of get a refresher and understanding on how to navigate GPMS?

Us going forward.

So with that being said, I wanna thank you guys on behalf of, oh, we do, OK.

Wilkins, Patricia A - ETA CTR 51:28

One second, Michi, one second.

I'm sorry we had a question pop up.

It's from Amanda. She's saying under the participant.

I'm sorry, under the participant actions, she was asking that before about the reports, she said that report always lists pending, but the actual due date also appears on the report.

I think that was more of a comment than a question.

McNeace, Meche - ETA CTR 51:53

OK.

OK. And I want to say, yeah, I want to say, but unfortunately, we will not be conducting GPMS virtual office hours this month in the month of May due to the training. But going forward in any of our other trainings, even though I know the timeline.

Wilkins, Patricia A - ETA CTR 51:56

OK.

Thanks, Amanda.

McNeace, Meche - ETA CTR 52:14

Gonna be kind of short.

We're gonna have 90 minutes.

Any questions that we cannot answer during the training, please jot those down.

You can send them to SCSEPtechnicalassistance@dol.gov directly.

Or if you know if you have the ability to wait, we will reconvene our GPMS virtual office

hours once we've concluded with all the trainings in May.

So they will be.

I think in June should be the next one is June 11th, but in the meanwhile, please send those questions to SCSEPtechnicalassistance@dol.gov, if it's something that we can't answer, we will, you know, send them over to the appropriate individuals who can.

So I want to say thank you all for joining us today.

We appreciate you and we look forward to seeing you in the upcoming training.

And until then, have a great rest of your day.

And thank you.

So, Kevin, can you stop the recording?

Ernest Ekpoh 53:22

You.

● **Mauro, Kevin M - ETA CTR** stopped transcription