

## GPMS Frequently Asked Questions

### Roles and Permissions

**Q:** Will Grantee Admins (GA) and or Sub-Grantees (SGA) need to set up and assign users/roles that are under them when GPMS goes live?

**A:** No, all roles will be mapped from current/active users in SPARQ

**Q:** Do the roles function the same as in SPARQ?

**A:** See Roles and Permissions email

**Q:** How many grantee administrators and subs can there be?

**A:** Grantee and sub-grantee administrators can only be approved by the SCSEP national office. The official grantee contact person may request that the Department of Labor (DOL) authorize up to three (3) grantee administrator accounts per grantee and one (1) sub-grantee administrator account per subgrantee. Grantee administrators will serve as back-ups for the sub-grantee administrator. Administrators must be employees or contractors working under the direct supervision of the grantee or sub-grantee. Participant staff may not be administrators. The limitation to one (1) sub-grantee will be discussed with the National Office after the system is deployed

**Q:** As a Sub-grantee Administrator, Case Manager and the other lower roles will I have access to all three through Sub-Grantee Administrator?

**A:** Yes, the Sub-Grantee Administrator will have access to the Sub-Grantee permissions and all lower roles

**Q:** Will Participant Assistants have access to the GPMS

**A: Yes.** Most Participant Assistants in SPARQ have a Sub-Grantee role. Sub-Grantee roles will be mapped to Case Managers in the GPMS

**Q:** If you have a director and assistant director, can they both be subgrantee administrators in the new system?

**A:** All users in SPARQ will have access to the GPMS based on the user permissions process outlined. Right now, there can only be one (1) Sub-Grantee Administrator account per a subgrantee.

**Q:** Do grantee administrators have full access to all participant data similar to SPARQ? Can the grantee administrator enter client data?

**A:** Yes, and yes

### **User Manual**

**Q:** Is there an instruction manual for using GPMS?

**A:** The user guide will be distributed before Public Launch on July 1st

### **Browser**

**Q:** Is there a preferred browser recommended?

**A:** GPMS is compatible with all browsers. However, there are some browser specific functions that do not work with the application. Ex. The show/hide icon for SSN is only visible in Edge.

### **Reports**

**Q:** How soon will participant extract reports be available to Grantees?

**A:** Development is scheduled for PY22 Q1

**Q:** Will we have the same reports we currently have in SPARQ?

**A:** Reports will **not be** available for Public Launch. Most reports will be developed for after the full data migration the beginning of October

**Q:** Will the Preliminary Employment Rate/Median Earnings Report be available to Grantees?

**A:** The report is currently in Development

**Q:** Will ad-hoc reporting be available to Grantees?

**A:** Ad-hoc reporting will not be available for Public Launch but can be prioritized for future sprints

### **QPRs**

**Q:** Will GPMS have “shut down” periods to produce and compile QPRs? If not, will the participant details always be current? Ex: DL Date

**A:** The internal QPR will function similarly to the SPARQ QPR and will provide real-time data to the grantees. Like the SPARQ QPR, grantees will have 30 day or so to finalize their quarterly data before the QPRs are frozen. The WIPS QPR, which will be generated by the grantee administrator, is not due until 30 days after the close of the quarter but may be generated sooner if the data are ready.

**Q:** Will QPRs/Reports be real time?

**A:** Some reports will be in real time (ex. Management Reports, QPR), others will update based on an overnight process (ex. ED)

**Q:** Where are QPRs located?

**A:** QPR links are located on the Admin Console

**Q:** It appears that there is no functionality button for Case Supervisors to generate/access QPRs. Is that correct? Will only Sub-Grantee Admins be able to access QPRs?

**A:** Right now, only Sub-Grantee Admins and above can access the QPRs. Access for lower roles will be considered for future development

### **Miscellaneous**

**Q:** Will SCSEP ED update with “live” data within the quarter since it is integrated with GPMS?

**A:** Yes, the replacement for SCSEPED will be updated daily with enrollments, which will be frozen at the end of each quarter. AP will be updated as needed, and MP will be updated quarterly as they are in SPARQ

**Q:** Once a sub-grant is removed from a Grant, will the data still be accessible? Ex: If a sub is removed, would the grantee have access to an open Placement?

**A:** Yes, data is still available for viewing and appear in search results for participants within a removed sub-grantee

**Q:** Is the recertification process part of the PRA hours? What constitutes PRA Hours

**A:** PRA hours reflect services other than paid CSA, paid training, and paid sick, provided to participants for which they must be paid. Since recertification is a program requirement, participants should be paid for time spent in that process, and the time should be recorded as PRA hours. In addition to recert, time spent on physical exam, safety consultation, assessment and IEP should be charged to PRA hours

**Q:** If an applicant does not wish to provide the Grantee with SSN at an enrollment inquiry, but think they may have been in SCSEP prior, GPMS does not allow a global search using anything but the full SSN. Is there a workaround?

**A:** Currently there is no work around, but the grantee can enter a request for the information via Zendesk

**Q:** Grantee field should not be mandatory, there are times when applicants do not know the program, they were previously enrolled in. Remove the OR in the middle of the screen and allow users to conduct a participant search without mandatory fields.

**A:** Currently the GPMS is unable to do a search across the system without search filters due to performance issues. This is tagged for future development. In the interim, Grantees should contact Zendesk for assistance if the applicant does not know which grantee it was enrolled with

**Q:** Grantees would like something other than Cases be the landing page (Admin Console?)

**A:** This will be added to the list for future development

**Q:** When will forms be available that match GPMS?

**A:** For now, grantees will need to make their own hard copy forms for remote intake prior to data entry

**Q:** Will GPMS be set up as a mobile app?

**A:** GPMS is a web-based application and is available on any device with access to the web

**Q:** Is it possible to unmask the SSN during data entry in the first field? Grantees have a lot of older adults entering data, they would be more efficient

**A:** The SSN is masked in GPMS for security. However, the eye is available in the MS Edge browser which allows the user to view the SSN briefly

**Q:** Why are there additional fields/items in GPMS that are required but not in the regs?

**A:** The regulations provide broad latitude to collect data, and the grant assurances commit grantees to accurate and timely data entry. All fields in the GPMS, whether required or optional, are approved by the Office of Management and Budget (OMB) under the Paperwork Reduction Act. Fields marked as required in the GPMS are needed for performance or program requirements; some fields are only required if a grantee selects an optional field that would be incomplete without additional information, e.g., "Other." The required fields in current version of the GPMS have not yet been systematically reviewed. We are now examining them to assess grantee burden and program need. There may be some changes prior to July 1 or shortly thereafter

**Q:** Why are the Supervisor Wage and Hours required when non-federal funding is selected? How is this a benefit to the grantees?

**A:** These are dynamic fields that are only required if the user selects "non-federal funding." The fields are included solely to the use of those grantees that wish to claim supervisors' time as part of the funds required non-federal grant match.

**Q:** Does GPMS crosswalk any other systems, like Geographic Solutions, Salesforce, etc.?

**A:** No, not currently

**Q:** Will the same PIDs be rolled over from SPARQ?

**A:** The PIDs in SPARQ will not match the PIDS in the GPMS. A mapping file will be provided after the full data migration.

**Q:** What is the difference between PIDs and Case IDs?

**A:** When an applicant applies to SCSEP, the system generates a Participant ID (PID) for that individual. A case is also created for the individual and a case id is generated at that time. The case ID corresponds to the Participation ID in SPARQ. Should the participant exit the program and later re-enrolls in the program, another case and associated case id is generated for the participant. The PID remains the same for the individual. Consequently, an individual can have one and only one PID, but several case ids. The PID is generated at the individual level and the case id is generated at the enrollment level.

**Q:** Is there a sandbox site available for us to practice?

**A:** There is no sandbox site available

**Q:** Will our current participants be automatically placed in the new system?

**A:** Yes, all data will be migrated from SPARQ to GPMS

**Q:** Will there be a way for GA administrators to directly access backend data using SQL queries, etc.?

**A:** There will be no backend access to the GPMS

**Q:** Are we able to import data (csv or excel file) into GPMS?

**A:** No, right now there is no functionality to import data. However, this is being considered for future development

**Q:** Will we be able to upload documents (case notes) to GPMS?

**A:** This will be considered for future development

**Q:** Will there be a way to prevent duplicate host agencies or employers in GPMS?

**A:** Yes, host agencies, employers, and service providers will be limited in how they can be duplicated. Currently in SPARQ, an organization cannot be duplicated at the name + state level. That is, there can be only one Rockville Library in the state of Maryland. There can be another Rockville Library in Delaware and another in Virginia. The GPMS will limit organizations similarly but at the name + city + state level. That is, there can be only one Rockville Library in Rockville, Maryland. There can be another Rockville Library in Bethesda, Maryland and another in Potomac, Maryland.

**Q:** How long will SPARQ be available to reference old information if needed?

**A:** SPARQ will be taken offline on Friday, September 30th

**Q:** When entering the CSA hours for the Quarter in SPARQ, if more hours are entered than the allotted amount, you get an error Message. Will that happen in GPMS?

**A:** Yes, GPMS will give a warning and error message like SPARQ.

**Q:** Can you please clarify "witnessed by"? Will SCSEP staff be required to "witness" the applicants' signature, or is it only a requirement that SCSEP staff sign the forms?

**A:** The applicant must sign the intake, certifying that the eligibility information is correct and acknowledging that fraudulent information could result in termination. The case worker who does the intake, explains the certification, and witnesses the applicant's signature must enter their name in the "witnessed by" field.

**Q:** Will GPMS allow for over enrollment?

**A:** Similar to SPARQ, GPMS will allow for over enrollment