

GPMS vLive Office Hours 3.25.2026- Transcript

McNeace, Meche - ETA CTR 0:14

Thanks, Kevin. Welcome everybody! And happy spring! I hope it's spring for all of you that have joined us today. It's a little cold for us, but I guess spring is coming. My grass appears to be getting greener. Appears, I'm not saying it is.

Nancy Shepherd 0:18

Hello.

McNeace, Meche - ETA CTR 0:33

It just appears to be getting greener, but then that causes, I guess what do you call weeds?

McNeace, Meche - ETA CTR 0:41

And those Daggone clovers. Joyce has heard me complain all last year about these clovers that have been popping up in our neighborhood and has taken over our lawn.

McNeace, Meche - ETA CTR 0:53

Cheryl's saying North Dakota is having false spring, huh?

Well, I think we're kind of having false spring here too. It gets warm, it gets cold, it gets cold, it gets warm, it gets cold and cold and cold. But nevertheless, we're going to keep it hot up in here in today's virtual office hours. So again, welcome everybody.

I'm sorry, Jeff, we got some Kleenex for you. He's saying it's making him sneeze all the Daggone cherry blossoms. I know for those that have allergies, I'm so sorry.

So today we don't have much of an agenda, but we do have where we're going to kind of kick off our virtual office hours today with that what we've been doing this last couple of times. That, did you know? Do you want to know? Or you know things of that nature so... With that being said, I'm going to stop talking and I'm going to go ahead and hand it over to Chanel and Joyce. They're going to kick us off today.

Davis, Chanel T - ETA CTR 2:04

Happy Wednesday, everyone. So just like Michi saying, we're gonna kick it off with some GPMS tips with what we call "Did you know?" So, one second, I'm gonna share my screen. Can you all see my screen?

Barcley, Joyce M - ETA CTR 2:18

Yes.

Davis, Chanel T - ETA CTR 2:19

Alrighty, so our first one. So, when in GPMS you often find yourself applying the same filters. For example, you may want to see which participants are currently on break. Did you all know that in GPMS you can save your filters and this can save you time and it helps you avoid entering those same filter options over and over. So, we're going to show you how to save those filters.

So we're going to jump in GPMS.

Alright. Joyce, can you make that full screen?

Barcley, Joyce M - ETA CTR 3:03

It's as good as it gets, Chanel.

Davis, Chanel T - ETA CTR 3:06

Okay, thank you. Okay, so first you wanna go to cases, go to the top. There we go. I can zoom on my side, Joyce. Alright, then you want to go to show filters.

You want to be sure to reset, so go down and hit reset, clear those filters. Then this is when you want to select the filters you want to save. So go to your filter options and select those. Then you want to go to add as new filter right there to the right.

Barcley, Joyce M - ETA CTR 3:52

Mm.

Davis, Chanel T - ETA CTR 4:00

Then it'll prompt you to name the filter. So, it's important that when you create a name, you want to name it so that it identifies what filters you're saving.

Alright, so we have that name in there and then to the right you want to click save new filter. Then if you go to show save filters. You will see right there where you named it, where you can go back and see that filter you just saved, and it's really easy and makes it easy for you to quickly go and get that list that you're looking for.

Any questions on that process?

Suzanne Reinstein 4:38

I do. This is Susie from Milwaukee. Can you create more than one save filter like report?

Davis, Chanel T - ETA CTR 4:47

Yeah, yes, you can.

Suzanne Reinstein 4:48

Okay.

Barcley, Joyce M - ETA CTR 4:51

Here let me just show you we're going to look for maybe just pending, no active. So, I just want to see everybody that's pending, and I can now add this as a new filter. And save it. And now you'll see there's two of them.

Suzanne Reinstein 5:13

Thanks.

Davis, Chanel T - ETA CTR 5:15

Thanks so much, Joyce. Any other questions?

Alright, on to tip 2. So, let's say you're looking for a list of participants whose IEP dates are approaching soon, or maybe those who may be overdue.

Did you know that the actions report provides this information, so we're going to go ahead and show you how to access the participant actions report. So, you wanna go to reports at the top. Select your grantee and subgrantee, click search. Under the actions category you wanna go to participant actions report.

Give it a second and then under show results you'll see IEP.

You wanna click that box. And then you wanna go over to the right and click search. And here's your report. As you can see, you see your participants, the due date and also at the top you see you can see number of actions past due, IEPs past due as well. And you have the option to export in that blue button there. Any questions on this report and finding those participants who have an upcoming IEP?

Barcley, Joyce M - ETA CTR 7:05

We do have a question in the chat. Going back to the filters, asking if they can be deleted. And yes they can! Just give me a sec. I'm just going to flip over there and all you have to do is be in a filter.

Davis, Chanel T - ETA CTR 7:15

Go here.

Barcley, Joyce M - ETA CTR 7:19

So I clicked on that filter.

You go in to edit your active filter, and you can remove it.
You sure you want to remove it?

Davis, Chanel T - ETA CTR 7:27

That's a good question.

Barcley, Joyce M - ETA CTR 7:28

Yep. Now you see there's only one filter, so it was removed. Good question. Yep.

Davis, Chanel T - ETA CTR 7:38

Any questions on-- we can stay there, or we can answer any questions regarding the report to show you those IEP dates.

Barcley, Joyce M - ETA CTR 7:47

I don't see anything in the chat.

Suzanne Reinstein 7:47

Can you uh?

No, this is Susie again.

Can you go back and show where you started with that report again?

Davis, Chanel T - ETA CTR 7:57

So you want to go to reports at the top.

Suzanne Reinstein 7:59

Yep.

Davis, Chanel T - ETA CTR 8:03

Then you wanna put in your grantee and sub grantee.

Suzanne Reinstein 8:05

Mm-hmm.

Davis, Chanel T - ETA CTR 8:08

Search. Under actions participant, action report.

Suzanne Reinstein 8:14

Okay.

That's what I missed. Thanks.

Davis, Chanel T - ETA CTR 8:16

And then you wanna click IEP.

Barcley, Joyce M - ETA CTR 8:20

Or any of the other ones.

Suzanne Reinstein 8:20

Can you do more than what you can do? All the other ones too? Oh.

Davis, Chanel T - ETA CTR 8:23

Right. Yep. You can. Mm-hmm.

Barcley, Joyce M - ETA CTR 8:23

You.

Davis, Chanel T - ETA CTR 8:28

Quick search. You see now at the top in the summary you get some more listings.

Suzanne Reinstein 8:36

Safety consultation, is that required?

I don't remember that one.

Barcley, Joyce M - ETA CTR 8:41

Yes, it is. It's an annual requirement. You go down here cause. They can't all fit on one page. You can just scroll over and see more information and all that information will be available if you just export.

Suzanne Reinstein 8:53

Mm-hmm.

So if someone's on a break and they just did like the recertification, say paperwork recently. Do you take them off break and then you do the recertification or how does that work?

Barcley, Joyce M - ETA CTR 9:17

Usually if somebody's on break, you're not going to be recertifying them until they're

back. But if you did happen to do a recertification, I'm not sure you can do it while they're on break. Enter it.

Suzanne Reinstein 9:24

Okay.

Barcley, Joyce M - ETA CTR 9:30

But I guess as a workaround you could take them off, break, enter the information if it doesn't let you do it otherwise, and then open break back up, yeah.

Davis, Chanel T - ETA CTR 9:37

Put it back on.

Suzanne Reinstein 9:40

So, Okay, so we should take him off, break, do the recertification and then move forward.

Barcley, Joyce M - ETA CTR 9:46

But only if the system doesn't let you put in a recert while they're on break.

Suzanne Reinstein 9:50

Okay.

Barcley, Joyce M - ETA CTR 9:50

I'm not sure how that works.

Suzanne Reinstein 9:52

Okay.

Barcley, Joyce M - ETA CTR 9:53

Michi, are you?

Do you have any info on that?

I'm not sure.

McNeace, Meche - ETA CTR 9:57

Yeah, I agree. I don't.

I don't think you can recertify when they're on break so.

But again, if it doesn't allow you to, then you would take them off where they can and then do the recertification, yeah.

Barcley, Joyce M - ETA CTR 10:05

That it starts their clock, yeah.

Suzanne Reinstein 10:08

Okay.

We'll try it.

McNeace, Meche - ETA CTR 10:13

But that was a good question. I'm like.

Barcley, Joyce M - ETA CTR 10:15

Yeah, they know. What makes you scratch your head.

Davis, Chanel T - ETA CTR 10:18

Mm-hmm.

Suzanne Reinstein 10:19

Thank you.

I don't know if you can help, but the Safety consultation? Can you just let me know what that is? Or maybe I do know, but I don't? I'm not putting it together.

McNeace, Meche - ETA CTR 10:35

Oh, that's Okay.

So as Joyce mentioned a few seconds ago, is that the safety consultation at the host agency is required twice. Basically, two times, once the first time is when you place a participant at their assignment, you gotta ensure that where the host agency that you're placing them, you know that the conditions are safe and healthy work environment or training environment. Then the second time is that it is required...

Suzanne Reinstein 10:51

Okay.

Oh.

McNeace, Meche - ETA CTR 11:04

...for all grantees to perform a safe and healthy check, not a consultation, but a check

for all their host agencies, at least annually. It has to be done annually.
So a lot of grantees incorporate this into their annual monitoring.
Of course they require the sub recipients to do an annual safe and healthy check on their host agencies as well, so you have to make sure that it's documented and also filed.

Suzanne Reinstein 11:37

So is it for the host agencies and the participants separately? Or is it just the host agencies that we're making sure it's a safe host site?

McNeace, Meche - ETA CTR 11:45

It's technically, the host agency, what you just said, making sure that it's safety training condition for the participants.

Suzanne Reinstein 11:51

Okay.

Barcley, Joyce M - ETA CTR 11:55

Cindy's saying that you should have a safety checklist with your CSA paperwork.

McNeace, Meche - ETA CTR 12:03

And Cindy is absolutely correct.

Suzanne Reinstein 12:07

Is there a standard or we have to create that?

McNeace, Meche - ETA CTR 12:10

You create one. I mean, and if anybody would like to share one with you, just you know, just dump your.

Suzanne Reinstein 12:14

Yeah, that would be nice.

McNeace, Meche - ETA CTR 12:17

Look at me. Dump your e-mail in the chat and then she can e-mail you.

Suzanne Reinstein 12:21

And I can ask our state Rep too, but I.

McNeace, Meche - ETA CTR 12:25

Okay.

Don't worry.

Barcley, Joyce M - ETA CTR 12:30

So Deborah is saying that they do their safety consults at time of recert.

Suzanne Reinstein 12:36

Okay.

So they have to be done once when you place someone.

Barcley, Joyce M - ETA CTR 12:38

No.

Suzanne Reinstein 12:41

So what if you have like 3 people place there and you assess them for the first person?

Do you need to assess them for the other two? If they come at a later time and when do you determine when the second safety assessments done?

McNeace, Meche - ETA CTR 12:54

Each assignment for each assignment.

Suzanne Reinstein 12:56

Oh, so each person that goes to that goes, you still have to reassess it.

The safety, Okay.

McNeace, Meche - ETA CTR 13:01

Yes. And then of course, the annual requirements that you have to document saying that you did your annual health and safety check at your host agency.

Suzanne Reinstein 13:14

And that's how do we record that in GPMS?

McNeace, Meche - ETA CTR 13:20

The... there's a date, right?

Barcley, Joyce M - ETA CTR 13:24

You're looking for the host agency.

McNeace, Meche - ETA CTR 13:24

The health and safety... isn't there a date?

Barcley, Joyce M - ETA CTR 13:29

So bear with me a sec.

Yep. So, you would go into your manage organizations. Find that in contacts.

And you would enter your state.

I don't know if I'm going to be able to do this to be honest with you.

It just off the cuff? But I'll try. They have to spell everything correctly.

I always get that wrong. Let's see if I can find an organization, okay.

So let's take a look at this one.

So you go into your organization.

Suzanne Reinstein 14:06

Okay.

I'm in one.

Barcley, Joyce M - ETA CTR 14:09

Why isn't this opening, huh?

Try this again. Okay, here we go.

You go into your organization and then you go into the additional details section.

You put in the grantee and your subgrantee and you click search.

Suzanne Reinstein 14:31

Okay.

Barcley, Joyce M - ETA CTR 14:32

And now here you're going to...

See that this is a make this a host agency because this wasn't already a host agency.

Once I added them as a host agency, it has the host agency agreement date and the monitoring visit date, and this is where you would enter-- and every time you update you just overwrite the date.

Suzanne Reinstein 14:49

Okay.

Barcley, Joyce M - ETA CTR 14:57

It doesn't save the dates, you know? Doesn't give you a history of the dates.

Suzanne Reinstein 14:59

Oh.

Barcley, Joyce M - ETA CTR 15:00

So if it's January 1st, 2024, then January 1st, 2025, January 1st, 2026, you just overwrite these dates and then you make sure you go down to the bottom of the page and you click save.

Suzanne Reinstein 15:13

Okay.

So then the report that we were looking at before, if I select that, it will have the last date that was entered in there.

Barcley, Joyce M - ETA CTR 15:21

I believe so. It wouldn't be in the participant action report.

Suzanne Reinstein 15:25

Because. Oh.

Barcley, Joyce M - ETA CTR 15:29

Not for the date. So, there are two different.

The host agency monitoring is different than the community service assignment safety consult. So, when you're looking at the host agency monitoring, you're doing an overall monitoring of the host agency for whatever checklist you have for your host agency.

When you're doing your CSA, it's the community assignment safety consult. You're doing it for that participant in that assignment. So, let's just say you have one organization and it has many different levels and floors and units and what have you and the participants only working in this one area. You have to make sure that you've reviewed that area with the participant to make sure that they have all the safety information about how to get out of the building, yada yada yada yada.

Suzanne Reinstein 16:01

Okay.

Suzanne Reinstein 16:18

Mm-hmm.

Barcley, Joyce M - ETA CTR 16:22

But when you're looking at the host agency monitoring.

In all, you're looking at the entire host agency.

You're not just looking at that one...

You might have people in four different assignments on four different floors, and so you're doing more of a holistic safety monitoring? And we do have a couple of people.

Let's see, we have. New Mexico said Benjamin said that he has a checklist that you can e-mail him for.

Suzanne Reinstein 16:51

Okay, great.

McNeace, Meche - ETA CTR 16:52

There are. There are several emails in the chat that that you have access to and just feel free to reach out to all or any one of them.

Barcley, Joyce M - ETA CTR 16:56

Yeah.

McNeace, Meche - ETA CTR 17:03

Great. peer-to-peer.

Barcley, Joyce M - ETA CTR 17:05

It is wow.

McNeace, Meche - ETA CTR 17:06

Yeah.

Suzanne Reinstein 17:07

Thank you.

Barcley, Joyce M - ETA CTR 17:09

I just wanted to go back as I saw a question.

Alicia was saying that her filters still aren't working.

Any idea when this will be resolved?

Have you sent in a ticket? A help ticket for those filter issues, Alicia?

Feel free to unmute yourself. Well, I don't.. You might not have access to unmuting, but Alicia, I would suggest if you haven't submitted a help request that you might want to do that. We've not experienced the filter's not working, so don't have any suggestions for you.

McNeace, Meche - ETA CTR 18:05

Yeah, I would.

They have been working on it since May of 2025.

Barcley, Joyce M - ETA CTR 18:10

Oh my goodness.

McNeace, Meche - ETA CTR 18:13

I would do a follow up. Go into your help desk ticket. Go into HRM and find your ticket and then once you find it, click on the blue link and then I think we're gonna go into HRM later on. Okay, so when we get into HRM, we'll show you where the find...

So you would click on your ticket and then add a comment and then what you would add a comment. It's like: "I'm still having this issue" and then just and then go from there again. Okay, instead of submitting a whole new ticket because there should be one already existing in the system. And if you can't find it then I would suggest you submit a new ticket.

Barcley, Joyce M - ETA CTR 18:47

Whole new ticket, yeah.

Davis, Chanel T - ETA CTR 18:48

Hmm.

McNeace, Meche - ETA CTR 18:57

But let's see if there's one for you.

And check and see if there's one for you in the system already.

Barcley, Joyce M - ETA CTR 19:05

I'm just looking down the. Yeah, I'm looking down the chat. And so, Jeff, oops, where'd it go? Jeff says.

McNeace, Meche - ETA CTR 19:05

Please.

Barcley, Joyce M - ETA CTR 19:12

We enter ours under the PAR section for each individual.

I'm not sure what you're referring to there.

Davis, Chanel T - ETA CTR 19:24

I think the monitor and visit date I'm assuming.

Jeff Hughes 19:26

But now I was talking when she was asking about the safety consultation.

Barcley, Joyce M - ETA CTR 19:31

Ah.

Jeff Hughes 19:32

Because it was kind of a little misleading there at one time, so I was just saying for safety consults because you were showing this report, it doesn't come from the manage organization. So, to me it got a little confusing there for a second. So, I was just saying that for those you actually like you and you come back a circle to it.

Barcley, Joyce M - ETA CTR 19:45

Yes.

Jeff Hughes 19:48

But we have to put those under each individual participant.

Barcley, Joyce M - ETA CTR 19:52

You're absolutely correct.

So just for demonstration's sake, let's take a look at this part-

Oops, she's already open.

We'll take a look at this participant. You would go under the participant required

actions. The participant safety consult is right there.

Is that what you were referring to?

Jeff Hughes 20:21

Yes, I knew you... Some people were having questions about. Yeah, where the where to put that or didn't realize they had to do that each year.

Barcley, Joyce M - ETA CTR 20:22

Okay, super. Yeah, this is for the individual. Yeah. Yep, that's super.

That's for the individual, and then the other one under the organizations, that's for the organization's monitoring visit- two different things.

Davis, Chanel T - ETA CTR 20:36

Thank you.

McNeace, Meche - ETA CTR 20:39

So you see, participant safety consultation is the one you do each time you assign them, even though it is the host agency that you are checking to make sure that it's the host agency that is safe and you know healthy training conditions.

Suzanne Reinstein 20:47

Okay.

McNeace, Meche - ETA CTR 20:58

You're not checking to make sure the participant, but you get the gist of it.

Suzanne Reinstein 21:07

Thank you.

McNeace, Meche - ETA CTR 21:09

For those that ask about, can you do recert for a participant that's active on break?

Barcley, Joyce M - ETA CTR 21:10

Okay.

McNeace, Meche - ETA CTR 21:15

I was just able to do so in pre prod, so apparently you can.

Barcley, Joyce M - ETA CTR 21:19

Cool. Becca's saying if you feel like your filters that you made aren't working, make your own filter and save it as a favorite and don't forget to name it, then save it. If I don't do that, the filter doesn't activate and it looks like the filters aren't working. I don't know if that info helps.

McNeace, Meche - ETA CTR 21:49

I believe she's right. You do have to name it, save it and do all that for this, for the filters to be to filter the way you want it to.

Barcley, Joyce M - ETA CTR 21:53

Yeah, to work? Yeah. Yep.

Thank you for that. And with that, I don't see anything else, Chanel. So back to you.

Davis, Chanel T - ETA CTR 22:08

Alright, next tip. One second, I'll share. Alright and so perfect.

We are gonna go ahead and go into the help request. So sometimes after you submit a GPMS help request ticket, you may realize that you're missing some details. Maybe some additional screenshots or more information from the team that can help the issue be resolved faster. So, in that case, you can actually place the ticket on hold and add the additional information after already submitting the ticket. So we're going to show you how you can put the ticket on hold until you gather all your information.

Alright, so you wanna go to help request at the top.

So you wanna go down and choose the ticket that you want to place on hold.

So by doing so... to do that, you wanna go to the request ID, the hyperlink click that.

Alright. And you'll see up in the upper right-hand corner, you have the option take action.

You wanna click that and you want to click the box. Yes, for set on hold.

And then it's gonna ask you for your reason.

So there's a drop down. You'll choose your reason for putting on hold.

We can say other source. Then in the comment section you want to provide the details as to why you're putting the ticket on hold. So yep, need to obtain some additional information and then click confirm on hold. Then you can see over to the left you have on your status bar, new on hold and then right above that which is a new feature you have request on hold, and it gives you the date and the information as to why you put it on hold. Well, like a brief explanation. That's how you put it on hold and then we can

show how to add a comment as well. So, for Alicia's question to follow up, Yep, you can go to comments there. Click that.

Barcley, Joyce M - ETA CTR 24:16

Oops.

Davis, Chanel T - ETA CTR 24:16

Up in the corner.

It's two ways, Joyce. It's yeah.

Barcley, Joyce M - ETA CTR 24:20

Okay.

Davis, Chanel T - ETA CTR 24:21

Then you can click add comment and this is where you can put that information. If you wanna follow up on a ticket.

McNeace, Meche - ETA CTR 24:34

So Alicia, did you see that?

Davis, Chanel T - ETA CTR 24:34

And click submit.

Barcley, Joyce M - ETA CTR 24:40

Here we can start from scratch.

Let's go back to the summary.

McNeace, Meche - ETA CTR 24:50

Go and click on help request.

There you go.

Barcley, Joyce M - ETA CTR 24:52

Yeah.

McNeace, Meche - ETA CTR 24:52

Find your ticket.

Davis, Chanel T - ETA CTR 24:53

Mm-hmm.

Barcley, Joyce M - ETA CTR 24:54

I'm just going to use this ticket.

Davis, Chanel T - ETA CTR 24:57

Okay.

Barcley, Joyce M - ETA CTR 25:00

I'm gonna add a comment. Add the comment. And then you submit it.

You see the comments there?

It's been added.

Davis, Chanel T - ETA CTR 25:26

And that's how it's communicated.

Barcley, Joyce M - ETA CTR 25:28

And to see all of your comments, you just go down to this comment section, and you'll see all of the comments that were written for this particular ticket.

McNeace, Meche - ETA CTR 25:38

Alright.

She's like, great. Thank you.

Barcley, Joyce M - ETA CTR 25:44

Back to you, Chanel.

Davis, Chanel T - ETA CTR 25:44

Any other questions Alright.

McNeace, Meche - ETA CTR 25:44

Okay.

Barcley, Joyce M - ETA CTR 25:46

I don't see anything, Okay.

No, we're good.

Davis, Chanel T - ETA CTR 25:53

Alrighty. One second, I can share my screen.

We have a question for you all. Do you know what determines the participants' enrollment date? So it's important to note that the SCSEP enrollment day is the date the participant is assigned to a community service assignment.

The participant may not have begun at the agency, but is considered enrolled to facilitate payment for required SCSEP activities, such as a program orientation.

So we're going to go ahead and go into GPMS and show where you can see those dates.

Barcley, Joyce M - ETA CTR 26:35

So here I'm in the assignment screen and we see our enrollment date is 11/4/24.

And then we go down to our assignment details, and you see that the assignment date is 11/4/24. So, they're the same. Notice that the start date is 11/6, so it's not the assignment start date, it's the assignment date itself. So maybe on the 4th or the 5th they did the orientation for the participant for which they needed to be paid.

And it was before they actually started their community service assignment.

So that's why it's based on the assignment date.

Suzanne's asking if this presentation will be shared after the meeting.

McNeace, Meche - ETA CTR 27:22

Oh, all of our virtual office hours.

Give us a couple days are posted on our Older Workers Community of Practice, Kevin will put the link in the chat for us. So, you can access it from there, Suzanne.

So you would also need to make sure you have signed up as a member for the Older Workers Community of Practice on Workforce GPS.

Barcley, Joyce M - ETA CTR 27:50

Benjamin has a question.

Feel free to unmute yourself.

Rogers, Benjamin, ALTSD 27:58

Okay. Thank you.

I was wondering which?

Sorry if you said this.

When does the four-year clock start then, from the assignment date or the assignment start date?

Barcley, Joyce M - ETA CTR 28:09

The assignment date is the enrollment date.

Rogers, Benjamin, ALTSD 28:12

Okay.

Thank you.

Barcley, Joyce M - ETA CTR 28:13

You're welcome.

Back to you, Chanel.

Davis, Chanel T - ETA CTR 28:25

All right! So did you know the participants individual durational limit is different from the average project duration? So, participants individual durational limit is a max of 48 months unless a grantee offers extension.

However, the maximum average project duration is 27 months, which is the average of all participants in the program grantee. So, Joyce is going to pull up QPR, which you can find those dates for your program.

Barcley, Joyce M - ETA CTR 28:54

Okay. Just going to... we're going to look at, as Chanel said, the individual durational limit is 48 months, but the average project duration, where do you find that?

And you would look at your QPR for your average project duration, that's right here. It has both year to date and then the last nine quarters and it is by day. So it's 553 days. So it's like I want to know if I'm close to my 27 months.

All you need to do is do a really quick calculation, so you take that 553 and just divide it by 30 like as an average number of days per month.

So it's somewhere in the 18 to 19 month average project duration. So, you know you're well within that 27 months and that's where you would find your average project duration.

McNeace, Meche - ETA CTR 29:51

So just to clarify, the average project duration of 27 months does not mean that the participant has 27 months in the program per participant.

That the 48 month is the individual project or durational limit basically. So, there is a distinct difference. All participants have a maximum of 48 months that they can be utilizing SCSEP services. They can go beyond 48 months if their grantee offers an

extension. And the average project duration of 27 months is like Chanel said, it is the average of all participants that have been that is in the program. Should be no more than 27 months. So just wanted to make sure everybody understood there's a clear difference.

Barcley, Joyce M - ETA CTR 30:51

And I don't see any questions. So back to you, Chanel.

Davis, Chanel T - ETA CTR 30:54

Alrighty.

Suzanne Reinstein 30:55

Actually I had. I don't.

I'm still trying to wrap my head around what this average project duration resembles or why we need to track it.

McNeace, Meche - ETA CTR 31:06

It's a regulatory requirement that in the aggregate of all the participants in your grant do not combined that all participants on an average do not exceed 27 months in the program. So, and that is all of the participants combined, Okay.

Suzanne Reinstein 31:25

Okay.

McNeace, Meche - ETA CTR 31:30

And then, of course, we talked about the individual durational limit, which is per participant.

Suzanne Reinstein 31:36

Yep, Okay.

McNeace, Meche - ETA CTR 31:36

By regulation can be in the program a maximum of four years, unless there's an extension.

Suzanne Reinstein 31:43

So what if we see that it's over the 27 months, what happens?

McNeace, Meche - ETA CTR 31:48

Then you know that you're kind of your program, stagnant. There's no movement. People are not moving off the program.

Suzanne Reinstein 31:53

Okay.

McNeace, Meche - ETA CTR 31:55

So then you would need to look at and see kind of the root cause as to why are we exceeding the 27 months.

Suzanne Reinstein 32:02

Okay.

Thanks for that.

McNeace, Meche - ETA CTR 32:03

Okay.

No, you're very welcome.

Barcley, Joyce M - ETA CTR 32:10

Let's see. Cheryl's asking is it up to the grant whether the durational limit for a participant is extended?

I just want to make sure I heard that right.

McNeace, Meche - ETA CTR 32:20

So based on the regulation of 48 months, it also provides an opportunity, an option for grantees to decide to provide an extension. In order to provide an extension there are two options if you will- option two and option one. Well, there's three actually.

Option One means grantees provide no extensions at all once they hit 48 months, that's it.

Some grantees opt to use like option two, which means there are a certain set of waiver factors that must be updated within the program year that if a participant meets one of those waiver factors like, 75 or older, limited English proficiency, low literacy skills, severe disability. If they meet ONE of those, a grantee can decide that they create a policy that says we're offering option two that any grant... Any participants that meet one of the waiver factors, we will extend them for a year or for two years, whatever their policy is, or the option three is subset. So, if they say if a participant is

75 but also has a severe disability. Then we would extend them another year.
So it is driven by the grantee's decision whether or not to offer an extension or not to offer an extension. And if they whatever policy they want to implement, they have to create the policy and procedure, submit it to the Department of Labor, which reviews it and of course, as part of the grant package approval process.
So yes, did I answer your question, Cheryl?
Or did I go around the long way?
Alright, cool.

Barcley, Joyce M - ETA CTR 34:15

Back to you, Chanel. Thanks, Michi.

Davis, Chanel T - ETA CTR 34:17

Alright, sharing now.

McNeace, Meche - ETA CTR 34:18

You're welcome.

Davis, Chanel T - ETA CTR 34:22

Can you all see the screen?

Barcley, Joyce M - ETA CTR 34:24

Yes.

Davis, Chanel T - ETA CTR 34:26

Okay, perfect.

So let's say you want to see your program's quarterly enrollment variances for all counties served throughout the program year. Did you know that this can be found in the equitable distribution report?

So we're going to pull that up so that you can see how to access that information.

McNeace, Meche - ETA CTR 34:48

I did know Chanel. I did know.

Davis, Chanel T - ETA CTR 34:55

Alright, so we're gonna go to reports at the top.

Then you wanna go to equitable distribution, right there. Yep.

Go to reports.

And you wanna select your program year, the quarter, and state?

Barcley, Joyce M - ETA CTR 35:19

Oops, wait. We forgot to select which kind of report.

Davis, Chanel T - ETA CTR 35:21

Oh, is this?

Yeah, we're gonna select which report.

So we're gonna select modify positions by state. Whoopsie!

Quarter and state, click search. You'll see your summary, and then your modified positions.

Barcley, Joyce M - ETA CTR 35:45

So in your summary, you're going to see your state grantee the modified positions they have, and the MP is modified positions E is enrolled and V is the variance.

And then you have your national grantees, the same thing. The modified the enrolled and the variance, and then the total for the state. And then when you go down, you see each county in the state and it shows you the information for the state grantee and then for any of the nationals that happen to be operating in that state by county.

So you can see the modified positions, the enrollment and then the variance to know how you're doing and then you can dig down deeper by the grantee, by the county.

However, you want to slice and dice and probably the easiest way to do is to export this report into Excel so you can see everything a lot more easily.

Davis, Chanel T - ETA CTR 36:39

Hmm.

Barcley, Joyce M - ETA CTR 36:40

Do some sorting. You can also do the same thing at the grantee level.

The grantee wanted to take a look at their information.

So you would just do the modified positions by grantee.

It automatically defaults to the current program year and current quarter, but I'm just...

I'm just for argument's sake, put it at the second quarter. And we'll pick the same

grantee. We'll pick Alabama again and here you're going to see again the modified

positions, the enrolled and the variants, and if this grantee had multiple states. Oops, sorry. My mouse is a little wild. I have a wild mouse!

Each state would be listed separately, with each of the counties listed, and then it

shows you the quarters for second, third and 4th. So, you can find it by quarter because I did select the second quarter, there's no information populated.

In the third and fourth quarter, that's why you would see all zeros there.

So it does depend on the quarter you select. So just don't be surprised. It's like why there isn't any information there. It's because I selected the second quarter. And

Deborah has a question about what is modified positions.

Turn that over to Michi.

McNeace, Meche - ETA CTR 38:04

Alright, so every grant they have your authorized position and your modified. Your authorized position is the number of slots that equates to the number of participants that should be enrolled into the program. So, it's your baseline for authorized positions. That is what you what the grantee's funding is based off of. So modified positions come in for those States and I mean everybody. So those states that have a higher minimum wage. What happens is that because there's no additional funding, the amount of position from your authorized gets reduced based on the wage amount for your state for each state. So that equates to the modified position. So, it could be an authorized position of 100. You have you serve three states. Even if two had a higher minimum wage and one doesn't, your modified number for each state does get reduced.

So the modifies number it may be different from the authorized but in instance where grantee has authorized position of 100 and they have no states with a higher minimum wage, their modified will still be 100, so that's the difference.

So the modified positions also is what is your performance is based from. Authorized is your funding, modified is your performance. So that that's the number that drives your performance.

Barcley, Joyce M - ETA CTR 39:42

Cool.

McNeace, Meche - ETA CTR 39:42

And yes, we don't have any information about the PY 26 TEGL funding.

That would be a question that would be asked in the upcoming All Grantee Call.

Barcley, Joyce M - ETA CTR 40:00

And that's it for the variances in equitable distribution.

McNeace, Meche - ETA CTR 40:06

Yeah, and I believe in the last All Grantee Call, Toni did mention that that TEGL is in

process. It's in clearance. So, it is going through the process. They are working extra hard to, just get it pushed through so. Is that it?

Barcley, Joyce M - ETA CTR 40:29

Is that it?

Davis, Chanel T - ETA CTR 40:30

Yep, that wraps up. Did you know?

Suzanne Reinstein 40:34

I have a question.

McNeace, Meche - ETA CTR 40:34

Only. Yay, no.

Suzanne Reinstein 40:35

Oh sorry this is. I'm gonna be full of questions today and I have to leave at two, so I wanted to fit this in. I just have a question about the recertification.

So we have a bunch of people that were active on break when it switched from funders, and we're trying to get people that wanna come back that are on break and doing the recertification paperwork. So, if we would do the recertification. We determine that they are not eligible anymore due to income or currently employed.

Do we still enter that in GPMS with what our results were?

And then do we have to still send the this 30-day letter because they're not working anywhere, they're on break? So like we've we haven't taken him off break yet because we just restarted the grant under Department of Workforce Development, the state and we're trying to recertify people to put them back at host sites.

But then we determined that a couple were not eligible for different reasons anymore.

So how do we go about cleaning them up in GPMS and exiting them?

McNeace, Meche - ETA CTR 41:59

Okay. So, I'm sure Joyce may be able to pop up one that'll show you what the steps are, but if you have a participate, that's on active and on break. Then you did a recert cause you need to take them off break and then assign them to a community service assignment, but they're no longer eligible.

Suzanne Reinstein 42:08

Yeah.

McNeace, Meche - ETA CTR 42:14

So what you'll need to do is and what Joyce has to show you is that that's an active participant.

We need somebody who's active on break.

Barcley, Joyce M - ETA CTR 42:26

Umm.

Okay.

McNeace, Meche - ETA CTR 42:28

Is that you do have to end the break and then you do need to do the exit.

So if a participant was deemed ineligible due to income.

Suzanne Reinstein 42:39

Mm-hmm.

M

McNeace, Meche - ETA CTR 42:41

Based on the regulations, you don't you they you give them 30-day notice. You have to give them 30-day notice and let them know that they'll be exited 30 days from the date of the recert due to eligibility, their income. But in this case, a participant would normally stay active until those 30 days is up.

You don't exit them on the day of recert, you exit them 30 days later.

Suzanne Reinstein 43:10

Okay.

McNeace, Meche - ETA CTR 43:12

So in this case, with the participant being on break.

To adhere to that rule, you would need to assign them to their community service assignment.

Barcley, Joyce M - ETA CTR 43:19

I have nobody on break.

McNeace, Meche - ETA CTR 43:28

Do the recert and give them 30 days. If they choose to do it that way. If a participant says I'm not eligible anymore, I'm going to go ahead and leave today. Then you can go ahead and exit them today, but you would make case notes about that.

Suzanne Reinstein 43:42

Okay.

McNeace, Meche - ETA CTR 43:43

So please know that by the regulations, the participant has the right to continue for the 30 days.

Suzanne Reinstein 43:53

But if they're not even at a site, we have to, we can put them at a site for 30 days and then exit them.

Or do we even have? What if they say, you know what? I don't want to do that.

McNeace, Meche - ETA CTR 44:00

If the participant says, you know what, I'm not eligible anymore. So, I'll just go ahead and leave today. And the day that the recert, then you would exit them, you would still give them the 30-day notice.

Suzanne Reinstein 44:16

Okay.

McNeace, Meche - ETA CTR 44:20

You would leave them on break until the date of the 30 days, so if it was like if they're if their 30-day notice is end date is April 24th right?

You would leave that and that, participant says. Don't worry about it.

I don't want to go back to a community service assignment for 30 days.

Said you would leave them on break and then exit them on April 24th.

Suzanne Reinstein 44:41

Okay so, we leave them on break, do the recertification and then exit them 30 days from that break or that letter.

McNeace, Meche - ETA CTR 44:53

You don't even have to. Yeah, I mean, you've already done the recertification. That's how you deem them no longer eligible due to income, whatever that is, right and so.

Suzanne Reinstein 45:02

Yeah, but we didn't enter it in GPMS though, yet.

McNeace, Meche - ETA CTR 45:07

Well, you already performed the act.

Suzanne Reinstein 45:09

Yes, we did.

McNeace, Meche - ETA CTR 45:10

But you should have paper documentation at minimum.

Suzanne Reinstein 45:12

Yeah. Oh, we do, Okay.

McNeace, Meche - ETA CTR 45:13

Yeah. So, the act was done.

So you did the recert and that's the reason why you're going to move to exit that person.

So, in this case normally recert done when they're still active and not active on break.

So in this case you have option one or two. Option one: make them active and put them back in the community service assignment for the next 30 days and then exit them, then where they still get to earn their SCSEP wages for the next 30 days.

Suzanne Reinstein 45:30

Yeah.

McNeace, Meche - ETA CTR 45:36

Or by the participants choice to say, don't worry about it. I don't want to do it. I just go ahead and exit them now and you're like, okay, except in this case, you would leave that participant on break in the system and the official exit date would be 30 days later.

Suzanne Reinstein 46:07

Okay.

McNeace, Meche - ETA CTR 46:07

They won't start

You know they're gone.

But in the system, the technicalities, yeah.

Suzanne Reinstein 46:11

Yeah.

But can you exit someone that's active on break?

McNeace, Meche - ETA CTR 46:21

Yes.

Suzanne Reinstein 46:22

Okay.

McNeace, Meche - ETA CTR 46:23

What you'll have to do is once you do the exit date, you have to take them off break.

Close their community service assignment because their assignment is still open and end the assignment and the break and then do the exit.

Barcley, Joyce M - ETA CTR 46:36

So here we have.

Suzanne Reinstein 46:41

Okay.

So you do have to.

Barcley, Joyce M - ETA CTR 46:43

So here's someone on break for you.

Suzanne Reinstein 46:45

Okay.

Barcley, Joyce M - ETA CTR 46:47

So we have the person who's on break. And, as Michi just said, what you're going to have to do is you have to end the break. So, you go into the approved break.

And you enter the... whoops. You click on the hyperlink here and you go and you put in the actual end date.

Suzanne Reinstein 47:05

Uh-huh.

Barcley, Joyce M - ETA CTR 47:10

There it is. Edit, and you save that end date.

Now you have to go in, and you have to edit the assignment itself.

Bear with me a sec, assignment details. We go and we edit.

We'll say that this happened last month on February 10th.

That the assignment ended.

Well, yeah it can.

So now you have your assignment is ended on February 10th.

Now we go into related actions and we add the exit.

So we've closed the break. We've ended the assignment.

Now we have to put in the termination letter date which has to be 30 days in advance.

Suzanne Reinstein 48:31

30 days prior.

Okay.

Barcley, Joyce M - ETA CTR 48:34

Yep.

McNeace, Meche - ETA CTR 48:34

Can you use today's date?

Are you just trying to do that so you can do the exit?

Is that what you're trying to do?

Barcley, Joyce M - ETA CTR 48:39

I if I put today's well, this is just for the termination letter.

Because I dated the assignment ending in February.

McNeace, Meche - ETA CTR 48:50

Oh, Okay.

Barcley, Joyce M - ETA CTR 48:52

Yeah.

McNeace, Meche - ETA CTR 48:52

So you need to do it the same day, the assignment ending, right?

Barcley, Joyce M - ETA CTR 48:57

Well, the 30 days in advance of the assignment end date. Otherwise have to put them back on break because don't forget, if there's an inactive if something's not.

McNeace, Meche - ETA CTR 49:05

Oh, you're getting ready to exit them. Okay. Gotcha.

Barcley, Joyce M - ETA CTR 49:07

Yeah. So here we're just going to do this.

We're going to say the reason for exit is "other" and we have to pick an other reason. Because there isn't one. Like if you're going to be exiting them because they're over income. So that would be for cause. You would put in the exit date.

Now I can put in an exit date after I'm going to say February 10th.

We have everything in here. Now you have to do your waiver of certification, and I'm gonna say they didn't sign the waiver to allow us to contact an employer, because I haven't really seen them. Again, I'm just entering the exit information because I never came back from break. Now I go back into the summary just to see what the status is and they're exited and closed.

Suzanne Reinstein 50:08

Okay.

Barcley, Joyce M - ETA CTR 50:10

Okie Dokie

Suzanne Reinstein 50:11

Thank you.

Barcley, Joyce M - ETA CTR 50:12

You're welcome. Let's see.

Okay. So, Ross is saying as far as ED reports for AP and MP and GPMS by grantee or by

state, if you choose PY 25Q4, all of Q4 should be showing as zeroes for all grantees and Subs, correct? That's correct. Guessing that will be populated in the first two weeks of April? That I couldn't say, but because the information's not there yet. But you know what? Let's just go take a look, okay.

McNeace, Meche - ETA CTR 50:48

This is the question you and I went through where I was like, no.

Barcley, Joyce M - ETA CTR 50:52

Yep.

McNeace, Meche - ETA CTR 50:53

And the reason if you select quarter four and there's nothing in, there's cause we're not in quarter 4. So yes, it will update. Now what?

Joyce can't say is will it be updated in the first two weeks in April.

We're gonna maybe assume that that's as early as it would be, or maybe it'll be sooner.

We're just not sure when that update happens.

Barcley, Joyce M - ETA CTR 51:22

Right, so here we have, even though it's the fourth quarter, we're not in the fourth quarter yet. So, the fourth quarter is all- is blank. Yep.

Did that answer the question, Ross?

Ross Farnsworth 51:40

Yep, yeah, that's what I thought.

Thank you.

Barcley, Joyce M - ETA CTR 51:42

Super. Go ahead, Natasha.

Feel free to unmute yourself.

Natisha Wise 51:48

Good afternoon, everyone.

I just have a question, Ms. Joyce, I have a gentleman.

He's going to be returning back to the program. He had exit out maybe like two years ago. So, I don't make the mistake of having two cases. I did that before way in the past when I had first came on when it was, I think we had SPARQ then and I didn't know, so I accidentally did two cases with the gentleman he had left, and he came back off a

break and never exited off. I had brought him back, but I accidentally did 2 cases.
So the gentleman being he does have a right to return. So, do I go into his old case file
and update with the new assignment and everything?

Barcley, Joyce M - ETA CTR 52:35

You would do an added.

You would go under add new case.

Natisha Wise 52:38

Okay.

Barcley, Joyce M - ETA CTR 52:39

And you would start like you're starting up.

McNeace, Meche - ETA CTR 52:39

Can you show the screen?

Barcley, Joyce M - ETA CTR 52:42

Sorry, I thought I was.

I was pointing to it and everything.

Natisha Wise 52:48

Okay.

McNeace, Meche - ETA CTR 52:49

So that you know that every time you.

Barcley, Joyce M - ETA CTR 52:49

Okay, let me just.

McNeace, Meche - ETA CTR 52:54

Add a new case, even though it's what we in our mind, say re-enrollment.

Natisha Wise 52:58

Yes.

McNeace, Meche - ETA CTR 52:59

You're the PID number never changes, but there's going to be different case ID numbers for each new case, so yes.

Natisha Wise 53:02

Okay.

Correct, yes.

Barcley, Joyce M - ETA CTR 53:09

So one person might have one PID and then they might have several case ID's underneath.

Natisha Wise 53:10

Okay. Case numbers got you. Okay.

Barcley, Joyce M - ETA CTR 53:14

So this is you're adding a new case.

This is not adding a new enrollment is to add a new case.

Natisha Wise 53:19

Right. Add a new case. Okay. Okay.

Barcley, Joyce M - ETA CTR 53:22

Right and.

Natisha Wise 53:22

Let me write that down, Ms. Joyce.

Let me let me write it down. Add a new case.

I'll make sure cause. I don't wanna make that mistake again. cause. When someone had to hit me up, they would like Natisha you got two.

I was like, Oh my gosh. Okay, gotcha.

Barcley, Joyce M - ETA CTR 53:36

Hey, you're not.

You're not the only one, believe me.

McNeace, Meche - ETA CTR 53:37

So it is a correction.

It is the same cause if you're doing a whole new enrollment, you're still adding a new case.

Natisha Wise 53:44

Right. Okay.

Barcley, Joyce M - ETA CTR 53:45

You're not adding a new enrollment, you are adding a new case, yes.

Natisha Wise 53:48

Just a new case, correct?

McNeace, Meche - ETA CTR 53:48

But then add a new. Okay, so Joyce and I'd like to go tit for tat.

Barcley, Joyce M - ETA CTR 53:52

Oh, I see what you're saying.

McNeace, Meche - ETA CTR 53:53

Either way you go, you still add a new case. Okay.

Barcley, Joyce M - ETA CTR 53:54

It's me, yeah.

Natisha Wise 53:56

It's still added okay.

Barcley, Joyce M - ETA CTR 53:58

Correct.

Natisha Wise 53:59

Alright, so once I put his social in there, of course, the little pink highlighted shaded area is gonna come up that he is existing and everything.

Barcley, Joyce M - ETA CTR 54:11

And then you would just continue on from there?

McNeace, Meche - ETA CTR 54:12

Yes.

Natisha Wise 54:14

Okay.

Alright, thank you.

Barcley, Joyce M - ETA CTR 54:17

You're welcome.

McNeace, Meche - ETA CTR 54:17

So you don't need her to show you we're good.

Barcley, Joyce M - ETA CTR 54:17

Yeah, Michi and I go back and forth.

Natisha Wise 54:17

Alright.

Yes, I'm good. Alright thanks.

McNeace, Meche - ETA CTR 54:21

Okay.

Barcley, Joyce M - ETA CTR 54:25

Deborah, sure you can ask a question anytime.

Feel free.

And before we get to Deborah, Janine had asked what's the difference between a case ID and a participant ID?

McNeace, Meche - ETA CTR 54:51

What was the question?

Barcley, Joyce M - ETA CTR 54:52

What's the difference between a case ID and a participant ID?

McNeace, Meche - ETA CTR 54:57

Oh, so the case ID is related to each case. So is based on the case.

So if this happens when they create it GPMS.

So the participant ID is what identifies that participant regardless, so that you know. So that's what we're saying that when you create a brand-new case, which is what Joyce said, a whole new enrollment. You also create. The system will create a participant identifier. Right identification number and that will stay with that participant throughout time. So, if the participant left and come back, that participant ID will always remain the same. So, what happens?

Chestnut-Jefferson, Alesia (DOL Partner) [DOL] 55:39

Oh.

McNeace, Meche - ETA CTR 55:39

It is that the case ID is based on the case, so the first case ID that is created would be and if that participant left and came back then a second case ID would be created.

So in GPMS we don't have like in SPARQ, re-enrollment.

Remember that kind of concept of re enrolling a participant. In GPMS you're creating and you have to use the create a new case.

So basically, that the participant was re enrolled as a different case ID, if that makes sense.

Am I making sense?

Barcley, Joyce M - ETA CTR 56:14

Makes sense to me.

But the question is, does that make sense to Janine?

And she says yes. Thank you.

So that's great.

McNeace, Meche - ETA CTR 56:27

Okay.

Barcley, Joyce M - ETA CTR 56:29

Nancy's been holding up her hand for a while there.

You can put your hand down.

McNeace, Meche - ETA CTR 56:35

This tired Nancy.

Barcley, Joyce M - ETA CTR 56:35

It must be tired, yeah.

Nancy Shepherd 56:39

Okay. Basically, I have several individuals in this me and a counterpart I'm asking about because she couldn't be on the call today. We have individuals that we have closed. I think I may have spoken with you Michi before, but what is happening is during the time frame that we're allotted to close them out officially.

We are able to close them, however it doesn't close them in GPMS. So I have two individuals that have left the program quite a while that are still in my task.

And my counterpart is the same.

So this may be something that you and I speak about alone or whatever.

But I'm just trying to see how to get them off of my task because it's showing like they've been there for months. And so, I'm a little.

McNeace, Meche - ETA CTR 57:36

Also.

Okay.

Nancy Shepherd 57:40

So this one actually left the program.

August 1st 25.

McNeace, Meche - ETA CTR 57:48

Did they show exited and closed?

Nancy Shepherd 57:50

Yeah, it did. I closed the assignment; I did the letter.

Everything is showing but it will not close them.

Now it's showing like they have two active cases.

It's a mess.

Barcley, Joyce M - ETA CTR 58:10

Is that in the tasks or is that a?

Nancy Shepherd 58:11

Sorry guys.

Barcley, Joyce M - ETA CTR 58:13

Is that a task or notification?

Nancy Shepherd 58:17

It's showing as task.

Barcley, Joyce M - ETA CTR 58:19

As a task.

Nancy Shepherd 58:20

To close it out.

McNeace, Meche - ETA CTR 58:20

But.

Nancy Shepherd 58:23

One is showing...

McNeace, Meche - ETA CTR 58:29

We can do one or two things, Nancy.

We can either have you share your screen now, or we can do is stay on the call after we're done here and then we can go through and see what's going on.

Cause sometimes if it's just a task what the case is, active is shows exit and close and that's all you really want. I know for earlier I don't even know last year sometimes there was a glitch where the task were not being closed out.

Nancy Shepherd 58:42

Okay.

Yeah.

Completed.

McNeace, Meche - ETA CTR 58:59

So, the tasks were not updated right, so they would still show that you have these tasks when you've already completed that, and if that's the case.

Nancy Shepherd 59:02

Mm-hmm.

McNeace, Meche - ETA CTR 59:10

Then we would just say hey submit a ticket because we don't know if that's still the issue with the system now, but so either way, Nancy, if you wanna stay on once we're done here, we can just kinda go through it and see what's going on and then guide you from there.

Nancy Shepherd 59:23

That sounds great, and it will...

It would have been during that time because we had to wait until they actually fix the glitch and then they said it was okay, but it did not correct it.

McNeace, Meche - ETA CTR 59:34

Okay.

Well, see.

Nancy Shepherd 59:35

Okay.

McNeace, Meche - ETA CTR 59:35

If we if it doesn't get fixed, just throw the computer out the door and just get a new one.

Nancy Shepherd 59:42

Thank you.

McNeace, Meche - ETA CTR 59:44

See, I knew we talked before Nancy. We think alike.

Nancy Shepherd 59:44

That sounds like a plan.

McNeace, Meche - ETA CTR 59:47

See though.

Nancy Shepherd 59:47

Yes, we did. Thank you all.

McNeace, Meche - ETA CTR 59:53

You're welcome.

Barcley, Joyce M - ETA CTR 59:54

That was an expensive answer. Okay.

So, oh gosh, I'm going to butcher your name, so I apologize.

Classic Cauley, is asking what are the steps to complete participant recertification?

Then it continued with, do I click on recertification? So, I just happened to have my screen open for a participant. So, if you're asking if you should click on recertification which is here, yes and no, this is basically just going to show you information about the last recertification that you can edit, but it's not going to let you enter a new recert. You would go into related actions for a new recert, and you would click on recertify case. I knew it was here somewhere.

That would open your recertification screen. So, you would just do like you would normally do here. Let's just put one in.

Classic Cauley 1:01:06

This is awesome. Thank you so much.

That is exactly where I was trying to get to. Thank you.

Barcley, Joyce M - ETA CTR 1:01:11

Oh, you're perfectly welcome.

And the signature, yes. signature yes.

McNeace, Meche - ETA CTR 1:01:18

Yeah.

Related actions is your friend.

Barcley, Joyce M - ETA CTR 1:01:21

Okay.

It's in related actions, yes, related actions is your friend. Are they eligible?

Yes. So I'm in as a as a grantee administrator, which is why I'm not having to go through the authorization process where it would get sent to a supervisor.

So you can see that it was submitted and if you go back to the summary now and then we're gonna go back to the recertification. It should show this is the second recert.

Here's the first recert that was showing before which you can still edit, and here's the

one we just entered, which you can still edit.
So that's how you would do that.

Classic Cauley 1:01:58

Thank you.

Barcley, Joyce M - ETA CTR 1:02:00

Very welcome. I love this.

So Alicia is saying, wow, quick response on the help ticket comments.

See that you just entered that comment and it got boomed right back and it says thanks for your patience. The development team's aware of it and they're hoping the resolution will be deployed in the next couple of releases.

So if anybody else is experiencing that same situation, looks like it's going to be resolved shortly. Let's see. So, this is from Ross, a question on return to service as compared to the previous right of return. In the previous data collection handbook. The right of return was only allowed to be used once the data collection reference tool that was sent out on March 20th did not mention this limit and in the last meeting we had, it was said that the right... return to service could be exercised more than once.

With the discretion of the grantee or sub grantee.

McNeace, Meche - ETA CTR 1:03:02

That's correct. That hasn't changed, Ross.

There's no limit on the return to service like they used to do for right of return for employment. So.

Barcley, Joyce M - ETA CTR 1:03:16

Deborah, I'm sorry, Ross. I just saw Deborah pop up and she put a little crying face. Please don't forget me.

Ross Farnsworth 1:03:16

Thank you much.

McNeace, Meche - ETA CTR 1:03:17

You're welcome.

Don't forget Deborah, Joyce.

Barcley, Joyce M - ETA CTR 1:03:28

I'm not. Go ahead, Deborah unmute yourself?

Join us. If you can't unmute yourself, just type it into the chat.

McNeace, Meche - ETA CTR 1:03:45

Was there something in the chat before?

Barcley, Joyce M - ETA CTR 1:03:48

Just a question asking if she could ask a question.

McNeace, Meche - ETA CTR 1:03:52

What is modified?

I think we answered that Okay.

Barcley, Joyce M - ETA CTR 1:03:56

Just going up, I don't.

McNeace, Meche - ETA CTR 1:03:59

No, we don't hear you, Deborah.

Barcley, Joyce M - ETA CTR 1:04:07

Let's see.

McNeace, Meche - ETA CTR 1:04:10

She might have to throw her computer too.

Barcley, Joyce M - ETA CTR 1:04:18

Umm.

McNeace, Meche - ETA CTR 1:04:20

I'm sure y'all can figure out that I have any of those days where I was like.

I just envisioned it in my head, that's all.

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

Deborah showing you is muted and I cannot unmute you.

McNeace, Meche - ETA CTR 1:04:36

No, we don't have that capability unfortunately.

Barcley, Joyce M - ETA CTR 1:04:38

No.

McNeace, Meche - ETA CTR 1:04:40

It's about exiting.

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

Well, we're going to be here for a while, so feel free to type in a nice long question. In the chat, we can get to it.

McNeace, Meche - ETA CTR 1:04:55

Alright.

Barcley, Joyce M - ETA CTR 1:04:56

And I don't see any, looking back up just to make sure we didn't miss any.

Go ahead, Nancy, unmute yourself.

Nancy Shepherd 1:05:04

Okay, I do have another question.

Is there something in the works to have access to put your comments and everything in GPMS? I think that would help us a whole lot.

Did I say something I shouldn't have? It just seems like.

McNeace, Meche - ETA CTR 1:05:28

No, no, no.

It was just perfect.

Nancy Shepherd 1:05:31

Okay. Because I just feel like a lot of times if we could input that information for others to see it, then it would stop a lot of the questioning back and forth and we'd all be able to be on the same page really quickly.

McNeace, Meche - ETA CTR 1:05:52

The system allows you to put comments in now.

Yes, but you're talking about putting in case notes.

Nancy Shepherd 1:05:55

Yes, ma'am.

McNeace, Meche - ETA CTR 1:05:56

So we were on a call earlier today with the developers and guess what they're working on?

Nancy Shepherd 1:06:05

That's super to me, because I think a lot of times, even in the event of an audit, it answers a lot of those questions. When you put that information there. So I just feel like that would take a lot of the guesswork out of it and...

McNeace, Meche - ETA CTR 1:06:22

Yeah.

Nancy Shepherd 1:06:22

It would all be there.

So yeah, that's good news to me.

McNeace, Meche - ETA CTR 1:06:25

So it's a community.

They heard you, they listen.

Nancy Shepherd 1:06:27

That's good news.

McNeace, Meche - ETA CTR 1:06:29

And now they're going to make it happen.

Nancy Shepherd 1:06:32

Awesome.

Barcley, Joyce M - ETA CTR 1:06:35

And we got a woohoo from Cheryl.

McNeace, Meche - ETA CTR 1:06:37

Totally cool beans.

Chestnut-Jefferson, Alesia (DOL Partner) [DOL] 1:06:40

Oh my Lord.

McNeace, Meche - ETA CTR 1:06:43

Alright.

Nancy Shepherd 1:06:45

Okay. One more thing. When you said that this morning, it made my day, I thought, oh, I feel like I'm talking to someone my age now. You said cool beans.

McNeace, Meche - ETA CTR 1:06:53

Yeah.

Barcley, Joyce M - ETA CTR 1:06:57

Okay, Deborah.

McNeace, Meche - ETA CTR 1:06:57

What do you mean? That means we're in our 20s. Nancy, what are you talking about? Okay, Thirties, 30s.

Nancy Shepherd 1:07:01

Absolutely. We still look that way, Okay?

McNeace, Meche - ETA CTR 1:07:04

Of course.

Like what do you do?

Barcley, Joyce M - ETA CTR 1:07:08

Isn't there a song cool beans from 2021?
I don't know making it up.

McNeace, Meche - ETA CTR 1:07:14

I don't know. I know there's like.

Barcley, Joyce M - ETA CTR 1:07:14

It's contemporary. It's contemporary.

McNeace, Meche - ETA CTR 1:07:18

There's a coffee shop franchise called Cool Beans only saw it like on the like.
Arkansas, Texas, out in that area.
Yeah.

Barcley, Joyce M - ETA CTR 1:07:28

Great. So, we do have Deborah's question: participant that had a person leave the household and now her now her income is too high. So, do I give her a 30-day letter and then exit her? Or do I exit her the day she tells me the household number has changed, and she is not going to have recert until November.

McNeace, Meche - ETA CTR 1:07:55

Okay, you can perform recert at any given time. It doesn't have to be annually on the date of the last research.

So in this case, because she said that income change, we recommend you do a recertification. Alright. So doing a recertification then you can determine and you know officially whether that person is over income. So, I'm assuming that the income that they have for the household was for a family of two, but now she's become a family of one. So based on where that income is coming from, do the recertification and make that final determination from there. And if they're over income then, like we said earlier, then yes, then you need to prepare this person to exit.

So you do the 30-day letter and also remember that person doesn't leave the program until on the 30th day. So, you don't have to exit them immediately; you exit them 30 days from the date of that letter.

Barcley, Joyce M - ETA CTR 1:09:02

So it looks like what she said.
Yes, and I think maybe that's... Yep, she's good.
Great, cool, Kathy.

McNeace, Meche - ETA CTR 1:09:08

Okay.

Barcley, Joyce M - ETA CTR 1:09:11

Feel free to unmute yourself.

Kathy Eichhorst 1:09:14

Hey ladies, I wanted to make a comment about the last person related to that income change. Now I brought this to my grantor, who then went to the federal project officer at that time. Because my question is: when we're doing a look back.

So, even though their income has changed or that person's income is no longer.

I'm trying to think that person's no longer with them, so it doesn't make it a larger income for a two-person family. My point being, there's a future date that that person would not be eligible. But if you're looking back, they might still be eligible within that 12 year, six month look back period.

So I'm my only point in saying this is I would check with their grantor and or their federal project officer because I was actually instructed when I asked that question that It wouldn't make them ineligible, at least until a future date. And then you have to kind of figure out when that future date is, which isn't always the easiest thing to do, but. Takes a little math, but that was what I was instructed, so I just kind of wanted to throw that out there.

McNeace, Meche - ETA CTR 1:10:47

I'm a little confused by what you just shared, Kathy.

So recert of the...

Kathy Eichhorst 1:10:53

Okay. So, if somebody's income increases, say that it increases this month.

McNeace, Meche - ETA CTR 1:10:59

Mm-hmm.

Kathy Eichhorst 1:11:00

And now you know when you're looking at just a monthly income. It's over what the allowable monthly income would be, but when you do a recertification, you're doing a look back, so you know.

McNeace, Meche - ETA CTR 1:11:11

Yes, the look back starts from the date of the recertification day and goes back 6 or 12 months, yes.

Kathy Eichhorst 1:11:15

Right. So right away they may not be ineligible.

If you're doing a recertification in this month, it may be four or five months ahead that they become ineligible for the program.

McNeace, Meche - ETA CTR 1:11:32

OK! I'm there with you, Kathy.

So you're right, you're right.

Kathy Eichhorst 1:11:36

Okay.

McNeace, Meche - ETA CTR 1:11:37

But let's clear it up.

So you're absolutely that's why we recommended that Deborah does the recertification because she does have to do the look back period for the recertification.

Kathy Eichhorst 1:11:39

Yeah.

McNeace, Meche - ETA CTR 1:11:46

You are absolutely right, just because you learned today that Joyce's income increased, right? You're not sure when that income increased or when that person, but in this case the person left the home. Is what may cause this person to no longer be a family of two but be a family of one.

So when you go do the recertification and you do your look back period, the funny thing is that you're going to do it today based on the family status today and not once the family status was two months ago.

So, but Kathy is right, if the participant income changed at any given time and you learn today their income change and you do the look back period, it may have increased for the month of March.

But it stayed the same for the month of February.

January, you know, December and going back.

So she's absolutely right. Which means they would may still be eligible income wise.

Doing the look back period, you're absolutely correct. That is in TEGL 12-06 for anybody who doesn't know, it talks about the look back period that Kathy mentioned.

Thank you, Kathy.

Kathy Eichhorst 1:13:07

Sure.

McNeace, Meche - ETA CTR 1:13:08

So when you were saying it, I was like, huh?

I couldn't figure out like in my brains of the when the more you talk, I'm like, oh, okay.

I got it. Got it.

So I'm sorry if I cut you off. I get excited when I finally get it.

My brain's like, oh, I'm there with you.

Barcley, Joyce M - ETA CTR 1:13:23

Cheryl's asking, does that mean you have to do a monthly recert to check?

McNeace, Meche - ETA CTR 1:13:29

No. Would she have to do a recent monthly to check?

Barcley, Joyce M - ETA CTR 1:13:36

For eligibility for income eligibility, because you know the income going forward has increased.

McNeace, Meche - ETA CTR 1:13:44

No. If you did...okay, here's the here's the catch.

So the requirement the regulation says that you must recertify a participant minimally annually, right?

So if indeed you did a recert yesterday and they were eligible, right, by income.

Then you know that their income had changed.

You don't have to do another recertification for another year technically.

So unless you want, you know you're just starting to say, okay, I'm gonna go ahead and recertify them in six months you can do that as well too. Like I said, there's no rule of thumb that dictates the maximum time limit of how many times you can recertify a participant. The requirement is that it's recertified once every year from the last data recert.

So you don't have to do it monthly.

Barcley, Joyce M - ETA CTR 1:15:00

So she says, since her recert is in November, I can wait until wait until then and give her a 30-day letter?

McNeace, Meche - ETA CTR 1:15:08

You could so the last time you did a recertification was I'm assuming November of 2025. So, she's up for a recert in November of 2026.

Young, Cheryl 1:15:18

Yes.

McNeace, Meche - ETA CTR 1:15:20

In in this case, a family member moved out of the house.

Right, yeah. So therefore, you can wait until November 2026 to do a recertification.

Who knows? A family member may move back in the house. Like my family members.

Young, Cheryl 1:15:41

It's true.

Barcley, Joyce M - ETA CTR 1:15:48

Me too.

McNeace, Meche - ETA CTR 1:15:53

So there you go. But also keep in mind what Kathy shared, because she makes a very good valid point about counting income.

McNeace, Meche - ETA CTR 1:16:07

What changed today doesn't mean that they're over income based on the look back period.

Cool Beans.

Barcley, Joyce M - ETA CTR 1:16:23

And somebody had a comment about the cool beans.

McNeace, Meche - ETA CTR 1:16:26

There's a restaurant in Florida.

Barcley, Joyce M - ETA CTR 1:16:29

Simone says they have a restaurant.

McNeace, Meche - ETA CTR 1:16:30

Simone, yeah.

Barcley, Joyce M - ETA CTR 1:16:30

Cool beans, yeah.

McNeace, Meche - ETA CTR 1:16:33

Alright, Simone, when we come to visit you in Florida, where this... we're gonna go to the cool beans and hang out. Well, if you have never been, we're going.

Barcley, Joyce M - ETA CTR 1:16:45

And don't be surprised if you see Kool and the gang cause. It's all spelled with a K. Remember the band kool?

McNeace, Meche - ETA CTR 1:16:51

That is so corny, Joyce.

Barcley, Joyce M - ETA CTR 1:16:53

I'm sorry. Look at Nancy because she knows the reference to Kool and the gang.

McNeace, Meche - ETA CTR 1:16:57

I know.

Barcley, Joyce M - ETA CTR 1:17:01

Hey, we're keeping it real here, folks.

Nancy Shepherd 1:17:07

Yes. Oh, my goodness.

McNeace, Meche - ETA CTR 1:17:10

And then we're gonna celebrate, right?

Barcley, Joyce M - ETA CTR 1:17:15

We're definitely gonna get down.

Nancy Shepherd 1:17:15

With the K.

To celebrate with the K.

McNeace, Meche - ETA CTR 1:17:18

Oh my God, you got.

Barcley, Joyce M - ETA CTR 1:17:21

With a K.

McNeace, Meche - ETA CTR 1:17:23

And Luis is right and we're gonna get down on it. That's right.

Barcley, Joyce M - ETA CTR 1:17:25

I can just hear it now. I think we need to play that during our next intro to office hours.

McNeace, Meche - ETA CTR 1:17:41

Celebrate or get down on it or a little bit of both.

Barcley, Joyce M - ETA CTR 1:17:43

Get down.

McNeace, Meche - ETA CTR 1:17:45

Would be cool with our gang here.

Nancy Shepherd 1:17:47

I'm game.

I'm ready to dance.

Barcley, Joyce M - ETA CTR 1:17:49

Look Kevin's already ready.

McNeace, Meche - ETA CTR 1:17:50

Kevin's got it going to celebrate a good time.

Barcley, Joyce M - ETA CTR 1:17:53

Yeah.

McNeace, Meche - ETA CTR 1:17:54

Come on out.

Well, sometimes I know y'all we just.

Yeah, we just kinda lose it for a while. Forgive us.

Barcley, Joyce M - ETA CTR 1:18:07

Chanel's just shaking her head.

Like here we go again.

Davis, Chanel T - ETA CTR 1:18:12

I'm used to it.

McNeace, Meche - ETA CTR 1:18:12

Now, Can you imagine what our internal meetings are like with just us?

If we can't hold it together during the vLive, you can imagine what happens.

So thank you, Catherine.

See you in the next one.

See you soon. Alrighty no other cool questions?

Barcley, Joyce M - ETA CTR 1:18:45

With a C.

McNeace, Meche - ETA CTR 1:18:50

Cause, we're gonna be here for another 8 minutes.

Isn't that a song 8 minutes?

No.

Nancy Shepherd 1:19:04

6 minutes.

McNeace, Meche - ETA CTR 1:19:04

8 miles is a movie, huh?

Nancy Shepherd 1:19:07

6 minutes to press your phone.

McNeace, Meche - ETA CTR 1:19:08

6 minutes. There you go, Nancy.

I knew there was something.

Barcley, Joyce M - ETA CTR 1:19:14

She has to join our group.

McNeace, Meche - ETA CTR 1:19:17

Is there an approved break report?
Didn't we have this discussion earlier?

Davis, Chanel T - ETA CTR 1:19:24

We did, and no, there isn't.

McNeace, Meche - ETA CTR 1:19:27

So, but you think so? Chanel and Joyce had this great thought when we were preparing for today because there's not an approved break report as of yet that using the filters that they showed you earlier when you go in and if you just filter by active on break. It'll just list all your participants who are active on break.

Young, Cheryl 1:19:49

Okay.

McNeace, Meche - ETA CTR 1:19:51

You can use that as kind of a work around until that wonderful report ever gets developed. There's that active on break filter.

Luis is still singing on and on and on.

So does that help you, Wanda?

I hope so.

Barcley, Joyce M - ETA CTR 1:20:22

Yeah, reports are great.

McNeace, Meche - ETA CTR 1:20:23

Yes, the reports are great.

I know that was one of the reports that's kind of that was in the hopper is just, hasn't made it out of the hopper yet.

Barcley, Joyce M - ETA CTR 1:20:31

Hasn't hopped out yet.

Yeah, it hasn't happened.

McNeace, Meche - ETA CTR 1:20:32

There you go.

Now we're here for 6 minutes, Nancy.

Barcley, Joyce M - ETA CTR 1:20:48

Are you going to give your usual spiel, Michi?

McNeace, Meche - ETA CTR 1:20:51

All my usual speech.

Oh, yes, right. In the last 6 minutes.

So let's that usual comment that I always make at the end of vLive is always remember that when you're going in there to search for, participant always hits that reset button, reset, reset, reset to make sure you clear the filters and that you're getting your full caseload. Always know for those that are not always in the system to please log in at least once or twice within the 30-day period so that you don't your account doesn't become deactivated. So those are the two things.

Anything else we should add?

Our next virtual office hours, the party is going to be on April 8th, same time.

Alright, so April 8th we'll be back here.

Other than that, I think for the last five minutes, I want to say again as we always do, we appreciate each and every one of you for taking the time out of your busy schedule to come and hang out with us on our virtual office hours and in between time, if anything comes up and you need you have a question or you need us to show you how to go from here to there.

Just please reach out to us by emailing us at SCSEPtechnicalassistance@dol.gov

Nancy, you're going to hang in with us, right? Okay.

Nancy says she'll have her phone list ready. Okay, music.

If you have a, what do you call it?

A request for the next song to play on the next vLive just tell us in the chat.

Hasta la Vista, baby to you too, Luis.

Alright. Bye, everyone that's leaving us.

Alrighty.