Employment and Training Administration (ETA)

Senior Community Service Employment Program (SCSEP)

Grantee Performance Management System (GPMS)

User Guide for Grantees

Version 1.9

January 2026

RESPONSIBILITIES

Role	Name	Email
Federal Program Manager	Steven Rietzke	rietzke.steven@dol.gov
Federal Project Manager	Omer Erenulu	erenulu.omer.e@dol.gov
Federal Product Owner	Toni Wilson	wilson.toni@dol.gov
Project Manager	Akash Sangroula	sangroula.akash@dol.gov
Requirements Analyst	Akash Sangroula	sangroula.akash@dol.gov
Contracting Officer's Representative (COR)	Shawnte Mcgee	mcgee.shawnte.t@dol.gov
Subject Matter Experts	Michi McNeace	mcneace.meche@dol.gov
	Sheldon Bond	bond.sheldon@dol.gov
	Katherine Campbell	campbell.katherine@dol.gov
	Matt Potts	potts.matthew.s@dol.gov
	Denise Thompson	thompson.denise@dol.gov

DOCUMENT INFORMATION

Title	SCSEP GPMS User Guide
Revision	Release 1.9
Issue date	January 2026
Contract number	1605DC-17-C-0014
Doc type	Non-Contractual
Doc classification	For Official Use Only

TABLE OF CONTENTS

Introduction

Authorized by the Older Americans Act (OAA) and originally enacted in 1965, the Senior Community Service Employment Program (SCSEP, sometimes referred to as Title V) is funded and administered by the Employment and Training Administration (ETA) of the U.S. Department of Labor (DOL). SCSEP is the oldest nationally directed community service and work-based job training program that is designed to help low-income, unemployed individuals aged 55 and older find work. The program matches job seekers with part-time training assignments in local nonprofits and public agencies where they can increase their skills and build self-confidence and self-sufficiency while earning a modest supplemental income.

SCSEP is designed to be used in conjunction with other programs and services to provide training, increased marketability, and opportunities for transition into non-subsidized employment. Based on their needs, employment interests, and goals, participants may also receive supportive services and skills training. This SCSEP experience may lead to permanent employment.

SCSEP is one of three federal workforce development programs and serves nearly every county in the nation.

Goals of SCSEP

The goals of the SCSEP application are to:

- Upgrade the job skills of participants
- Provide added income to participants during training
- Help participants become more involved in their community
- Provide the local program community with needed service
- Assist participants with transition to unsubsidized employment or other forms of self-sufficiency

Services Provided to SCSEP Participants

Services provided to participants include:

- Periodic assessments and an Individual Employment Plan (IEP)
- Improved living situation through paid training while preparing for future unsubsidized employment
- Connection with peers and their community and helping to address community needs
- Increase in job skills and work experience through community service assignment and by attending specialized training sessions and on-the-job experience
- Exploration of employment opportunities in their labor market
- Additional skill improvement through related programs and partner agencies

Case Management Overview

SCSEP serves as the primary source for entering, tracking, and submitting program participant data in a more efficient manner, providing visibility and reporting capabilities for the data captured for participant cases. Participant data is then fed into the quarterly and annual Quarterly Progress Report (QPR) through the WIOA Integrated Performance System (WIPS).

The program year is July 1 through June 30 of any given year. Employment outcomes are measured in program quarters:

1. First quarter (July - September)
2. Second quarter (October - December)
3. Third quarter (January - March)
4. Fourth quarter (April - June)

Document Overview

This user guide consolidates information and instructions for using SCSEP, including role-specific information, and serves as a comprehensive reference for the management areas and processes within the **SCSEP Grantee Performance Management System (GPMS)** (e.g., the methodology, allocated resources, management processes and procedures, operational tasks and review activities, and interrelationships with other documents).

This user guide is intended for use alongside other resources, including the **Data Collection Handbook**, **Data Validation Handbook**, and **QPR Handbook**. It will be updated as needed to reflect changes to GPMS.

Help Desk

If any issues are encountered with the SCSEP GPMS, please contact us through the Help Request Module (HRM) in GPMS.

SCSEP GPMS Core Functional Requirements

The SCSEP GPMS is deployed on top of the Appian COTS platform that supports the case management lifecycle. SCSEP GPMS leverages WIPS, an existing shared service designed to meet WIOA reporting standards. Together, SCSEP GPMS and WIPS support the case management life cycle through all phases. Several functional requirements are addressed, including:

Functional area	Description
User management	Using the security module, Administrators may grant and restrict user access to the features and functions of the application for individual users based upon their role.
Case management	Allows users to add, update, track, and delete cases through the completion of their workflow.
Eligibility verification	Allows users to ensure that participants meet the eligibility requirements.
Services management	Allows users to add, update, delete, and track services, including program required services, supportive services, and paid training provided to participants.
Outcome management	Allows users to add, update, delete, and track participant outcomes.
Exit management	Allows users to exit participants based on pre-defined requirements.
Follow-up management	Allows users to add, edit, delete, and track follow-up services provided to program participants.
Reporting	Provides standard reports that support DOL reporting requirements for internal and external users, allowing them to create reports that are pertinent to their roles.

User Roles

Within SCSEP GPMS, the following user roles are identified:

Role name	Abilities
Case Manager	• Primary users who move the case through the Intake, Eligibility, Service, Exit, and Outcome milestones • Ability to add, edit, and read throughout the system • Ability to create new cases for their organization and to update the details of those cases assigned to them • Not permitted to submit QPRs
Case Supervisor	• Users with all Case Manager privileges plus the ability to reassign cases and Case Managers

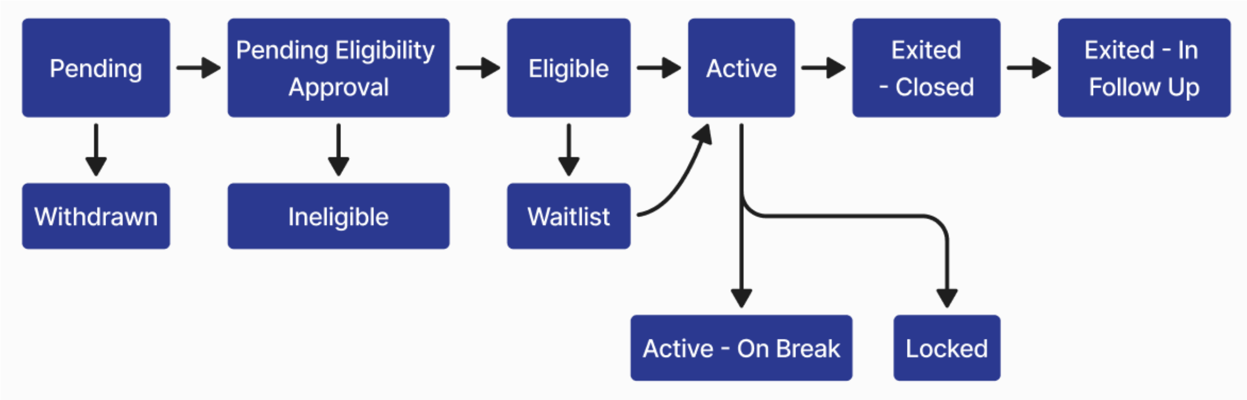
Role name	Abilities
	• Ability to create users with any role except Grantee or Sub-Grantee Administrator • Ability to assign/reassign cases to Case Managers • Ability to add, edit, delete, and read throughout the system • Ability to review and approve eligibility determination • Ability to request re-certification of a case • Not permitted to submit QPRs
Sub-Grantee Administrator	• Users with all the privileges of a Case Manager (see above) with the ability to review/edit case-related information; to add/edit/remove users and sub-recipients; to transfer, re-assign, and move cases; to approve re-certifications requested by the Case Supervisor; and to submit QPRs • Sub-Grantee Administrators inherit all permission of the Case Supervisor along with the ability to manage the set of users that have access within their sub-grant • Ability to create users with any role except another Sub-Grantee Administrator or Grantee Administrator • Ability to assign/reassign cases to Case Managers
Grantee Administrator	• Users with all the privileges of a Case Manager (see above) and above can review/edit case-related information; to add/edit/remove users and sub-recipients; to transfer, re-assign, and move cases; to approve re-certifications requested by the Case Supervisor; and to submit QPRs • Grantee Administrators inherit all permission of the Case Supervisor along with the ability to manage the set of users that have access within their grant • Ability to create users with any role except another Grantee Administrator • Ability to assign/reassign cases to Case Managers
Program Analyst	• Program Analysts are those users located within the National Program Office • Ability to add Grantee Administrators • Ability to view all grantee organizations • Ability to designate the Grantee Administrators • Ability to delete a case • Note: Only Program Analysts can view or edit PII information after it has been entered/saved in the application.
Read Only Global	• User will have View Access to all grantee/sub-grantee information in the GPMS. • If a user is provided with Read Only Global access for a grantee, the same user cannot be provided with Read Only

Role name	Abilities
	Restricted access (see below) for a specific sub-grantee with the same grantee. • User can view all cases and tasks. • Limited access to *Admin Console* and *Reports* • User can create and export reports but cannot export the extracts • User cannot create cases or edit existing cases
Read Only Restricted	• User has the same access as Read Only Global but only for their specific grantee.

For users with multiple roles in GPMS, the level of access is based on the highest level of access.

Case Status

Within the GPMS, the case statuses in the following figure are used. Each status is further defined in the table.



Status	Description
Pending	Case has not been submitted for eligibility determination. Case status is updated to *Pending* when the Case Manager has completed the case creation process, but the participant has not been moved through all the intake process steps.
Withdrawn	Case has not been submitted for eligibility determination and user has selected **Withdraw** from the *Related Actions* tab.
Pending Eligibility Approval	An eligibility determination decision has not been made. A task for eligibility approval has been created by the user (and sent to the Case Supervisor), but eligibility has not been approved.
Eligible	Case status is updated to *Eligible* when eligibility approval has been granted by the Case Supervisor.

Status	Description
Ineligible	Case status is updated to *Ineligible* if the Case Supervisor deems the case to be disqualified due to specific program requirements.
Waitlist	When the case is determined to be *Eligible*, the case is placed on a waitlist until a community service assignment is available.
Active	Case status is updated to *Active* after eligibility has been approved by the Case Supervisor, the program orientation date has been added, and an assignment has been added, meaning the case has been assigned to a host agency for a community service assignment.
Active – On Break	An active case has a break in service where the system date is between the break start date and the break end date.
Locked	A case has been locked for exceeding the durational limit.
Exited – Closed	A case has been exited for a reason other than unsubsidized employment.
Exited – In Follow-Up	A case has been exited for unsubsidized employment and has a placement associated with it. *Follow-Up* is only relevant for enrollments that have a placement. When case status is *Exited – In Follow-Up*, access is limited to the *Summary*, *Services*, *Outcomes*, *Follow-Ups*, and *Related Actions*.

Universal Features

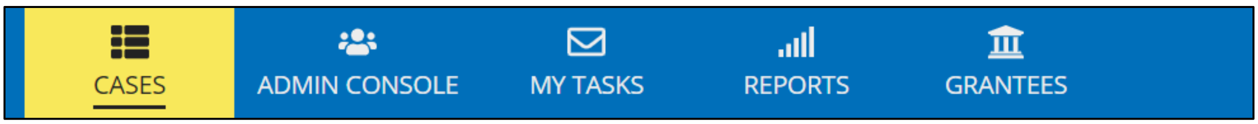
This section provides information on the basic functionalities found throughout the system.

Role name	Abilities
Tabs	A sequence of identifiers across the top of the screen that provide a menu of options.
Navigation buttons	A sequence of buttons at the bottom of the screen to navigate the user.
Dropdown lists	Provide a list of allowable values for the field, thereby limiting the selection.
Field-level help	Alert the user to the nature of the data to be entered for various fields.
Required fields	An asterisk (*) directly next to a field label is used to identify fields where mandatory information is required to proceed.
Calendar buttons	A calendar format is provided to select a date.
Upload documents	A button used to begin the attachment of an external document to the case.

Role name	Abilities
Error & warning messages	Used to display required or recommended actions or errors in data.
Alternative text and tooltips	Alt text or tooltips have been added in GPMS to aid in the translation of visible UI content into text that is either read aloud or presented as Braille.

Tabs

Once you sign in to SCSEP GPMS, the main navigation bar appears at the top of the screen, containing various tabs for navigation through the application.



Tab	Explanation
Cases	All the cases created by the user can be found here.
Admin Console	Available to Administrator roles. Refer to the permission matrix for details.
My Tasks	Actions that require the user's attention.
Reports	Provides access to a list of reports available to the user to monitor organizational programs.
Grantees	Available to Program Analyst roles.

Navigation Buttons

Navigation buttons provide a simple method to move through the various screens.

Button	Function
Close	Closes the screen without saving the information and returns to the main overview screen.
Save + Continue	Saves the information and proceeds to the next screen.
Save + Close	Saves the information, closes the screen, and returns to the main overview screen.
Continue	Proceeds to the next screen.
Previous	Returns to the previous screen without saving the information.
Complete	Saves the information and completes the case intake process.

Dropdown Lists

Dropdown lists provide a predetermined list of allowable values to ensure that only those values are selected and entered into the GPMS. Depending on the specific dropdown list, only one value may be selected, or multiple values may be selected.

Field-Level Help

Fields marked with a question mark icon offer field-level help. Hovering over the question mark displays help text with specific instructions or data validation limits for that field.

Required Fields

Fields marked with an asterisk (*) are mandatory and require user input before moving forward or saving the data entered on the screen. Data will not be saved until all required fields are populated with valid data. If you attempt to save the data by selecting **Save + Continue** with no data entered in the required fields, a message will be displayed, and you will not be able to move forward until required fields are populated with valid and appropriately formatted data.

Calendar Buttons

To enter a date into the GPMS, you can either type the date directly into the appropriate field or use the calendar button to select a date. Dates are displayed in the standard MM/DD/YYYY format. Use the arrows to navigate to the correct date before pressing the **Enter** key.

Upload Documents

Use the **Upload** button to add documents to a case. After clicking **Upload**, choose one or more files from your local hard drive using the file browser, and then click **Open** to execute the upload. Repeat this process for any additional files.

At present, only Microsoft Excel files are allowed to be uploaded to the GPMS.

Grids

Grids display rows of data in a tabular format and allow you to select a specific item for further viewing or action. In some instances, checkboxes are displayed that allow you to select a specific row from a grid with which to work. At other times, you can select a link associated with the data row to move directly to that row's data.

In many cases, the grid may contain an arrow (pointing up or down) within the header row indicating that data within the grid can be sorted in either ascending or descending order. Click the arrow next to the title in the grid's header row to sort the data. To sort in the reverse order, click the arrow next to the title in the grid header again.

When a grid has many rows, the number of rows is displayed in the bottom-right corner of the screen. To move quickly between the grid's results, select the arrows to move forward (**>**) or backward (**<**). To move quickly to the first or last screen of grid results, select the arrows to move forward/end (**>>**) or back/beginning (**<<**).

Error and Date Validation Messages

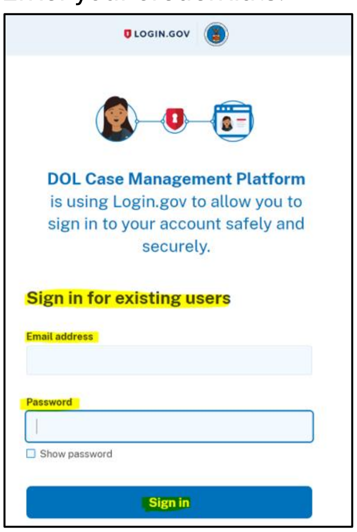
Error messages will be displayed if you are required to take corrective action on a screen before moving forward. Data validation messages are displayed for user information and do not require corrective action before moving forward and appear on the data entry screen while the data is entered.

Start Up

Setup for New Account

Please refer to the instructions in the **GPMS Production Access** document under **Quick Links** on the SCSEP Help website. To access SCSEP GPMS:

1. Launch https://cmp.dol.gov/suite?signin=login-gov
2. Enter your credentials.



3. Click **Sign in**.
4. Enter the code received from login.gov.
5. Click **Submit**.
6. Select **SCSEP** from the dropdown list on the Department of Labor homepage.

Navigating SCSEP

When a user accesses the GPMS application, a menu consisting of four tabs (five for Program Analysts) is displayed across the top of the screen. The tabs displayed may change slightly depending on the user's role and access privileges.

SCSEP Cases

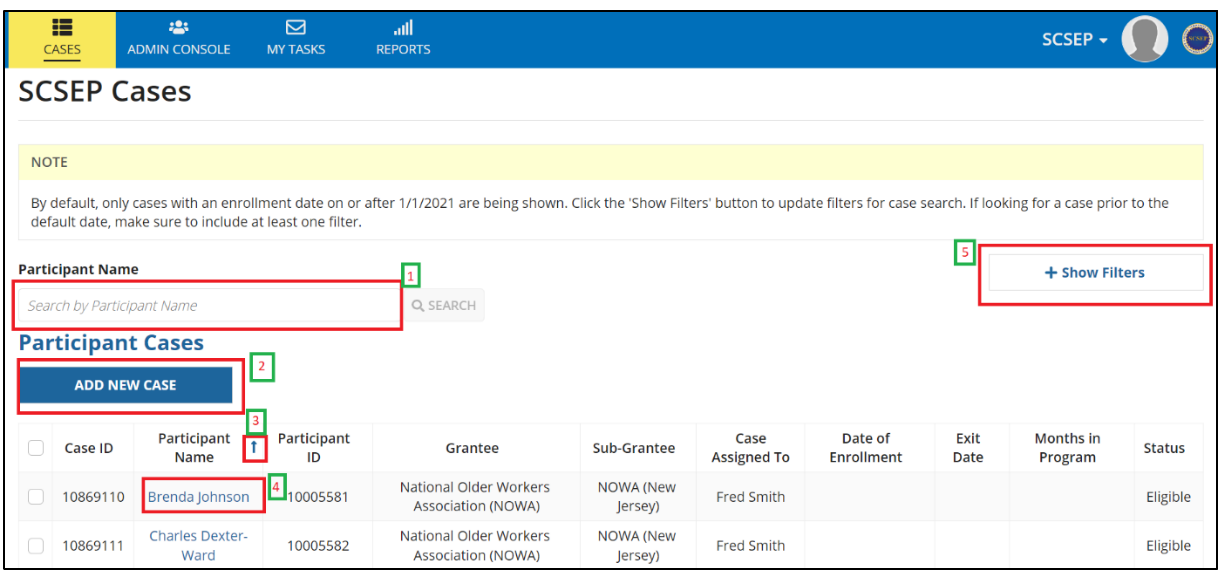
The *Cases* tab displays a grid of SCSEP participant cases currently or previously enrolled within the user's grantee(s) and sub-grantee(s).[1]

Below the *SCSEP Cases* heading, the following text is displayed in a note box:

> "By default, only cases with an enrollment date on or after 1/1/2021 are being shown. Click the **Show Filters** button to update filters for case search. If looking for a case prior to the default date, make sure to include at least one filter."

The cases presented to users are based on their user role:

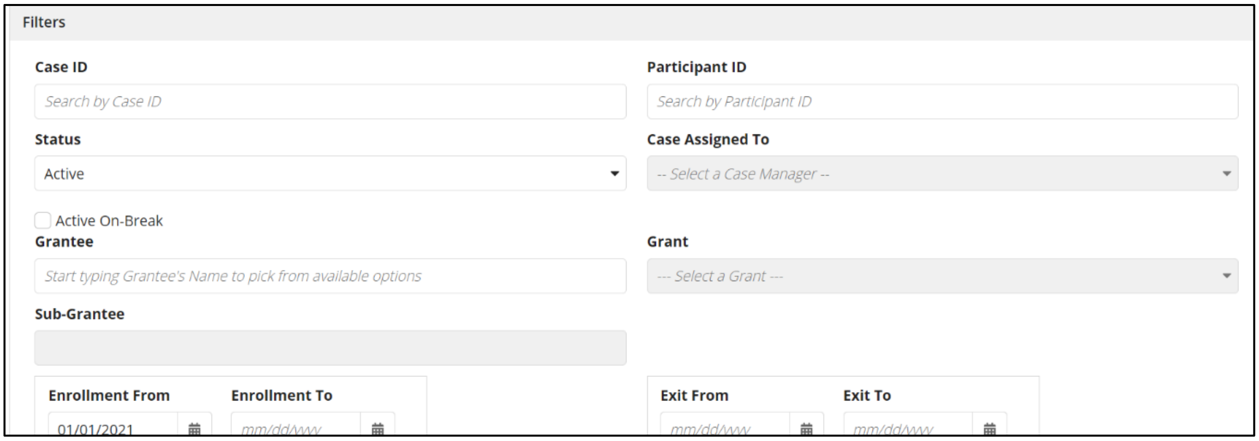
- All users will see all cases connected to the sub-grantee(s) with which they are associated.
- Grantee Administrators will see all cases associated with the grantee they administer.



[1] Note: Not all roles are authorized to perform all the actions documented here.

Each of the functionalities available under the *Cases* tab will be discussed in the sections related to the case entry and development/handling process.

1. **Search**: The **Participant Name** search allows you to search all participants based on any part of the participant's name. Any of the following formats can be used:
    a. [last name], [first name]
    b. [first name] [last name]
    c. [last name]
    d. [first name]
2. **Add New Case**: Click **Add New Case** to begin the process of entering a new case for a new or existing participant into the system.
3. **Sorting arrows**: Use the sorting arrows (↑ ascending and ↓ descending) to sort participant cases in the desired order.
4. **Participant Name**: Click on a participant's name to open the record for display and editing.
5. **Filters**: The **Show Filters** button allows you to specify a range of possible items with which to limit the displayed cases within the grid (the default is to display all):
    a. **Case ID**
    b. **Participant ID**
    c. **Status**: You can select one or many statuses.
    d. **Case Manager**: You can select cases assigned to a particular Case Manager. This field can only be selected once a sub-grantee is selected.
    e. **Grantee**
    f. **Sub-Grantee**: You can only select a sub-grantee after selecting the grantee.
    g. **Grant (Informational)**: When you select a sub-grantee, the filter displays a grant number associated with the grantee/sub-grantee.
    h. **Enrollment Date From**: You can select cases where the enrollment date is on or after the entered date.
    i. **Enrollment Date To**: You can select cases where the enrollment date is on or before the entered date.
    j. **Exit Date From**: You can select cases where the exit date is on or after the entered date.
    k. **Exit Date To**: You can select cases where the exit date is on or before the entered date.



1. Add New Case

The following sections provide guidance on adding a new case to the system. Some specific programmatic rules for each data element will not be outlined in this user guide. Refer to the **Data Collection Handbook** for guidance on how to best capture and record information, and how the data elements relate to the SCSEP performance measures. Below are some general guidelines found throughout these sections.

Fields marked with an asterisk (*) are mandatory. You will not be able to save the record until mandatory fields are populated.

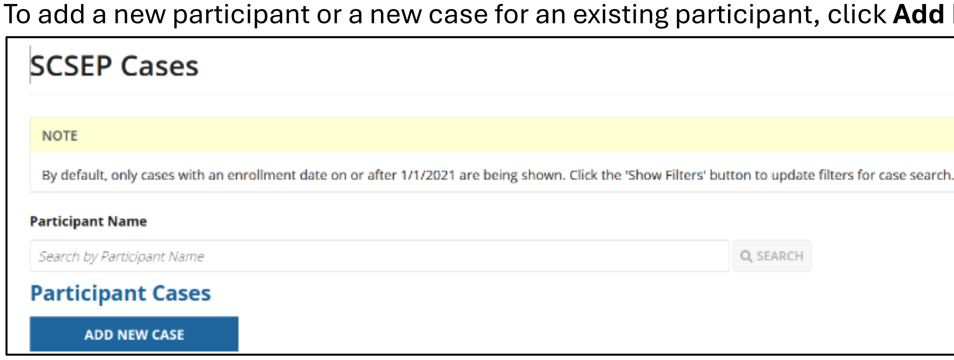
Some fields provide additional information regarding how they are populated. In these cases, the hyperlinked text "**Show Detailed Instructions**" appears below the field. When clicked, a textbox displays additional information regarding the field. The text will also change to "**Hide Instructions**," which will close the textbox when clicked.

Clicking **Complete** in this and other sections of case data entry will display the text "Action Completed" temporarily at the top of the screen.

1.1 Intake

All users (except those having a Read-Only role) can add a new case. The process is as follows:

1. To add a new participant or a new case for an existing participant, click **Add New Case**.



2. The *Create New Case* screen will appear.

3. Enter the applicant's **Social Security Number** (SSN) and then re-enter it in the **Confirm Social Security Number** field.
    a. The applicant's SSN is masked as a series of asterisks.
    b. The system validates that the SSN is in a valid format and that the applicant does not already exist in the system based on their SSN.
    c. Once the applicant's SSN is entered into the system, it cannot be updated. Contact SCSEP Help for assistance with updating the applicant's SSN.

4. Press the **Enter** key or click anywhere on the screen to view the **Reset** and **Search** links.

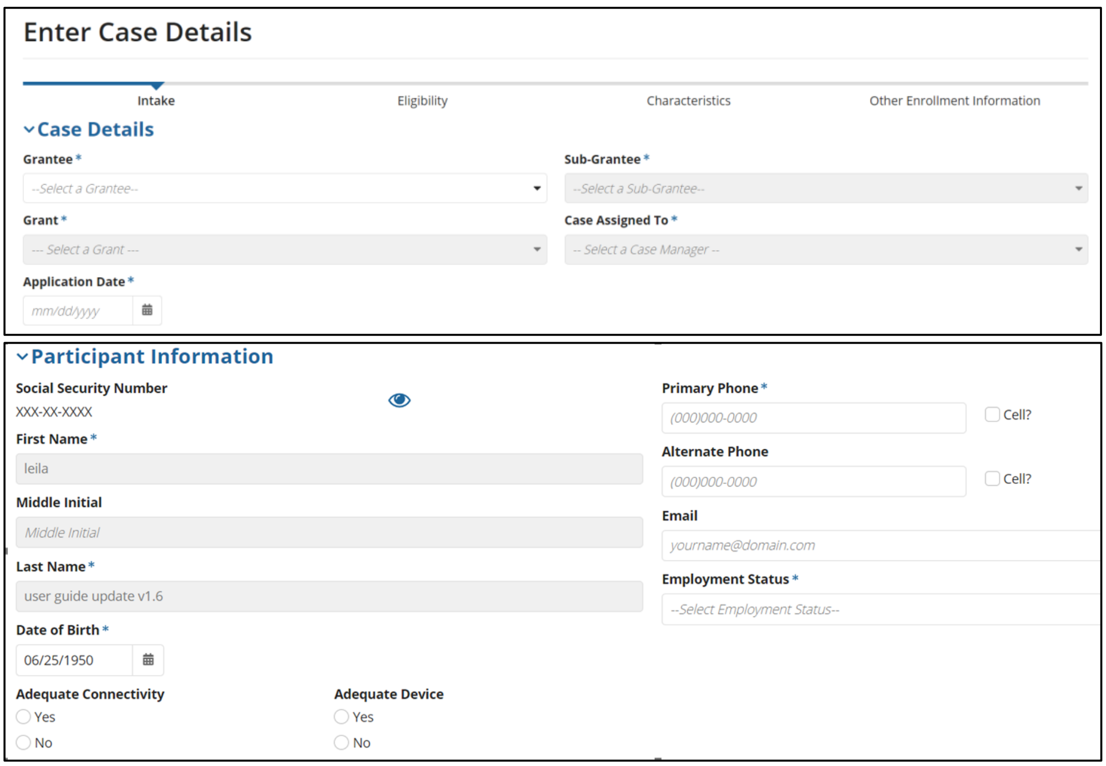
    a. Click **Reset** to clear the SSN from both fields and begin a new SSN search.
    b. Click **Search** to search for a participant with that SSN. When **Search** is clicked:
        i. If the applicant's SSN is already in the system, and has an active case, their details are shown along with the following message: "Note: The participant with the Social Security Number that is entered already exists within SCSEP. Based on the Social Security Number, this person is currently enrolled with the following Grantee: <Grantee Name>. Please contact your Grantee." The **Continue** button is grayed out.
        ii. If the participant's SSN is already in the system **AND** has an exited case, the participant's details are shown along with the following message: "Note: The participant with the Social Security Number that is entered already exists within SCSEP. The following participant was found with that Social Security Number. Please continue if you wish to add a new enrollment for this participant." To add a new case in the system, click **Continue**.
        If the existing participant has an open placement, the following message is displayed on the *Enter Case Details* screen: "The participant currently has an Open Placement with [Grantee Name] CaseId:[CaseId] and cannot be re-enrolled until the Placement End Date for that previous enrollment has been completed. A Task notification has been sent to the grantee."
        iii. If the applicant's SSN is not in the system, the *Enter New Participant Details* section appears with the following message: "Note: The participant with the

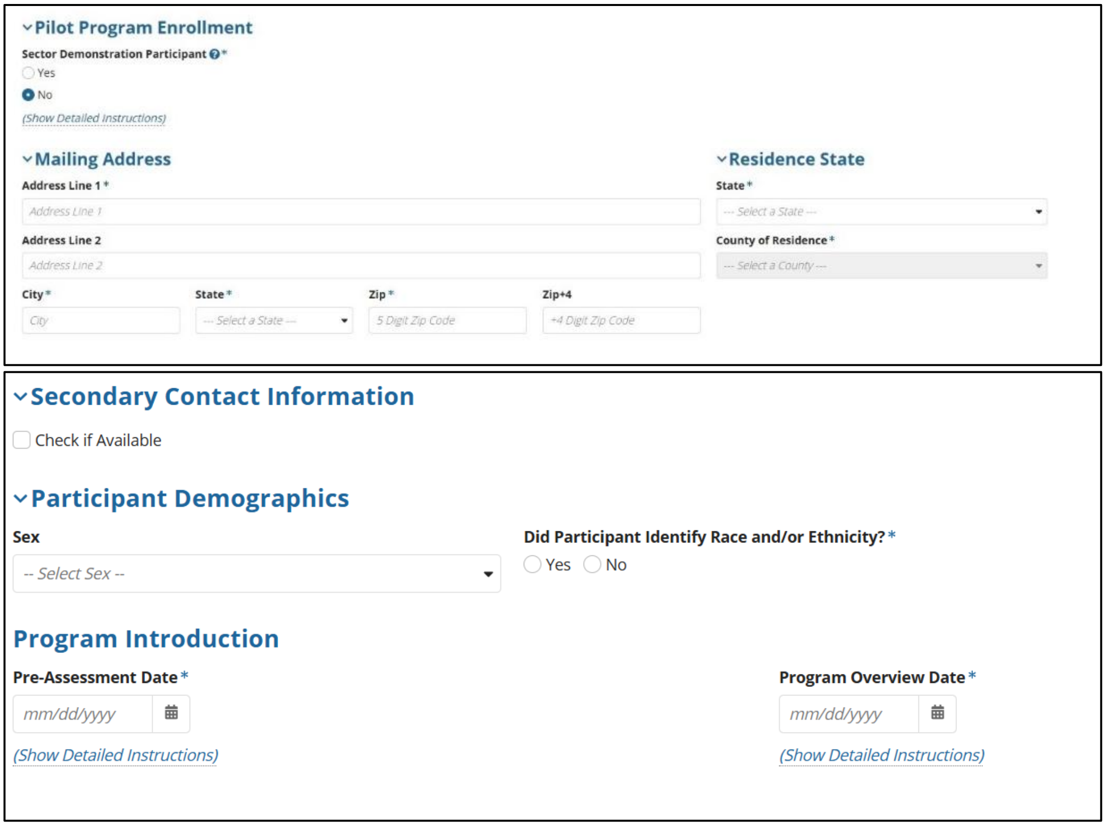
Social Security Number that is entered does not exist within SCSEP. Fill out the following form to create a new participant."

iv. If the applicant does not have an active assignment and has between 1 and 30 days left on the durational limit, the following message is displayed: "The following participant was found with that Social Security Number. Please note this participant is [exact value] days from reaching durational limit. Please continue if you wish to add a new case for this participant. Unless the participant's durational limit date is increased, the termination letter would have to be issued immediately or it may be overdue."

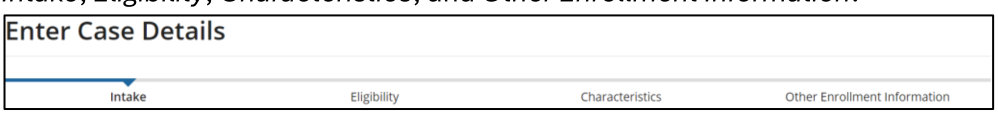
5. Enter the information into the fields on the screen and click **Continue**. Once the applicant's name, Social Security Number, and date of birth are entered into the system, they cannot be updated. Contact SCSEP Help for assistance with updating the information.

6. The *Enter Case Details* screen will appear.

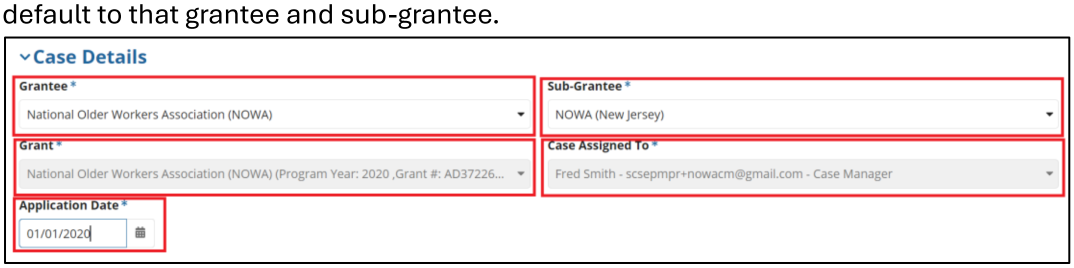




a. Use the progress bar at the top of the screen to track your progress while creating a new case. The case module navigates through four screens to create a new case: *Intake*, *Eligibility*, *Characteristics*, and *Other Enrollment Information*.



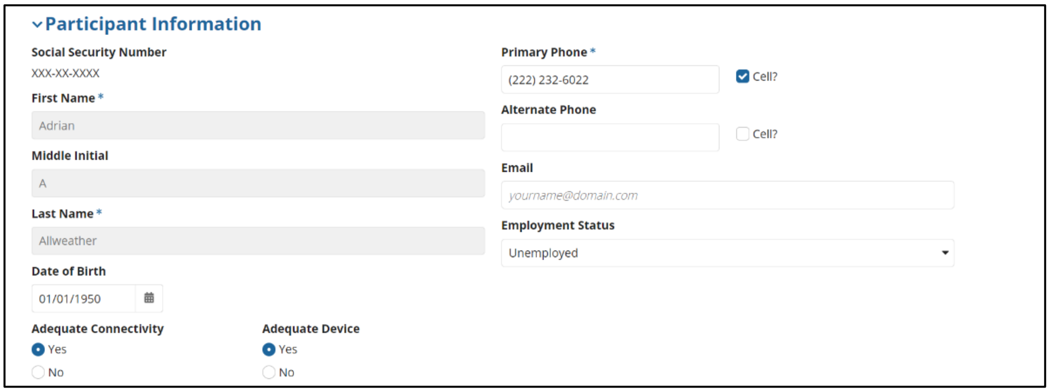
b. Select the **Grantee**, **Sub-Grantee**, and **Grant** in which to enroll the applicant. If the user has a single role associated with their account, the respective dropdowns default to that grantee and sub-grantee.



7. Select the Case Manager assigned to the case. Once a case is created, it may be reassigned only by a Supervisor or an Administrator.

8. Enter the applicant's contact information into the fields.

   a. If the applicant's physical address is different from the mailing address, select the state of the physical address. Once selected, **County of Residence** will populate with a list of counties within that state. Refer to the **Data Collection Handbook** for guidance on the participant's address and county.


Participant Information

Social Security Number
XXX-XX-XXXX
First Name *
Adrian
Middle Initial
A
Last Name *
Allweather
Date of Birth
01/01/1950
Adequate Connectivity
Yes
No
Adequate Device
Yes
No
Primary Phone *
(222) 232-6022 Cell?
Alternate Phone
Cell?
Email
yourname@domain.com
Employment Status
Unemployed


Mailing Address

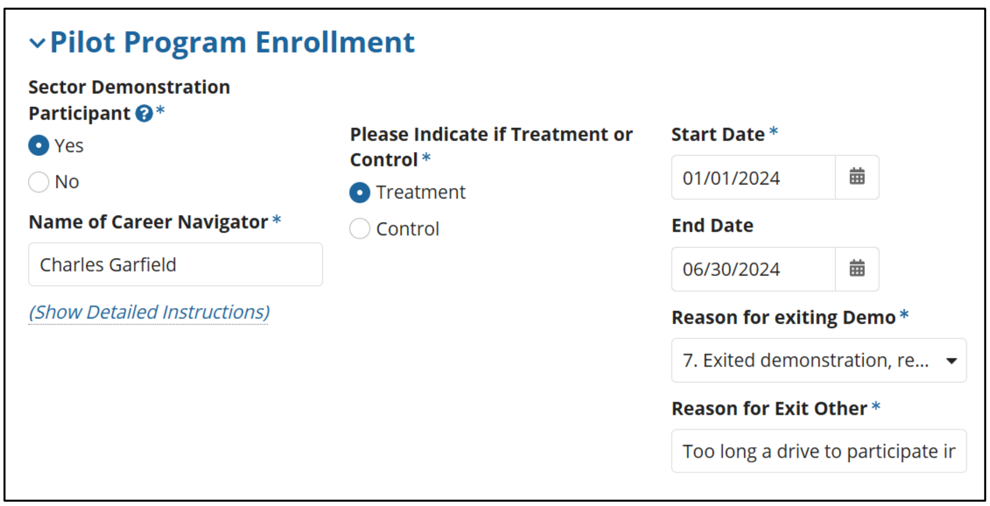
Address 2950 Kirkbride Way
Apt. # 2
Indianapolis, Indiana
46222

Residence State

State Indiana
County of Residence Marion County

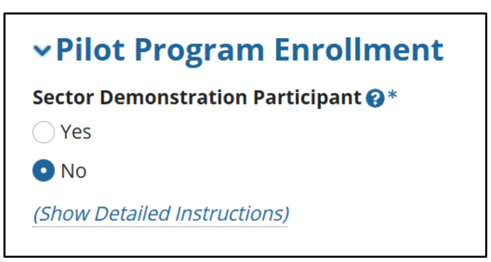
9. Select whether the applicant has consented to be in the study of the pilot of the Sector Demonstration.

    a. If the individual has consented to be in the study, select *Yes* and enter the information into the fields on the screen.


Pilot Program Enrollment

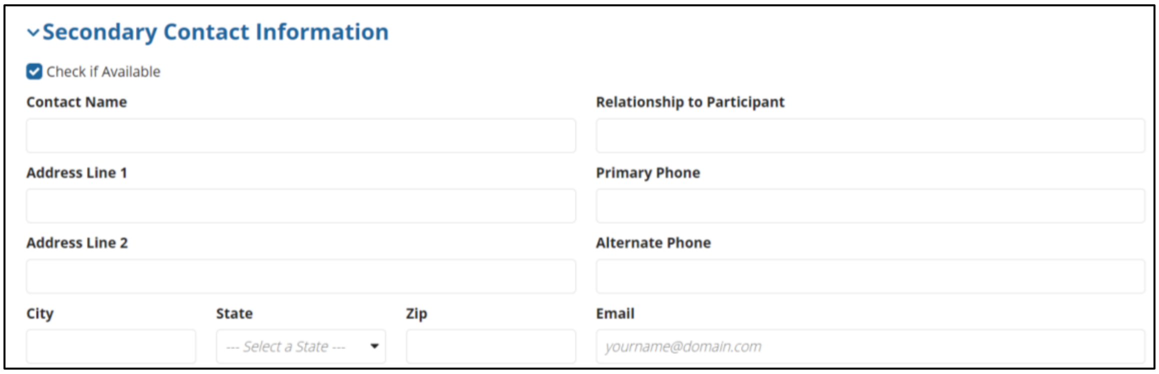
Sector Demonstration Participant *
Yes
No
Name of Career Navigator *
Charles Garfield
(Show Detailed Instructions)
Please Indicate if Treatment or Control *
Treatment
Control
Start Date *
01/01/2024
End Date
06/30/2024
Reason for exiting Demo *
7. Exited demonstration, re...
Reason for Exit Other *
Too long a drive to participate ir

    b. If the individual has not consented to be in the study, select *No*.

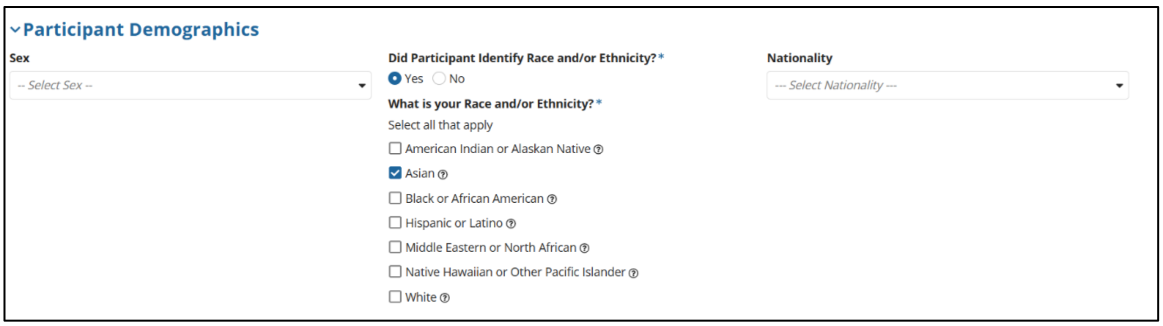

Pilot Program Enrollment

Sector Demonstration Participant *
Yes
No
(Show Detailed Instructions)

10. If the applicant has a secondary contact, select the **Check if Available** checkbox under *Secondary Contact Information*. Fill out the contact information fields that appear.

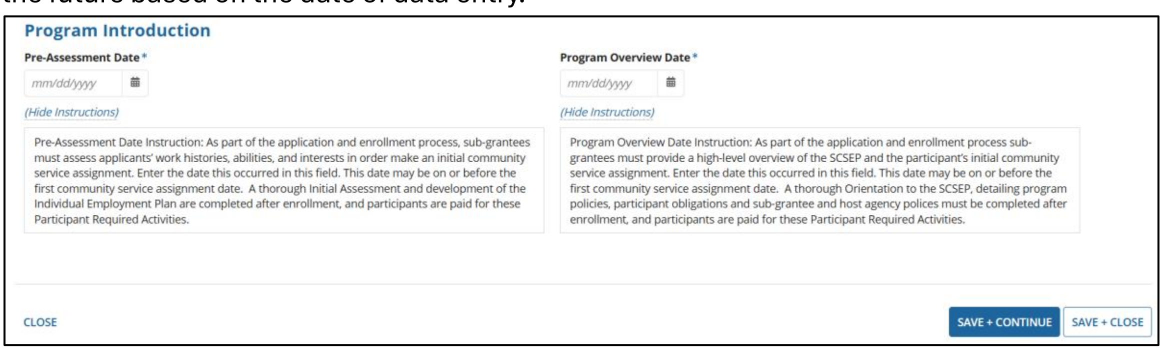


11. Enter the applicant's demographics. If *Yes* is selected for **Did Participant Identify Race and/or Ethnicity?** then an additional field labeled **What is your Race and/or Ethnicity?** will appear and be required. If *Native Hawaiian or Other Pacific Islander or Asian* is selected for **What is your Race and/or Ethnicity?**, an additional field labeled **Nationality** will appear.



12. Enter the applicant's program introduction information. There are two required date fields in the program introduction section: **Pre-Assessment Date** and **Program Overview Date**. If the user selects the *Show Detailed Instructions* link below each date field, detailed instructions for these fields will appear. Users can then select *Hide Instructions* to minimize.

    Note: Both the **Pre-Assessment Date** and the **Program Overview Date** must not occur in the future based on the date of data entry.



13. Select one of the navigation buttons at the bottom of the screen:

a. **Close** opens a pop-up window to confirm the case will close.
    i. Click **No** to return to the *Intake* screen.
    ii. Click **Yes** to end the case creation and return to the *SCSEP Cases* screen. Note that information entered in the fields on the screen is not saved.
b. **Save + Continue** opens a pop-up window to confirm case creation.
    i. Click **No** to return to the *Intake* screen. Information entered into the fields on the screen will not be saved.
    ii. Click **Yes** to save the information and create the case.
c. **Save + Close** saves the information entered on the screen.

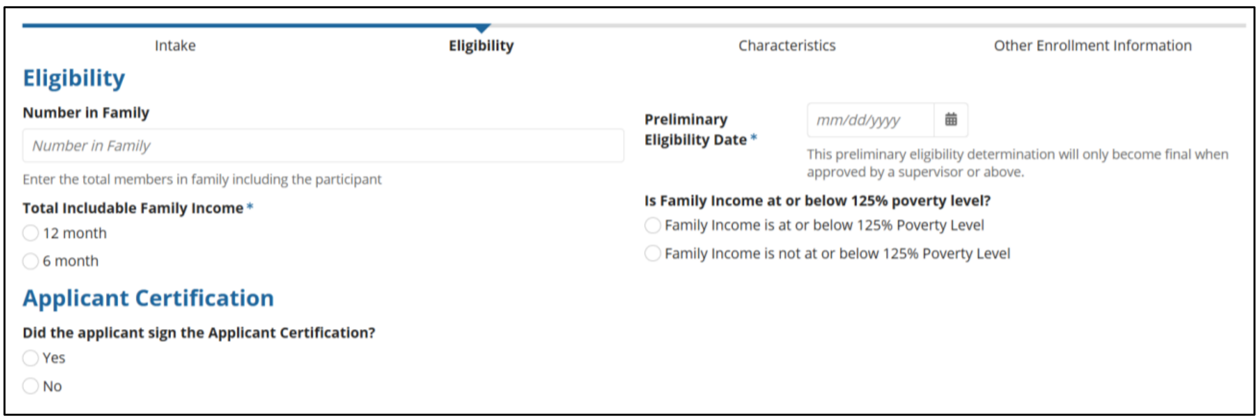
1.2 Eligibility

The next step in the case creation is the determination of the applicant's eligibility to participate in the SCSEP program. The applicant's eligibility requirements are entered into the system as an initial determination and then given final approval for enrollment.

Case Managers who enter the initial determination requirements must obtain approval from their Supervisors before enrolling the participant into a community service assignment. When the initial determination is entered into the system, the Supervisor receives a notification to approve the applicant as either eligible or ineligible. Once approval is given, the Case Manager receives a notification and can then enroll the participant in a community service assignment.

Supervisors, Sub-Grantee Administrators, and Grantee Administrators may enter the initial determination and provide approval of the participant.

The following steps outline the eligibility approval process.



Case Manager

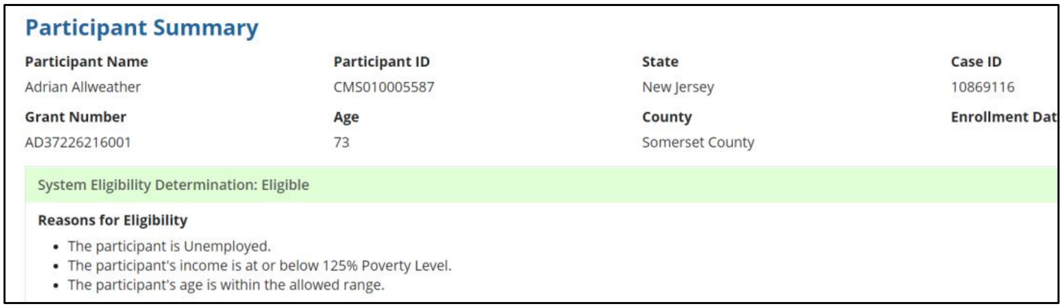
1. Enter the information into the fields on the *Eligibility* screen.
2. The instructions for the **Number in Family** field are as follows: "Enter the total members in family including the participant." If the number exceeds 14, a warning message will appear, and you can choose to either confirm or reject the number.
3. Enter the date the preliminary eligibility determination was conducted in the **Preliminary Eligibility Date** field.
4. The instructions for the **Total Includable Family Income** field are as follows:
    a. For the 12-month period: "Total includable family income during the 12-month eligibility determination period."
    b. For the 6-month period: "Total includable family income during the 6-month eligibility determination period, annualized."
5. Select one of the navigation buttons at the bottom of the screen:

a. **Previous** returns you to the previous screen in the intake process.

b. **Close** returns you to the main *Cases* screen without saving information. A confirmation message will appear.

c. **Save + Close** saves the information entered on the screen and returns you to the main *Cases* screen.

d. **Save + Continue** saves information entered on the screen and navigates you to the next screen. The system will display eligibility based on the information entered.



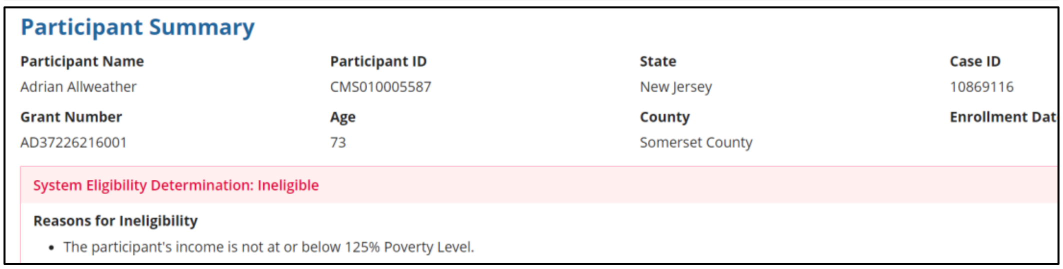
Participant Summary

Participant Name	Participant ID	State	Case ID
Adrian Allweather	CMS010005587	New Jersey	10869116
Grant Number	**Age**	**County**	**Enrollment Dat**
AD37226216001	73	Somerset County	

System Eligibility Determination: Eligible

Reasons for Eligibility

- The participant is Unemployed.
- The participant's income is at or below 125% Poverty Level.
- The participant's age is within the allowed range.



Participant Summary

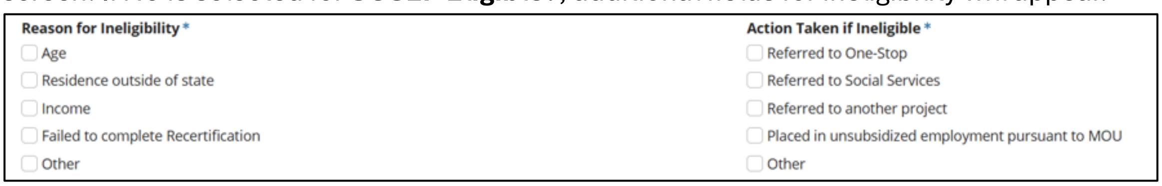
Participant Name	Participant ID	State	Case ID
Adrian Allweather	CMS010005587	New Jersey	10869116
Grant Number	**Age**	**County**	**Enrollment Dat**
AD37226216001	73	Somerset County	

System Eligibility Determination: Ineligible

Reasons for Ineligibility

- The participant's income is not at or below 125% Poverty Level.

6. Select whether the participant is eligible and enter the information into the fields on the screen. If *No* is selected for **SCSEP Eligible?**, additional fields for ineligibility will appear.



Reason for Ineligibility *	Action Taken if Ineligible *
☐ Age	☐ Referred to One-Stop
☐ Residence outside of state	☐ Referred to Social Services
☐ Income	☐ Referred to another project
☐ Failed to complete Recertification	☐ Placed in unsubsidized employment pursuant to MOU
☐ Other	☐ Other

7. Select one of the navigation buttons at the bottom of the screen:

a. **Previous** returns you to the previous screen.

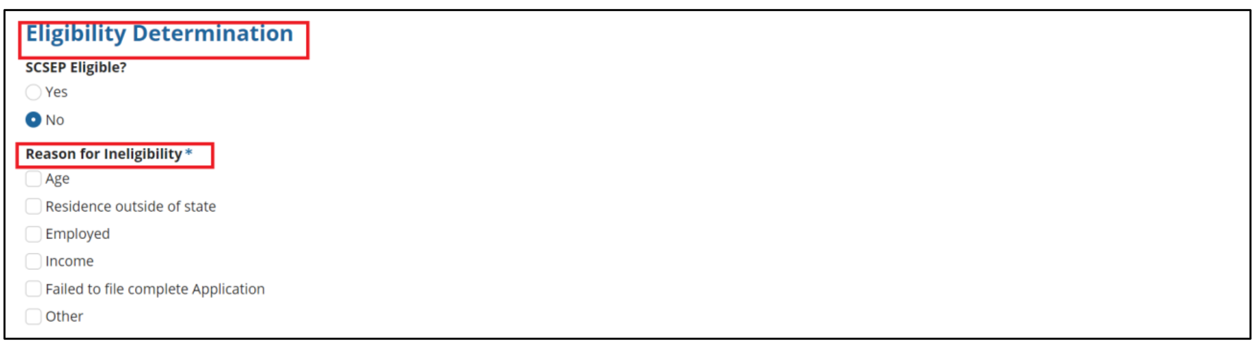
b. **Submit** opens a pop-up window to confirm eligibility submission. The message states: “Submit Confirmation: The Supervisor will now review this request and make the final Eligibility decision. Do you want to continue?”

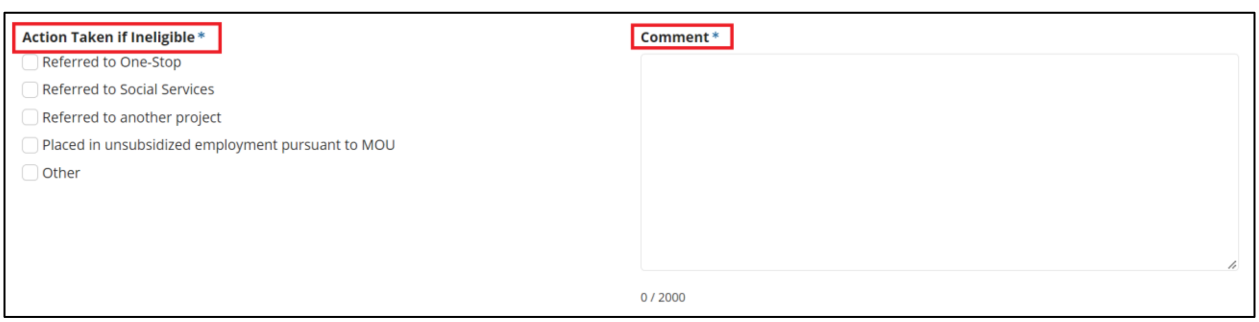
A notification is sent to the Supervisor requesting approval for eligibility determination, and the *Characteristics* screen will appear. While eligibility is pending approval, the Case Manager can continue entering information into the *Characteristics* and *Other Enrollment Information* screens.

Supervisor

If a Case Manager submits a case for eligibility approval, the Supervisor will receive a task immediately in their list.

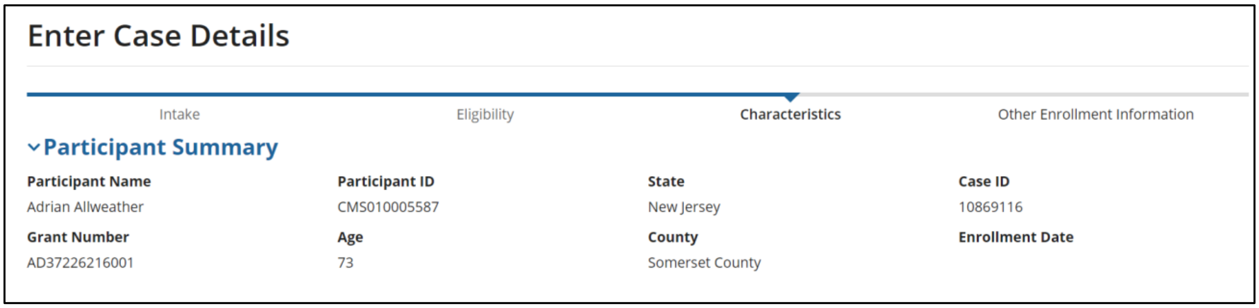
1. Select **My Tasks** from the main navigation bar to find the participant in the tasks list.
2. Click on the link in the task to approve the eligibility for the participant. The *Intake Checklist* screen will appear.
3. Click **Approve Eligibility** in the top-right corner of the screen. The *Eligibility Determination Approval* screen will appear.
4. Select whether the participant is eligible and enter the information into the fields on the screen. If *No* is selected for **SCSEP Eligible?**, additional fields for ineligibility will appear.
5. Select one of the navigation buttons at the bottom of the screen:
    a. **Cancel** returns you to the *Intake Checklist* screen.
    b. **Submit**:
        i. If the participant was deemed eligible, the button returns you to the *Intake Checklist* screen and the participant's status appears as *Eligible*.
        ii. If the participant was deemed ineligible, the button returns you to the *Intake Checklist* screen and the participant's status appears as *Ineligible*.





1.3 Characteristics

The next step in the case creation is the entry of the participant characteristics.

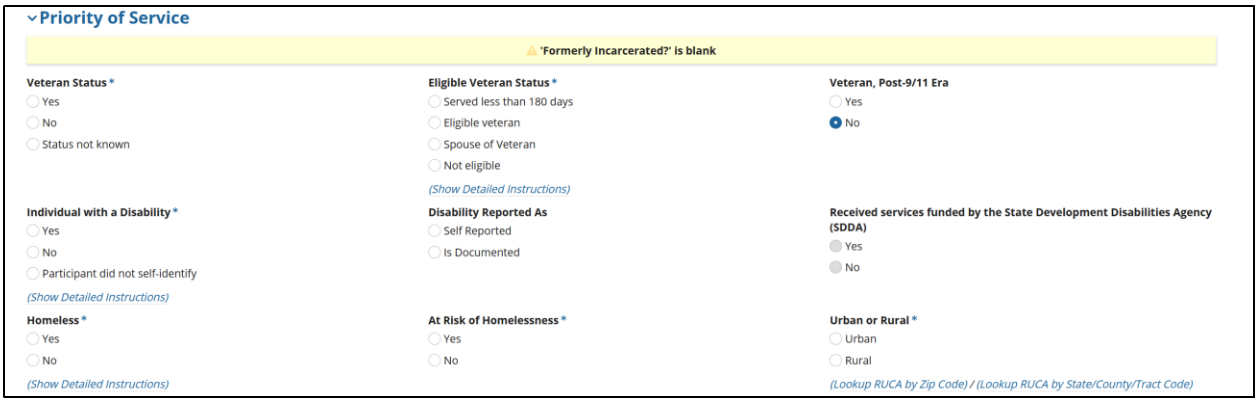


Enter Case Details

Intake | Eligibility | Characteristics | Other Enrollment Information

Participant Summary

Participant Name	Participant ID	State	Case ID
Adrian Allweather	CMS010005587	New Jersey	10869116
Grant Number	**Age**	**County**	**Enrollment Date**
AD37226216001	73	Somerset County	



Priority of Service

'Formerly Incarcerated?' is blank

Veteran Status *
- Yes
- No
- Status not known

Eligible Veteran Status *
- Served less than 180 days
- Eligible veteran
- Spouse of Veteran
- Not eligible

(Show Detailed Instructions)

Veteran, Post-9/11 Era
- Yes
- No

Individual with a Disability *
- Yes
- No
- Participant did not self-identify

(Show Detailed Instructions)

Disability Reported As
- Self Reported
- Is Documented

Received services funded by the State Development Disabilities Agency (SDDA)
- Yes
- No

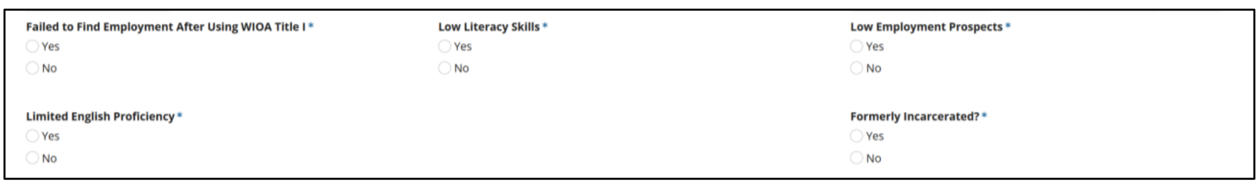
Homeless *
- Yes
- No

(Show Detailed Instructions)

At Risk of Homelessness *
- Yes
- No

Urban or Rural *
- Urban
- Rural

(Lookup RUCA by Zip Code) / (Lookup RUCA by State/County/Tract Code)



Failed to Find Employment After Using WIOA Title I *
- Yes
- No

Low Literacy Skills *
- Yes
- No

Low Employment Prospects *
- Yes
- No

Limited English Proficiency *
- Yes
- No

Formerly Incarcerated? *
- Yes
- No

Most In Need Waiver Factors

Severe Disability *
- Yes
- No

Date Severe Disability Last Updated *

mm/dd/yyyy

Severely Limited Employment Prospects in Area of Persistent Unemployment *
- Yes
- No

Date Severely Limited Employment Prospects in Area of Persistent Unemployment Last Updated *

mm/dd/yyyy

Limited English Proficiency *
- Yes
- No

Date Limited English Proficiency Last Updated *

mm/dd/yyyy

Frail *
- Yes
- No

Date Frail Last Updated *

mm/dd/yyyy

Old Enough but Not Receiving SS Title II *
- Yes
- No

Date Old Enough but Not Receiving SS Title II Last Updated *

mm/dd/yyyy

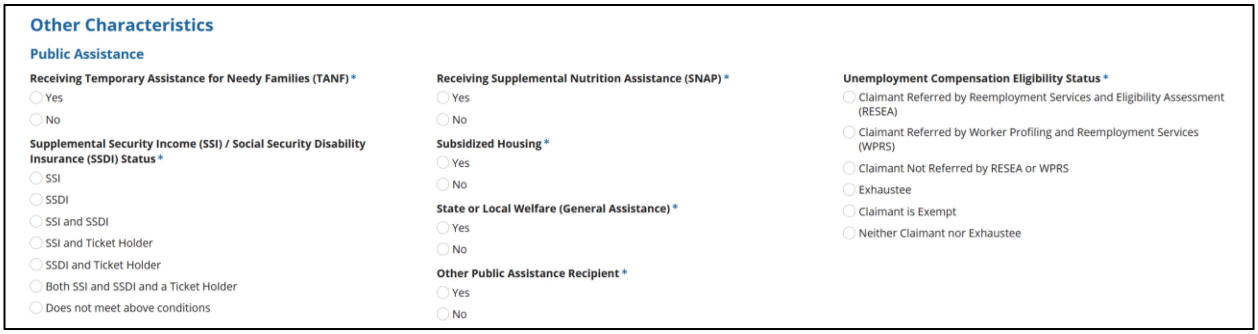
75 or Older *
- Yes
- No

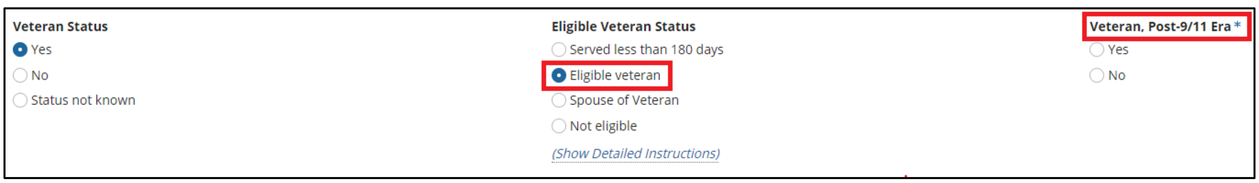
Low Literacy Skills *
- Yes
- No

Date Low Literacy Skills Last Updated *

mm/dd/yyyy

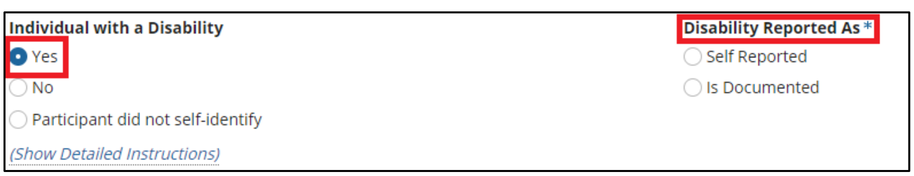
Formerly Incarcerated? *
- Yes
- No





If a user selects *Yes* for **Veteran Status**, they must also respond to the **Eligible Veteran Status** and **Veteran, Post 9/11 Era** questions. If they select *No* for **Veteran Status**, these two questions will be grayed out and not editable.

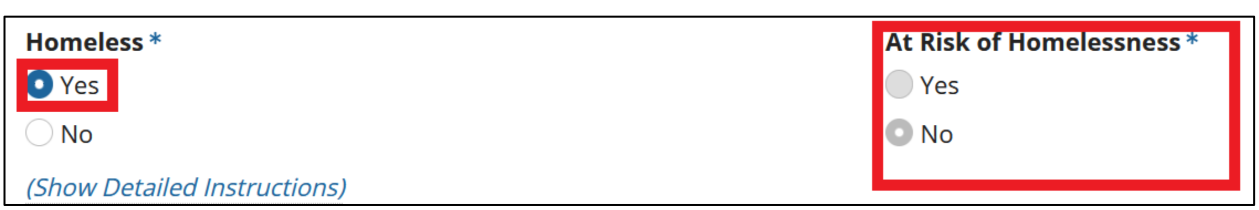
Individual with a Disability



If a user selects *Participant did not self-identify* for **Individual with a Disability**, the question **Has the individual received services funded by the State Development Disabilities Agency (SDDA)?** will be grayed out and not editable.

Homeless

If a user selects *Yes* for **Homeless**, the **At Risk of Homelessness** field automatically selects *No* and is grayed out.



Limited English Proficiency

If a user selects *Yes* for **Limited English Proficiency**, the **Primary Language** field appears and is mandatory. Please note that users cannot select *Yes* for both **Limited English Proficiency** and **Low Literacy Skills** characteristics.

Urban or Rural

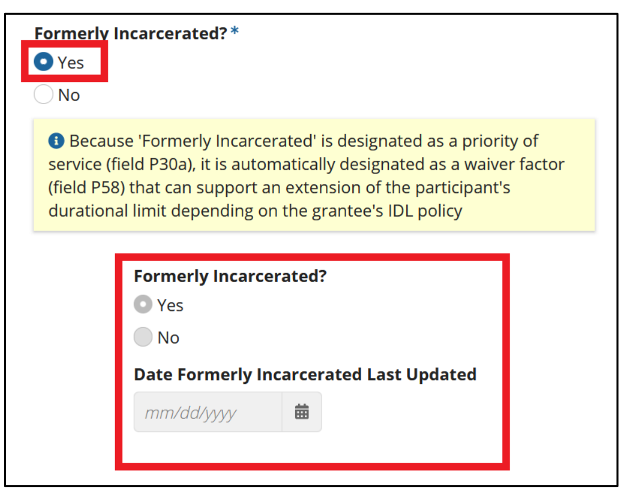
The field for **Urban and Rural** is automatically populated using the zip code of the mailing address entered in the case's *Intake* screen.

Formerly Incarcerated

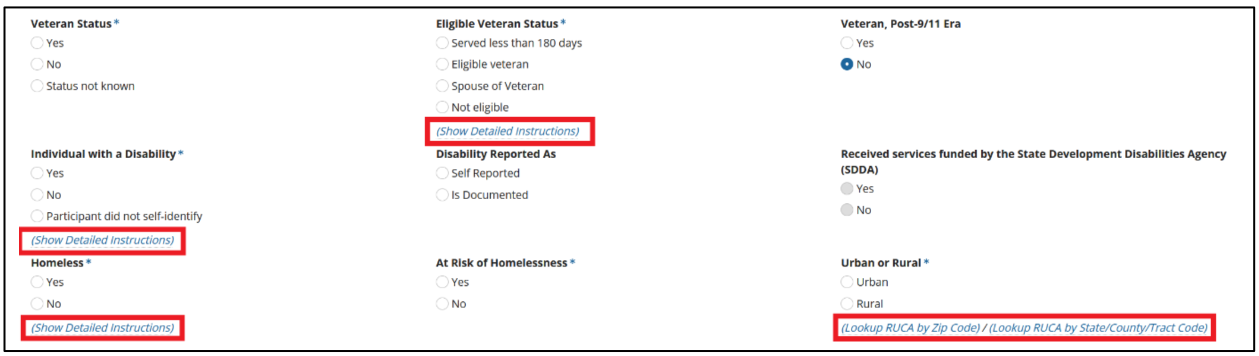
If a user selects *Yes* for **Formerly Incarcerated?** under **Priority of Service**, the following text displays below the field in a yellow text box:

> "Because 'Formerly Incarcerated' is designated as a priority of service (field P30a), it is automatically designated as a waiver factor (field P58) that can support an extension of the participant's durational limit depending on the grantee's IDL policy."

Additionally, the **Formerly Incarcerated?** field under **Most in Need Waiver Factors** automatically selects *Yes* and is grayed out, along with **Date Formerly Incarcerated Last Updated**.



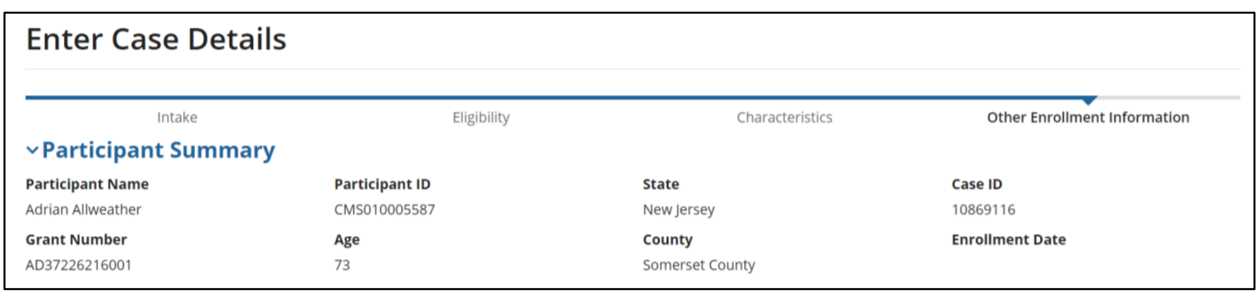
If a user selects *No* for **Formerly Incarcerated?** under **Priority of Service**, the **Formerly Incarcerated?** field under **Most in Need Waiver Factors** becomes required. If *Yes* is selected for that field, **Date Formerly Incarcerated Last Updated** becomes required as well.

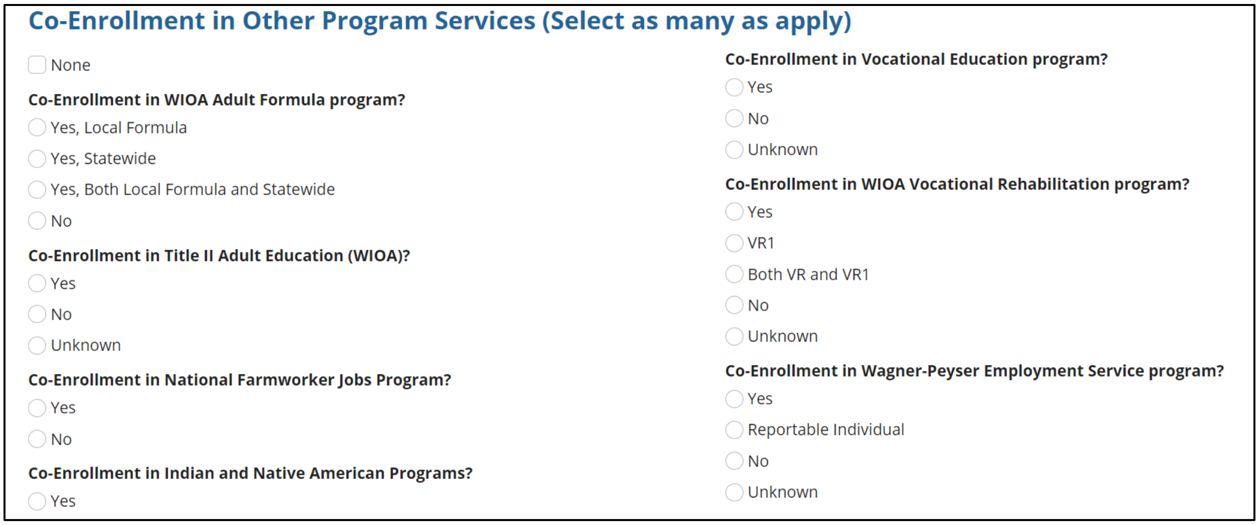


This section provides a number of links which give more detailed explanations for these characteristics, plus a lookup table for the **Urban or Rural** section.

1.4 Other Enrollment Information

The following screen is to identify any associated **Co-Enrollments in Other Program Services**.





Co-Enrollment in Other Program Services (Select as many as apply)

None

Co-Enrollment in WIOA Adult Formula program?
- Yes, Local Formula
- Yes, Statewide
- Yes, Both Local Formula and Statewide
- No

Co-Enrollment in Title II Adult Education (WIOA)?
- Yes
- No
- Unknown

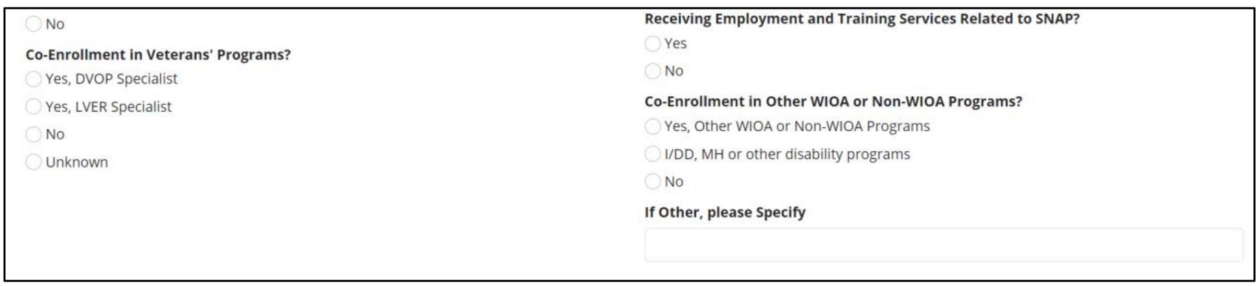
Co-Enrollment in National Farmworker Jobs Program?
- Yes
- No

Co-Enrollment in Indian and Native American Programs?
- Yes

Co-Enrollment in Vocational Education program?
- Yes
- No
- Unknown

Co-Enrollment in WIOA Vocational Rehabilitation program?
- Yes
- VR1
- Both VR and VR1
- No
- Unknown

Co-Enrollment in Wagner-Peyser Employment Service program?
- Yes
- Reportable Individual
- No
- Unknown



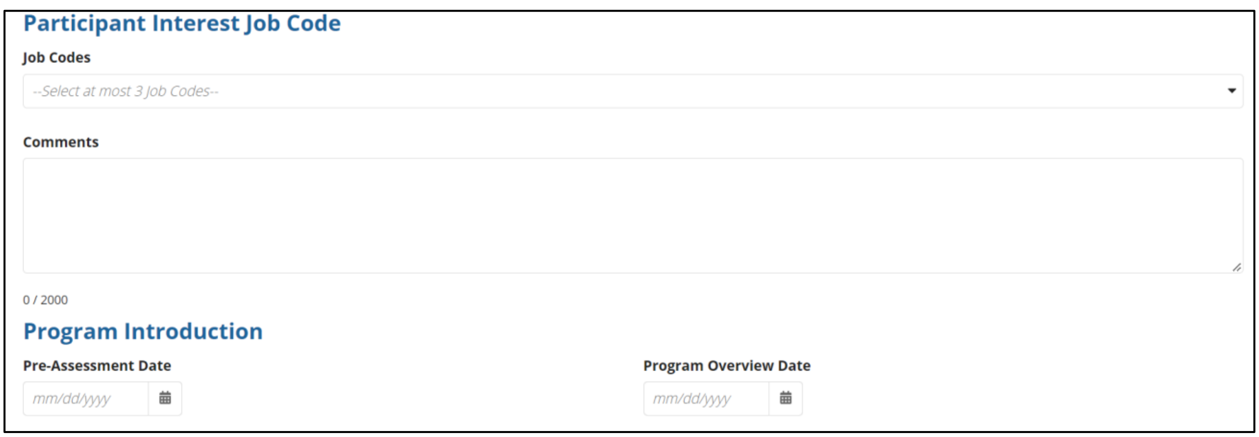
- No

Co-Enrollment in Veterans' Programs?
- Yes, DVOP Specialist
- Yes, LVER Specialist
- No
- Unknown

Receiving Employment and Training Services Related to SNAP?
- Yes
- No

Co-Enrollment in Other WIOA or Non-WIOA Programs?
- Yes, Other WIOA or Non-WIOA Programs
- I/DD, MH or other disability programs
- No

If Other, please Specify



Participant Interest Job Code

Job Codes

--Select at most 3 Job Codes--

Comments

0 / 2000

Program Introduction

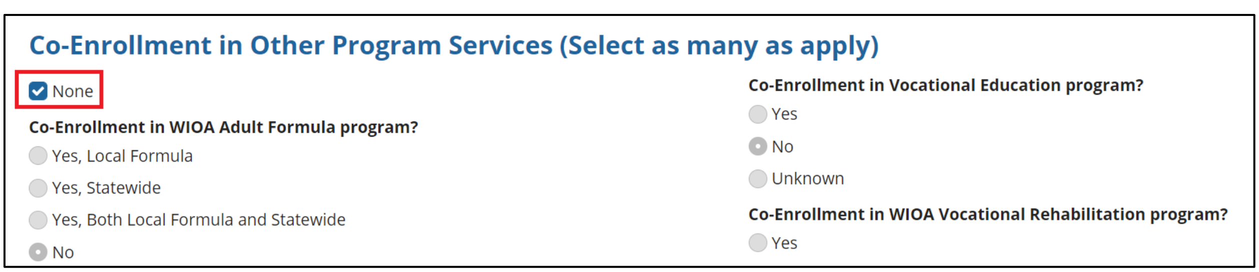
Pre-Assessment Date

mm/dd/yyyy

Program Overview Date

mm/dd/yyyy

Selecting *None* deactivates all other fields in this section and automatically populates them as *No*.



Co-Enrollment in Other Program Services (Select as many as apply)

None

Co-Enrollment in WIOA Adult Formula program?
- Yes, Local Formula
- Yes, Statewide
- Yes, Both Local Formula and Statewide
- No

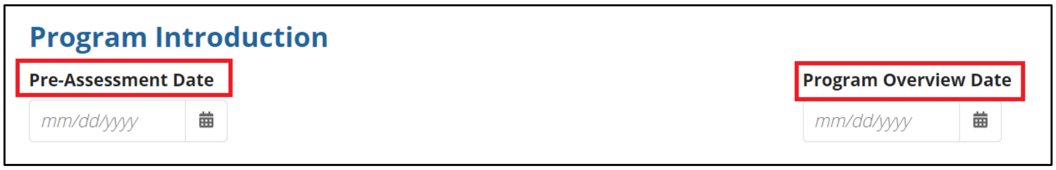
Co-Enrollment in Vocational Education program?
- Yes
- No
- Unknown

Co-Enrollment in WIOA Vocational Rehabilitation program?
- Yes

You can select up to three areas of interest from the **Participant Interest Job Code** dropdown list.

Note: Both the **Pre-Assessment Date** and the **Program Overview Date** must

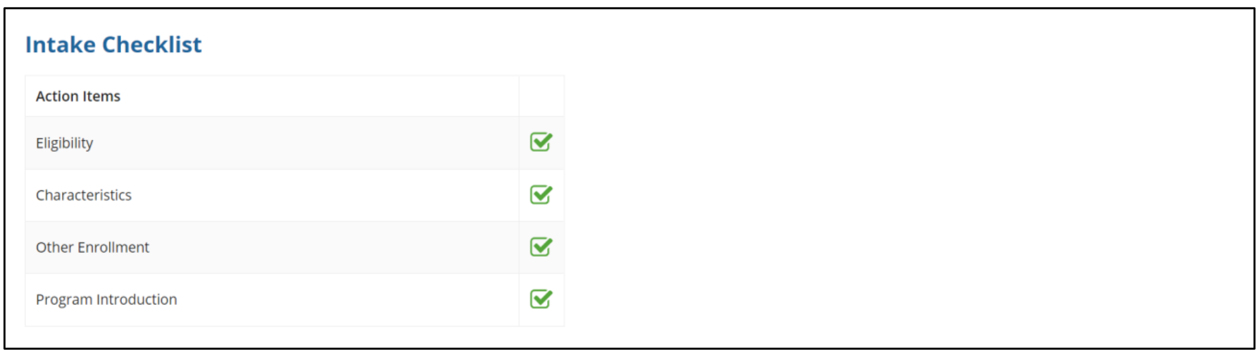
- occur after the **Application Date** and
- not occur in the future based on the date of data entry.



1.5 Intake Checklist

You can track the status of the case intake process using the *Intake Checklist*, displayed below.

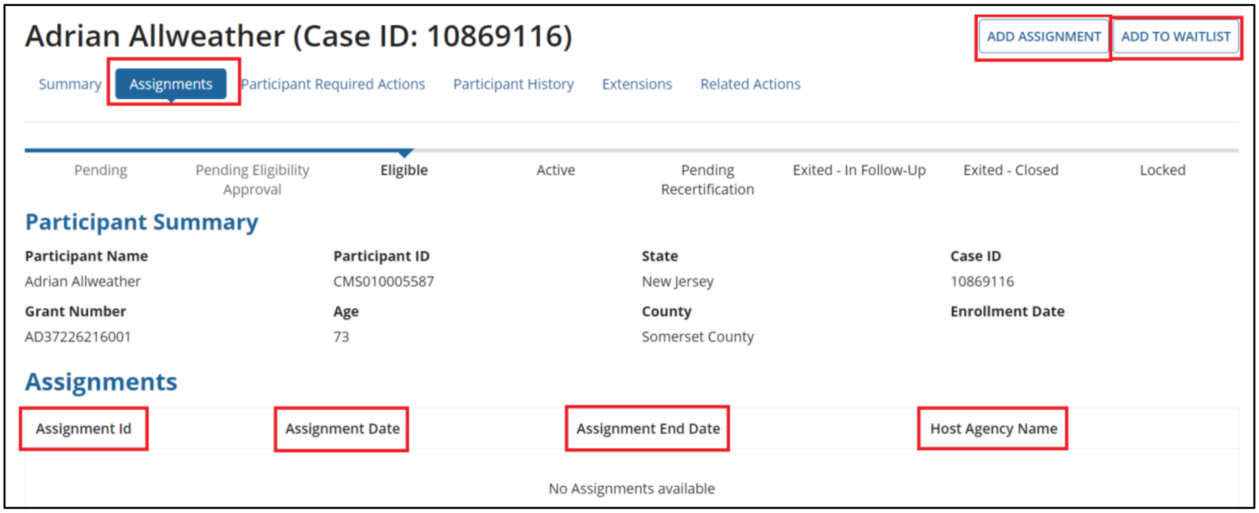
Element of the intake process that are complete are marked by a green check mark. If all required elements have not been completed, the section text appears as a hyperlink that, when clicked, navigates you to the selected section.



2. Assignments

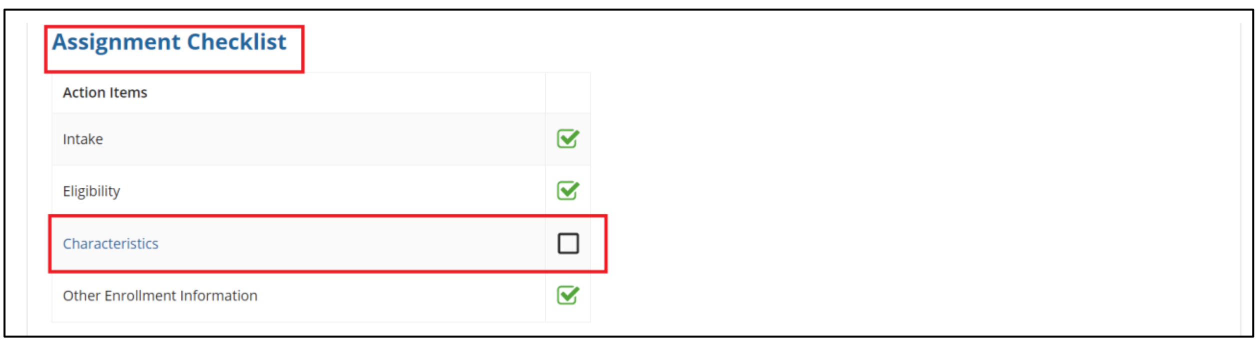
Upon approval of the applicant's eligibility by the Supervisor, the status changes to *Eligible*. Now the assignments can be added to the participant. Assignments can be added, edited, or deleted even after a participant has exited the program. Some of these functions are only available at the level of Supervisor or higher.

The *Assignments* tab displays all assignments for the participant with an **Assignment ID**, **Assignment Date**, **Assignment End Date**, and **Host Agency Name**.

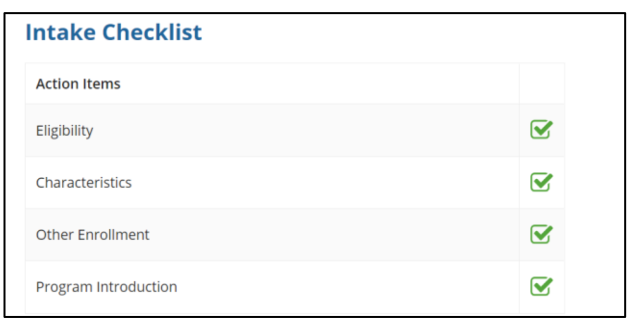


Clicking **Add Assignment** when there are incomplete elements of the intake process navigates you to the *Assignment Checklist* screen, where you can confirm the completion status of action items in the checklist (Intake, Eligibility, Characteristics, Other Enrollment information).

For action items that have not been completed, clicking the unchecked action item (in this example, Characteristics) navigates you to the relevant screen. Some of the fields that were not mandatory during enrollment are mandatory for adding assignments.



After completing all mandatory (*) fields, click **Save + Close**. Once the pending action items are completed, all action items in the *Intake Checklist* are marked with a green check mark. You can then add assignments to the participant's record.

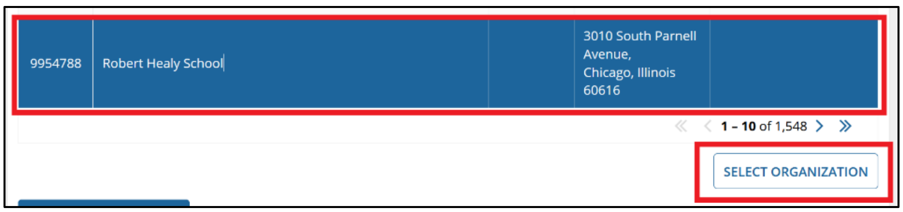


2.1 Add Assignments

To add an assignment:

1. Click **Add Assignment**.

2. Enter the information into the fields on the screen. The **Assignment Date** should not be before the **Eligibility Determination Date**.
3. Click **Search**.
4. Choose **one** of the following options:
    a. Select the agency from the search results: This will display the **Select Organization** button. Click **Select Organization** to add the organization to the Host Agency field.



    b. Click **Add New Host Agency**: This will redirect you to the *Add Organization* screen, where you can enter the host agency information before clicking **Add**.

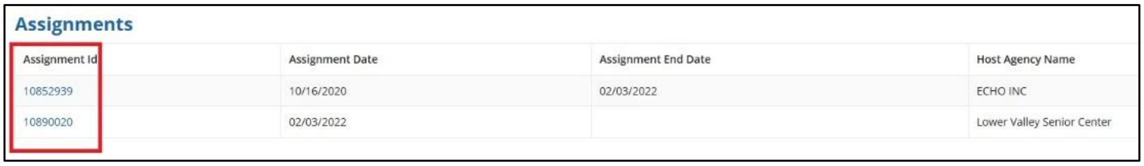
5. Complete all mandatory fields and click **Save**.

Optional fields–such as **Assignment End Date**, **Job Code**, **Workers' Comp Code at Host Agency**– do not have an asterisk (*) next to the field name. Refer to the screenshot below highlighting a required field and an optional field.

2.2 Edit Assignments

Assignment details can be edited after they are initially saved. To edit an assignment:

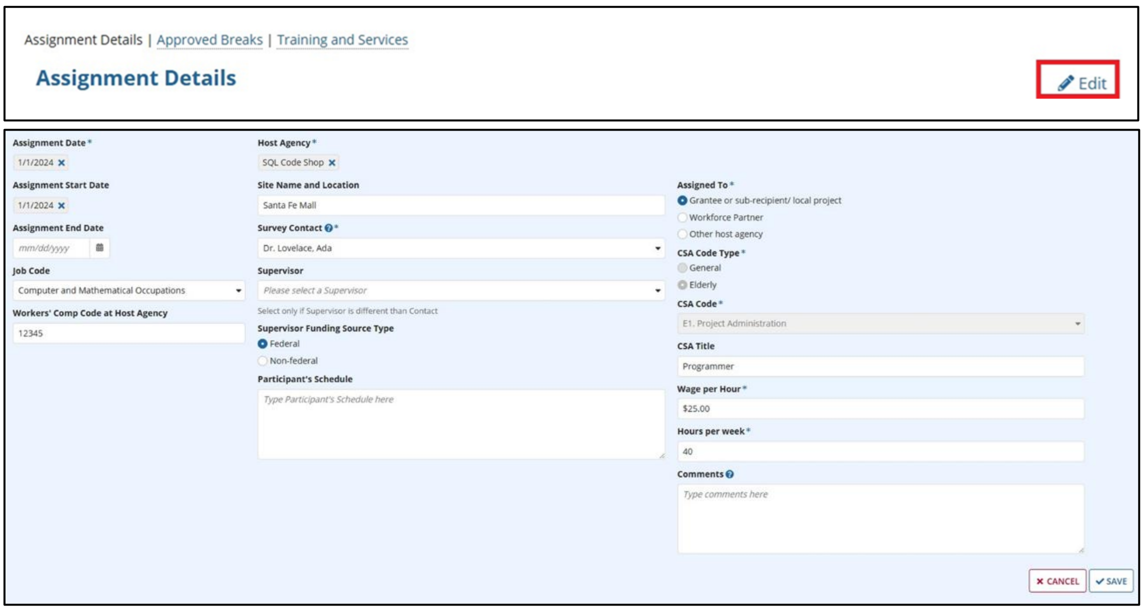
1. Go to the *Assignments* tab.
2. If the participant has multiple assignments, select the **Assignment ID** of the assignment you wish to modify.



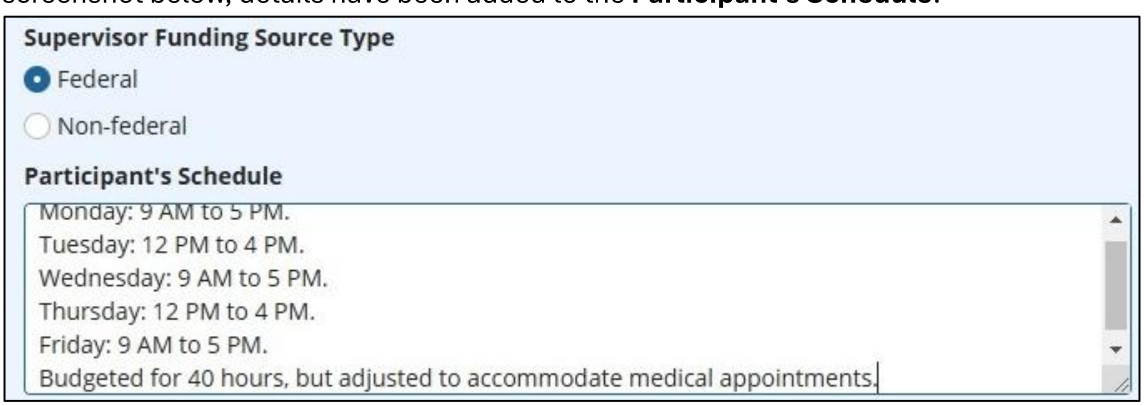
Assignments

Assignment Id	Assignment Date	Assignment End Date	Host Agency Name
10852939	10/16/2020	02/03/2022	ECHO INC
10890020	02/03/2022		Lower Valley Senior Center

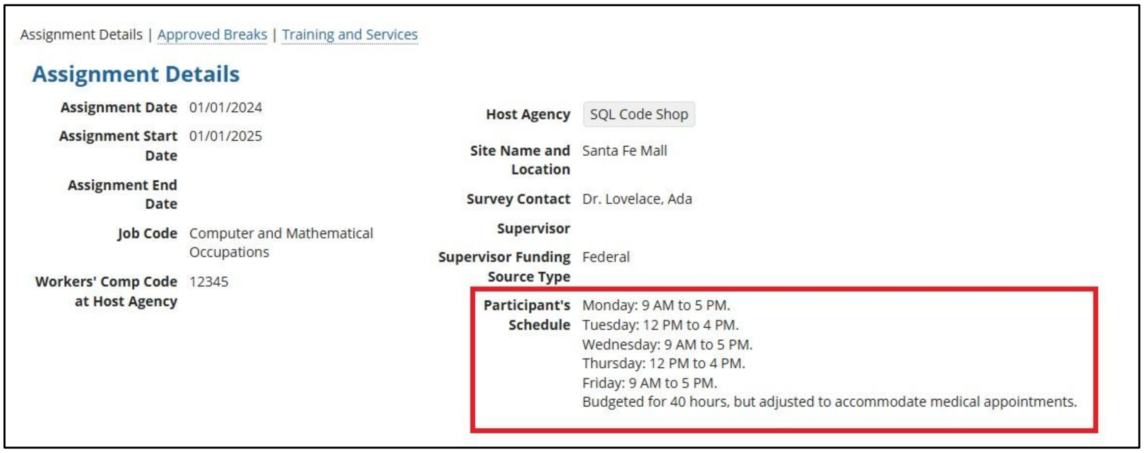
3. Click **Edit** on the right side of the screen to make the fields "active" and able to be modified.



4. Select the field(s) you wish to modify and make your changes. For example, in the screenshot below, details have been added to the **Participant's Schedule**.



5. Click **Cancel** to reject the changes or **Save** to modify the assignment details.



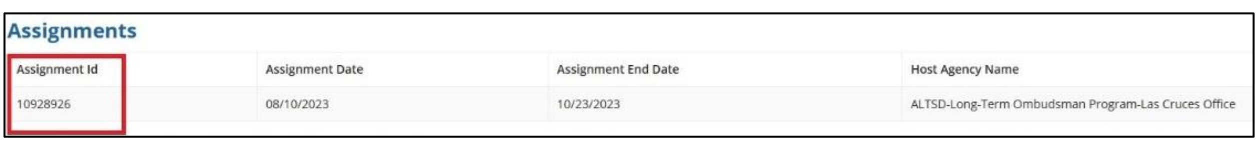
2.3 Delete Assignments

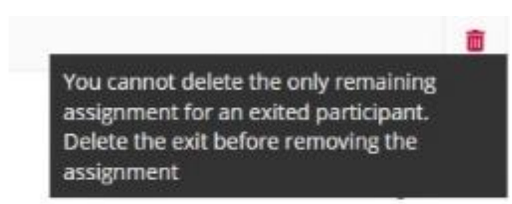
Assignments can be deleted after they are initially created. To delete an assignment:

1. Go to the *Assignments* tab.
2. If the participant has multiple assignments, select the **Assignment ID** of the assignment you wish to delete.
3. To start the deletion process, click the **Delete** icon.
4. A confirmation message appears: "Confirmation: Are you sure you want to delete this assignment?"
5. Click **Yes** to remove the selected assignment from the participant.

If a participant has multiple assignments and is in the *Active*, *Active – On Break*, *Exited – In Follow-Up*, or *Active – Closed* status, you can remove listed assignments.

However, if the participant is in the *Exited – In Follow Up* or *Exited – Closed* status and only has one assignment listed, you will see a warning flag that states: "You cannot delete the only remaining assignment for an exited participant. Delete the exit before removing the assignment." (Deleting the Exit will change the participant's status back to *Eligible*.)





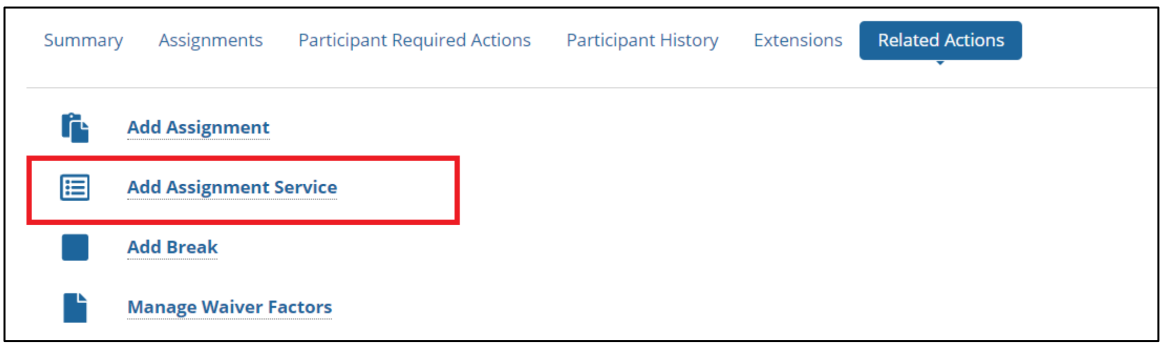
Some optional fields are linked to other parts of the system, so if you edit them you will see a warning flag.

3. Add Services

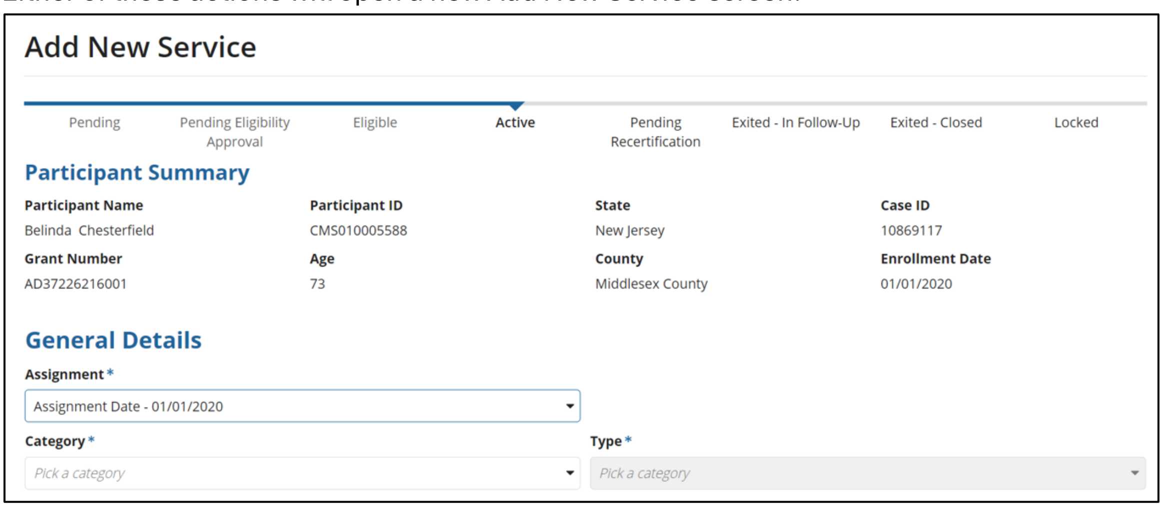
Once the participant enrolls in the program, participants can avail themselves of any of the services listed in *Service Details* to get trained for employment.

To add a new service:

1. Click **Add Assignment Service** in the upper right-hand corner of the *Assignments* tab or on the *Related Actions* tab.

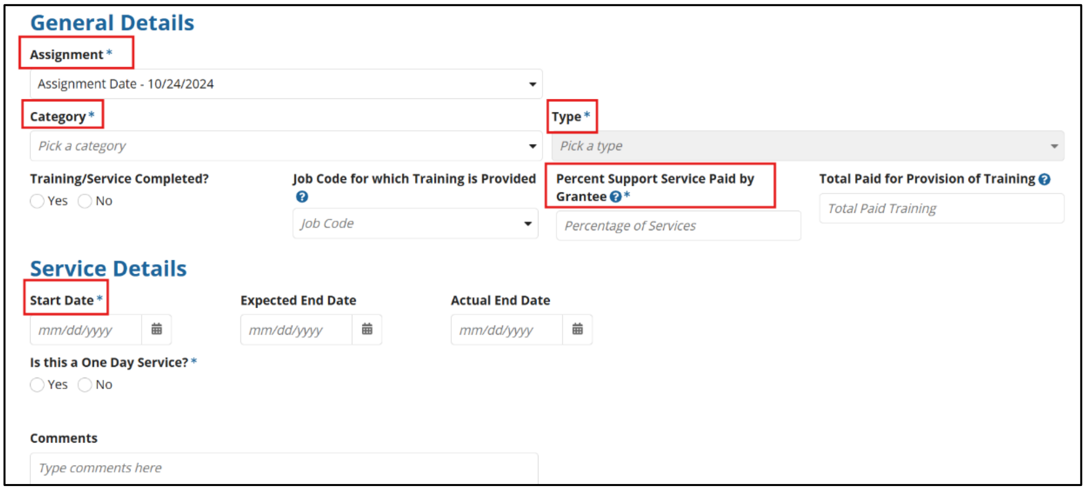


2. Either of these actions will open a new *Add New Service* screen:



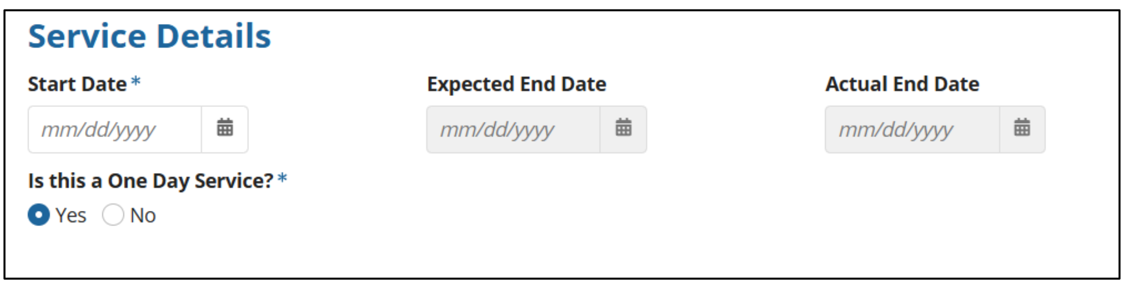
3. Select the **Category** and **Type** of Education and Training or Supportive Services provided, along with the **Percent Support Service Paid by Grantee**. Then enter the **Start Date** under

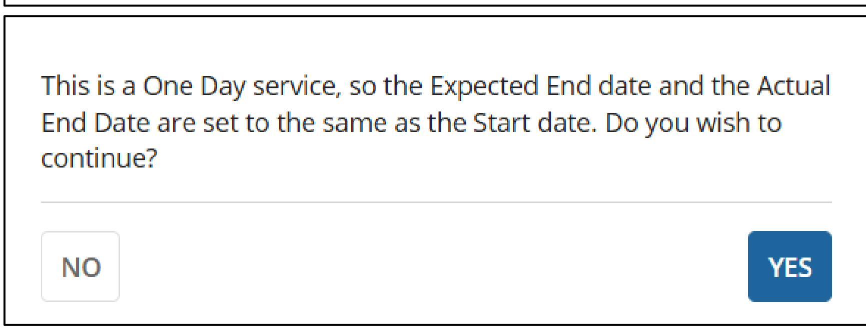
the *Service Details* section.



4. Optional fields for **Training/Service Completed**, **Job Code for which Training is Provided**, **Participant's Compensation Training Code** and **Total Paid for Provision of Training** can be entered when adding a new assignment service, or by editing the Training and Service Details of an existing service.

5. If the user selects *Yes* for the field **Is this a One Day Service?**, **Expected End Date** and **Actual End Date** will be grayed out and not editable. Upon saving the service, a message will appear notifying the user that **Expected End Date** and **Actual End Date** will be set to the entered **Start Date**.



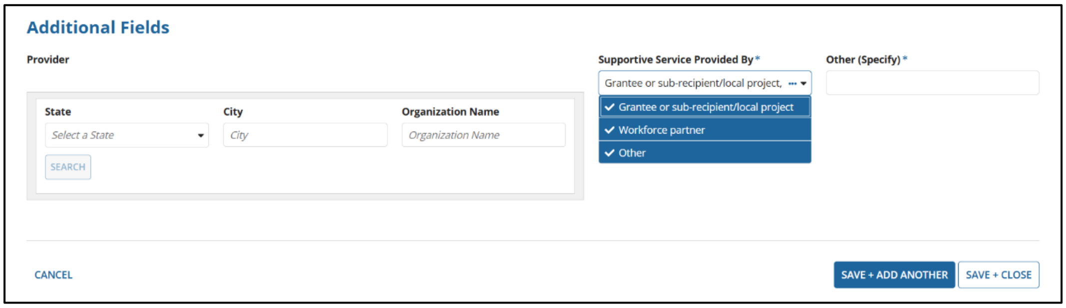


6. The bottom section of this screen has additional fields. To display a list of service providers, enter the following and select **Search**:

   a. State

   b. City

c. Organization name



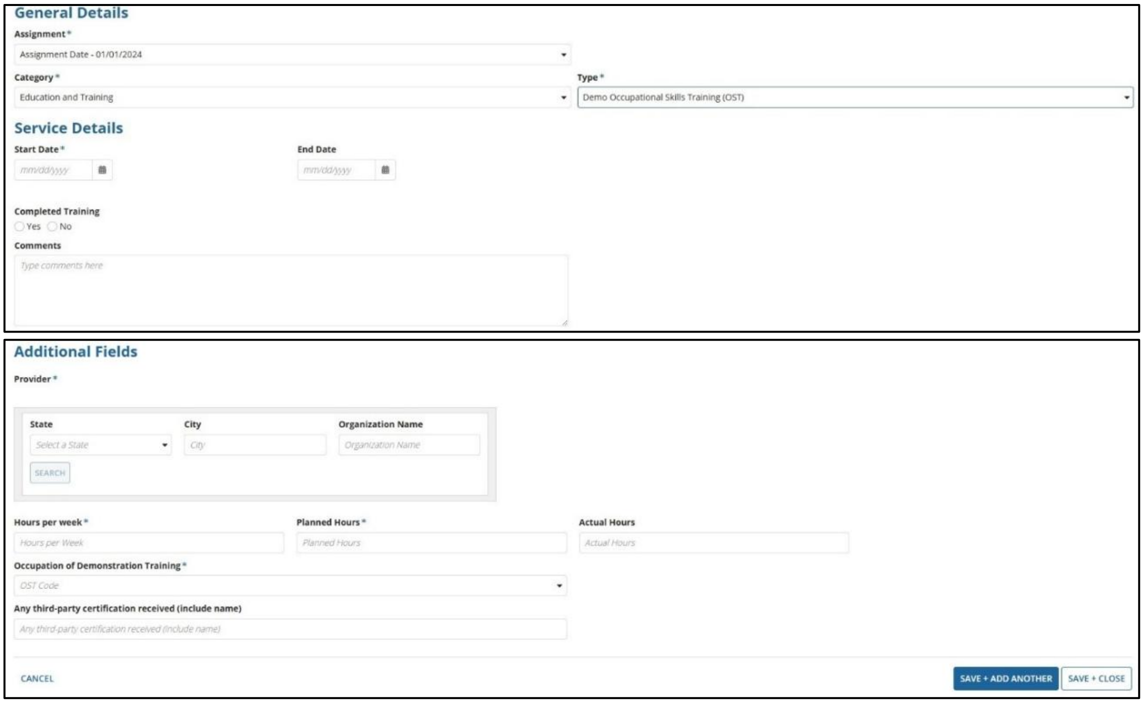
7. From the list of results, select an agency and click **Select Organization**. The selected agency is displayed in the **Provider** field. If adding a supportive service, the dropdown **Supportive Service Provided by** will display, with an option to select one or multiple selections. If *Other* is selected, an additional **Other (Specify)** field will display as a required field.

8. To add another service, click **Save + Add Another**.

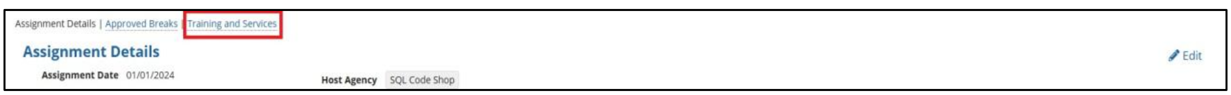
9. To save the current service without adding another, click **Save + Close**.

10. If the participant has consented to be in the study of the Sector Demonstration pilot, two additional options appear in the **Type** field: *Demo Occupational Skills Training (OST)* and *Demo On-the-job-Training (OJT)*.

11. If either of those options are selected, fewer fields appear under the *General Details* section of the form. Moreover, different fields appear under the *Service Details* and *Additional Fields* sections.



Added services are updated in **Training and Services**, as shown below:



To edit the information displayed, click **Edit**.

Note:

- The **Provider** field is required for Education and Training category services but is optional for Supportive Services.
- If a participant is on break, only a Supportive Service may be added.
- If a previous Education and Training service exists that was created while the participant was not on break, the service cannot be edited while the participant is on break. To edit the service, the participant must be temporarily taken off break. Following the edit, the participant should be put back on break.

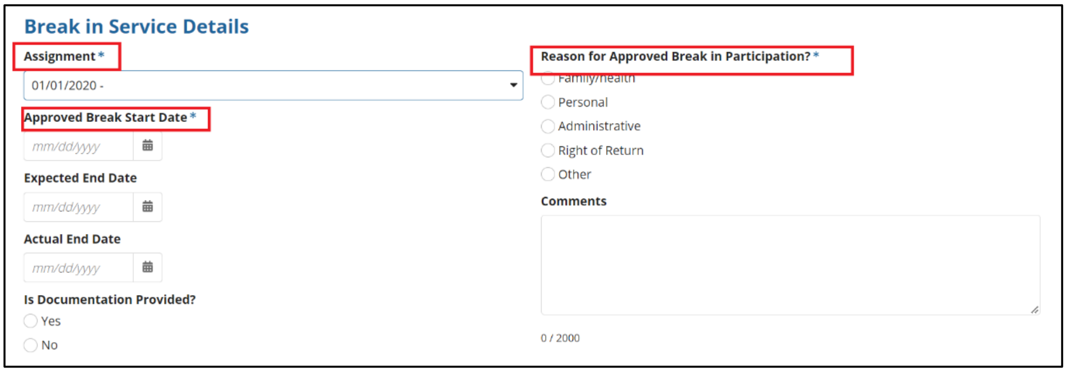
4. Breaks

4.1 Add Break

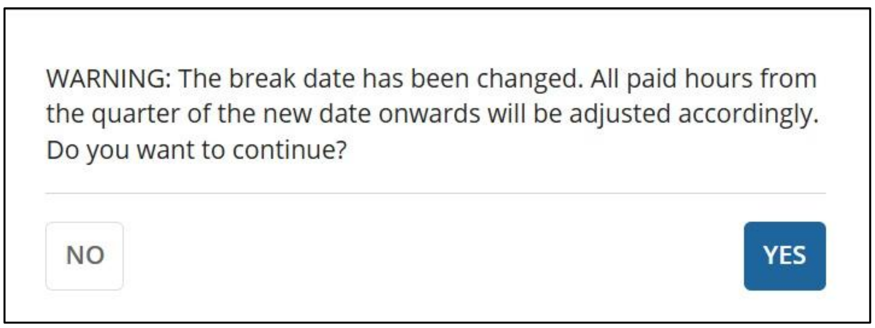
1. To add a break to a participant (with a status of either active or exited), click **Add Break**. For cases with a status of *Active*, you can also add a break from the *Related Actions* tab.

2. Enter the break information, then click **Save**.

    a. Break start dates may not be later than the end of the assignment end date. An error message is displayed if the start date of the break does not meet this requirement.



    b. If Paid Hours have been entered for the participant and you attempt to add a Break that overlaps these previously entered Paid Hours, you will see a warning pop-up telling you those hours will be adjusted.



    c. For an Active participant, the status changes to *Active-On Break* when a break record is entered, and no **Actual End Date** has been entered.

3. When entering a break for a participant in *Exited-Closed* or *Exited-In Follow-Up* status, the **Actual End Date** is required before the break can be saved. For a participant in *Active* status, **Actual End Date** is optional when creating the break but must be entered before the assignment can be ended or an exit is entered.

4. A break cannot be added to a case that was exited, with the reason for exit of Durational Limit. To enter a missing break, the exit must first be deleted before adding the break.

Break Id	Start Date	Expected End Date	Actual End Date	Reason for Approved Break	Is Documentation Provided?	Comments
9503419	05/01/2024	05/10/2024	05/10/2024	Family/health	Yes	

5. To verify and edit approved breaks, click **Approved Breaks**.

6. Click the **Break ID** (which is formatted as hyperlinked text) to display the *Break in Services* details screen.

7. Click **Edit** to modify the details of the break record.
8. At the bottom of the screen, the **Cancel** and **Save** buttons allow you to negate the changes or save the changes.

4.2 Delete Break

Users can delete approved breaks without contacting SCSEP Help.

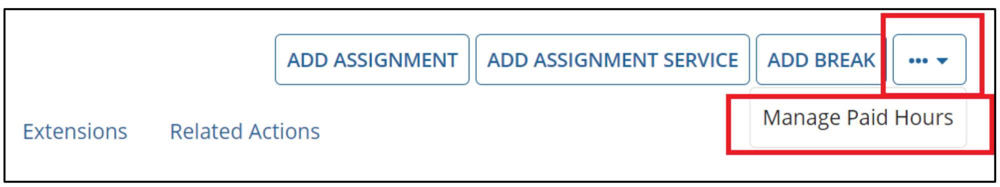
1. Click **Assignments**.
2. Click **Approved Breaks**.
3. Click the **Delete Break** icon.

The deletion or end of the break is reflected in all relevant reports and the case is once again reported as active.

5. Manage Paid Hours

The participant's paid hours can be edited here.

1. Click **Manage Paid Hours**. You can also navigate to this screen from the *Related Actions* tab.



2. This screen displays information about the **Host Agency Name** and **Assignment Start Date**.
3. Enter the number of hours for each activity in the associated quarter. If you enter more than 325 hours for a quarter for one Assignment, you will see a warning which reads "Total hours paid in Q[X] exceeds 325. This may contribute to a program year's total of more than 1,300 hours." while still allowing you to save the entry. The system will not allow you to enter more than 560 hours in one quarter or an amount exceeding three digits in the Manage Paid Hours module. Enter the number of hours for each activity in the associated quarter.
    a. You can also add paid hours for the previous program year. To access previous program years, select the appropriate year from the **Program Year** dropdown list.

b. Once the number of hours has been entered, the **Total Hours** is updated.

Manage Paid Hours

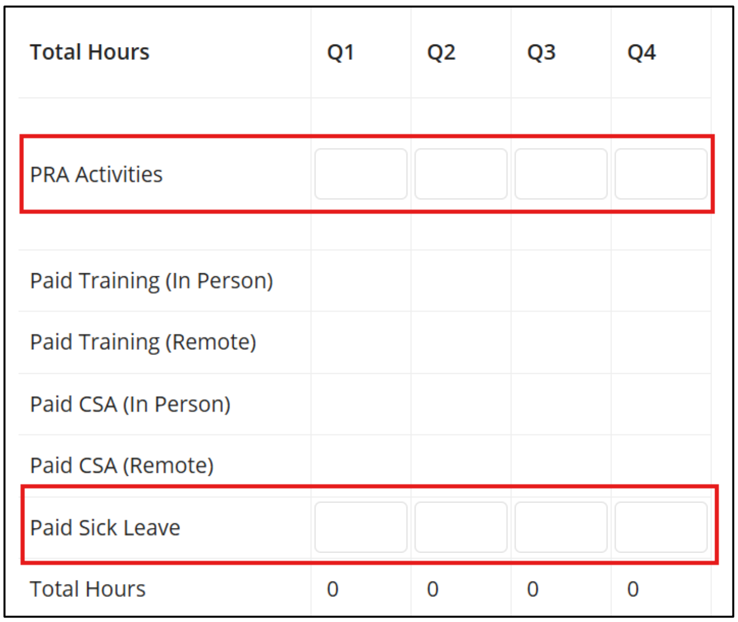
Program Year: 2025

Participant Name	Participant ID	Assignment ID	Host Agency Name	Assignment Start Date	Assignment End Date	Program Year
Test-Participant-004, SCSEP-5002	10036358	10968229	SQL Code Shop	1/1/2024		2025

Type	Q1	Q2	Q3	Q4	Total Hours
PRA Activities					
Paid Training (In Person)					
Paid Training (Remote)					
Paid CSA (In Person)	20				20
Paid CSA (Remote)					
Paid Sick Leave					
Total Hours	20				

4. Click **Submit** to save the data entered.

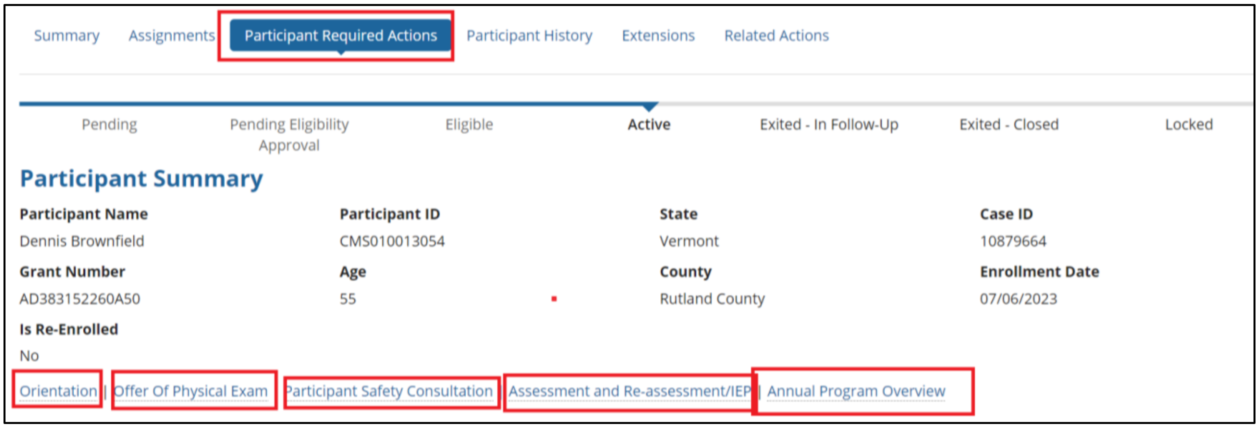
5. If a participant has an approved break which spans an entire quarter, hours may only be entered into the PRA activities and Paid Sick Leave categories.



Total Hours	Q1	Q2	Q3	Q4
PRA Activities				
Paid Training (In Person)				
Paid Training (Remote)				
Paid CSA (In Person)				
Paid CSA (Remote)				
Paid Sick Leave				
Total Hours	0	0	0	0

6. Participant Required Actions

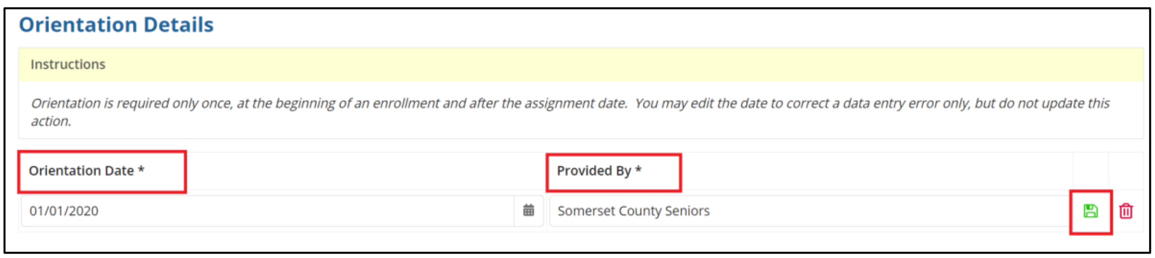
On the *Participant Required Actions* screen, you can enter data to record orientation, physical exam, safety consultation or assessment records for participants. Once entered and saved, this information will appear on the *Participant Required Actions* screen under its respective header.



6.1 Orientation Details

To add orientation details for a participant:

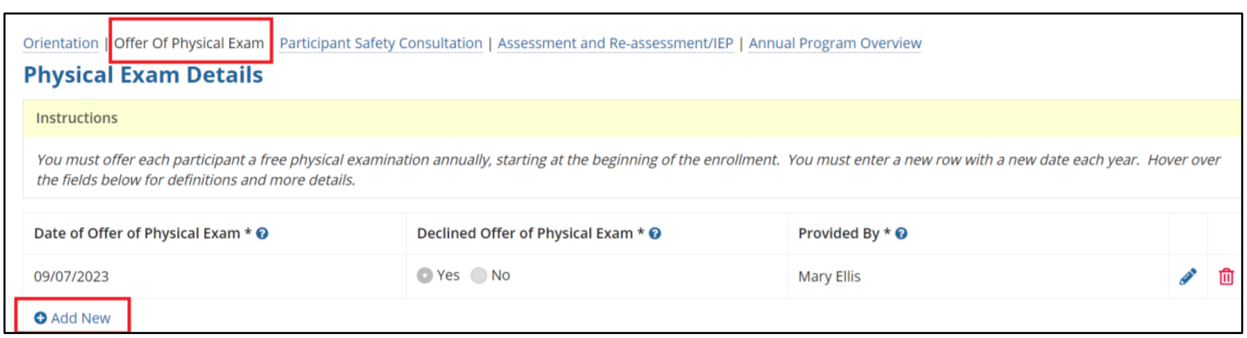
1. In the *Orientation* section, click the **Add New** button.
2. Once the information about the orientation is entered, the **Save** icon becomes visible.



   a. Click the **Save** icon to save the data.
   b. Click the **Delete** icon to delete the data.

3. Once data is saved, it will appear on the main *Participant Required Actions* screen under *Orientation*.

6.2 Offer of Physical Exam

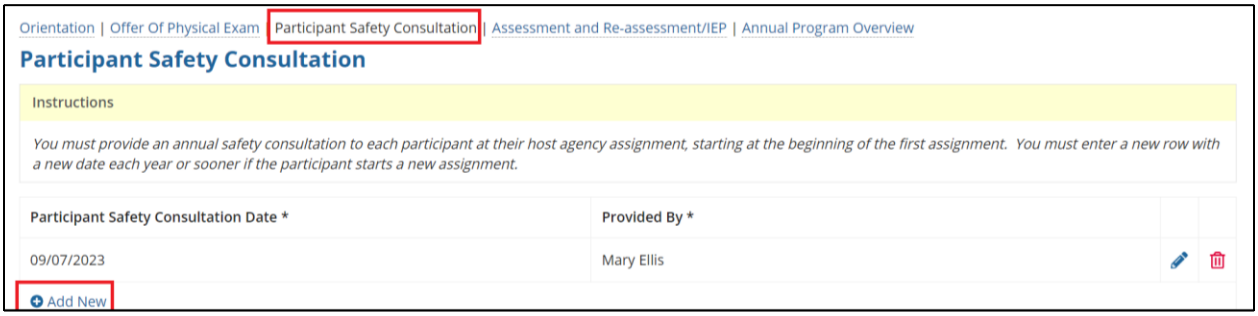


To add physical exam information:

1. In the *Offer of Physical Exam* section, click the **Add New** button.

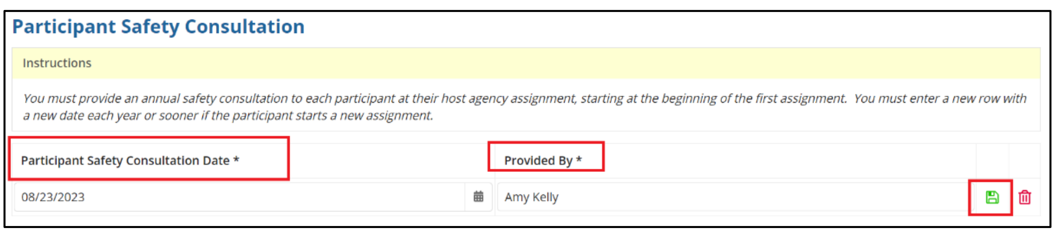
2. Once the information about the physical examination offer is entered, the **Save** icon becomes visible.
    a. Click the **Save** icon to save the data.
    b. Click the **Delete** icon to delete the data.

6.3 Safety Consultation Details

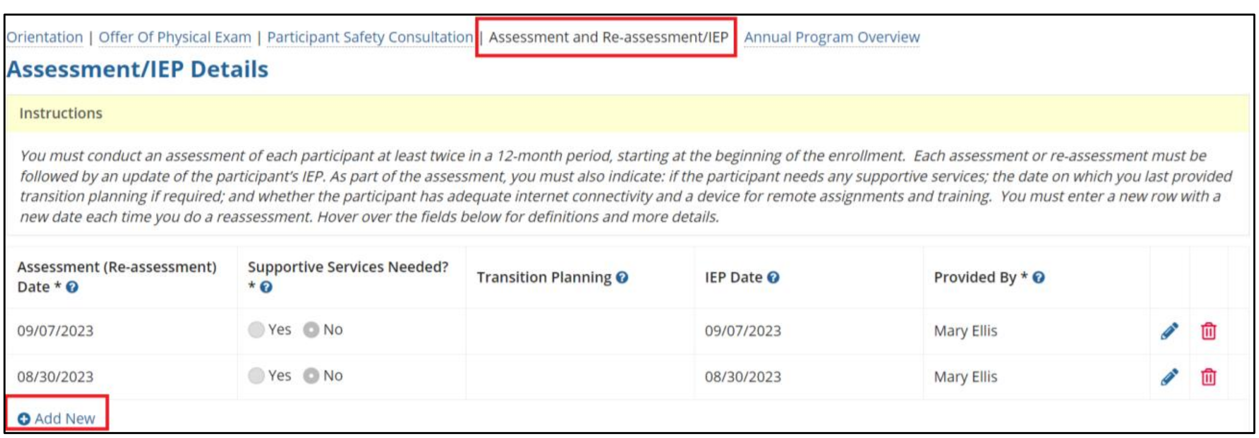


To add safety consultation details for a participant:

1. In the *Participant Safety Consultation* section, click the **Add New** button.
2. Once the information for the safety consultation is added, the **Save** icon becomes visible.
    a. Click the **Save** icon to save the data.
    b. Click the **Delete** icon to delete the data.



6.4 Assessment Details

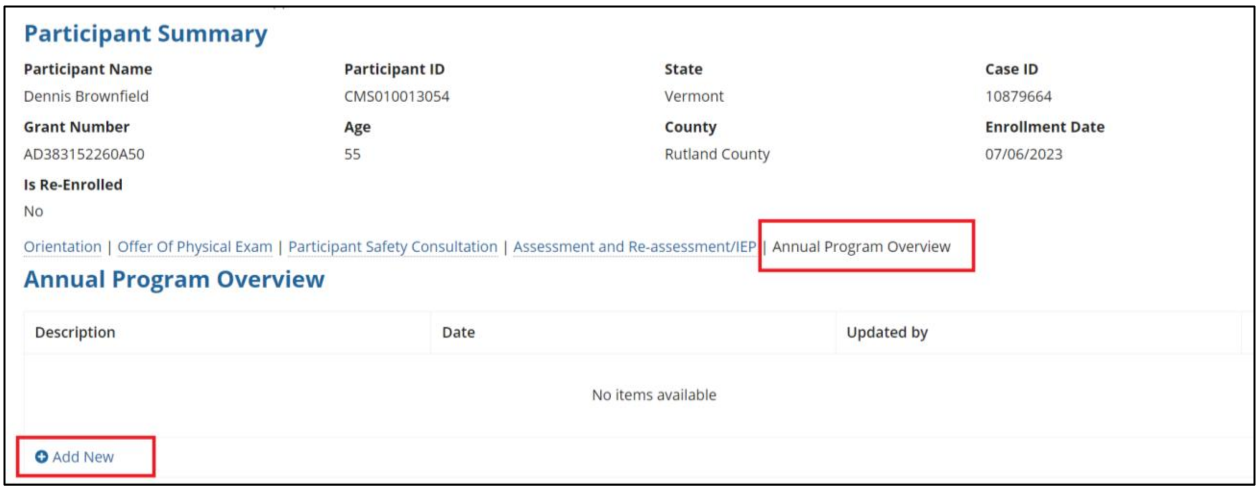


To add assessment details for a participant:

1. In the *Assessment and Re-assessment/IEP* section, click the **Add New** button.
2. Once the information is entered, the **Save** icon becomes visible.
    a. Click the **Save** icon to save the data.
    b. Click the **Delete** icon to delete the data.

6.5 Annual Program Overview

An optional **Annual Program Overview** field captures annual updates where participants are reminded of policies and services.

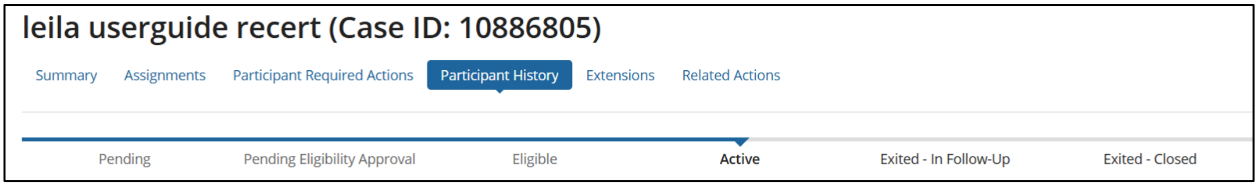


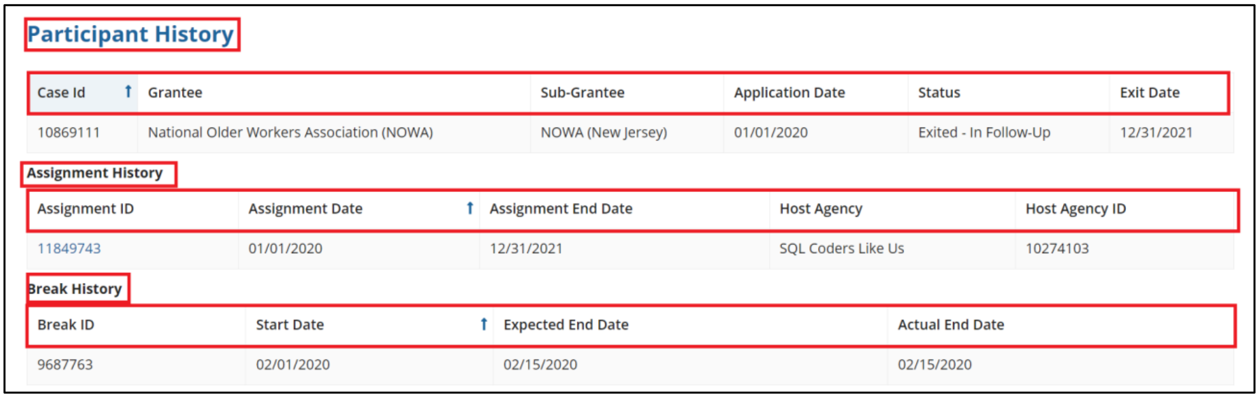
To add Annual Program Overview details for the participant:

1. In the *Annual Program Overview* section, click the **Add New** button.
2. Once the **Description** is entered, the **Date** will automatically be populated with the current date, and **Updated by** will automatically populated with the name of the person who entered the **Description**.
3. The **Save** icon becomes visible:
    a. Click the **Save** icon to save the data.
    b. Click the **Delete** icon to delete the data.

7. Participant History

The *Participant History* screen displays separate tables based on records associated with a given case.





Participant History

Case Id	Grantee	Sub-Grantee	Application Date	Status	Exit Date
10869111	National Older Workers Association (NOWA)	NOWA (New Jersey)	01/01/2020	Exited - In Follow-Up	12/31/2021

Assignment History

Assignment ID	Assignment Date	Assignment End Date	Host Agency	Host Agency ID
11849743	01/01/2020	12/31/2021	SQL Coders Like Us	10274103

Break History

Break ID	Start Date	Expected End Date	Actual End Date
9687763	02/01/2020	02/15/2020	02/15/2020

The first table presented displays all cases associated with the participant. The table displays the following columns:

1. **Case ID**: The unique case ID for the enrollment
2. **Grantee**
3. **Sub-Grantee**
4. **Application Date**
5. **Status**
6. **Exit Date**

The second table presented is labeled **Assignment History** and displays all assignments associated with the participant's cases. The table displays the following columns:

1. **Assignment ID**: The assignment ID is displayed as a hyperlink. After clicking it, the user is redirected to the assignment screen for the case associated with the assignment.
2. **Assignment Date**
3. **Assignment End Date**
4. **Host Agency Name**
5. **Host Agency ID**: The unique ID for the Host Agency

The third table presented is labeled **Break History** and displays all assignments associated with the participant's assignments. The table displays the following columns:

1. **Break ID**: The unique ID for the break record.
2. **Start Date**
3. **Expected End Date**
4. **Actual End Date**

The fourth table presented is labeled **Placement History** and displays all placements associated with the participant's placement history. The table displays the following columns:

1. **Employer Name**
2. **Employer ID**: The unique identifier for the employer
3. **Start Date**
4. **End Date**
5. **Placement ID**: The unique identifier for the placement record

The fifth table presented is labeled **Training History** and displays all training records associated with the participant's assignments. The table displays the following columns:

1. **Training Provider Name**
2. **Training ID**: The unique ID for the training record
3. **Start Date**
4. **End Date**

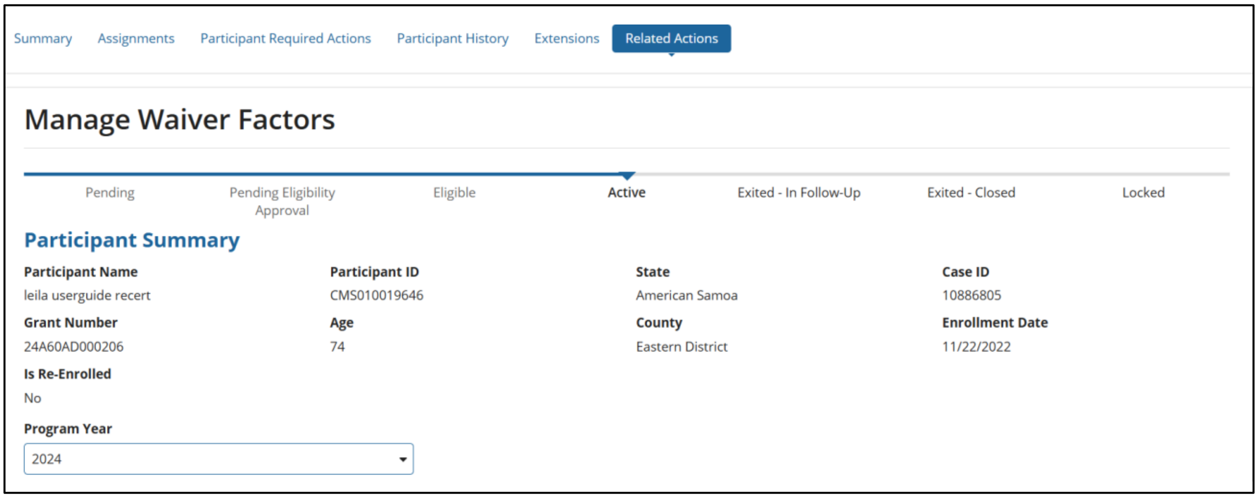
8. Related Actions

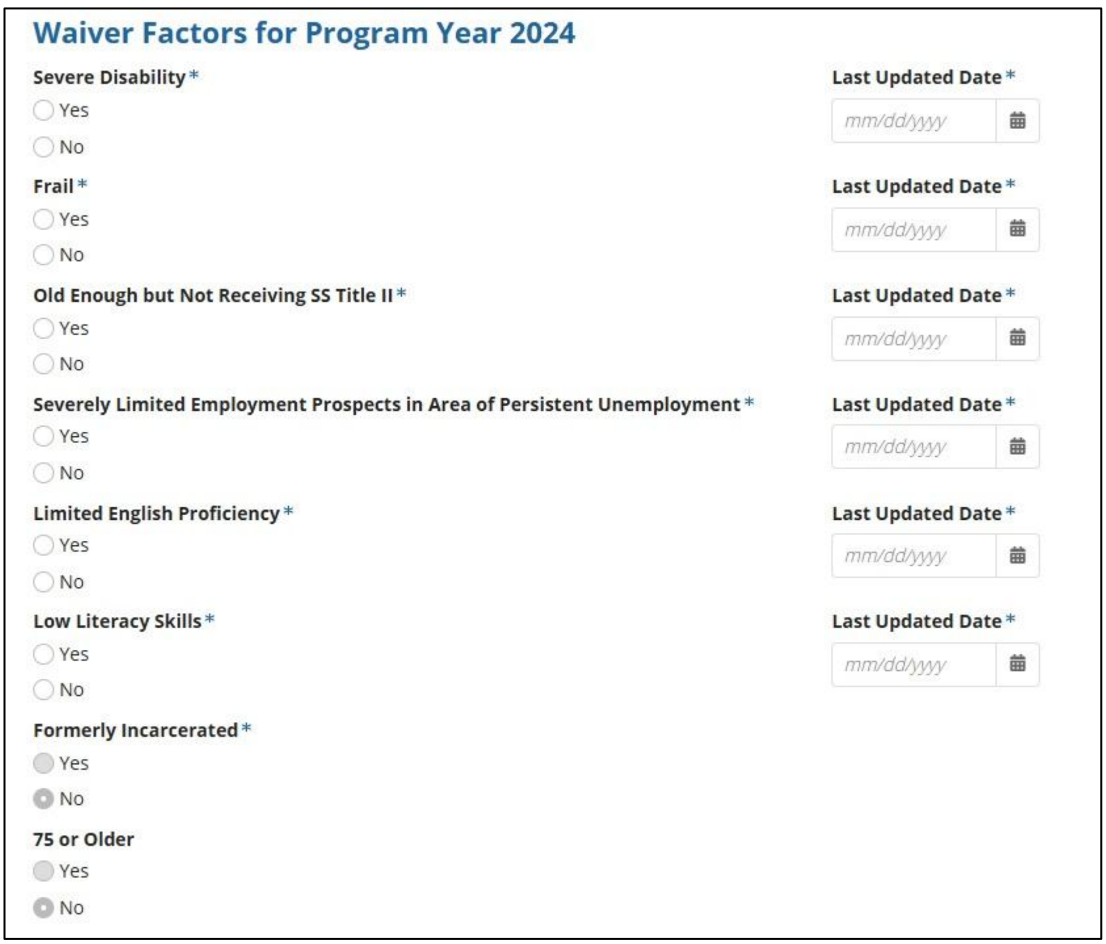
This section lists the actions that can be performed for a participant. The following table lists actions available based on the case status. (Note: Not all roles are authorized to perform all the actions listed below. See the user role permission matrix for details on available actions by role.)

	Pending	Pending Eligibility Approval	Eligible	Withdrawn	Ineligible	Active	Active – On Break	Waitlist	Locked	Exited – Closed	Exited – In Follow Up
Edit case	X	X	X	X	X	X		X		X	X
Withdrawn	X	X	X		X			X			
Add to waitlist			X								
Manage physical exam						X					
Manage paid hours						X	X			X	X
Move case						X	X				
Transfer case						X	X				
Add participant required action						X				X	X
Recertify case						X	X				
Manage program introduction			X				X				
Manage assignments						X		X		X	X
Add assignment service						X					X
Manage training and services						X					X
Manage breaks in service						X					X
Manage waiver factors	X	X	X			X	X			X	X
Manage extensions					X		X	X			
Add exit							X	X			
Modify exit										X	X
Manage / Add placements / Add placement service											X

8.1 Manage Waiver Factors

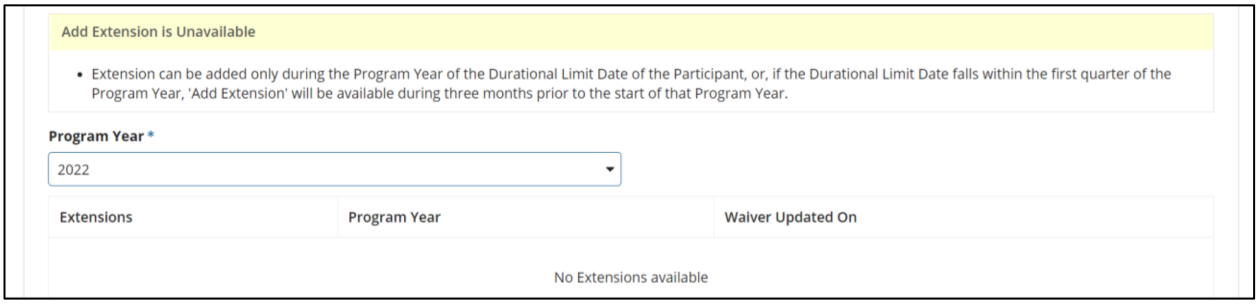
Use the form displayed below the summary to enter updates to waiver factors for a selected program year. The **Program Year** dropdown list contains the current and prior program years. The field **75 and Older** is determined based on the date of birth of the participant and is strictly informational.





8.2 Manage Extensions

You can view extensions granted to a participant through the *Extensions* screen.



Once you select a program year, the extension is shown in a table with the following columns:

- **Extensions**
- **Program Year**
- **Waiver Updated On**

If the participant is not eligible for an extension, the following message appears below the participant summary:

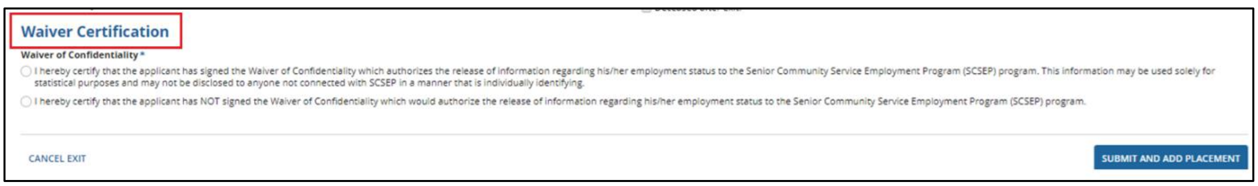
> "Extensions can be added only during the Program Year of the Durational Limit Date of the Participant, or, if the Durational Limit Date falls within the first quarter of the program year. Add Extension will be available during the three months prior to the start date of that Program Year."

If the participant is eligible for an extension, an **Add** button appears below the participant summary. Clicking **Add** will navigate the Grantee Administrator or Program Analyst to the *Add Extension* screen.

8.3 Add Exit

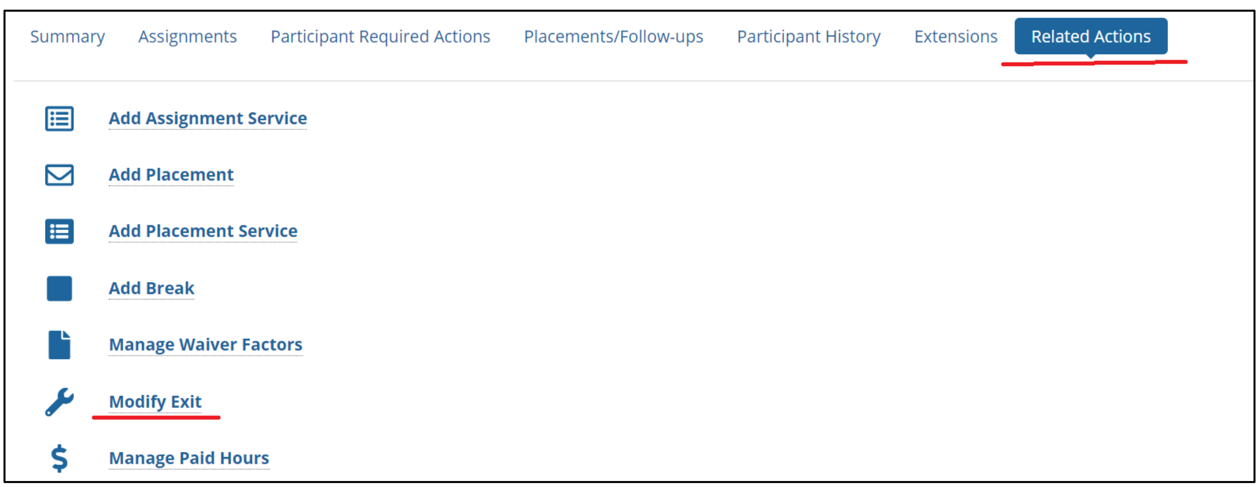
This form allows you to add an exit to a case. The following fields are among those displayed below the participant summary:

- **Termination Letter date**: A date field that can be entered and edited independently of other exit data and edited if needed. This field is not required. If a user enters a termination letter date and no other exit data, then the user will receive a notification 25 days after the termination letter date is submitted.
- **Category of Exit**: A dropdown list displays two categories of exit:
    - **Unsubsidized Employment:** Displays the **Unsubsidized Employment Type** field and two radio buttons labeled *Regular Employment* and *Self-Employment*.
    - **Other Reason for Exit:** Displays the **Other Reason for Exit** field. Selecting *Exclusions at Exit* displays the **Exclusions at Exit** dropdown list.
- **Waiver of Confidentiality**:
    - Selecting *Unsubsidized Employment* as the **Category of Exit** displays a button labeled **Submit and Add Placement.** Click the button to navigate to the *Placement* screen.
    - Selecting *Other Reason for Exit* as the **Category of Exit** displays a button labeled **Submit and Close**. Note: You cannot select *Durational Limit* as the **Other Reason for Exit** if the participant's **Durational Limit Date** is in the future.



A button labeled **Cancel Exit** is displayed in the bottom-left corner of the screen. When this button is clicked, the exit is not saved.

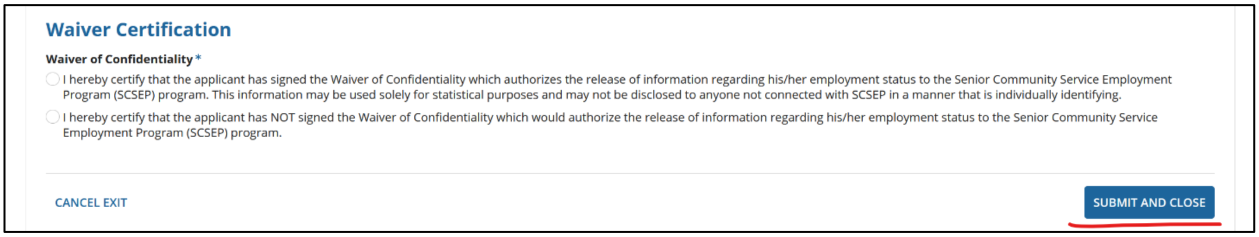
This exit data can be modified in the future by selecting **Modify Exit** on the *Related Actions* tab:



This will present you with the option to either delete or edit the participant's exit.

- To delete the exit, click **Delete** and follow the prompts on the following screens.
- To edit the exit, click **Edit**. The same fields that were available when the exit was added are now available to be edited.

After completing your edits, select one of the choices for **Waiver Certification – Waiver of Confidentiality**, and click **Submit and Close**.

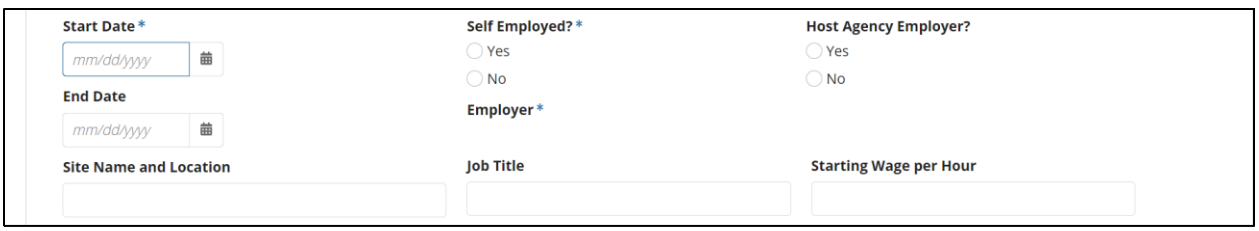


8.4 Add Placement

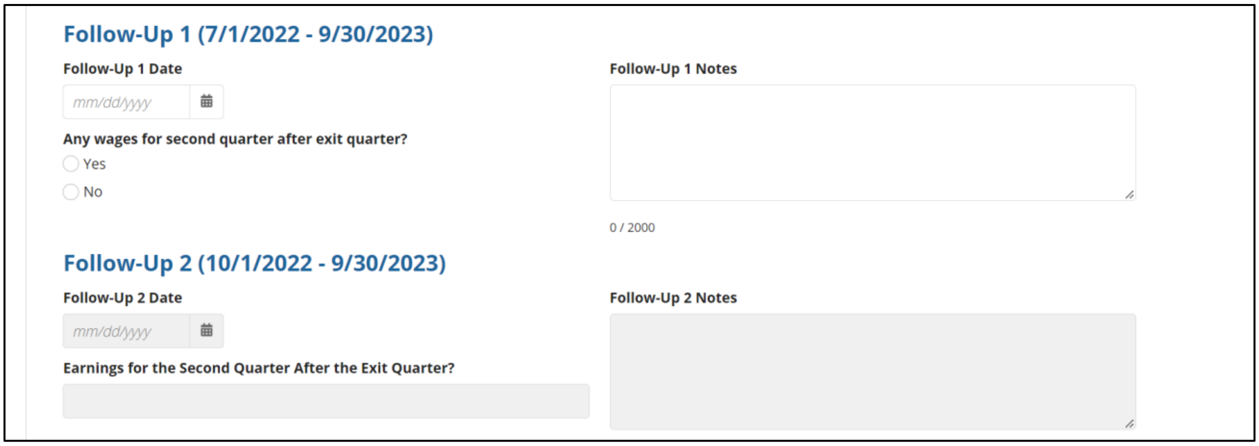
This section is for adding a placement for the participant. Once the exit has been added to the participant with **Category of Exit** = *Unsubsidized Employment*, the status of the participant changes to *Exited-In Follow-Up*.

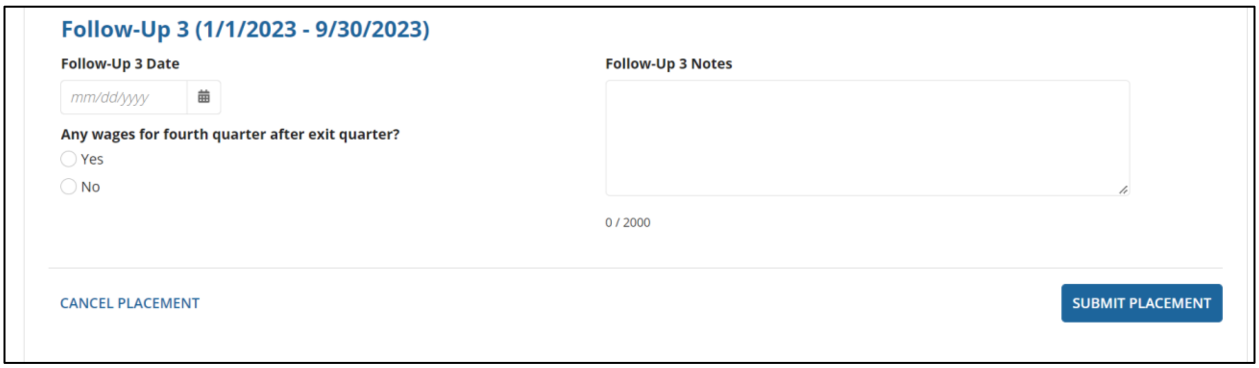
The **Is Re-Enrolled** field notes whether the participant has been re-enrolled in SCSEP within 90 days of an exit.

Enter all placement details and click **Submit Placement**:

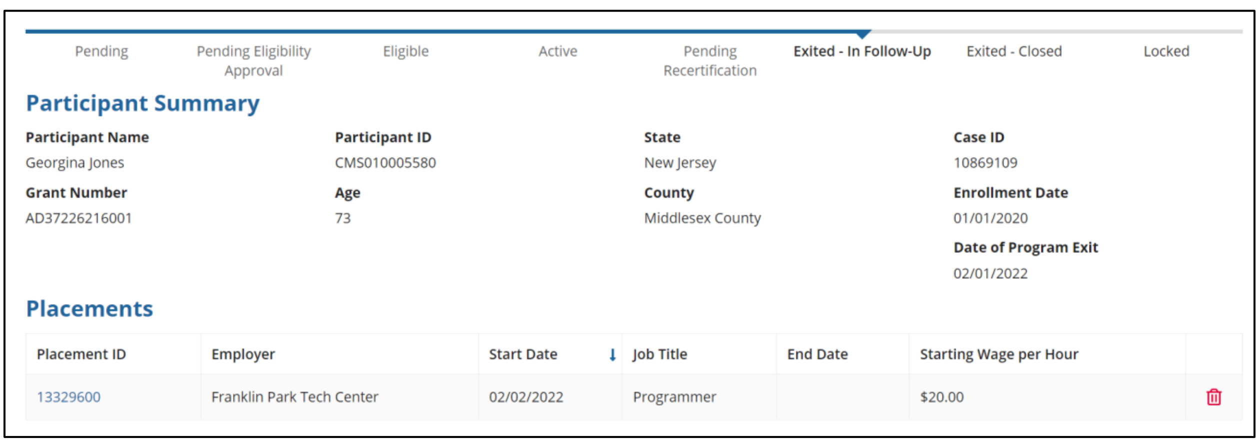


Note: When **Self-Employed** = *Yes*, the **Job Code** defaults to *Self-Employment*, and the **Employer** defaults to the participant's first and last name. However, the employer's name can be changed as needed.





Once the placement details have been entered, the participant summary is updated.



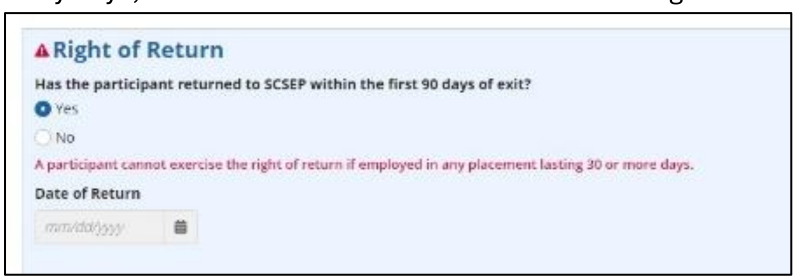
Placement details can also be filled in later. To fill in the details later, click **Placement/Follow-ups** and click **Add Placement**. Right of Return data can be entered after the placement has been created.

9. Right of Return

To enter Right of Return data:

1. Click on the **Placement ID** number.
2. Scroll down to the *Right of Return* section and click **Edit**.

3. Enter the applicable data and select **Save**.
4. Note:
    a. Right of Return data cannot be marked as *Yes* if the participant is attempting to exercise Right of Return more than 90 days after their exit date.
    b. A participant also cannot exercise the Right of Return if employed in any placement for more than thirty (30) days in a full-time position; however, if they have been placed into a part-time position, they will be able to exercise the Right of Return when employed part-time for more than thirty days in that placement.
        i. In the image below, the participant was employed full-time for more than thirty days, so he/she will be unable to exercise the Right of Return:

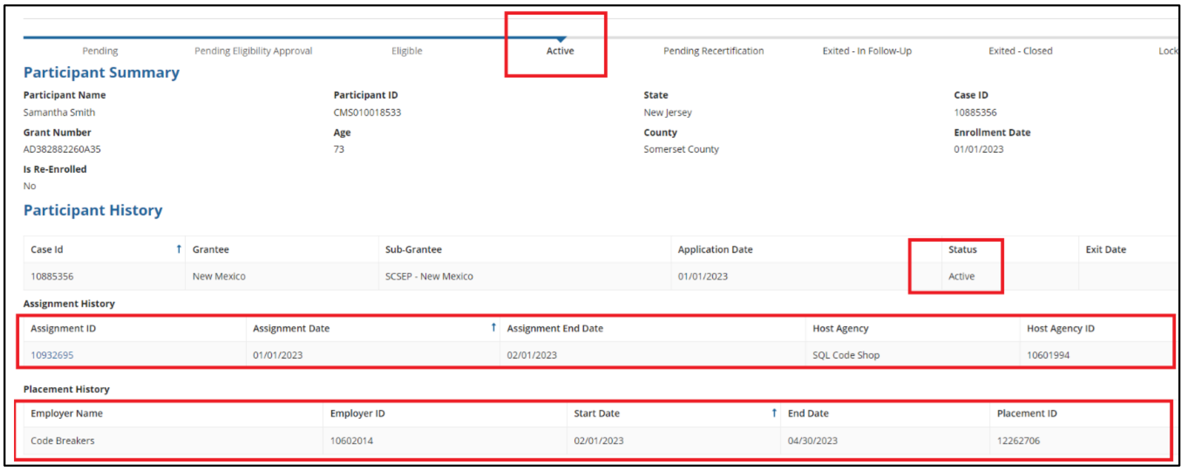


        ii. However, in the next image, this participant was in a part-time (10 hours per week) placement for more than thirty days; therefore, he/she will be allowed the Right of Return:

    c. Right of Return data cannot be saved if the **Placement End Date** is not entered. The following message will appear: "The Right of Return cannot be verified without a

Placement End Date. Please enter the Placement End Date before proceeding."

5. After entering the **Date of Return** and clicking **Save**, the status of the participant will change from *Exited-In Follow-Up* to *Active*. The *Participant History* section will display the previous assignment(s) and placement(s) and the participant can now be given a new assignment in the program.



6. If the **Add Assignment** button is not available, this signifies that not all elements of the Characteristics or Other Enrollment process have been completed. Please navigate to the *Characteristics* and *Other Enrollment* screens to complete the required information.

In the example above, since the date of return was 4/30/2023, the new assignment date should be 4/30/2023 as well. The grantee may allow the participant to continue at the same host agency where they were assigned at the time they exited, or they can start the participant at a new host agency. In either case, since the new assignment date will be more than three days after the end of the previous assignment, the assignment end date of the previous assignment must first be modified to occur the day before the new assignment starts. A break of type “Right of Return” must be added to this assignment to bridge the gap between the two assignments while the participant was employed. (Please refer to the "Add Break" section of this document for guidance on adding a break.)

Continuing with this example, the approved break start date will be one day after the original assignment end date of 2/1/2023 (i.e., 2/2/2023), and the actual end date will be the same as the revised assignment end date (i.e., 4/29/2023). Grantee may add any desired comments as documentation in the comments box.

Break in Service Details

Assignment *
01/01/2023 - 04/29/2023

Approved Break Start Date *
02/02/2023

Expected End Date
mm/dd/yyyy

Actual End Date
04/29/2023

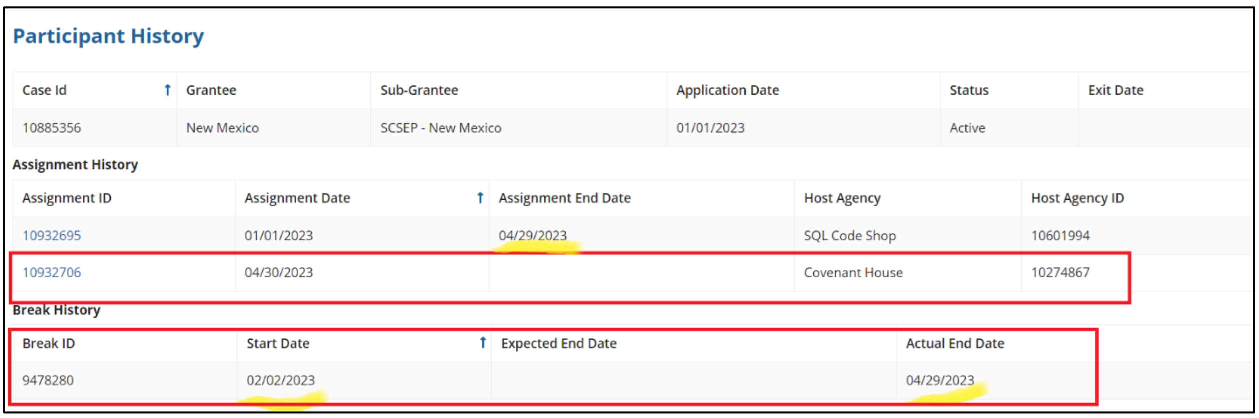
Is Documentation Provided?
- (•) Yes
- ( ) No

Reason for Approved Break in Participation? *
- ( ) Family/health
- ( ) Personal
- ( ) Administrative
- (•) Right of Return
- ( ) Other

Comments
Participant exited for p/t employment at Code Breakers, starting 2/1/2023.

74 / 2000

Now add the new assignment to complete the Right of Return process:



Participant History

Case Id	Grantee	Sub-Grantee	Application Date	Status	Exit Date
10885356	New Mexico	SCSEP - New Mexico	01/01/2023	Active	

Assignment History

Assignment ID	Assignment Date	Assignment End Date	Host Agency	Host Agency ID
10932695	01/01/2023	04/29/2023	SQL Code Shop	10601994
10932706	04/30/2023		Covenant House	10274867

Break History

Break ID	Start Date	Expected End Date	Actual End Date
9478280	02/02/2023		04/29/2023

10. Manage Follow-Ups

Details of follow-up data for a participant who has been placed in unsubsidized employment after exit can be entered in the *Follow-Up Details* section. You can either add details as you are entering placement/follow-up details initially or click **Edit**.

Follow Up Details

Edit

Follow-Up 1 (7/1/2022 - 9/30/2023)

Follow-Up 1 Date

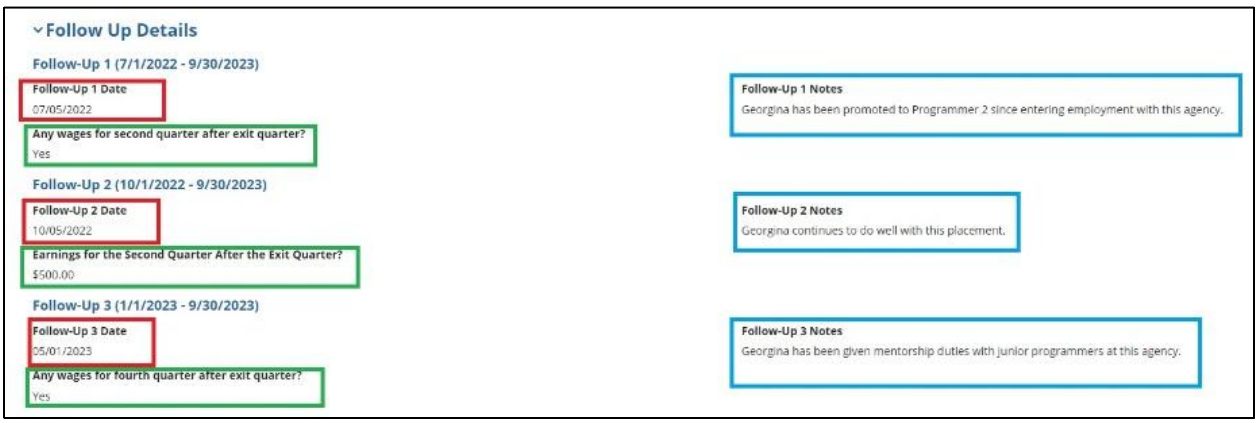
Follow-Up 1 Notes

Any wages for second quarter after exit quarter?

On this form, the date ranges are automatically generated by the system. These are the earliest and latest dates by which the relevant follow-up should be completed. Enter the details for each follow-up for this placement.

The system may make some fields active and others inactive. For example, as seen in the screenshot below, the fields for **Follow-up 2** are inactive since **Follow-up 1** has not yet been completed:

The screenshot below shows an example of a participant's placement with all three follow-ups completed:

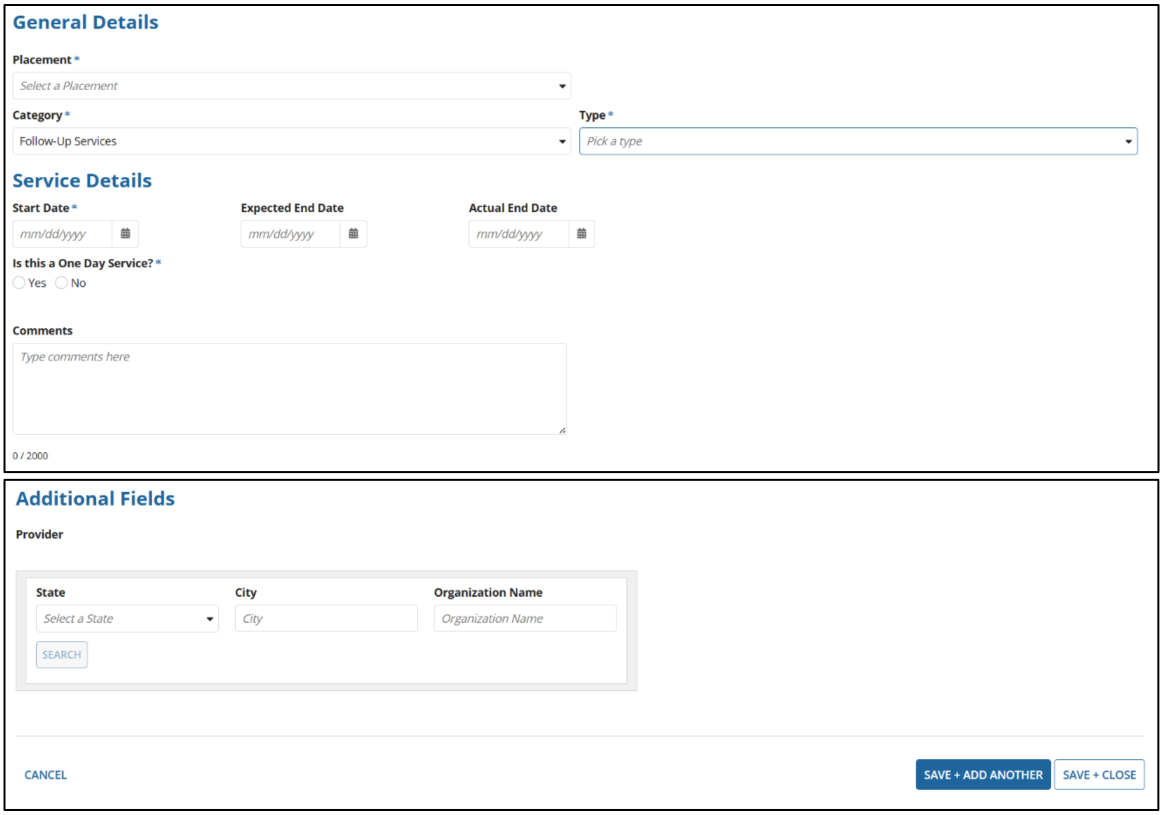


11. Add Placement-Related Service

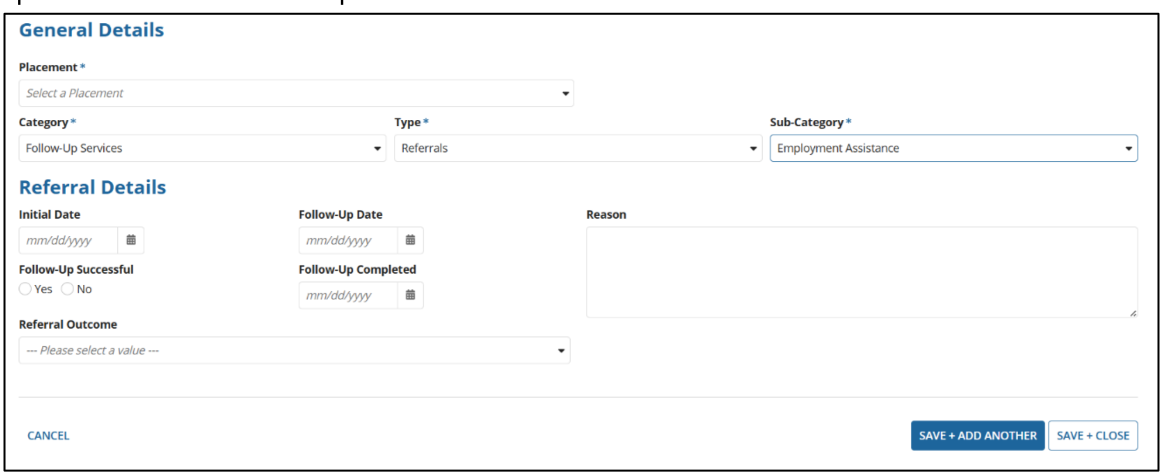
To add a service to a participant who has been placed in unsubsidized employment:

1. Click **Add Placement-Service** in the upper right-hand corner of the *Placements/Follow-ups* tab. The *Add New Service* screen appears, which can also be accessed from the *Related Actions* tab.

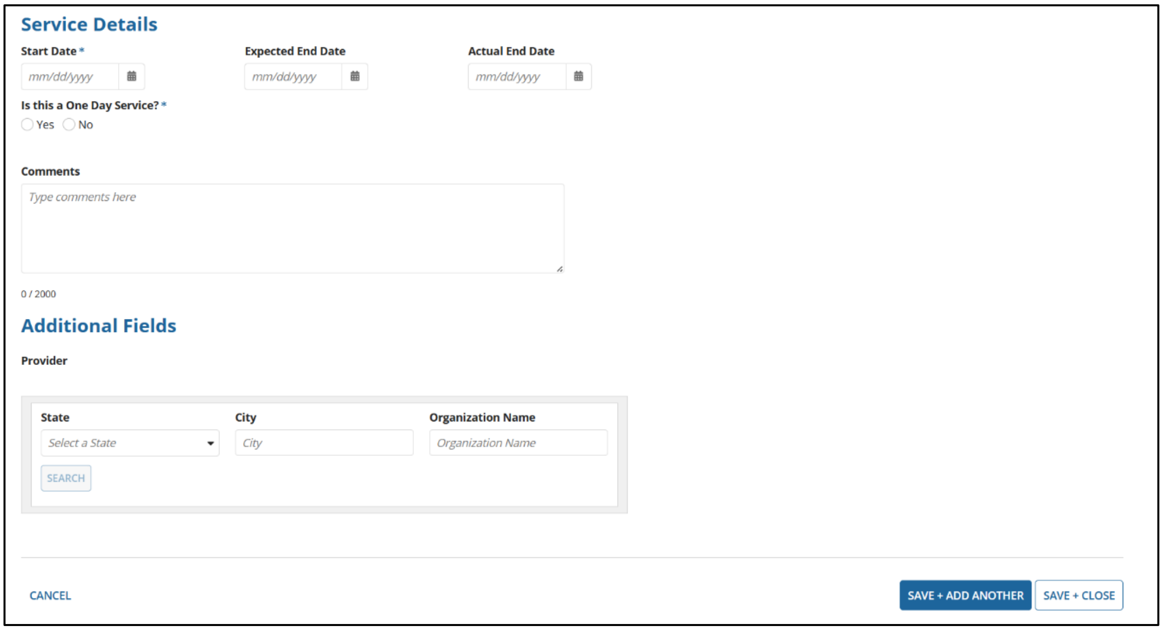
2. Enter the information into the fields to add a service. As you complete the *General Details* section, subsequent fields will become active or appear.



3. If the user selects *Referrals* in the **Type** dropdown, separate fields will appear on screen specific to referral follow-up services.



4. For a follow-up referral, if *Yes* is selected for the **Follow-Up Successful** field, additional service detail and provider fields will appear.

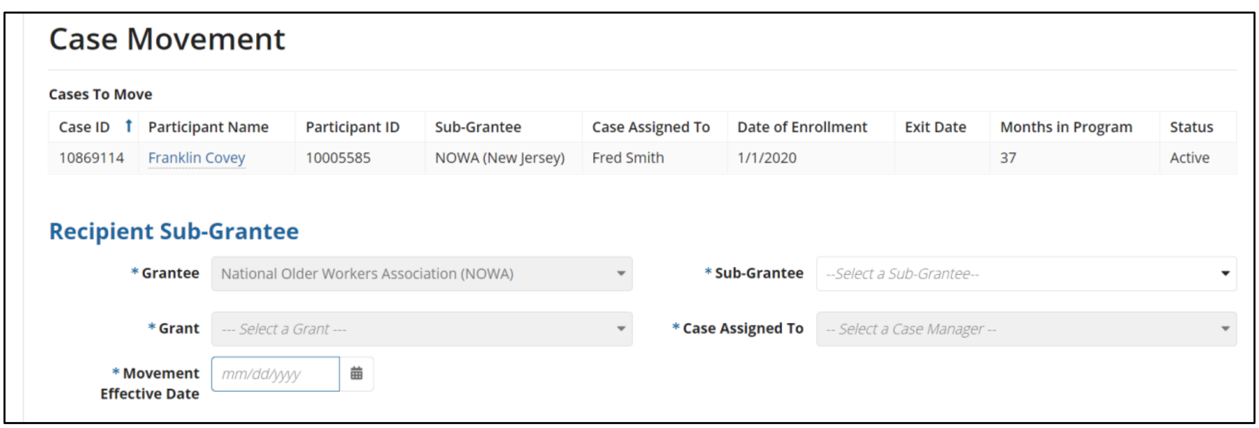


5. Once the user is done with the follow-up services page, at the bottom of the screen are **Cancel**, **Save + Add Another**, and **Save + Close** buttons that function here as they do on other screens.

On returning to the participant summary in the *Placements/Follow-ups* tab, any newly added training and services records are listed on the screen. Details are displayed by clicking on the hyperlink name (e.g., **Follow-Up Services**). To delete a record, click the **Delete** icon.

12. Move/Transfer Case

12.1 Move Case



A participant's case can be moved from one sub-grantee to another.

1. The **Grantee** field is filled by default.

2. Selecting a value for the **Sub-Grantee** field will automatically populate the **Grant** field.
3. Enter the **Movement Effective Date**.
4. Select the **Case Manager**.
5. Click **Submit** to move the case.

Upon clicking **Submit**, the **Case Movement** table is updated to reflect the new sub-grantee and case manager:

Case Movement

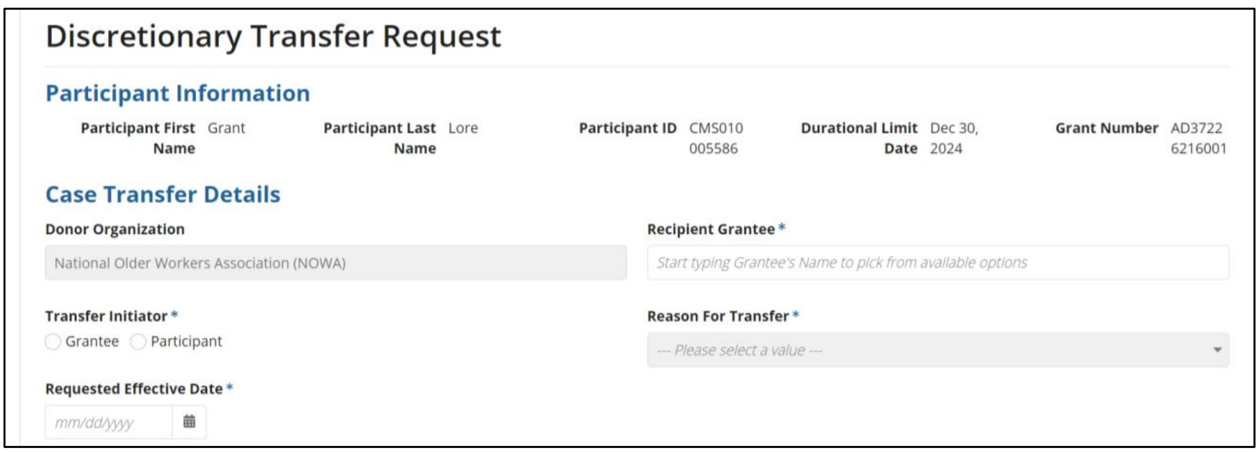
Cases To Move

Case ID	Participant Name	Participant ID	Sub-Grantee	Case Assigned To	Date of Enrollment	Exit Date	Months in Program	Status
10869114	Franklin Covey	10005585	NOWA (California)	Fred Smith	1/1/2020		37	Active

12.2 Transfer Case

Participants can be moved from one grantee to another. Note that an assignment is created for the recipient record from the donor record after a transfer. Donor grantees can retroactively add or edit an assignment after a participant has exited due to a transfer.

An on-screen error message will appear if the assignment date, assignment start date, or assignment end date is later than the exit date. The requested effective date may not be between the assignment date and the assignment end date.



Discretionary Transfer Request

Participant Information

Participant First Name: Grant
Participant Last Name: Lore
Participant ID: CMS010005586
Durational Limit Date: Dec 30, 2024
Grant Number: AD37226216001

Case Transfer Details

Donor Organization: National Older Workers Association (NOWA)
Recipient Grantee *: Start typing Grantee's Name to pick from available options
Transfer Initiator *: Grantee / Participant
Reason For Transfer *: --- Please select a value ---
Requested Effective Date *: mm/dd/yyyy

1. The **Donor Organization** field is filled by default.
2. Select a value for the **Recipient-Grantee** field.
3. Choose an option for **Transfer Initiator**.
    a. If the *Grantee* option is chosen:
        i. Select the **Reason for Transfer**.
        ii. Enter the **Requested Effective Date**.
        iii. Acknowledge the **Donor Certification**.
        iv. Click **Submit** to save changes.
    b. If the *Participant* option is chosen:
        i. Select the **Reason for Transfer**.
        ii. Enter the **Requested Effective Date**.
        iii. Complete the mandatory (*****) fields in **Residence Address After Transfer**.
        iv. Acknowledge the **Donor Certification**.
        v. Click **Submit** to save changes.

13. Recertify Case

A user with the role of Case Manager or above may initiate the recertification process. Users may edit data submitted in the recertification prior to submission for approval. Recertifications will be approved by the Supervisor or higher-level user.

To recertify a participant:

1. Enter a value for
    a. **Recertification Date**
    b. **Number in Family**

c. **Total includable Family Income for the Eligibility Period**

2. Choose an option for

    a. **Total Includable Family Income**

    b. **Signature of Participant on Recertification**

    c. **Signature of Director or Authorized Representative on Recertification**

3. The instructions for the **Total Includable Family Income** field are as follows:

    a. For the **12-month period**: “Total includable family income during the 12-month eligibility determination period.”

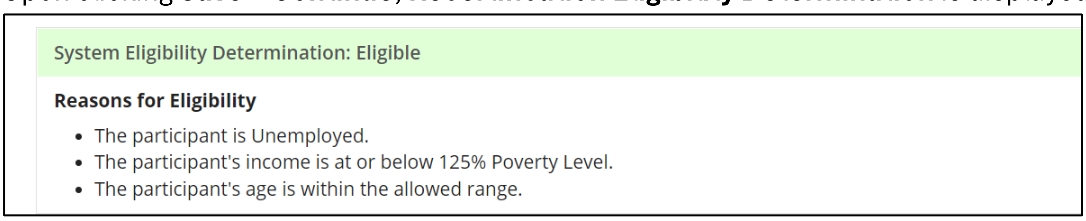
    b. For the **6-month period**: “Total includable family income during the 6-month eligibility determination period, annualized.”

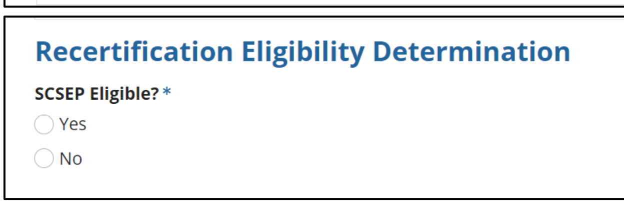
4. **Save + Continue**:

    a. Selecting *No* for **Signature of Participant on Recertification** or **Signature of Director or Authorized Representative on Recertification** will not allow you to click **Save + Continue**.

    b. Selecting *Yes* for **Signature of Participant on Recertification** or **Signature of Director or Authorized Representative on Recertification** allows you to click **Save + Continue**.

5. Upon clicking **Save + Continue**, **Recertification Eligibility Determination** is displayed.





6. Choose an option for **SCSEP Eligible**.

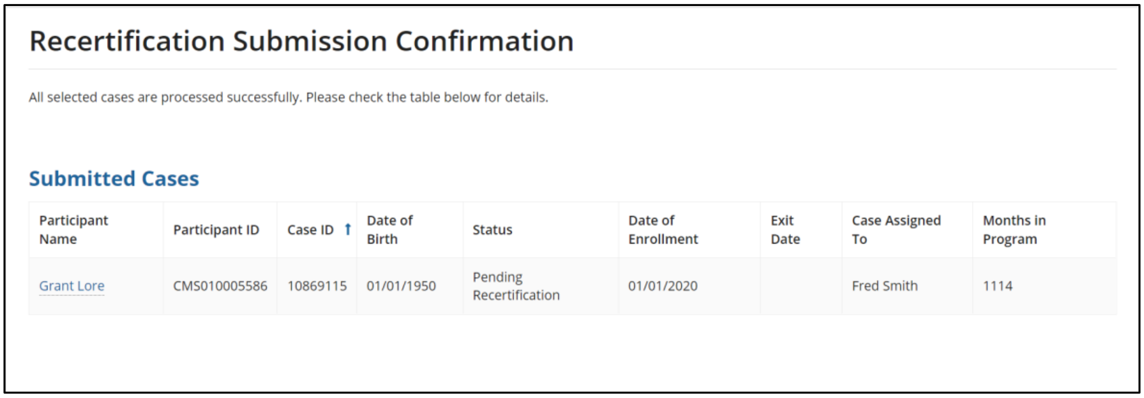
    a. If *No* is selected:

        i. Select at least one checkbox under **Reason for Ineligibility** and an **Action Taken if Ineligible**.

ii. Provide an explanation in the **Comment** field.

b. If *Yes* is selected: Space is provided to add an optional **Comment**. Click **Submit** to proceed.

7. Click **Submit**. The *Recertification Submission Confirmation* screen will appear.

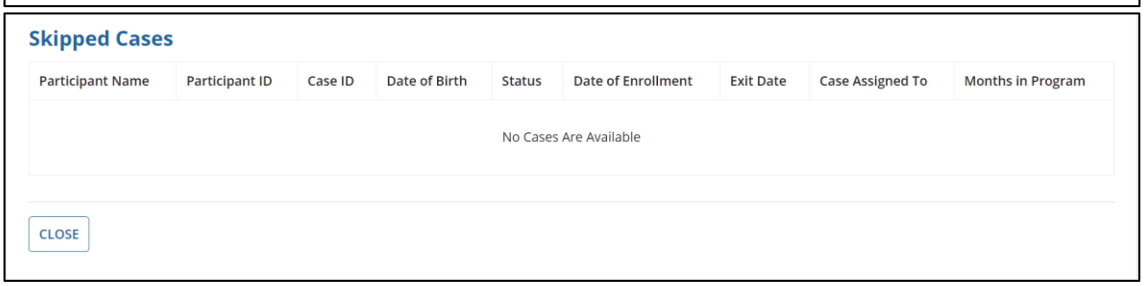


Recertification Submission Confirmation

All selected cases are processed successfully. Please check the table below for details.

Submitted Cases

Participant Name	Participant ID	Case ID	Date of Birth	Status	Date of Enrollment	Exit Date	Case Assigned To	Months in Program
Grant Lore	CMS010005586	10869115	01/01/1950	Pending Recertification	01/01/2020		Fred Smith	1114



Skipped Cases

Participant Name	Participant ID	Case ID	Date of Birth	Status	Date of Enrollment	Exit Date	Case Assigned To	Months in Program
No Cases Are Available								

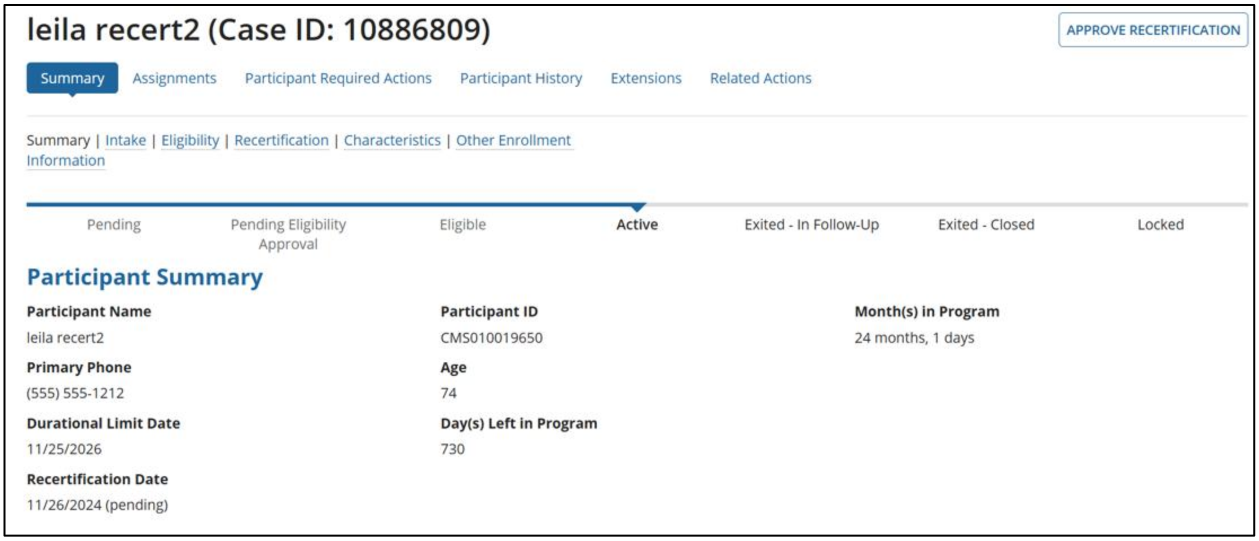
CLOSE

Note: When a recertification is submitted by a Case Manager and is awaiting a Supervisor's approval, the recertification details are not displayed on the *Recertification* screen until the recertification is approved.

If there are previously approved recertifications on the screen, the pending recertification message appears at the top of the list.

If a recertification is pending a Supervisor's approval and a user updates the most recent assignment for the case, the **Approve Recertification** button remains on the Supervisor's screen and the **Recertify Case** option does not appear in *Related Actions* for any user.

The **Recertification Date** on the participant's *Summary* tab appears in the following format for a pending recertification: "MM/DD/YYYY (pending)"



leila recert2 (Case ID: 10886809)

APPROVE RECERTIFICATION

Summary | Assignments | Participant Required Actions | Participant History | Extensions | Related Actions

Summary | Intake | Eligibility | Recertification | Characteristics | Other Enrollment Information

Pending | Pending Eligibility Approval | Eligible | Active | Exited - In Follow-Up | Exited - Closed | Locked

Participant Summary

Participant Name
leila recert2

Participant ID
CMS010019650

Month(s) in Program
24 months, 1 days

Primary Phone
(555) 555-1212

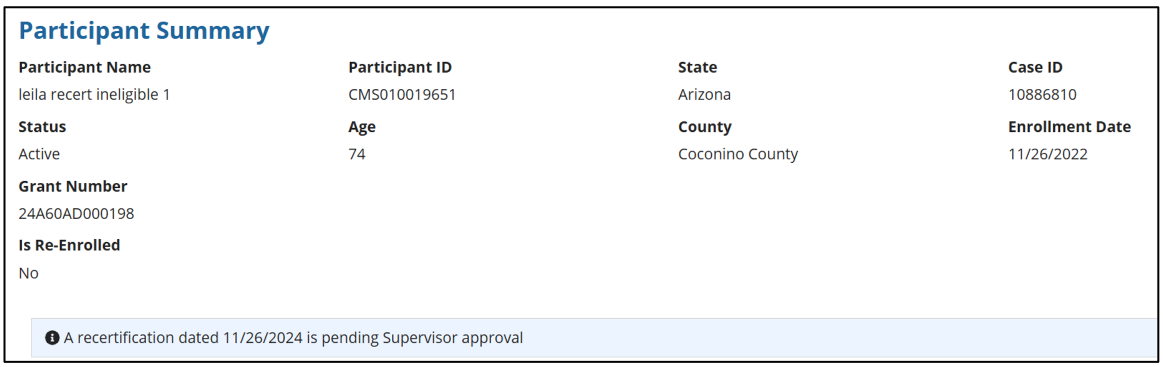
Age
74

Durational Limit Date
11/25/2026

Day(s) Left in Program
730

Recertification Date
11/26/2024 (pending)

When a recertification is pending a Supervisor's approval, the following message is displayed: "A recertification dated MM/DD/YYYY is pending Supervisor approval."



Participant Summary

Participant Name
leila recert ineligible 1

Participant ID
CMS010019651

State
Arizona

Case ID
10886810

Status
Active

Age
74

County
Coconino County

Enrollment Date
11/26/2022

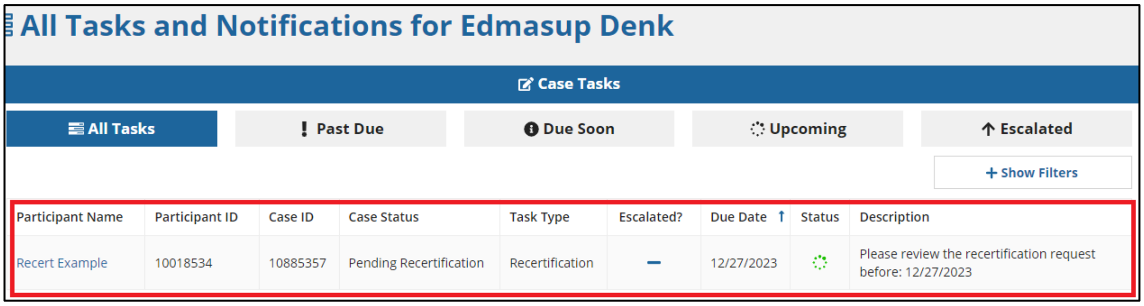
Grant Number
24A60AD000198

Is Re-Enrolled
No

A recertification dated 11/26/2024 is pending Supervisor approval

Recertifications must be approved by a Supervisor or higher-level user.

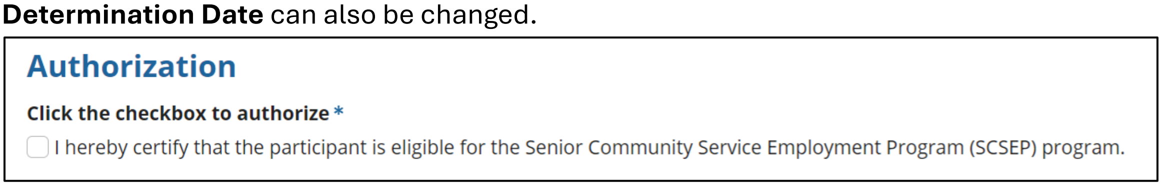
1. The Supervisor (or higher-level user) will receive a task to approve the recertification:



2. After receiving the notification, the approver can edit recertification data prior to approval. Otherwise, the approver should click **Approve Recertification** to continue.

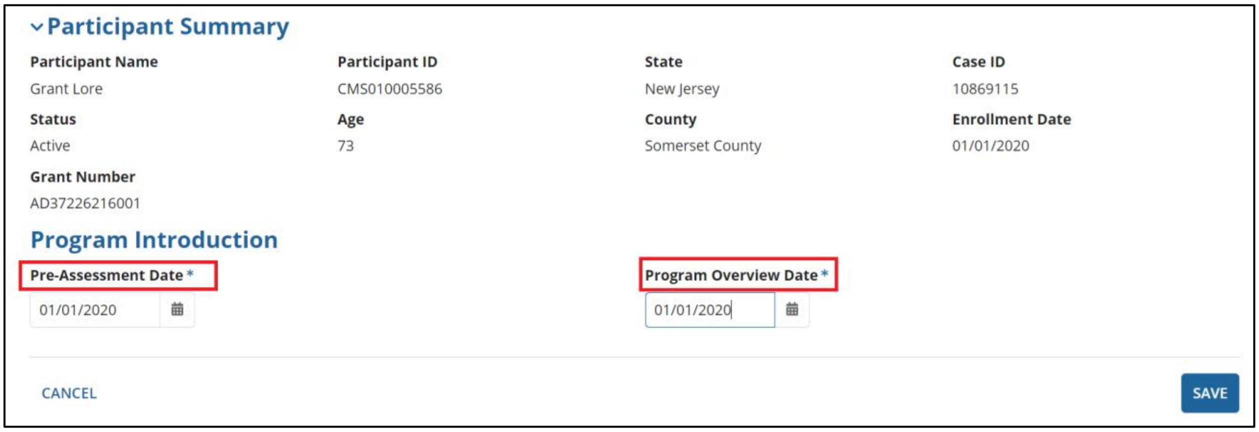
3. The approver may override initial *Eligibility Determination* by providing comments. If the approver decides the participant is ineligible, they will need to give a reason for ineligibility and any additional applicable steps, while also providing comments.

4. If the recertification is approved, click the checkbox to authorize. The **Recertification Determination Date** can also be changed.



14. Manage Program Introduction

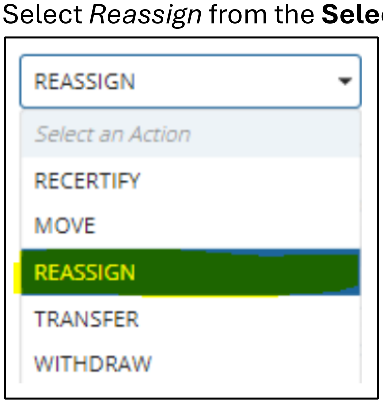
In this section, **Program Introduction** is managed by editing the **Pre-Assessment Date** and **Program Overview Date**. Click **Save** to save the changes.



15. Assign Case

Supervisors, Sub-Grantee Administrators, and Grantee Administrators can reassign existing cases within a sub-grantee to a different Case Manager.

1. Select **Cases** from the main navigation bar.
2. Click **Show Filters**.
3. Click **Reset** to clear all selections and begin a new search.
4. Select the **Grantee**, **Sub-Grantee**, and **Case Assigned To**.
5. Click **Search**. This will display all cases assigned to the selected individual.
6. Select the case(s) to be reassigned or select the top box to select all cases.
7. Continue selecting cases until you have selected all of the cases to be reassigned.
8. Select *Reassign* from the **Select an Action** dropdown list.



9. Click **Submit**.

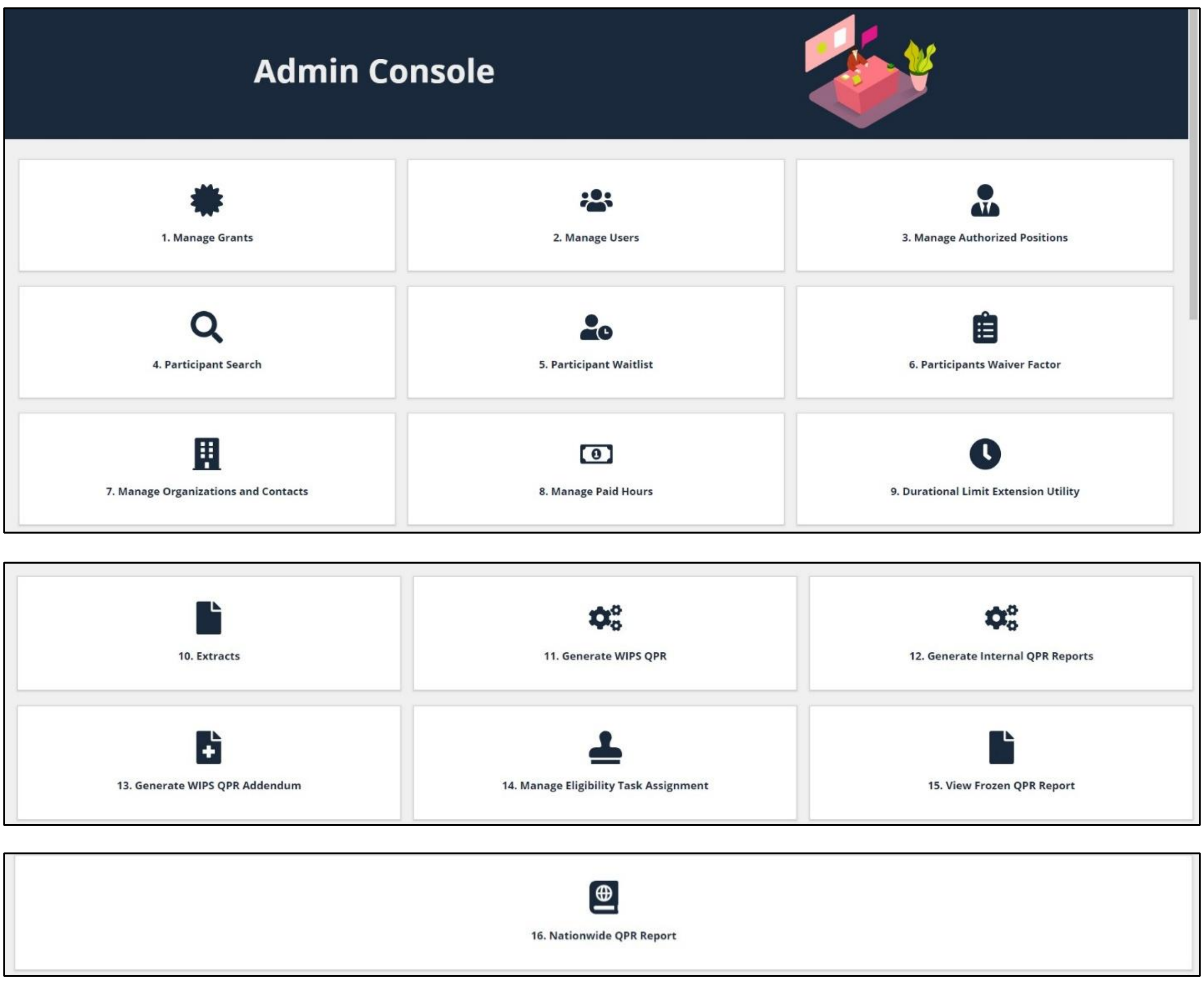
10. On the *Reassign Cases* screen, select the **Case Assigned To** from the dropdown list.

11. Select the newly assigned case worker from the **Case Assigned To** dropdown list.

12. Click **Reassign** to assign all cases to the new assignee.

Admin Console

The Admin Console allows you to perform administrative functions related to SCSEP. The functions available to each user are role-dependent.



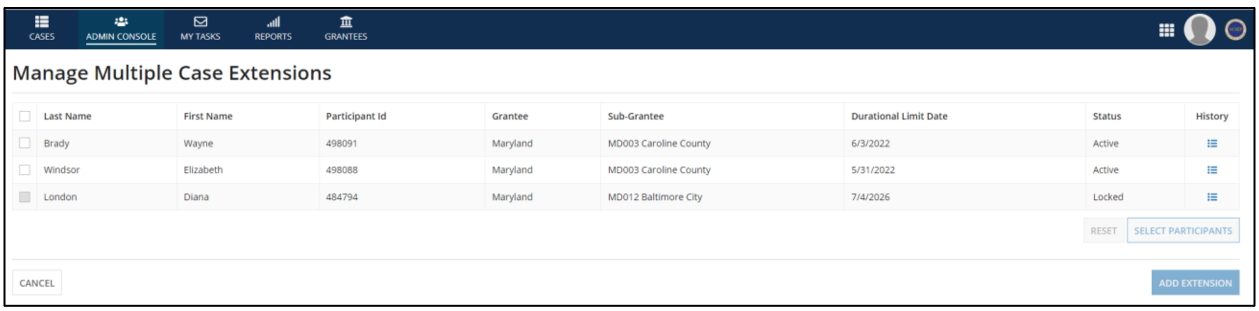
1. Durational Limit Extension Utility

Grantees whose individual durational limit (IDL) policy permits extensions for participants who are approaching their durational limit can add extensions for those participants.

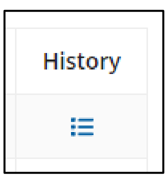
Only participants who qualify for an extension will be listed in the utility. Participants who are not yet eligible for an extension will not be listed in the utility. Refer to the **Data Collection Handbook** for information on determining qualification.

Participants who exceeded their durational limit and are now locked in the system will be listed in the utility but will need to have their records unlocked before an extension can be added.

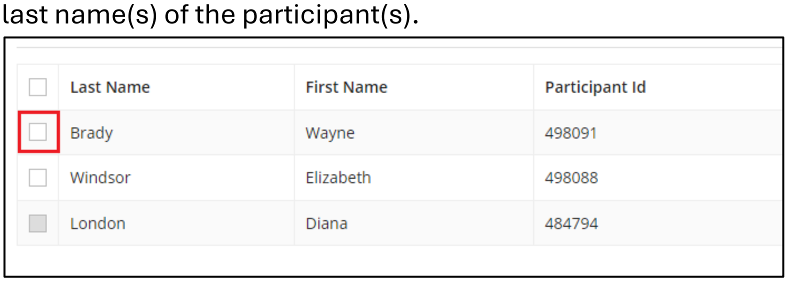
Grantee Administrators can add an extension:



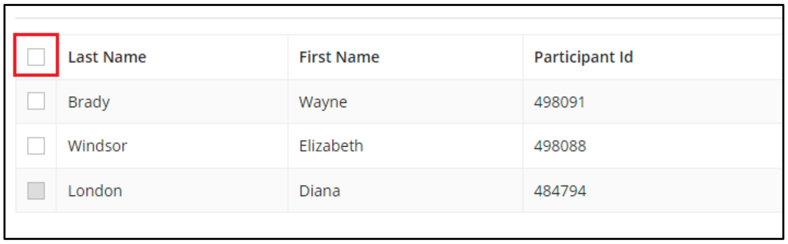
At any time, the button in the **History** column can be clicked for any participant to view their waiver factor information:



1. To add an extension for one or more participants, click the checkbox(es) to the left of the last name(s) of the participant(s).

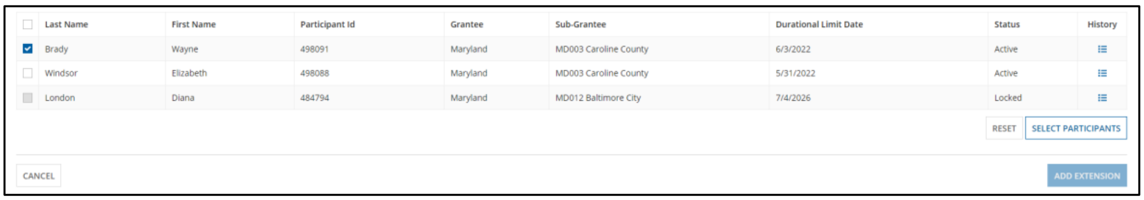


2. To add an extension for all participants, click the checkbox to the left of the **Last Name** heading. Note that the checkbox for a participant who is locked is grayed out and cannot be selected.



Last Name	First Name	Participant Id
Brady	Wayne	498091
Windsor	Elizabeth	498088
London	Diana	484794

3. Select one of the buttons on the screen to perform the next action.



Last Name	First Name	Participant Id	Grantee	Sub-Grantee	Durational Limit Date	Status	History
Brady	Wayne	498091	Maryland	MD003 Caroline County	6/3/2022	Active	
Windsor	Elizabeth	498088	Maryland	MD003 Caroline County	5/31/2022	Active	
London	Diana	484794	Maryland	MD012 Baltimore City	7/4/2026	Locked	

4. Once at least one participant is selected, the **Reset** and **Select Participants** buttons will no longer be grayed out and can be clicked.
    a. Click **Reset** to clear all checkboxes.
    b. Click **Select Participants** to view the Certification of Extension Request.
    c. Click **Cancel** to return to the previous screen. Information entered in the fields on the screen is not saved.
5. Check the **Certification of Extension Request** checkbox and enter the name of the approver.
6. Press **Enter** on the keyboard or click anywhere on the screen to activate the **Add Extension** button.
7. Click **Add Extension**. The text “Action Completed” will appear temporarily at the top of the screen and you will be returned to the previous screen.

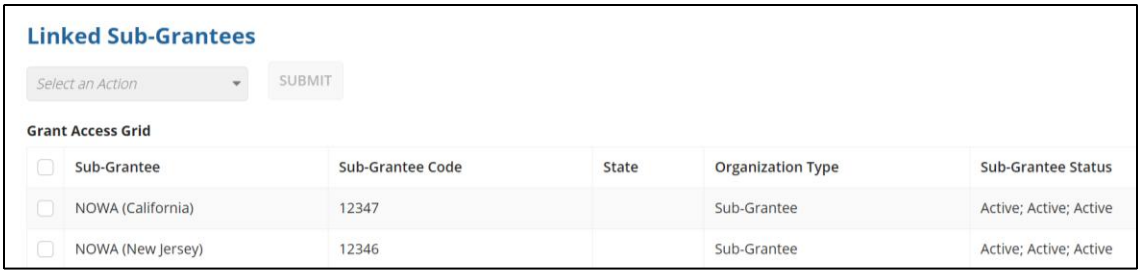
2. Manage Grants

Grantees can link sub-grantees to their grants using the *Manage Grants* utility. Once the grant is added to the system, the Grantee Administrator can link which sub-grantees are associated with the grant. If a sub-grantee is no longer associated, the Grantee Administrator can unlink a sub-grantee from the grant.

1. To find the grant to update, select the **Program Year** associated with the grant.

2. Click on the **Grant Number** hyperlink. The *Edit Grant* screen will appear.

3. Sub-grantees currently linked to the selected grant are listed in the **Grant Access Grid**.

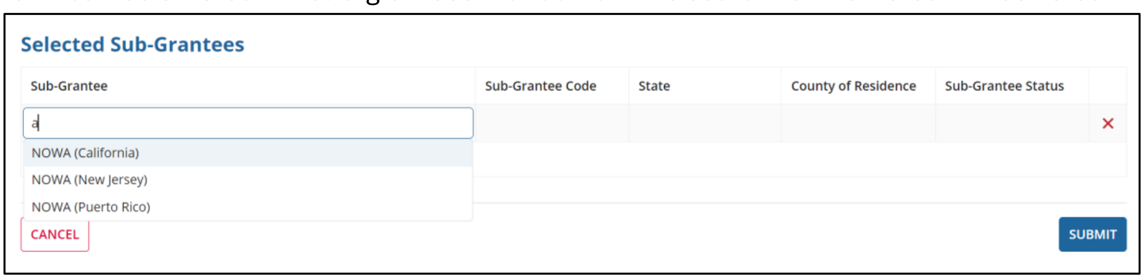


2.1 Associate Sub-Grantees to Grant

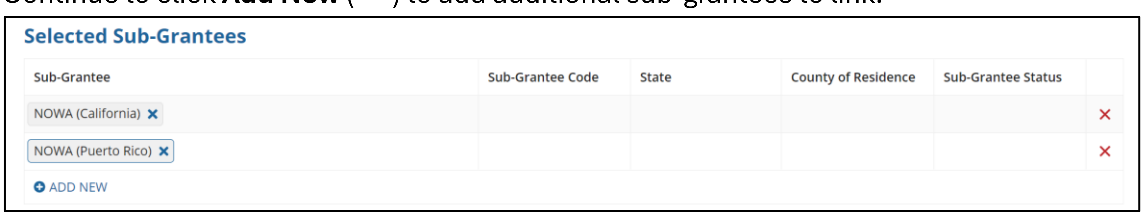
1. To link a sub-grantee not listed in the **Grant Access Grid**, click **Add Sub-Grantee To Grant**. The *Add Sub-Grantees to Grant* screen will appear.

2. To search for a sub-grantee not currently linked, click **Add New** ( ) under the **Selected Sub-Grantees** grid.

3. To display a list of sub-grantees, enter a value in the search box. Note that a partial search term can be entered. All sub-grantees that contain the search term entered will be listed.



4. Continue to click **Add New** ( ) to add additional sub-grantees to link.



5. Click on one of the buttons on the screen to perform the next action.
   a. The red **X** on the right-hand side of the grid removes the sub-grantee from the list.
   b. **Cancel** opens a pop-up window to confirm the cancellation.
      i. Click **No** to return to the screen.

ii. Click **Yes** to end linking the sub-grantee(s) and return to the previous screen.

c. **Submit** links the added sub-grantee(s) and returns to the previous screen. The sub-grantee(s) is listed in the **Grant Access Grid**.

2.2 Remove Sub-Grantees from Grant

1. To remove a sub-grantee(s) associated with a grant, check the checkbox(es) to the left of the name of the sub-grantee(s) in the **Grant Access Grid**.

Grant Access Grid

Sub-Grantee	Sub-Grantee Code	State	Organization Type	Sub-Grantee Status
NOWA (California)	12347		Sub-Grantee	Active; Active; Active
NOWA (New Jersey)	12346		Sub-Grantee	Active; Active; Active

2. To remove all sub-grantees, click the checkbox to the left of the **Sub-Grantee** heading.
3. Under the **Linked Sub-Grantees** subheading, click the arrow on the **Select an Action** dropdown list.
4. Click **Remove from Grant**. The **Submit** button is no longer grayed out and can be clicked.
5. Click **Submit**. A pop-up window opens to confirm submission.
    a. Click **No** to return to the screen. No sub-grantee(s) will be removed.
    b. Click **Yes** to remove the selected sub-grantee(s).

3. Manage Users

This section covers user management for grantees and sub-grantees.

3.1 Add User

1. To add users, select the **Grantee** and **Sub-Grantee**.

2. Click **Submit**. The *User Management* screen will appear.
3. Select **Add User**. Enter the information into the fields on the screen.
4. Acknowledge the agreement.
5. Click **Add User** to add the selected user to the sub-grantee.

3.2 Update User

1. To update users, select the **Grantee** and **Sub-Grantee**, and click **Submit**.
2. To update a user, select a user from the **Username** column of the displayed list.
3. Update the appropriate field values.
4. Acknowledge the agreement.
5. Select a value for **Relationship to SCSEP**.
6. Click **Update** to update the user.

3.3 Add Read Only User

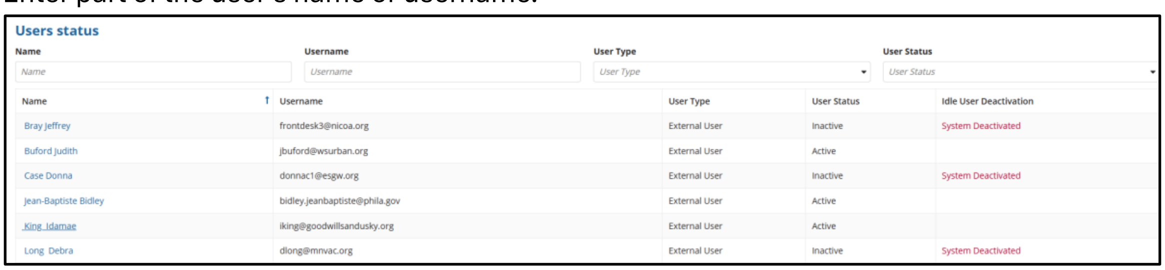
1. To add a Read Only Global user, select *Yes* for **Add Global Read Only User**.
2. Click **Submit**.
3. Enter a value in the **Username** field to choose from the displayed list of users.
4. Select the **Role**.
5. Update the appropriate field values.
6. Select a value for **Relationship to SCSEP**.
7. Acknowledge the agreement.
8. Click **Add User** to add the selected user to the sub-grantee.

To add a Read Only Restricted user, follow the same steps to add any other user role in the system.

3.4 View User Roles and Status

To view user roles and status:

1. Enter part of the user's name or username.


Users status

Name: Name | Username: Username | User Type: User Type | User Status: User Status

Name	Username	User Type	User Status	Idle User Deactivation
Bray Jeffrey	frontdesk3@nicoa.org	External User	Inactive	System Deactivated
Buford Judith	jbuford@wsurban.org	External User	Active	
Case Donna	donnac1@esgw.org	External User	Inactive	System Deactivated
Jean-Baptiste Bidley	bidley.jeanbaptiste@phila.gov	External User	Active	
King Idamae	iking@goodwillsandusky.org	External User	Active	
Long Debra	dlong@mnvac.org	External User	Inactive	System Deactivated

2. Select the user from the **Name** column of the displayed list to see the user's roles.

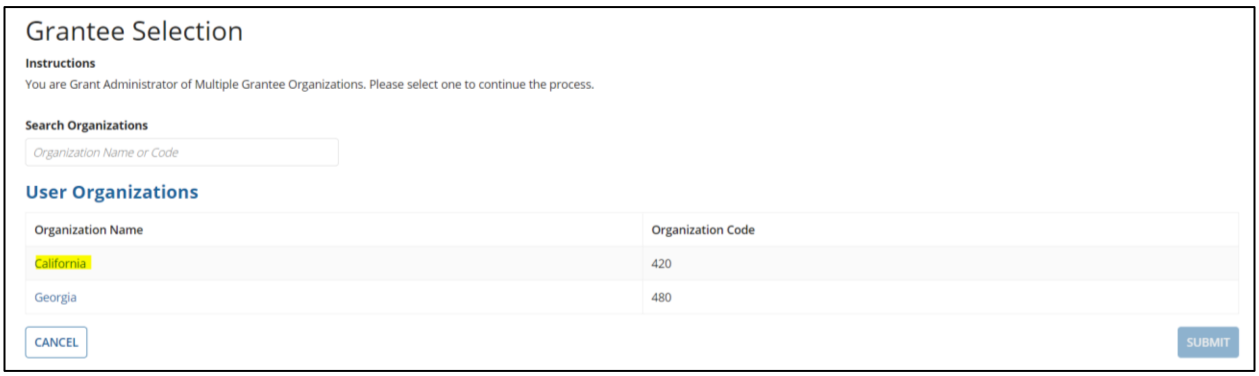
4. Manage Authorized Positions

The *Manage Authorized Positions* screen allows you to allocate positions within a county to one or many sub-grantees. If you have multiple grantees associated with your user account, you will first need to select the grantee from a table of **User Organizations**. You can identify the organization by using the search box below the instructions or by locating the grantee organization in the table below the search box and clicking the radio button.

The following fields appear in this table:

- **Organization Name**: The name of the grantee organization
- **Organization Code**: The grantee code

The **Submit** button will not be clickable until a grantee organization has been selected.

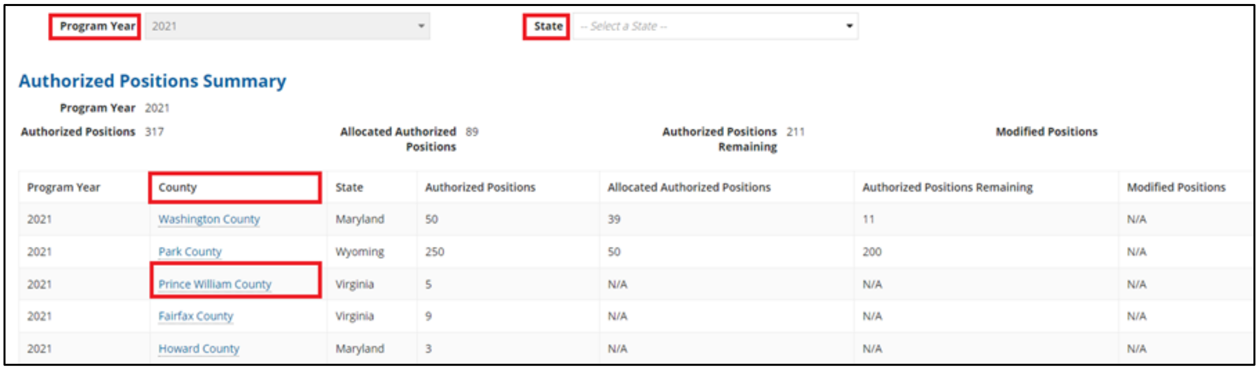


Click the linked **Organization Name** (grantee name). Two dropdowns appear below the main title:

- **Program Year**: Displays the years between the current program year and 2016
- **State**: Displays any states associated with the grantee

Below the dropdown menus is a summary of authorized position information for the selected program year. The following fields appear in the summary:

- **Program Year**: Displays the year selected
- **Authorized Positions**: Displays the total number of authorized positions
- **Allocated Authorized Positions**: Displays the total number of authorized positions allocated to a sub-grantee
- **Authorized Positions Remaining**: Displays the total number of authorized positions that have not been allocated to a sub-grantee
- **Modified Positions**: Displays the total number of modified positions for the grantee



Program Year 2021 State -- Select a State --

Authorized Positions Summary

Program Year 2021

Authorized Positions 317 Allocated Authorized Positions 89 Authorized Positions Remaining 211 Modified Positions

Program Year	County	State	Authorized Positions	Allocated Authorized Positions	Authorized Positions Remaining	Modified Positions
2021	Washington County	Maryland	50	39	11	N/A
2021	Park County	Wyoming	250	50	200	N/A
2021	Prince William County	Virginia	5	N/A	N/A	N/A
2021	Fairfax County	Virginia	9	N/A	N/A	N/A
2021	Howard County	Maryland	3	N/A	N/A	N/A

The authorized position information for each county associated with the selected state appears in a table below the **Authorized Position Summary**. The following fields appear in the table:

- **Program Year**: Displays the year selected
- **County**: Displays the name of the county as hyperlinked text
- **State**: Displays the state associated with the county
- **Authorized Positions**: Displays the number of authorized positions associated with the county
- **Allocated Authorized Positions**: Displays the number of authorized positions associated with the county that have been allocated
- **Authorized Positions Remaining**: Displays the number of authorized positions associated with the county that have not been allocated
- **Modified Positions**: Displays the number of modified positions associated with the county

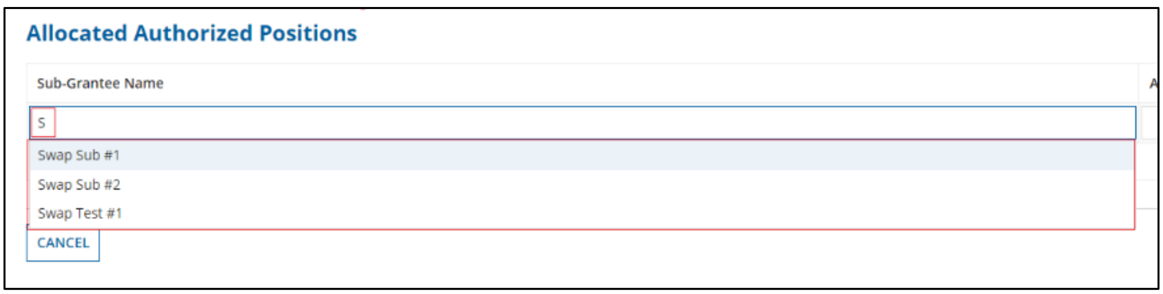
Clicking on the hyperlinked county text will navigate you to the *Authorized Positions Allocation* screen. A summary with the following fields is displayed:

- **Program Year:** Displays the year selected
- **Grantee:** Displays the grantee name
- **County:** Displays the county name selected
- **State:** Displays the state selected
- **Authorized Positions:** Displays the number of authorized positions associated with the county
- **Allocated Authorized Positions:** Displays the number of authorized positions associated with the county that have been allocated
- **Authorized Positions Remaining:** Displays the number of authorized positions associated with the county that have not been allocated
- **Modified Positions:** Displays the number of modified positions associated with the county

Below the summary, a table presents the allocated positions and includes the following columns:

- **Sub-Grantee Name:** A text search box that allows you to locate a sub-grantee associated with the grantee
- **Allocated Authorized Positions:** A text box for entering an integer value
- **Modified Positions:** A text box that displays the modified positions

To allocate positions to a new sub-grantee, click **Add New Allocation**. A row will be added to the table where you can locate a sub-grantee using the search box in the **Sub-Grantee Name** field.

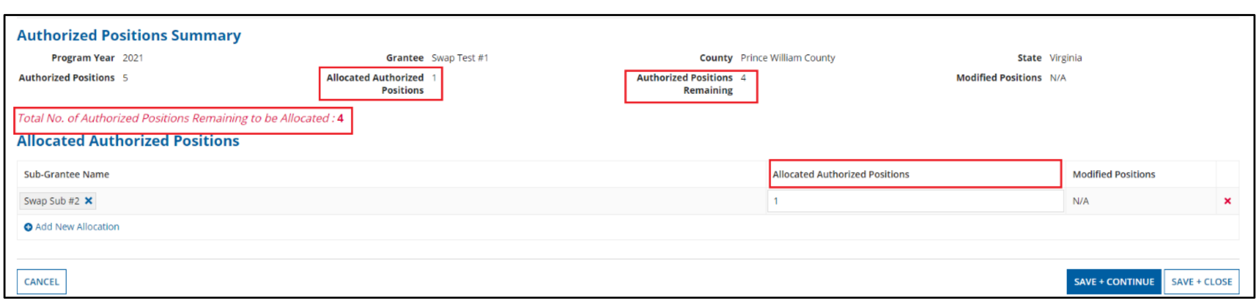


The following text appears above the table heading:

> "*Total No. of Authorized Positions Remaining to be Allocated:* X"

X equals the authorized positions minus the sum of allocated authorized positions for all sub-grantees.

- If the sum of the allocated authorized positions **equals** the authorized positions for the county, the text will be green.
- If the sum of the allocated authorized positions **is less than** the authorized positions, the text will appear red.



Clicking either **Save + Continue** or **Save + Close** displays a dialog box with the following text:

> "There are Authorized Positions remaining that have not been assigned to any Sub-Grantee. Are you sure that you want to continue?"

- Selecting *Yes* saves the record and redirects you to the *Authorized Position by County* screen.
- Selecting *No* returns you to the *Authorized Positions Allocation* screen without saving the record.

If the sum of the allocated authorized positions is greater than the authorized positions, the text will appear blue, and the following message appears at the bottom of the screen:

> "The total authorized positions for this county exceed the authorized positions for the county. The current total of sub-grantee Authorized Positions (APs) exceeds the number of APs allocated for this grantee."

5. Generate Internal QPR Reports

The *Generate Internal QPR Reports* screen allows you to generate an internal Quarterly Progress Report (QPR). The reports that are available depend on your access level and permissions, according to the following table:

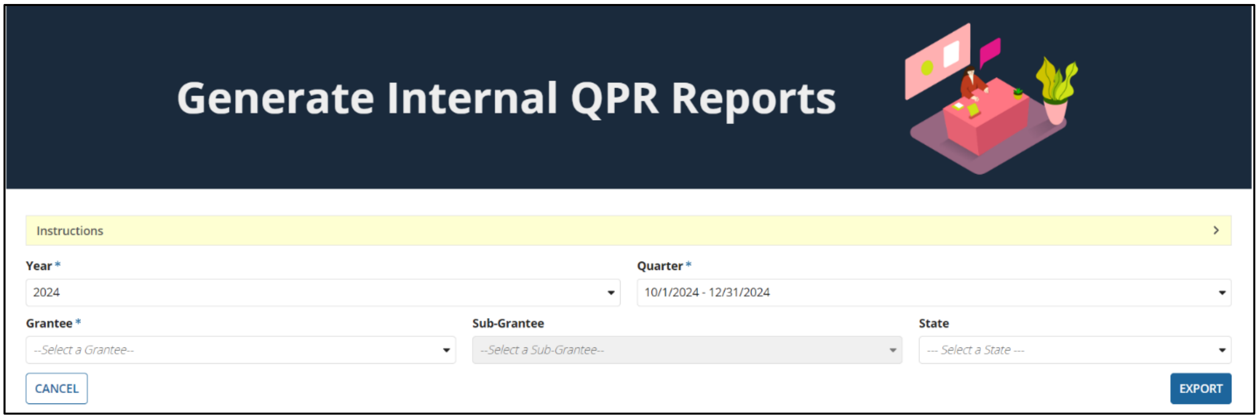
GPMS role	QPRs available to generate
Program Analyst & Read-only Global	All grantees and their sub-grantees/States
Grantee Administrator & Read-only Grant	Grantee specific to their access + all sub-grantees/States in that grant
Sub-Grantee Administrator, Supervisor, Case Manager	Only the specific sub-grantee(s) they have access to

The following instructions display below the banner in an expandable note:

> "Please select a reporting quarter and grantee in order to generate the internal QPR."

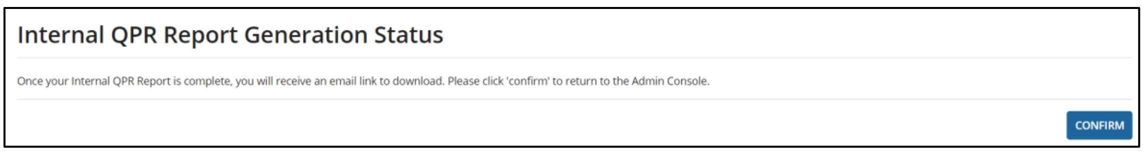
The following dropdown lists will appear:

- **Year** (Required): Displays all years between 2016 and the current program year. This field defaults to the current program year.
- **Quarter** (Required): Displays the start and end date of each quarter available for the selected program year, including the End of Year period (all 4 quarters). This field defaults to the current quarter.
- **Grantee** (Required): Displays all grantees associated with the user.
- **Sub-Grantee**: Displays all sub-grantees associated with the selected grantee.
- **State**: Displays all states.

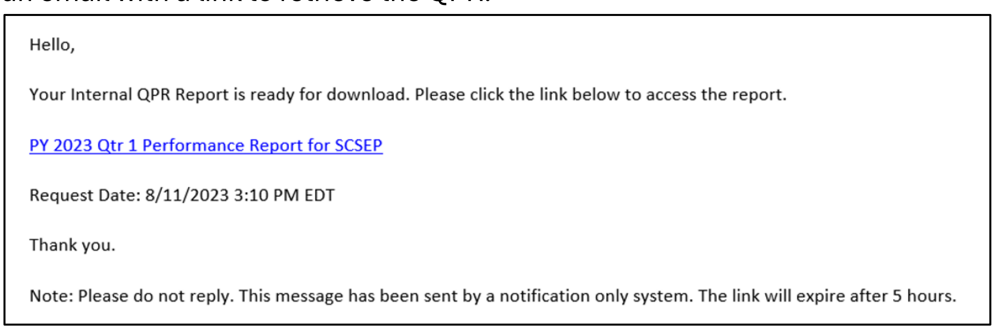


If the QPR has been frozen for a report period, you will not be able to select the frozen report period and generate the QPR for that report period on this screen.

1. Select **Admin Console** from the main navigation bar.
2. Click **Generate Internal QPR Reports**.
3. Select the required fields and click **Export**. The *Internal QPR Report Generation Status* screen will appear.



4. Click **Confirm** to return to the Admin Console. When the QPR is generated, you will receive an email with a link to retrieve the QPR.


Hello,

Your Internal QPR Report is ready for download. Please click the link below to access the report.

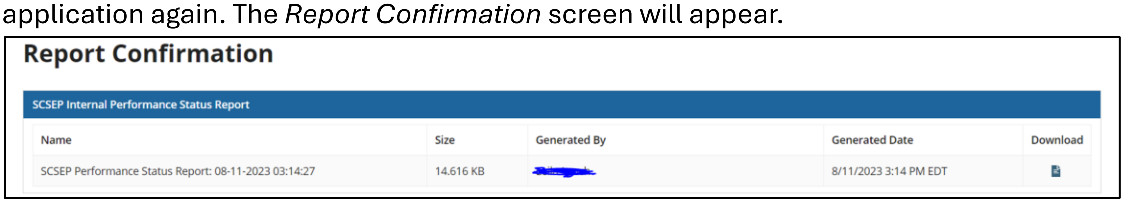
PY 2023 Qtr 1 Performance Report for SCSEP

Request Date: 8/11/2023 3:10 PM EDT

Thank you.

Note: Please do not reply. This message has been sent by a notification only system. The link will expire after 5 hours.

5. Click the link in the email. The sign-in screen is displayed, and the user must sign in to the application again. The *Report Confirmation* screen will appear.



6. Click the download icon. The QPR will be downloaded, and you can open the downloaded file.

Users should be aware of the following notes when viewing the downloaded internal QPR:

- Grant Overview
    - Average Project Duration is calculated independently of a participant's duration that is attributed to the COVID-19 Duration Policy.
- Section A
- Section B
    - Measure B.2 Community Service Hours will display N/A for the L4Q reporting period.
- Section C
- Section D
    - The following measures will display 0% instead of N/A if the numerator is zero (0) and the denominator is not zero (0): measure D.2d Percentage of Placements in the 2nd and 4th Quarters with the Same Employer; and measure D.2f Percentage of Placements with Benefits.
    - Measure D.2b OJE Placement does not include self-employment placements.

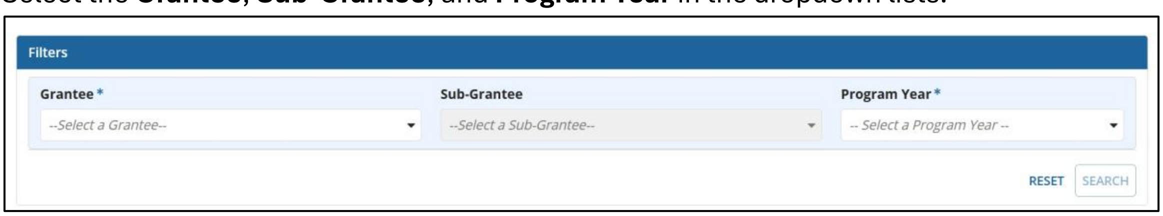
6. Manage Paid Hours

You can update the hours for multiple participants on the *Manage Paid Hours* screen. Once you select a program year that has not been frozen, all participants active within that program year will be displayed. The hours can be entered for the quarters in which a participant was active. Quarters in which a participant was not active (for example, when they are on break, only the PRA Activities and Paid Sick Leave hours can be entered). Quarters after a participant has exited the program will be grayed out, and hours for those quarters cannot be entered.

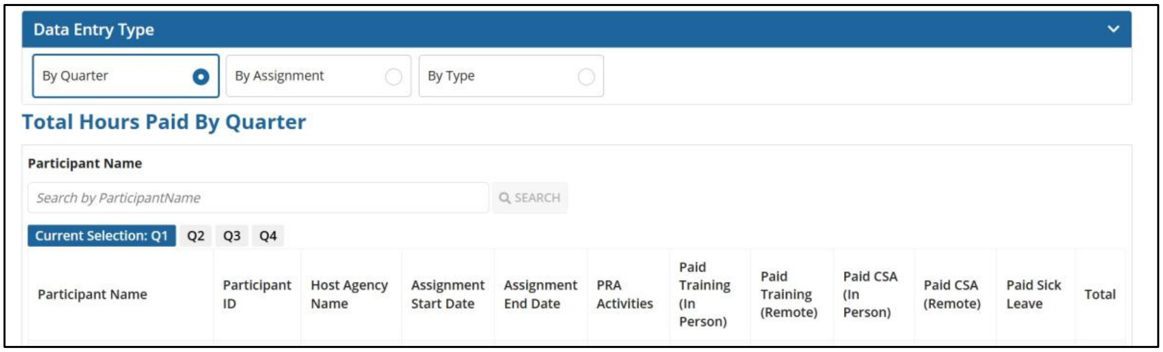
Paid hours for the previous program year can be entered or edited from the **Program Year** dropdown list. Refer to the **Data Collection Handbook** for definitions of each category of hours.

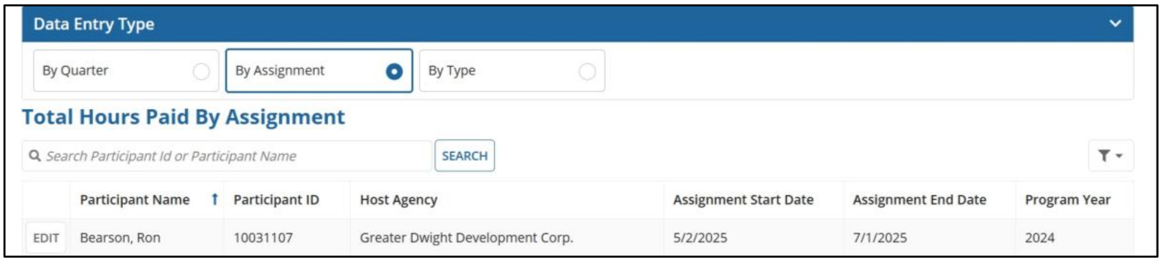
To enter hours for all active participants in a sub-grantee:

1. Select **Admin Console** from the main navigation bar.
2. Click **Manage Paid Hours**.
3. Select the **Grantee**, **Sub-Grantee**, and **Program Year** in the dropdown lists.

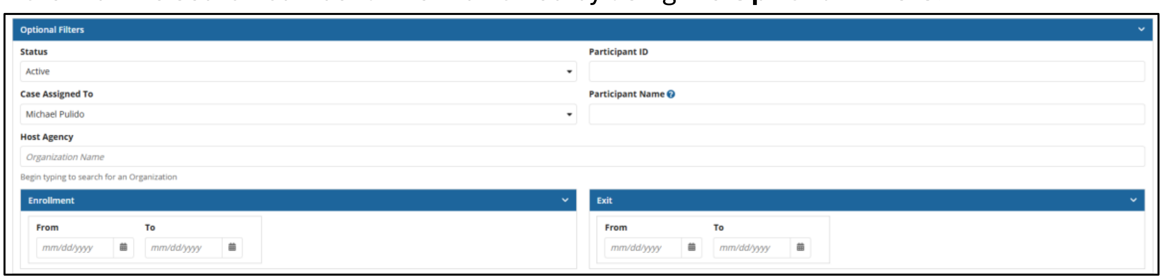


4. You can select among three Data Entry Types when searching: *By Quarter*, *By Assignment*, or *By Type*. The system default selection will be *By Quarter*.



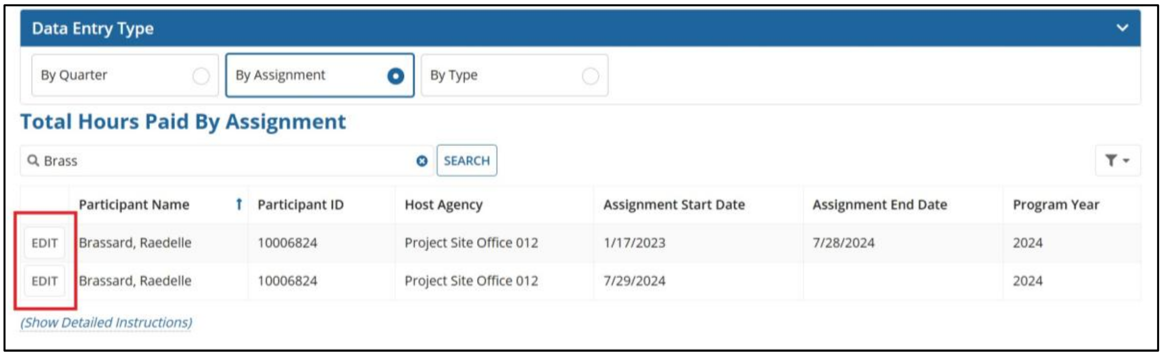


5. Note that the search can be further narrowed by using the **Optional Filters**.



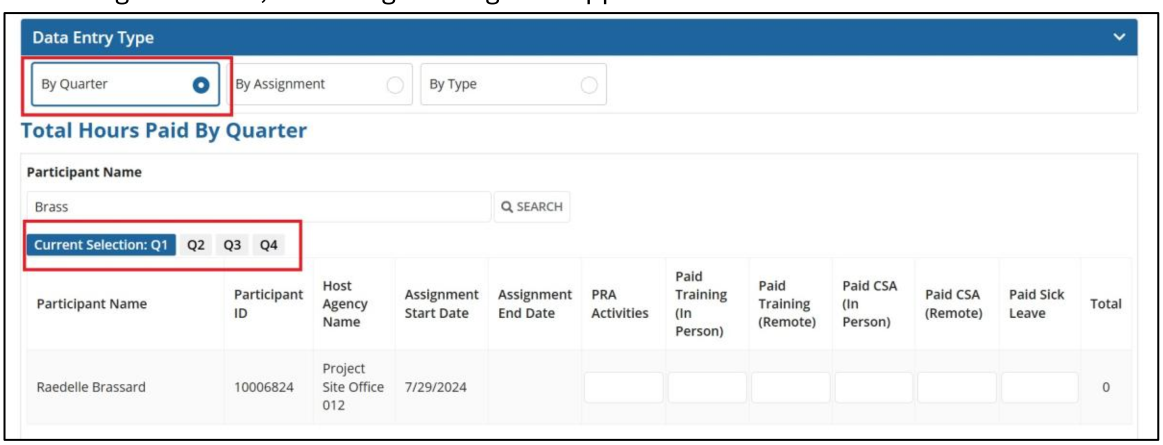
6. Participants will be displayed in the table after you make a Data Entry Type selection. The table can be narrowed by entering a Participant ID or Participant Name in the text field and then clicking **Search**.

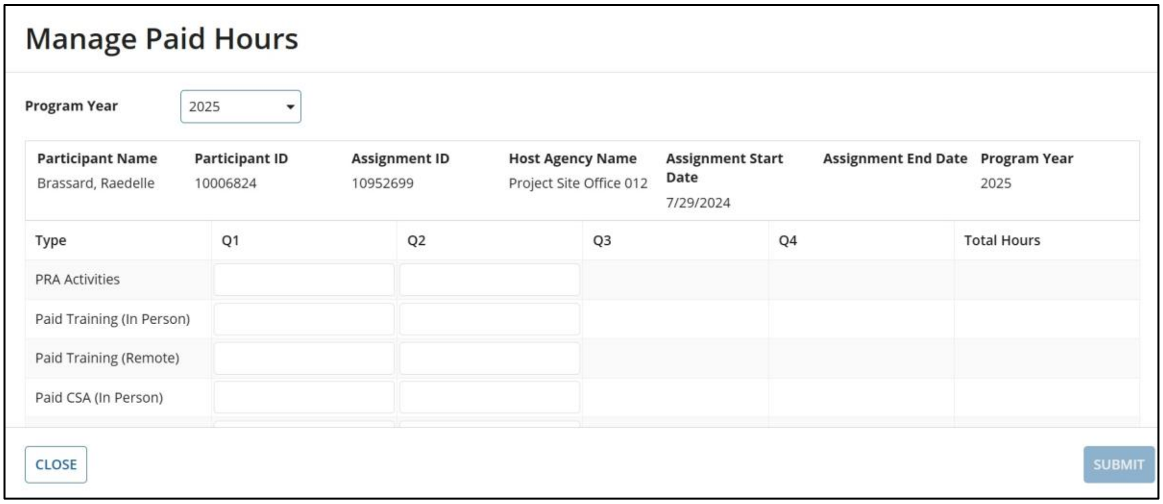
7. If you have searched by using Data Entry Type *By Assignment*, then select which participant you wish to update by selecting **Edit** next to their name in the table.

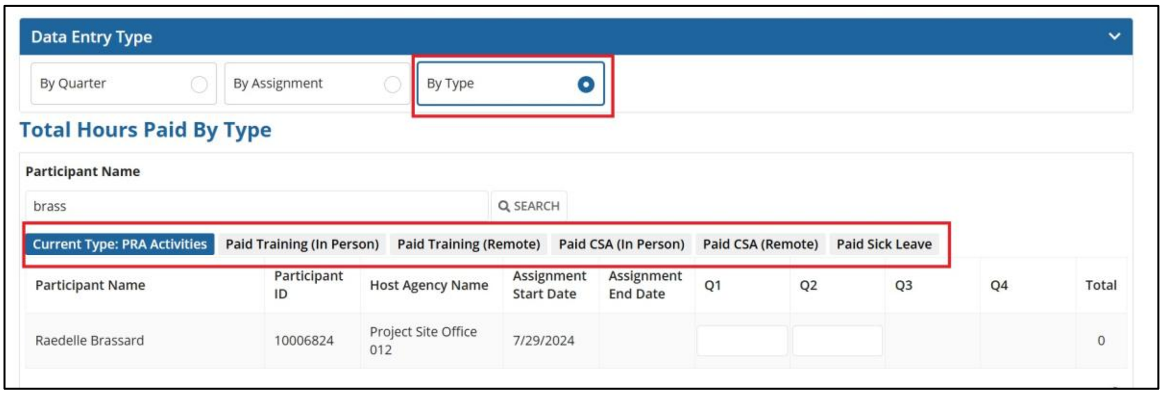


8. Depending on which Data Entry Type you have selected, once you have selected a participant, the entry screen will look slightly different.
    a. *By Quarter* will allow you to enter all types of hours for one quarter.
    b. *By Assignment* will allow you to enter all types of hours in one Assignment.
    c. *By Type* will allow you to enter hours for all available quarters, but you must select the type of hours one at a time.

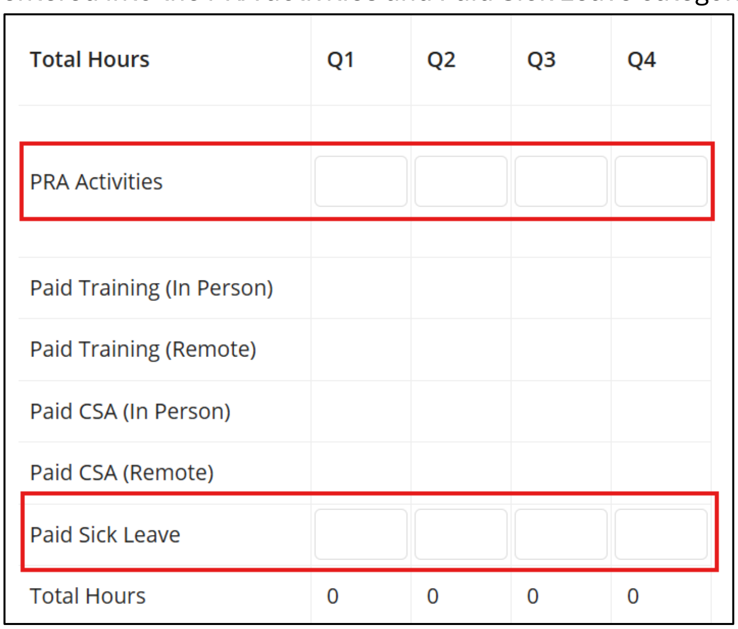
9. Enter the hours for each participant in the appropriate category. As the hours are entered, the **Total Hours** row is updated with the total number of hours. If you enter paid hours exceeding 325 hours, a warning message will appear.







10. If a participant has an approved break which spans an entire quarter, hours may only be entered into the PRA activities and Paid Sick Leave categories.



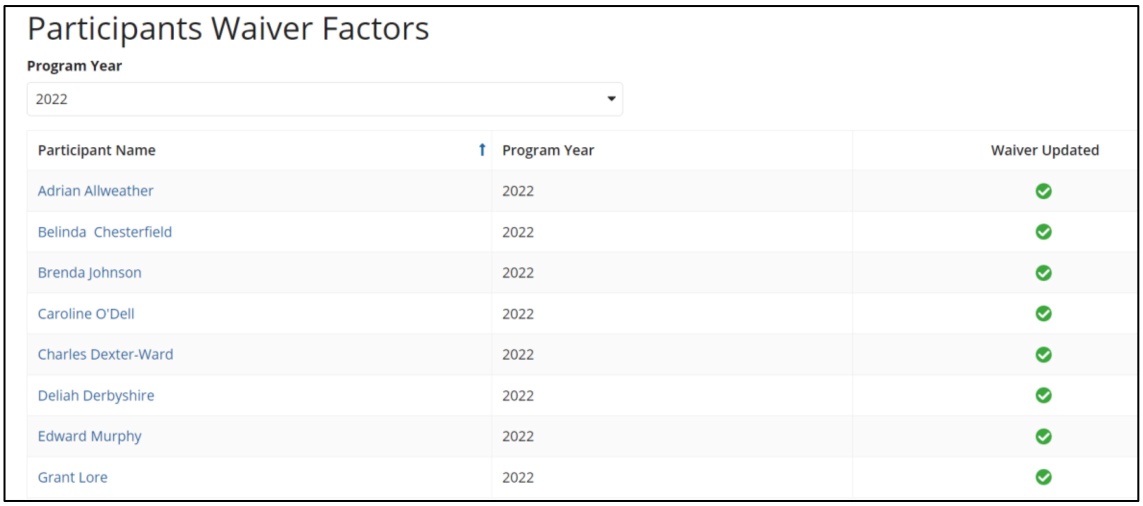
11. Click **Save** to save the entered data. If the **Save** button is grayed out and cannot be clicked, click anywhere on the screen to activate it.

After saving, you can navigate to additional screens of participants who meet the selection criteria and enter their hours.

7. Participants Waiver Factors

Participants' waiver factors can be accessed and managed from the Admin Console.

1. Select **Admin Console** from the main navigation bar.
2. Click **Participants Waiver Factors**.
3. Select a **Grantee** and **Sub-Grantee** from the dropdown lists.
4. Click **Submit** to view or edit a participant's waivers. A list of participants who have existing waiver factors will be displayed.



Participants Waiver Factors

Program Year

2022

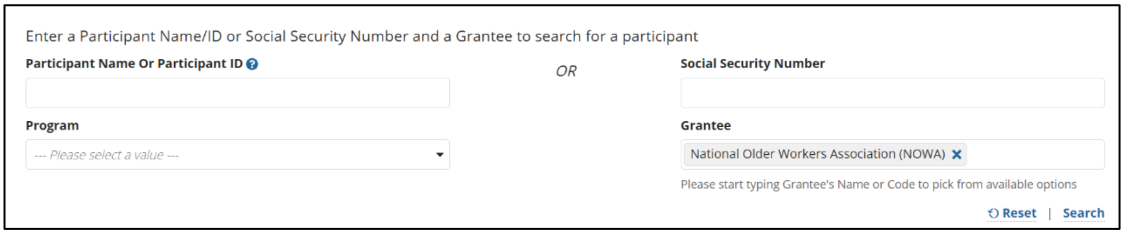
Participant Name	Program Year	Waiver Updated
Adrian Allweather	2022	✓
Belinda Chesterfield	2022	✓
Brenda Johnson	2022	✓
Caroline O'Dell	2022	✓
Charles Dexter-Ward	2022	✓
Deliah Derbyshire	2022	✓
Edward Murphy	2022	✓
Grant Lore	2022	✓

5. Note: Some participants have green check marks or red **X** marks under the **Waiver Updated** column.
    a. The green check mark indicates that this participant's waiver factors have been updated in their record.
    b. The red **X** indicates that the waivers have not been updated.
    c. Only active participants will be displayed.
6. Select a participant's name to edit the waiver factors for that participant. The participant's waiver factors for the selected program year will appear.
7. Edit the relevant **Waiver Factors** and the **Last Updated Date**.
8. Click **Save**.
9. If you have completed your updates, click **Close**.

8. Participant Search

To search for participants:

1. Select **Admin Console** from the main navigation bar.
2. Click **Participant Search**.
3. Enter a value in the **Grantee** field.
4. The **Participant Name Or Participant ID**, **Program**, or **Social Security Number** fields can also be entered to further filter the results.



5. Click **Search** to display a list of participants matching the search criteria.

Participant Name	Participant ID	Program	Eligible to Enroll?
Allweather, Adrian	10005587	New Jersey	No
Chesterfield, Belinda	10005588	New Jersey	No
Covey, Franklin	10005585	New Jersey	No
Derbyshire, Deliah	10005583	New Jersey	No
Dexter-Ward, Charles	10005582	New Jersey	No

6. Select the participant's name from the list to open the *Participant Summary* screen.
7. To search for another participant, click **Back to Search**.
8. If you have completed searching, click **Close**.

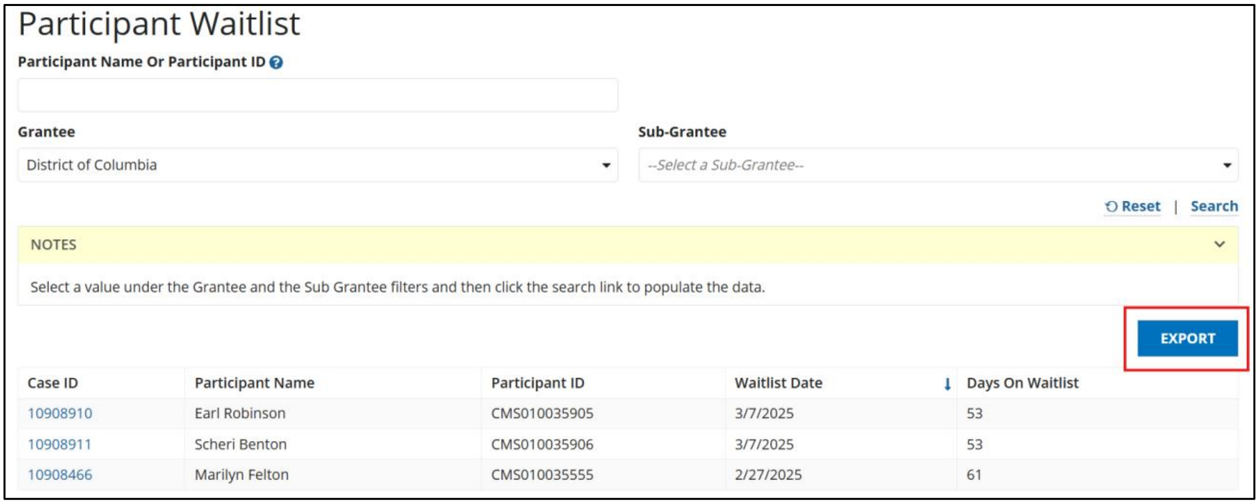
9. Participant Wait List

A Sub-Grantee or Grantee Administrator can search for participants currently on the waitlist using the *Participant Wait List* screen. You can search by participant ID, first name, last name, or full name.

Below the search box are two dropdown lists labeled **Grantee** and **Sub-Grantee**. The **Grantee** dropdown list displays all grantees associated with the user and is required to execute a search.

The following message displays in an expandable note:

> "Select a value under the Grantee and the Sub-Grantee filters and then click the search link to populate the data."



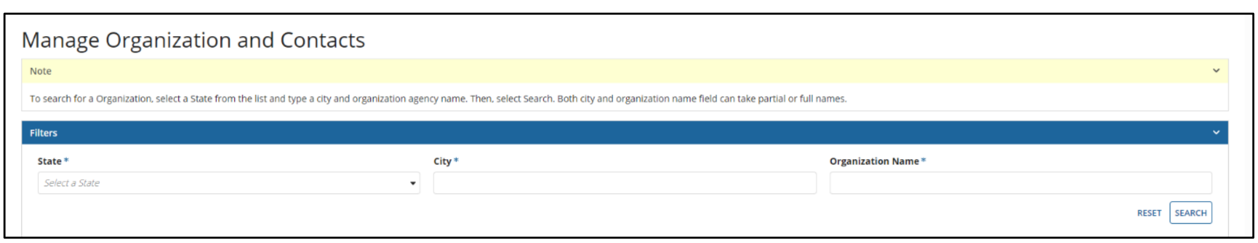
Once you click **Search**, the table below populates with all records associated with the selected grantee and sub-grantee that are currently assigned to the waitlist. The table includes the following columns:

- **Case ID**: The case ID is displayed as hyperlinked text. After clicking it, you will be redirected to the intake checklist for the case.
- **Participant Name**: The participant's first and last name
- **Participant ID**: The full participant ID
- **Waitlist Date**: The date the user was assigned to the waitlist formatted as MM/DD/YYYY
- **Days On Waitlist**: The number of days (inclusive) the participant has been on the waitlist

The results of the Participant Waitlist Table can be downloaded by clicking **Export**.

10. Manage Organizations and Contacts

Host agencies, employers, service providers, and their contacts can be created, updated, and viewed using the *Manage Organizations and Contacts* screen.



Notes about organizations:

- **Once an organization is created, some of its information cannot be updated.** This includes the organization name, organization type, FEIN, and address.
    - Only Program Analysts can update this information.
    - If an organization requires an update, contact SCSEP Help for assistance.
- **Organization types can be added to an organization but not removed.** If a user creates an organization and adds Host Agency as type, for example, that type cannot be removed.

    - The Employer and Service Provider types can be added as additional types to that organization, but none of the types can be removed.
    - If an organization type was added in error, contact SCSEP Help for assistance.
- **For an organization to appear in a search in a participant record, the organization needs to be designated for that record's type first.** For example, for an organization to appear in the Host Agency search in an assignment record, it needs to be designated as a Host Agency first. However, since all grantees share the same organizations, only one sub-grantee across all grantees needs to make the designation for it to appear. If an organization is known to exist but does not appear in the Host Agency search, then no sub-grantees have designated the organization as a Host Agency yet. Any one sub-grantee can make the designation for it to appear.
    - Employers work the same way in that they need to be designated as an employer to appear in the search in a placement record. Service providers need to be designated as a service provider to appear in the search for service providers.
    - Organization types can be added under the Additional Details section, which is described below.
- **Organizations cannot be duplicated based on name, city, and state.**
    - For example, these two organizations are considered duplicates and cannot be added to the system:
        - Target, 123 Main Street, Rockville, MD
        - Target, 345 Oak Avenue, Rockville, MD
    - However, these two organizations are not considered duplicates:
        - Target, 123 Main Street, Rockville, MD
        - Target, 123 Main Street, Bethesda, MD

10.1 Search for an Organization

To search for an organization:

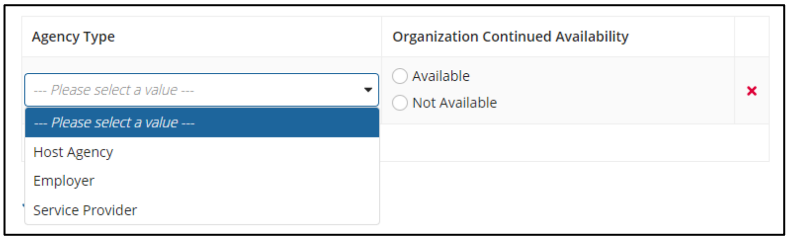
1. Select **Admin Console** from the main navigation bar.
2. Click **Manage Organizations and Contacts**.
3. Enter the information into the fields. Note: The entire **Organization Name** does not need to be entered. A minimum of one character can be entered. The results will display all organizations containing that character in the selected city and state.
4. Click **Search**. A list of results populates with organizations that match the search criteria.

10.2 Add an Organization

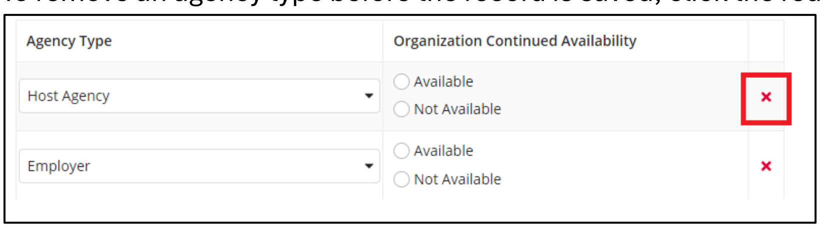
To add an organization:

1. Select **Admin Console** from the main navigation bar.
2. Click **Manage Organizations and Contacts**.
3. Conduct a search to determine if the organization is already in the system.

4. If the organization is not found in the search results, click **Add** to create a new organization.
5. Enter the name of the organization to be created.
6. Click anywhere on the screen to display further data entry fields.
7. Enter the information of the organization and of the primary contact.
8. Under *Additional Details*, each sub-grantee can add additional details and designate the type of organization (host agency, employer, and/or service provider), if necessary.
    a. To add them, select the grantee and sub-grantee, and click **Search**. Additional fields will appear.
    b. Click **Add New**.
    c. Select the **Agency Type** to which to designate and/or add additional details.



    d. Enter the information as necessary. If the organization is only designated as a host agency, employer, or service provider, no other fields in the **Additional Details** section need to be entered.
    e. If further designations or details are necessary, click **Add New** and select an **Agency Type**.
    f. To remove an agency type before the record is saved, click the red **X**.



    g. Note: Once the record is saved, the designated type cannot be removed. Contact SCSEP Help for assistance in updating the type.
9. Once all information has been entered, click **Add** to create the organization.

10.3 Edit an Organization

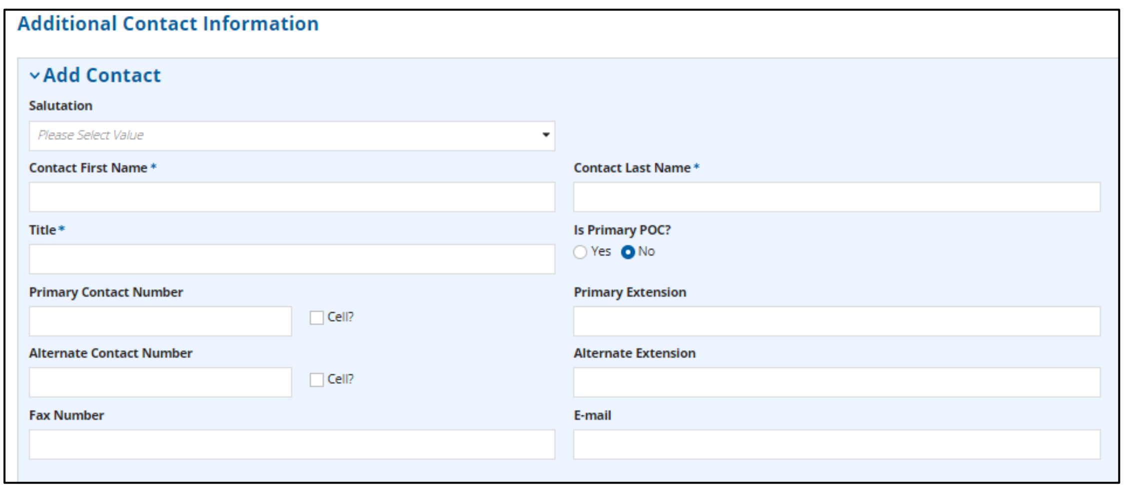
To edit an organization:

1. Select **Admin Console** from the main navigation bar.
2. Click **Manage Organizations and Contacts**.
3. Conduct a search to find the organization.
4. Click on the **Agency ID** of the organization requiring an edit.
5. Edit the necessary information.
6. Click **Save** to save the changes.

10.4 Add Additional Contacts

To add additional contacts to an organization:

1. Select **Admin Console** from the main navigation bar.
2. Click **Manage Organizations and Contacts**.
3. Conduct a search to find the organization.
4. Click on the **Agency ID** of the organization requiring additional contacts.
5. Click **Add** under *Additional Contact Information*.

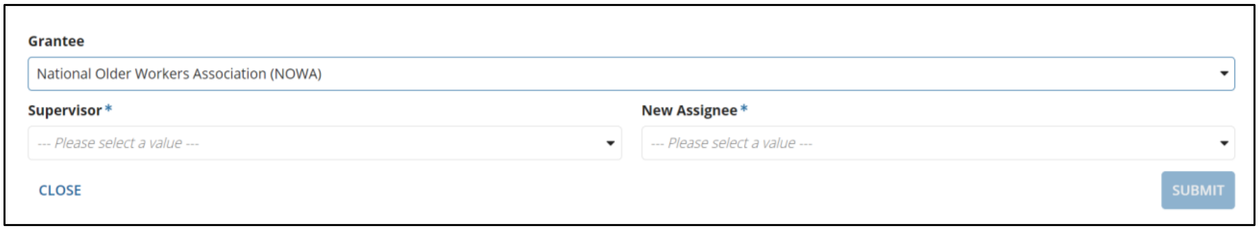


6. Enter the information into the fields.
7. Click **Save**. The additional contact is added to the organization.

11. Manage Eligibility Task Assignment

The *Manage Eligibility Task Assignment* screen can be accessed from the Admin Console and is available to Program Analyst and Grantee Administrators to ensure that eligibility tasks are routed to the appropriate party.

When a grantee is selected from the **Grantee** dropdown list, the **Supervisor** and **New Assignee** dropdown lists appear.



- The **Supervisor** dropdown list is where you select the role you want to reassign tasks from.
- The **New Assignee** dropdown list is where you select the role you want to reassign tasks to.

Both lists include roles of Supervisor and above associated with the grantee. If you select the same person in both lists, the following message appears:

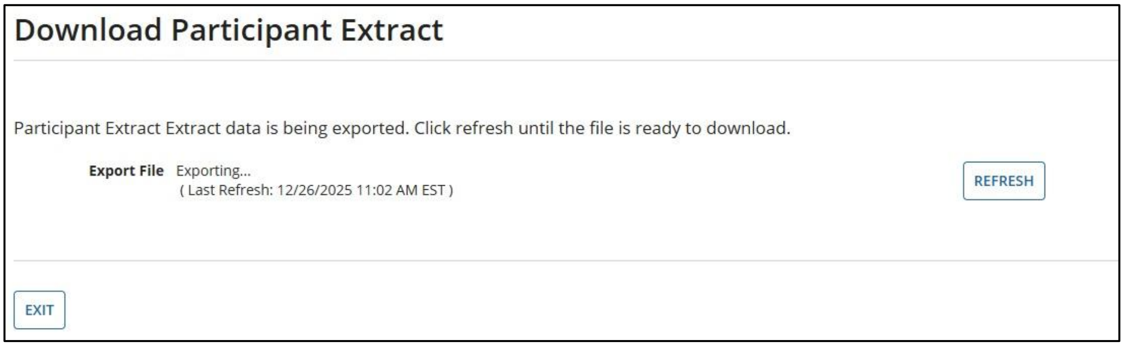
> "The new supervisor cannot be the same as the previous."

12. Extracts

Grantee Administrators and Program Analysts can export extracts from the Admin Console for the grantees to which they are assigned. The extracts available for export are Participant Extract, Waiver Extract and Break Extract.

1. Click **Extracts** in the Admin Console. The *Extracts Files* screen is displayed.
2. Enter the information into the fields. The **Grantee**, **Sub-Grantee** and **Extract Type** fields are required.
3. Click **Export**. A confirmation window appears: “Are you sure you want to leave?”
    a. Click **OK** to proceed with the export.
    b. Click **Cancel** to cancel the export.
4. The *Download [extract type chosen] Extract* screen will appear.
5. Click **Refresh** to see the latest status of the export.
6. If you wish to end the report process, select **End** and the system will return you to the *Extract Files* screen.

7. The *Download [extract type chosen] Extract* screen will appear with a linked extract file.



8. Select the linked file name. The file is downloaded in .CSV format.

13. Nationwide QPR Report

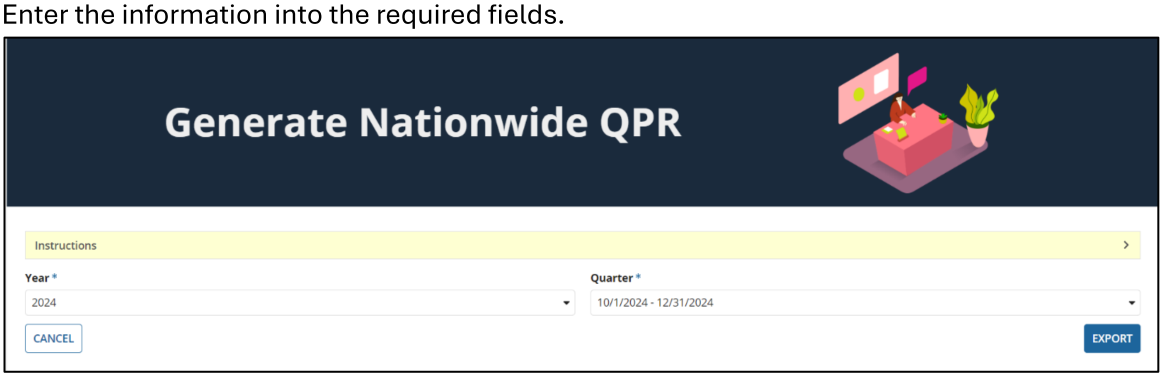
The *Nationwide QPR Reports* screen allows all users to generate the Nationwide Quarterly Progress Report (QPR).

On the *Nationwide QPR Reports* screen, the following dropdown lists appear:

- **Year** (Required): Displays all years between 2016 and the current program year. This field defaults to the current program year.
- **Quarter** (Required): Displays the start and end date of each quarter available for the selected program year, including the End of Year period (all 4 quarters). This field defaults to the current quarter.

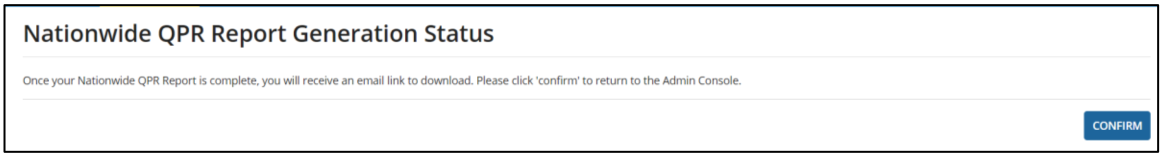
Follow these steps:

1. Select **Admin Console** from the main navigation bar.
2. Click **Nationwide QPR Report**.
3. Enter the information into the required fields.

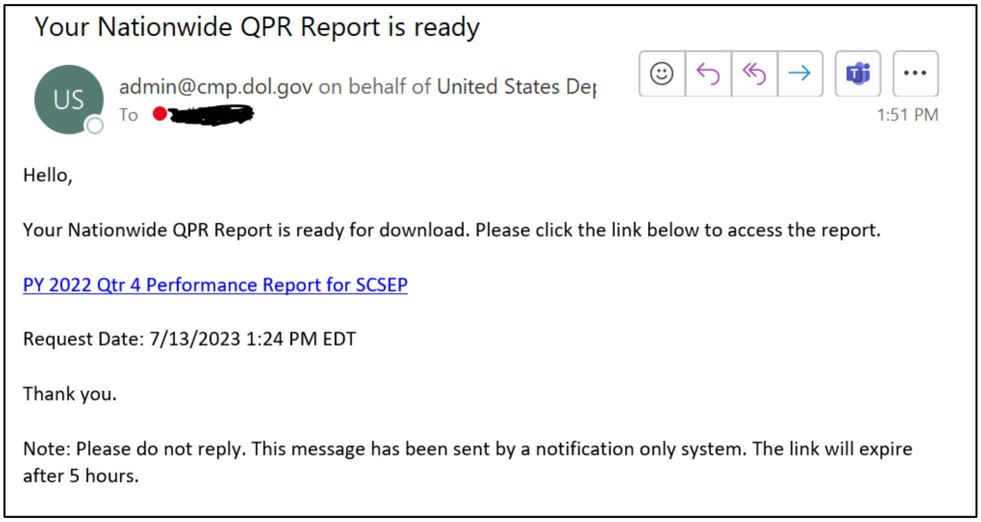


4. Click **Export.** The *Nationwide QPR Report Generation Status* screen will appear with the following message: "Once your Nationwide QPR Report is complete, you will receive an

email link to download. Please click 'confirm' to return to the Admin Console."



5. Click **Confirm** to return to the Admin Console. When the QPR is generated, you will receive an email with a link to retrieve the QPR.


Your Nationwide QPR Report is ready

US admin@cmp.dol.gov on behalf of United States De[
To [redacted]
1:51 PM

Hello,

Your Nationwide QPR Report is ready for download. Please click the link below to access the report.

PY 2022 Qtr 4 Performance Report for SCSEP

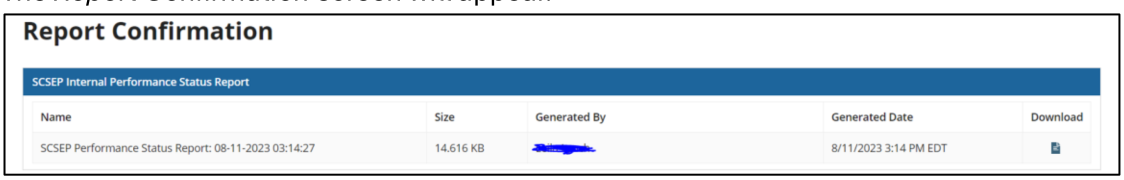
Request Date: 7/13/2023 1:24 PM EDT

Thank you.

Note: Please do not reply. This message has been sent by a notification only system. The link will expire after 5 hours.

6. Select the link in the email. The sign-in screen will appear, and you must sign in to the application again.

7. The *Report Confirmation* screen will appear.


Report Confirmation

SCSEP Internal Performance Status Report

Name	Size	Generated By	Generated Date	Download
SCSEP Performance Status Report: 08-11-2023 03:14:27	14.616 KB	[redacted]	8/11/2023 3:14 PM EDT	

8. Click the download icon. The QPR will be downloaded, and you can open the downloaded file.

If the QPR has been frozen for a report period, you will not be able to select the frozen report period and generate the Nationwide QPR for that report period.

Please refer to the "Generate Internal QPR Reports" section of this document for notes about specific QPR measures.

14. Freeze QPR Report

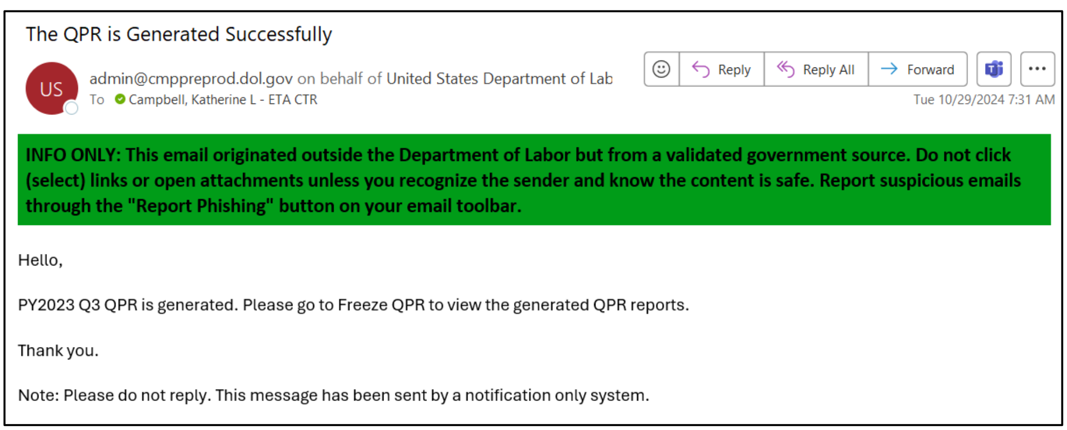
The *Freeze QPR* functionality is only available to users at the Program Analyst level.

1. Select **Admin Console** from the main navigation bar.

2. Click **Freeze QPR Report**.

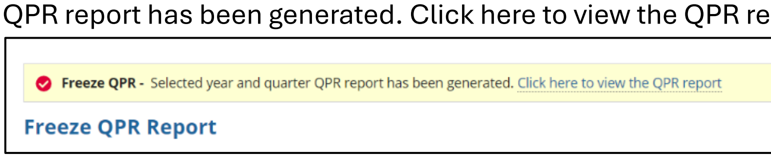
3. Enter the information into the required fields.
    a. **Year** (Required): Displays all years between 2016 and the current program year. This field defaults to the current program year.
    b. **Quarter** (Required): Displays the start and end date of each quarter available for the selected program year, including the End of Year period (all 4 quarters). This field defaults to NULL.
    c. Note: You can only select a reporting period that has already concluded. The **Freeze QPR Report** button will be grayed out for reporting periods where the QPRs for that reporting period have not already been generated from the *Freeze QPR Report* screen.
4. Click **Generate**. This will initiate the process that generates the Nationwide QPR and the internal QPR for every grantee and sub-grantee combination for this reporting period.
5. A confirmation windows appears: "Begin QPR Generation? QPR Generation begins at 12:00 AM (EST). You will receive an email upon completion."
6. Click **Yes** to confirm and return to the Admin Console.

While the QPRs are generating, you will not be able to generate ad-hoc internal or Nationwide QPRs from the Admin Console. These cards will be grayed out during this process.Upon completion of the QPR generation process, you will receive an email.

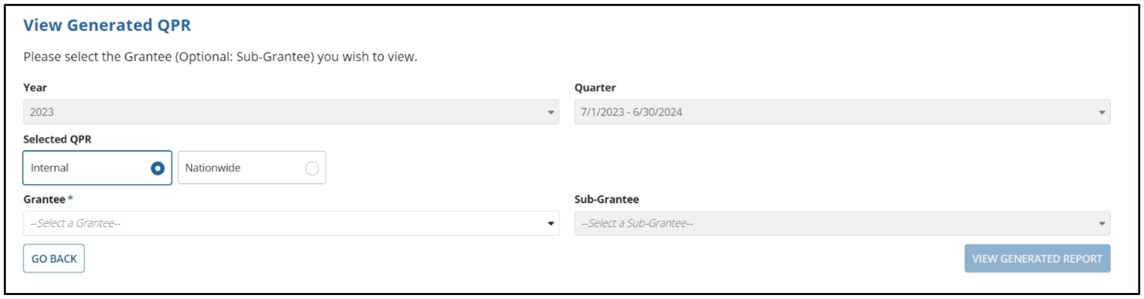


Once you receive this email:

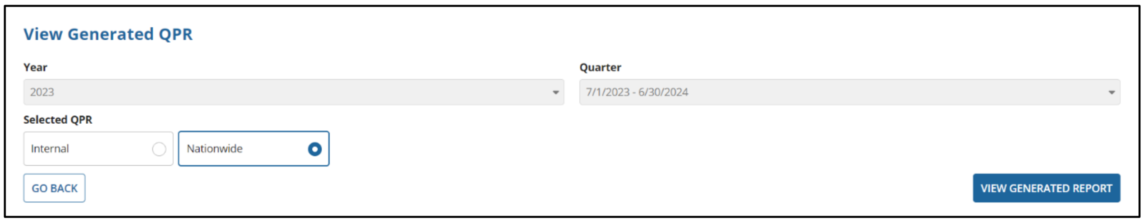
1. Return to the *Freeze QPR Reports* screen from the Admin Console.
2. A message is displayed at the top of the screen: "**Freeze QPR** - Selected year and quarter QPR report has been generated. Click here to view the QPR report."



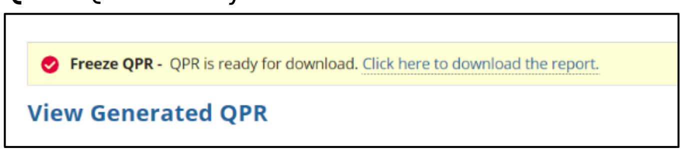
3. Click on the link in the message. You can view any grantee and sub-grantee Internal QPR or Nationwide QPR for the generated reporting period, which is automatically populated in the **Year** and **Quarter** fields.



4. If *Nationwide* is chosen as the **Selected QPR**, no **Grantee** or **Sub-Grantee** fields will display.



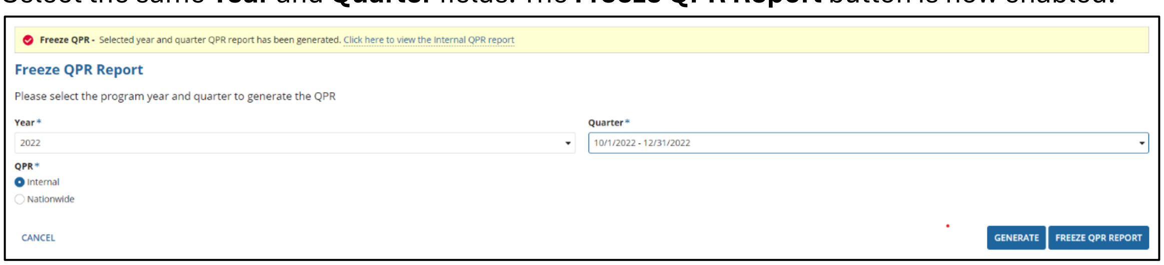
5. Click **View Generated Report.** A message is displayed at the top of the screen: "**Freeze QPR** - QPR is ready for download. Click here to download the report."



6. Click on the link in the message to download the report.

7. Return to the *Freeze QPR* screen from the Admin Console.

8. Select the same **Year** and **Quarter** fields. The **Freeze QPR Report** button is now enabled.



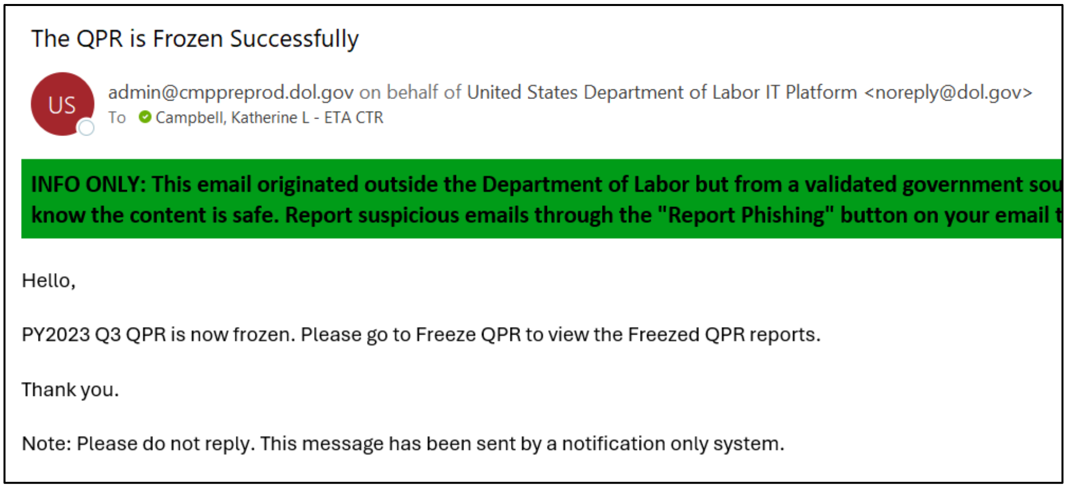
9. Click **Freeze QPR Report**. A confirmation message appears: "This will freeze the QPR. Are you sure?"

    a. Click **Yes** to confirm.

    b. Click **No** to cancel.

10. Click **Yes**. The QPR freezing process will begin, and you will return to the Admin Console.

When the QPRs have been frozen and are ready for download, you will receive an email.


The QPR is Frozen Successfully

admin@cmppreprod.dol.gov on behalf of United States Department of Labor IT Platform <noreply@dol.gov>
To Campbell, Katherine L - ETA CTR

INFO ONLY: This email originated outside the Department of Labor but from a validated government sou
know the content is safe. Report suspicious emails through the "Report Phishing" button on your email t

Hello,

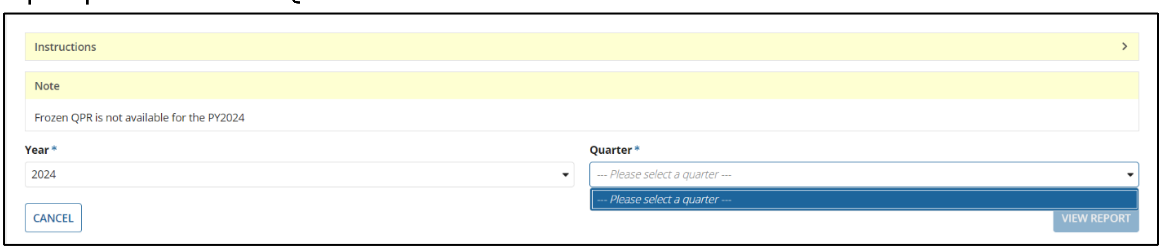
PY2023 Q3 QPR is now frozen. Please go to Freeze QPR to view the Freezed QPR reports.

Thank you.

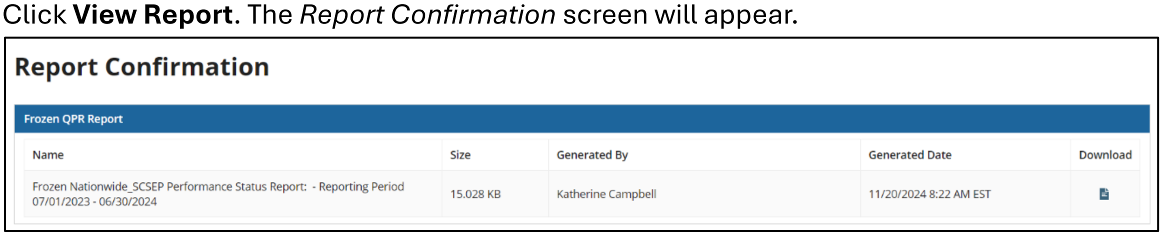
Note: Please do not reply. This message has been sent by a notification only system.

Once you receive this email:

1. Go to the *View Frozen QPR* screen from the Admin Console.
2. A message is displayed at the top of the screen: "Please select a reporting quarter and grantee and sub-grantee in order to view the frozen QPR."
3. You can only select a **Year** and **Quarter** to view a QPR that has already been frozen. Report periods that have not been generated and frozen will not appear in the dropdown list. In this case, a message will appear indicating that the frozen QPR is not available for that year or report period: "Frozen QPR is not available for the PY2024."



4. Select the **Year** and **Quarter** for which the QPRs were generated and frozen.
5. Select the type of QPR. For an Internal QPR, you must also select the **Grantee** (required) and **Sub-Grantee** (optional).
6. Click **View Report**. The *Report Confirmation* screen will appear.


Report Confirmation

Frozen QPR Report

Name	Size	Generated By	Generated Date	Download
Frozen Nationwide_SCSEP Performance Status Report: - Reporting Period 07/01/2023 - 06/30/2024	15.028 KB	Katherine Campbell	11/20/2024 8:22 AM EST	

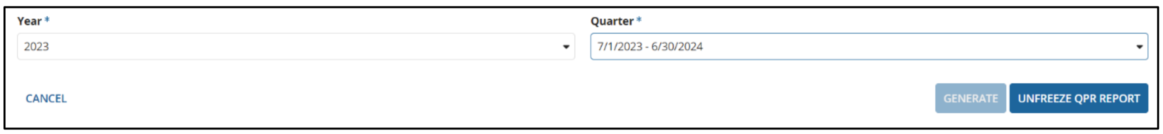
7. Click the download icon to download the recently frozen QPR for that reporting period and selected Nationwide or grantee/sub-grantee QPR.

14.1 Unfreeze QPR Report

Once the QPR has been frozen, no additional data collected in the GPMS will be reflected in any QPR for this reporting period.

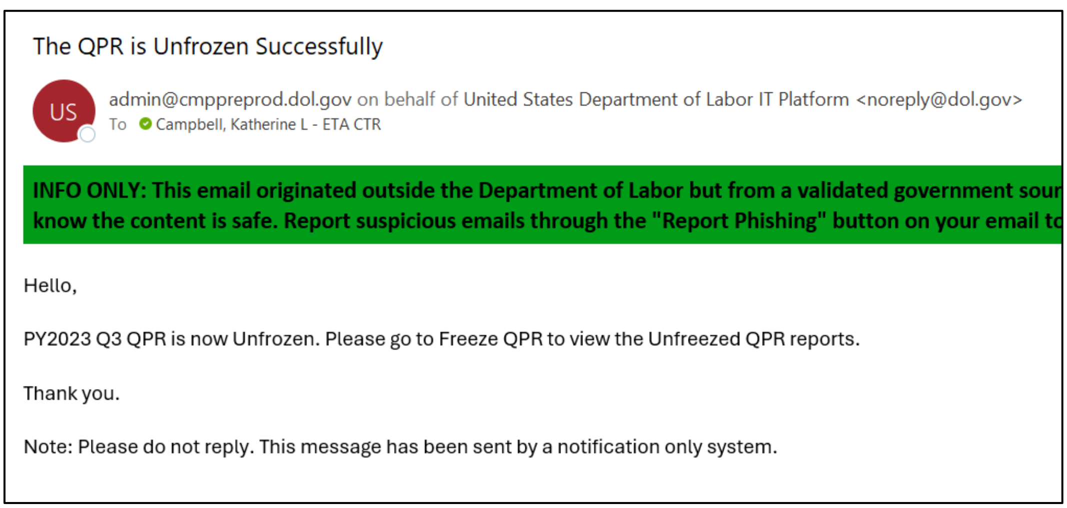
If there is an error that must be corrected, Program Analysts can also unfreeze the QPR.

1. Select **Admin Console** from the main navigation bar.
2. Click **Freeze QPR Report**.
3. If you select a report period for **Year** and **Quarter** that has been frozen, the **Unfreeze QPR Report** button will appear and the **Generate** button will be grayed out.



4. Clicking **Unfreeze QPR Report** displays a confirmation window: "This will unfreeze the QPR. Are you sure?"
   a. Click **No** to cancel the request.
   b. Click **Yes** to proceed with unfreezing the QPR.
5. Click **Yes.**

You will receive an email when the QPR has been unfrozen.



The QPR is Unfrozen Successfully

US admin@cmppreprod.dol.gov on behalf of United States Department of Labor IT Platform <noreply@dol.gov>
To Campbell, Katherine L - ETA CTR

INFO ONLY: This email originated outside the Department of Labor but from a validated government sour know the content is safe. Report suspicious emails through the "Report Phishing" button on your email to

Hello,

PY2023 Q3 QPR is now Unfrozen. Please go to Freeze QPR to view the Unfreezed QPR reports.

Thank you.

Note: Please do not reply. This message has been sent by a notification only system.

Now the QPR for the previously frozen report period will once again dynamically reflect real-time changes in the data collection system.

15. Generate WIPS QPR Addendum

The *Generate WIPS QPR Addendum* functionality allows you to generate a WIPS Quarterly Progress Report (QPR) Addendum. Availability of the WIPS QPR addendum is dependent on your access level and permissions, according to the following table:

GPMS role	WIPS QPRs available to generate
Program Analyst & Read-only Global	All grantees and their sub-grantees
Grantee Administrator & Read-only Grant, Sub-Grantee Administrators	Grantee specific to their access + all sub-grantees in that grant
Supervisor, Case Manager	These functions are not available for these users

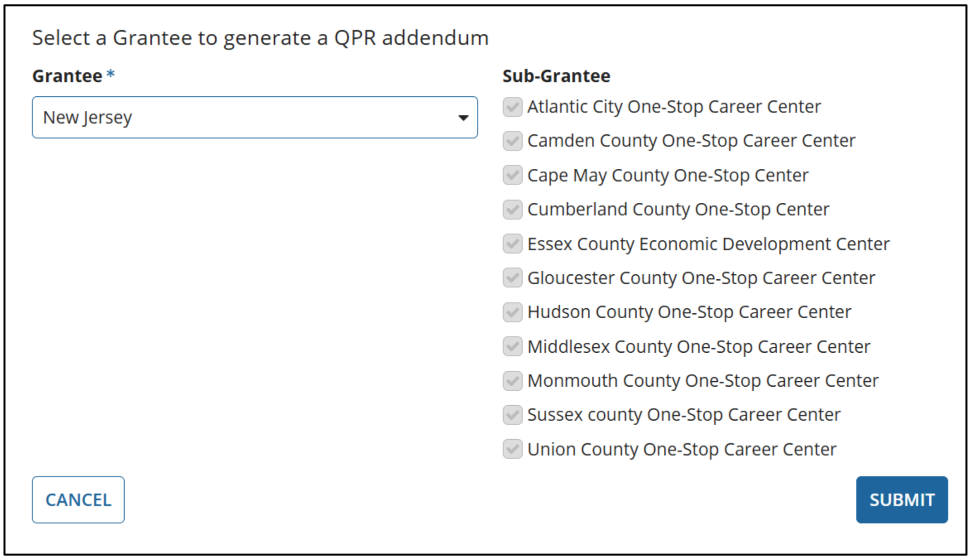
To generate the WIP QPR addendum:

1. Log in as one of the authorized users.
2. Select **Admin Console** from the main navigation bar.
3. Click **Generate WIPS QPR Addendum**.
4. Select the **Grantee**.

   a. As a Grantee Administrator, the dropdown list displays only grantees associated with the user.

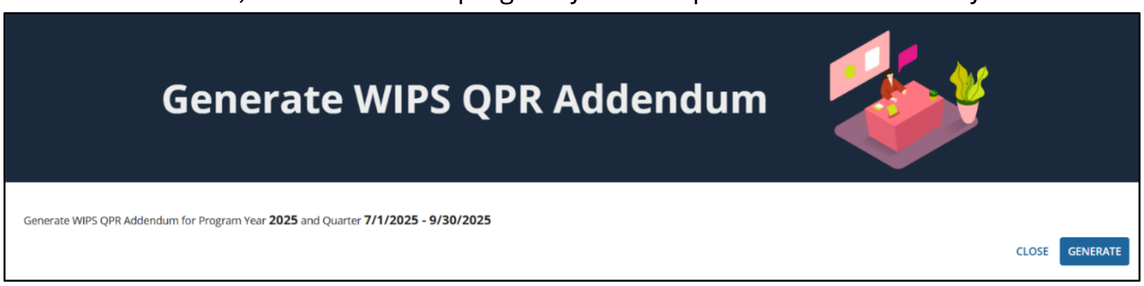
   b. As a Program Analyst, you will select from a search field in which you enter the name of the grantee you are searching for (until you can select a match).

5. The screen will update to show all available sub-grantees under that grantee. All sub-grantees are selected for the report by default.



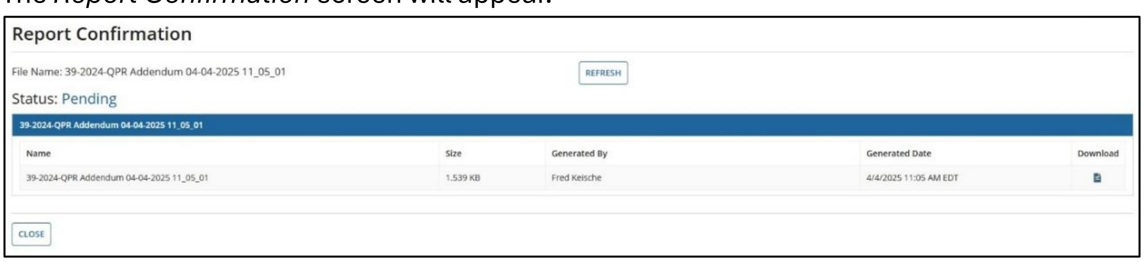
6. Clicking **Cancel** will return you to the Admin Console. Clicking **Submit** will navigate you to the next screen. Click **Submit**.

7. On the next screen, the most recent program year and quarter is automatically selected.



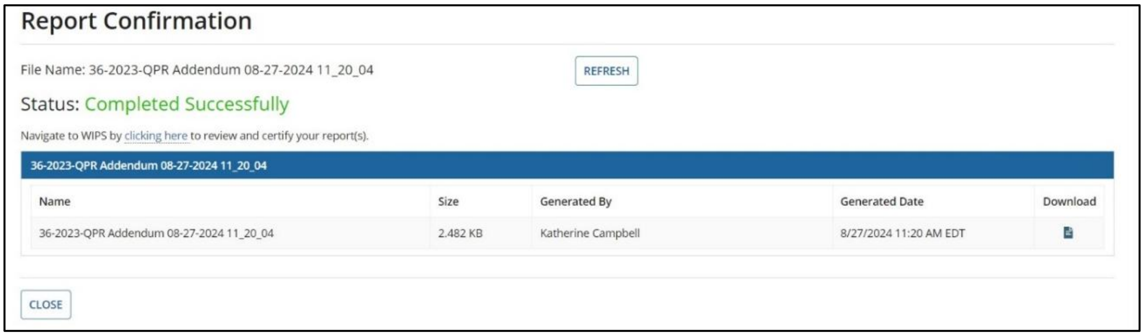
8. Clicking **Close** will return you to the Admin Console without completing the request. Clicking **Generate** will redirect you to the next screen to generate the WIPS QPR addendum. Click **Generate**.

9. The *Report Confirmation* screen will appear.



10. Click the **Refresh** button until the status updates to "Completed Successfully." This process will take up to 10 minutes. If you click **Close** before the status updates, you will need to restart the WIPS QPR generation process to access the file.

11. Once the status updates, click the download icon to save a copy of the WIPS QPR Addendum report to your local drive, where you can view the results.



16. Generate WIPS QPR

The *Generate WIPS QPR* functionality allows you to generate a WIPS Quarterly Progress Report (QPR). The reports that are available depend on your access level and permissions, according to the following table:

GPMS role	WIPS QPRs available to generate
Program Analyst & Read-only Global	All grantees and their sub-grantees
Grantee Administrator & Read-only Grant, Sub-Grantee Administrators	Grantee specific to their access + all sub-grantees in that grant
Supervisor, Case Manager	These functions are not available for these users

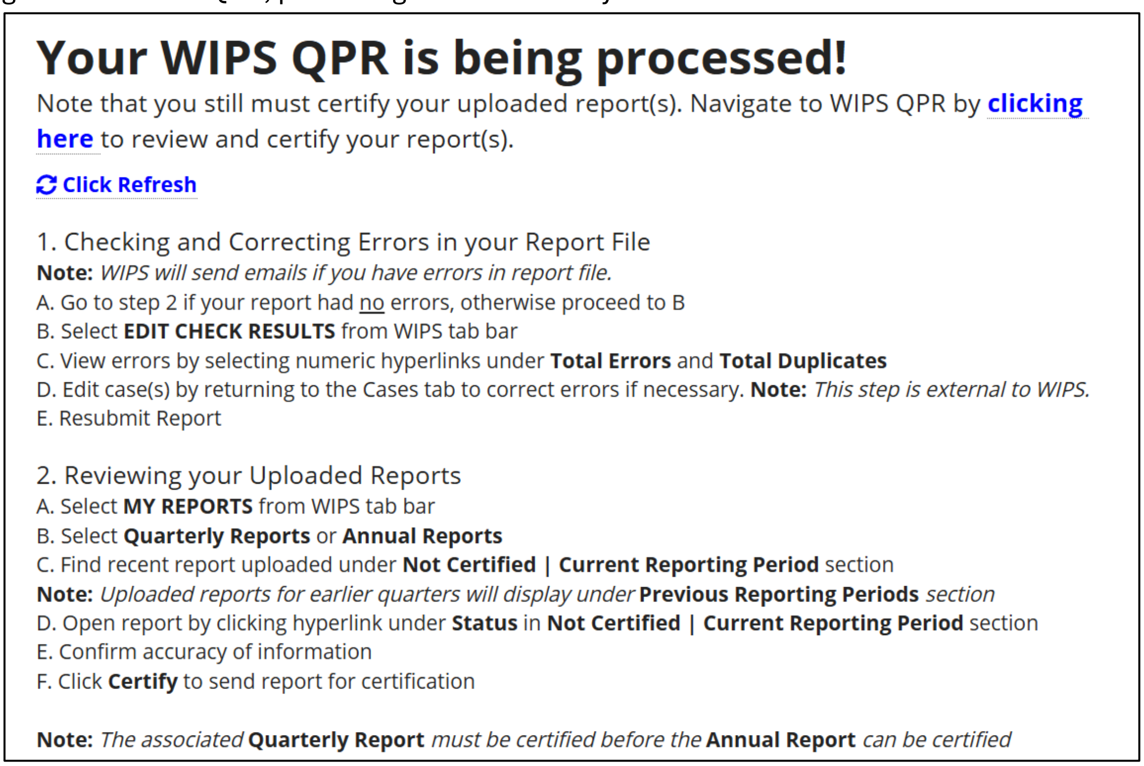
To generate the WIPS QPR:

1. Log in as an authorized user.
2. Select **Admin Console** from the main navigation bar.
3. Click **Generate WIPS QPR**. The most recent program year and quarter are automatically selected. The following instructions display below the banner: “Please select the grantee in order to Generate WIPS QPR Report for program year [XXXX] and quarter [XX/X/XXXX – XX/XX/XXXX].”
4. Next, a dynamic search field or dropdown will appear for **Grantee**.
    a. As a Grantee Administrator, the available dropdown will display only grantees associated with the user.
    b. As a Program Analyst, you will select from a search field in which you enter the name of the grantee you are searching for (until you can select a match).

5. After you have selected the grantee, the screen will update to show all available sub-grantees under that grantee. All sub-grantees are selected for the report by default.

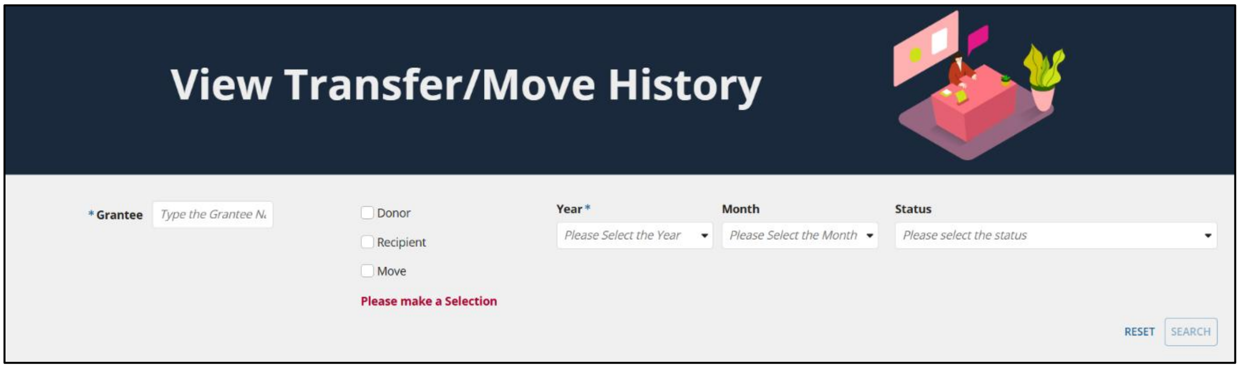
6. Clicking **Close** will return you to the Admin Console without generating the WIPS QPR. Clicking **Export** will redirect you to the next screen. Click **Export**.

7. The next screen will appear with the following message: "Your WIPS QPR is being processed." This submits the QPR to the WIPS system. Once the system has finished processing the report, the screen will display the following message. This will take several minutes, depending on the number of sub-grantees associated with the grantee. To view the generated WIPS QPR, please log into the WIPS system.



17. View Transfer/Move History

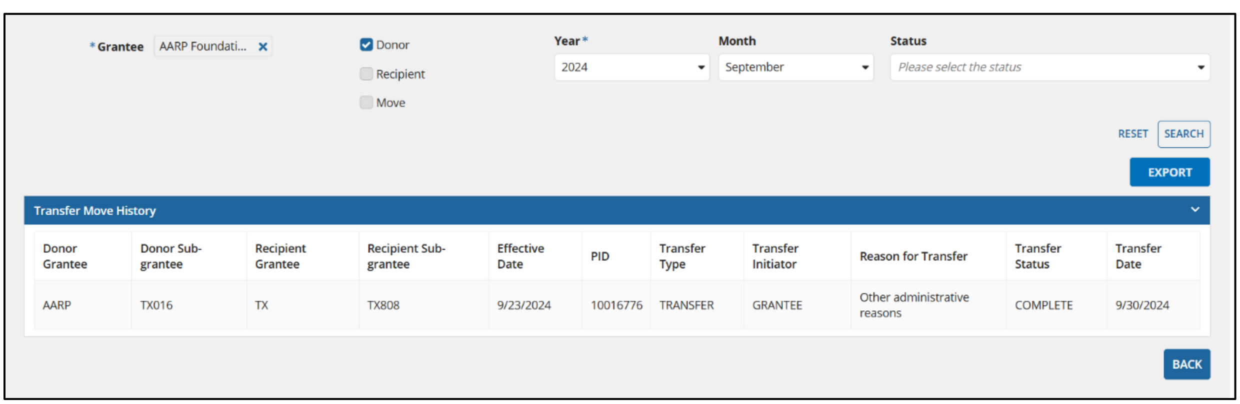
The *View Transfer/Move History* functionality is available only to grantee administrators and program analysts. Users can navigate to this card to review transfers and moves within a selected grantee and year.



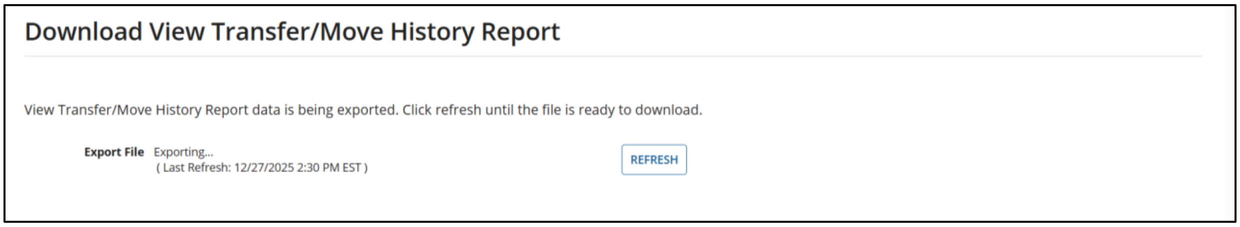
The following fields appear that allow the users to filter transfers and moves:

- **Grantee (Required):** If users have access to multiple grantees, please select a grantee by typing in the grantee name. A dynamic dropdown of grantees will appear.
- **Type of transfer/move (Required):** Next to the grantee selection, users may select up to three checkboxes indicating whether they'd like to review donor transfer cases, recipient transfer cases, and/or moves.
- **Year (Required):** Users must select the year of the transfer/move effective date, which will filter results to only display transfers/moves that occurred in that year.
- **Month (Optional):** Users can optionally select the month of the transfer/move effective date, which will further filter results to display transfers/moves that occurred in the selected month of the selected year.
- **Status (Optional):** Users can also optionally filter results using the **Status** dropdown. Users may select one of three statuses: *In-Progress, Complete,* and *Undone*.

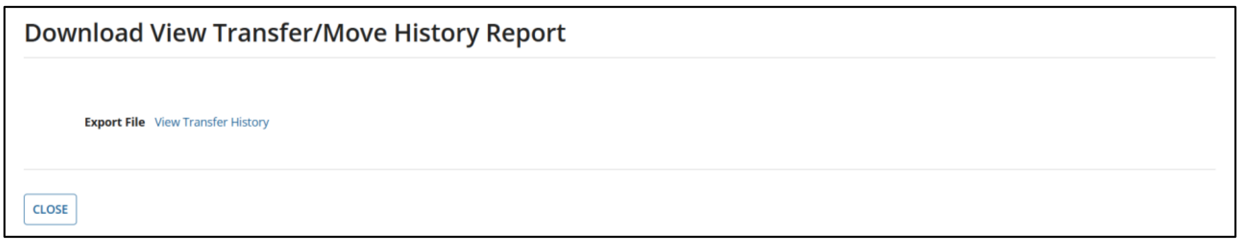
To clear any existing selections, select **Reset**. After selecting all required fields, select **Search**. All transfers or moves that match selected criteria will display in a transfer move history table.



Users may also export results as a .CSV file. Select **Export** above the table results. Users will then navigate to the download view. Select **Refresh** until the report is ready.



Once the report is done exporting, users can select the download link to review results in a .CSV file.

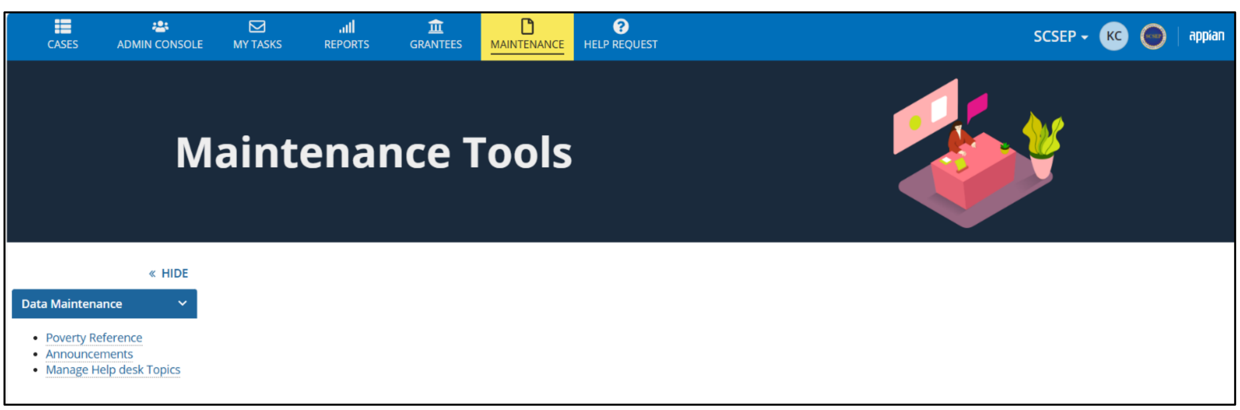


The downloadable .CSV file will display results with the following fields: donor grantee, donor sub-grantee, recipient grantee, recipient sub-grantee, effective date, PID, transfer type, transfer initiator, reason for transfer, transfer status, and transfer date.

Select **Close** to return to the *View Transfer/Move History* card.

Maintenance

The **Maintenance** module is a feature available only to program analysts in the GPMS that is designed to allow program analysts to manage program-level information within the GPMS through three topics within the module: Poverty Reference, Announcements, and Manage Help desk Topics.



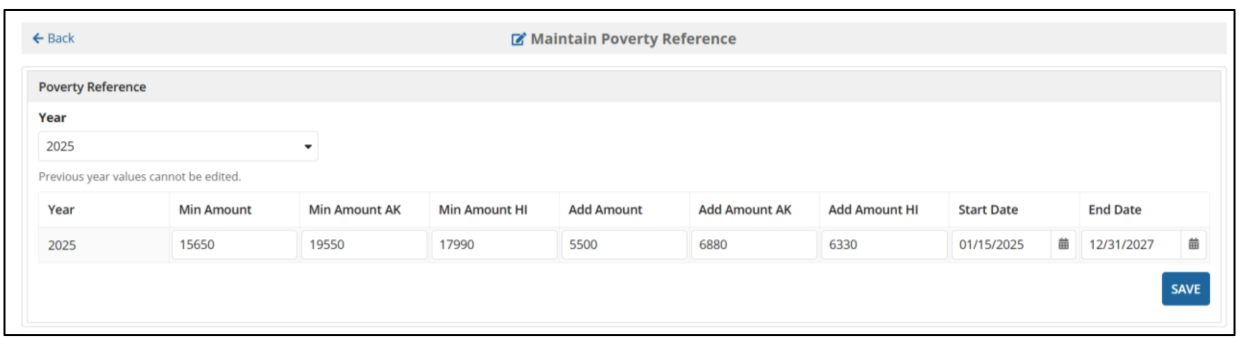
- Select **Hide** to hide the maintenance links.
- Select **Show** to unhide the links.

On each of the maintenance pages, select **Back** to navigate back to the main landing page.

1. Poverty Reference

The poverty reference section allows program analysts to update poverty reference guidelines for each calendar year. There are nine fields on the page:

- **Year**: The year field is a dropdown field that displays the chosen calendar year.
- **Min Amount**: This field represents the poverty threshold for a one-person household for the 48 contiguous states and Washington, D.C.
- **Min Amount AK**: This field represents the poverty threshold for a one-person household in Alaska.
- **Min Amount HI**: This field represents the poverty threshold for a one-person household in Hawaii.
- **Add Amount**: This field is the amount to add to the poverty threshold minimum amount for each additional person in a household in the 48 contiguous states and Washington, D.C.
- **Add Amount AK**: This field is the amount to add to the poverty threshold minimum amount for each additional person in a household in Alaska.
- **Add Amount HI**: This field is the amount to add to the poverty threshold minimum amount for each additional person in a household in Hawaii.
- **Start Date**: The start date field represents the effective start date for the entered poverty amounts.
- **End Date**: The end date field represents the effective end date for the entered poverty amounts.



Users may update values for the current calendar year, but previous year values may not be edited. Users can navigate to previous year values using the **Year** dropdown field.

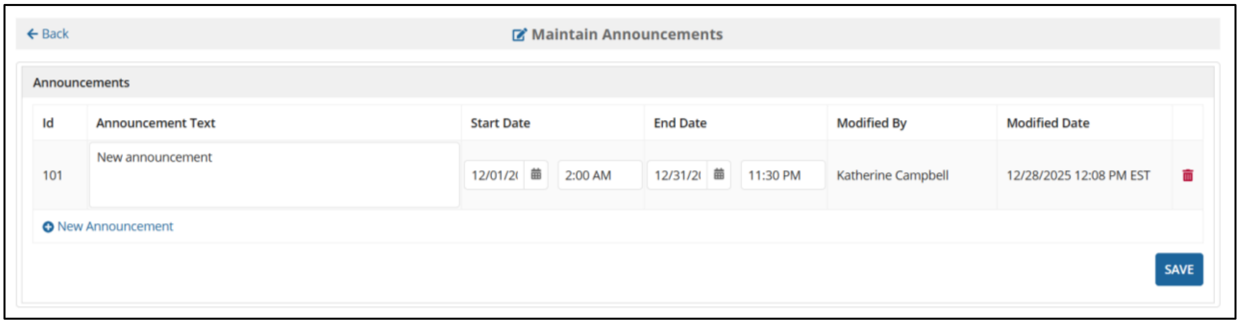
To edit the current year values, select the current year in the **Year** dropdown and directly select a field to edit. After entering the new values, select **Save** to save all edits.

2. Announcements

Program analysts also can add announcements that will display on the GPMS home page for a specified amount of time. To add or update displayed announcements, select the Announcements link on the Maintenance Tools home page. There are six fields displayed:

- **Id**: The Id field is an auto-generated, non-editable field unique identifier for each announcement.

- **Announcement Text (Required)**: The Announcement Text field is an editable text box that contains the text to be displayed on a banner in the GPMS.
- **Start Date (Required)**: The Start Date field is an editable date field where users can select the start date and time that the announcement should be displayed.
- **End Date (Required)**: The End Date field is an editable date field where users can select end start date and time that the announcement should no longer be displayed.
- **Modified By**: The Modified By field is an auto-generated, non-editable field that displays the user that updated the editable fields for that announcement.
- **Modified Date**: The Modified Date field is an auto-generated, non-editable field that displays the date and time that the user updated the editable fields for that announcement.



Users can create a maximum of two announcements at one time. To create a new announcement, select **New Announcement**, enter in editable information, and select **Save**.

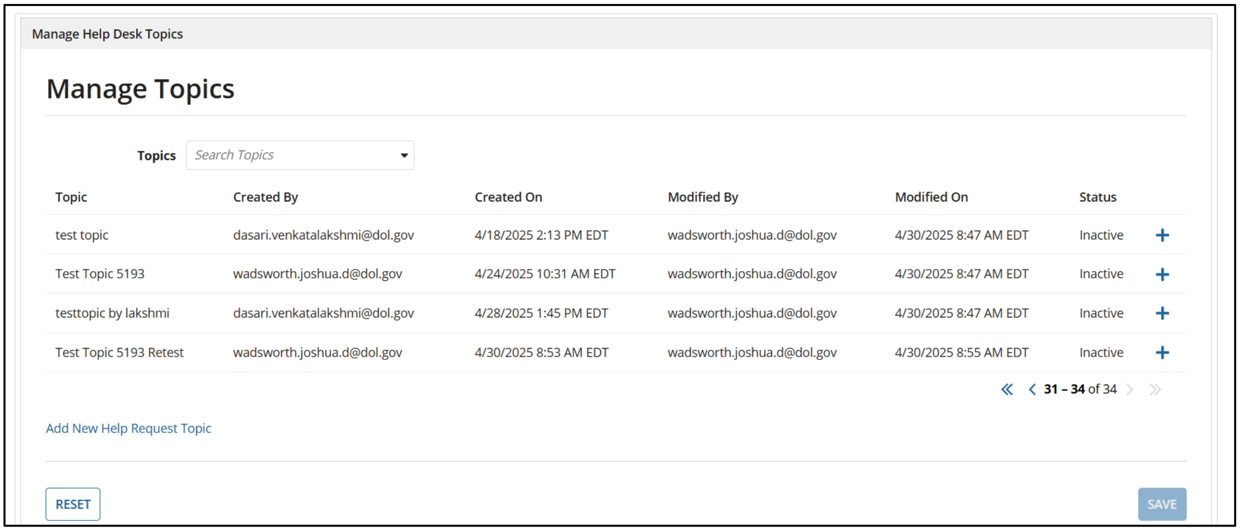
To remove an announcement, select the red trash can button that displays at the far right of each row. This will delete that selected announcement. Once there are fewer than two announcements, users can add a new announcement.

3. Manage Help Desk Topics

The last link on the Maintenance Tools landing page is the *Manage Help Desk Topics* screen, which allows program analysts to manage the topics that are displayed in the **Topic** dropdown in the Help Request Module (described in a later section). After navigating to the *Manage Help Desk Topics* page, the user will see the first 10 active help desk topics, organized alphabetically by topic. Users can filter results using the **Topics** dropdown.

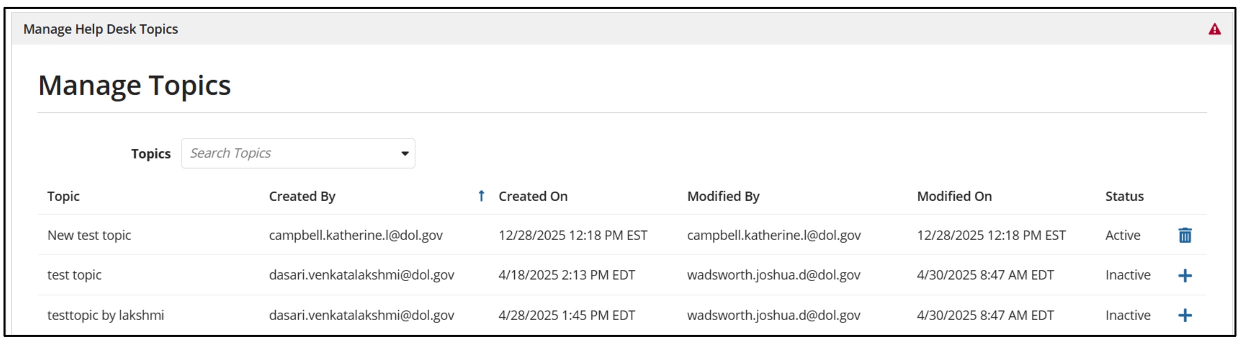
There are six fields displayed:

- **Topic**: A dynamic dropdown to search for existing topics of the Help Desk Module tickets.
- **Created By**: An auto-generated field that displays the user that created the topic entry.
- **Created On**: An auto-generated field that displays the date and time that the user created the topic entry.
- **Modified By**: An auto-generated field that displays the user that modified the topic entry.
- **Modified On**: An auto-generated field that displays the date and time that the user modified the topic entry.
- **Status**: The status field displays where the topic is active or inactive.



To create a new help request topic:

1. Select **Add New Help Request Topic**. A new entry will appear.
2. Enter text into the **Topic** field.
3. Select **Save**. This will add the topic and set the status to Active.



- To make the status inactive, select the **blue trash can** icon that displays at the far right of the row. This will remove the topic from the displayed list of topics in the dropdown in the Help Request Module.
- To reactivate inactive topics, select the **plus sign** icon at the far right of an inactive entry. This will make this topic visible again in the **Topics** dropdown in the Help Request Module.

Help Request Module

The Help Request Module (HRM) allows users to submit and track help request tickets, correspond with the Help Support Team, and view open and previously resolved requests directly through the GPMS website. This module replaces Zendesk, the previous help desk software.

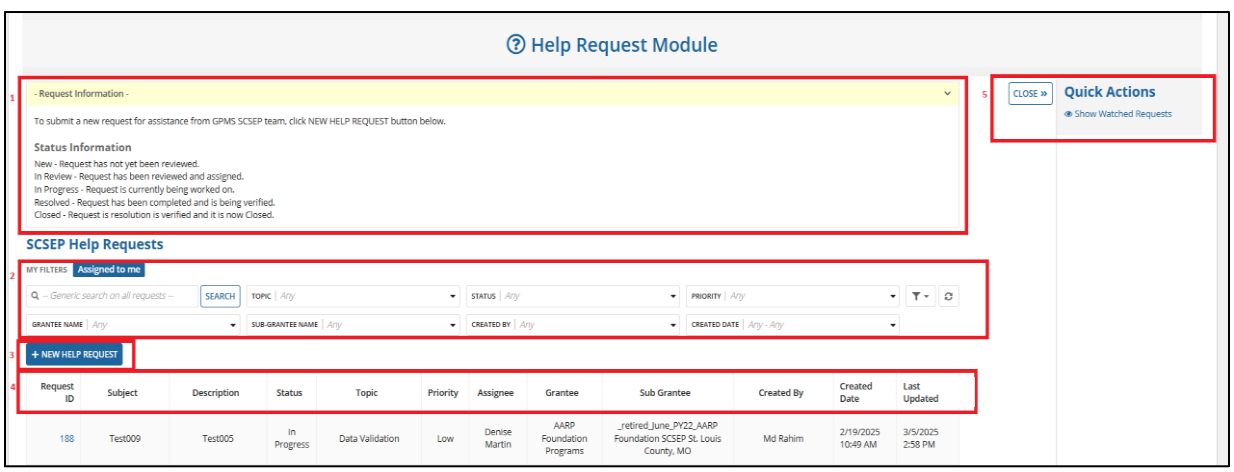
There are two groups of users in the HRM:

- **End Users**: All grantee and subgrantee GPMS users, including Case Managers, Supervisors, Subgrantee Administrators, and Grantee Administrators. End Users can submit help requests themselves or on behalf of other users and provide necessary details and attachments.
- **Help Support Team**: The Help Support Team is the primary point of contact for end users in the HRM. The team will correspond with end users, assign, prioritize, and resolve help requests, or direct requests to the appropriate team as needed.

The HRM is available to GPMS users when logged in to the system. The SCSEP Help Support team operates **Monday through Friday, 8:00 AM to 6:00 PM Eastern**. The Help Support team strives to acknowledge and begin triage on all requests within the same business day. Help requests received outside of these hours will be addressed the next business day.

Users can navigate to the HRM in the GPMS from the main navigation bar at the top of the screen. Click the HRM tab on the far right to open the help request module.

Help Request Module Landing Page



On the HRM Landing Page, users will see:

1. General information about the case status and progress

2. Filters that can be applied to narrow the list of Help Requests displayed in the summary grid:
    a. **Search Bar**: Enter a keyword to search across all requests.
    b. **Topic**: Select a category (e.g., Data Validation, Duration Limit).
    c. **Status**: Choose from statuses (e.g., New, In Progress, Closed).
    d. **Priority**: Sort by urgency (e.g., Low, Medium, High).
    e. **Grantee/Sub-Grantee**: Filter by organization.
    f. **Created Date**: Filter requests based on the submission date.
    g. **Created By**: Filter by the requester's name

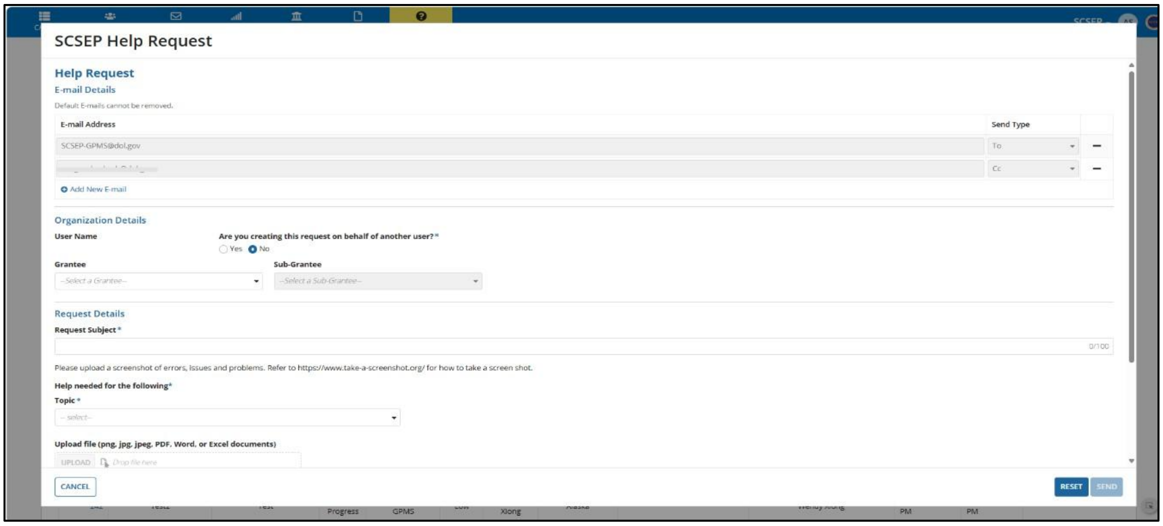
3. **New Help Request**: Click this button to initiate a new help request ticket. See "Create a new help request" below.

4. Help Request Summary Grid, which includes the following fields:
    a. **Request ID**: Unique identification number for each request.
    b. **Subject**: A brief title describing the request.
    c. **Description**: Summary of the Help Request provided by the requester
    d. **Status**: Indicates the current state of the request (e.g., New, In Progress, Closed).
    e. **Topic**: The category of the issue (e.g., Data Validation, Duration Limit).
    f. **Priority**: Shows the urgency level (e.g., Low, Medium, High).
    g. **Assignee**: Displays the person responsible for the request.
    h. **Grantee**: Displays the organization handling the request.
    i. **Sub-Grantee**: Displays the division under the grantee (if applicable).
    j. **Created By**: Shows the name of the requester.
    k. **Created Date**: The date the request was submitted.
    l. **Last Updated**: The date of the most recent update.

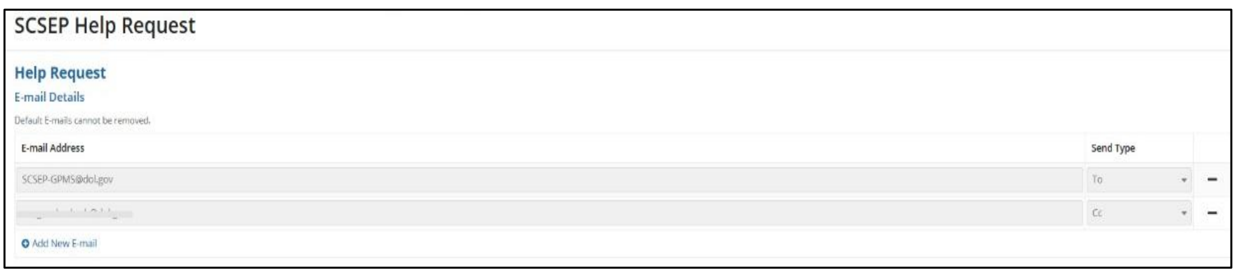
5. Quick Actions tab with links to easily access different functionalities within the help request module.
    a. **Show Watch Requests**: Displays requests the user has selected to watch, using the Related Actions tab in the request.

Create a New Help Request

All GPMS users can create a new help request. Click the **New Help Request** button. A new screen will appear.



E-mail details: All users and email addresses listed in this section will receive notifications when the new request is submitted. By default, the SCSEP Help Support email is listed, along with the email of the user submitting the request. Any other email address may be added as a cc: or bcc: to the help request. These users will also receive email notifications if a new comment is added to the request or the request is resolved.



- **Email Address**: Default SCSEP Help Support email address.
- Click **Add New Email** if any additional users should be notified about the progress of this help request. The email address mentioned will receive a progress notification in their mailbox as the help request progresses.

Organization Details: Select the grantee and sub-grantee (if applicable) for this help request. You can also use this section to indicate if you are submitting this request on behalf of another user. If you're submitting the request on behalf of a user who doesn't have an account in GPMS, you can enter their email address instead.

- **Grantee**: Select the appropriate grantee from the dropdown.
- **Sub-Grantee**: Select the relevant sub-grantee (if applicable).

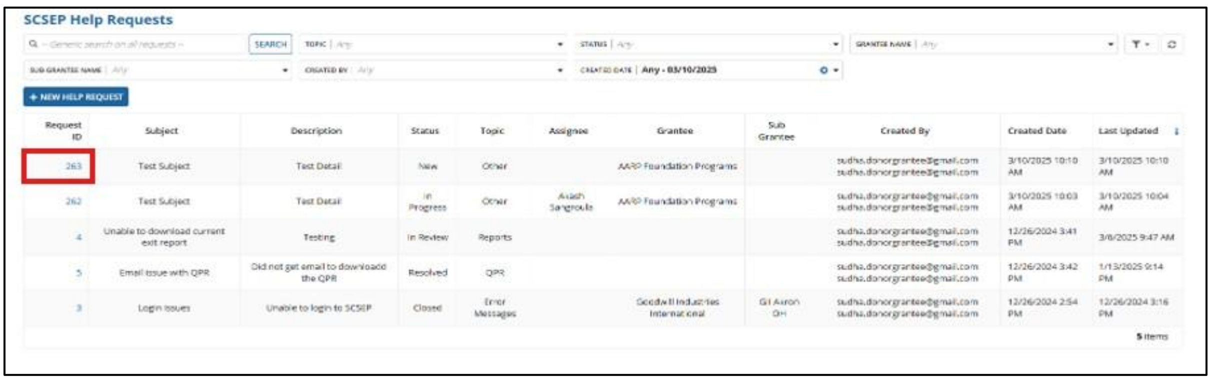
Request Details: Please provide a detailed description of your issue or concern. **Request Subject**, **Topic**, and **Request Detail** are required fields. You can also upload supporting documents, attachments, and screenshots. Please add as much detail as possible to assist the Help Support Team in resolving your request. For each request, you will be prompted for the following information:

- **Request Subject (Required)**: Enter a short, descriptive title of the issue (up to 100 characters).
- **Topic (Required)**: Select from the dropdown (e.g., Data Validation, Duration Limit).
- **Upload File (Optional but recommended)**: Attach supporting documents or screenshots (PNG, JPG, PDF, DOC, XLS, TXT, MSG, PPT, etc.)
- **Detail (Required)**: Enter a detailed explanation of the issue (up to 4000 characters).

Click **Send** to submit the request. The requestor will receive an email notification whenever a help request ticket is created. Once the request is submitted, the description and status are displayed on the HRM Landing Page summary grid.

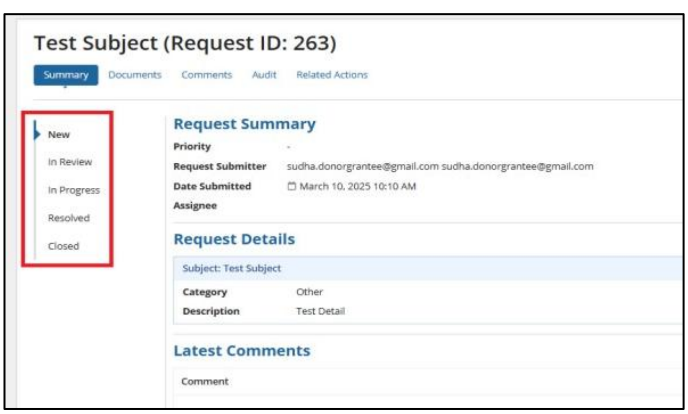
Viewing and Adding Comments to a Request

Users can access and view past help requests from the HRM landing page. Click the Help Request ID link to view the request in a pop-up window.



Status Progress bar: When viewing a request, the status is displayed on the left of the screen. The Help Request statuses are:

- New: The request has been submitted but has not been reviewed.
- In Review: The request has been triaged and assigned to a support team member.
- In Progress: The support team is actively working on the request.
- Resolved: The support team has resolved the issue and is awaiting verification.
- Closed: The issue is resolved and verified, and the request is closed.



To view the details of a request, add comments, and take other actions, use the navigation tabs at the top of the request:

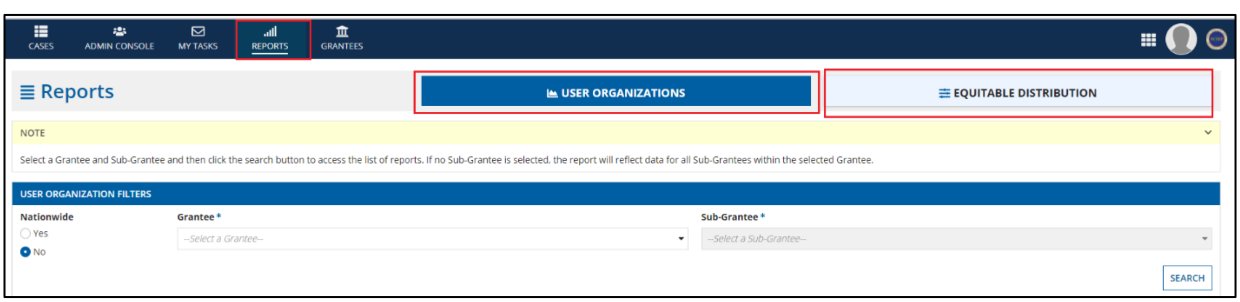
There are five navigation tabs:

- **Summary**: From this tab, you can view important details about the request, including a summary, the request details and the latest comment added to the request.
- **Documents**: From this tab, you can upload additional documents and relevant screenshots to the help request. Most standard file types are supported, including PNG, JPG, PDF, DOC, XLS, TXT, MSG, PPT, etc.
- **Comments**: The comments tab allows communication between the Help Support Team and the requester. Users can view all comments previously added to the request. To add a new comment, click the Add Comment button at the top right of the screen. The requester will receive an email notification every time a comment is added to the Help Request.
- **Audit**: The audit tab displays the ticket history.
- **Related Actions**: This tab displays further actions that may be taken with the Help Request, such as Start Watching Request.

Reports

All reports related to SCSEP can be accessed in this section. Access to reports is dependent on user role (a full list by user role is presented below). The *Reports* screen contains two tabs:

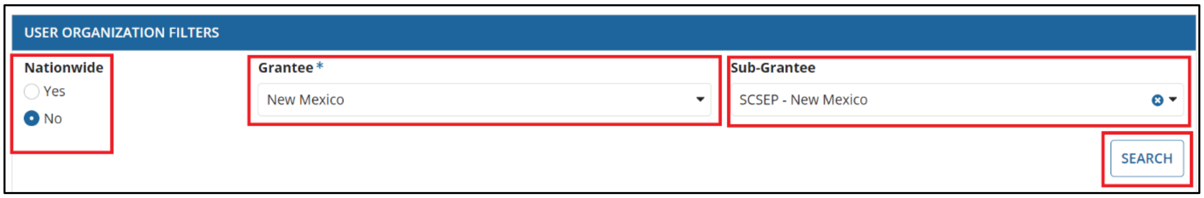
- User Organizations
- Equitable Distribution



1. User Organization

To access reports:

1. Select *Yes* under **Nationwide** for nationwide reports.
2. Select *No* under **Nationwide** to run individual grantee reports.
3. Select a grantee.
4. Select one or more sub-grantees. If no sub-grantee is selected, the reports will generate data for all sub-grantees within the selected grantee.
5. Click **Search**.

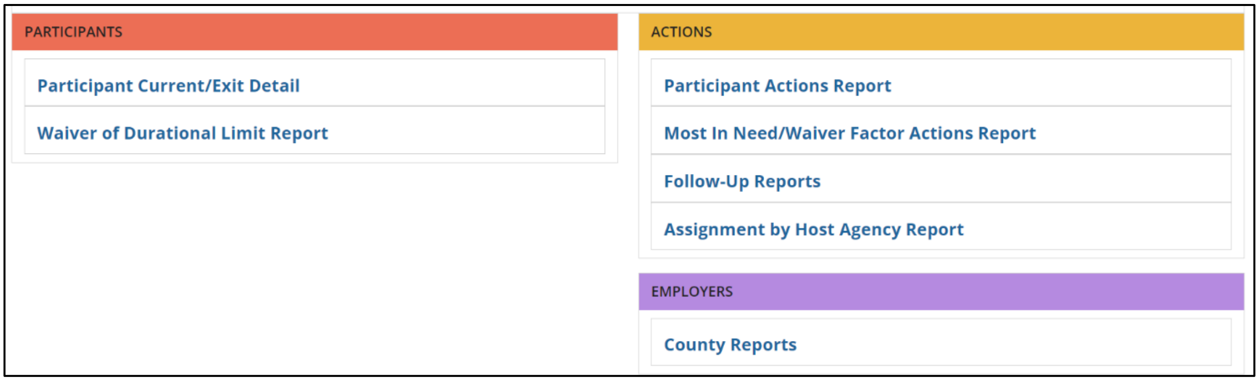


Depending on your user role, you will see reports categorized under **Participants**, **Actions**, and **Employers**.

Report Access by User Role

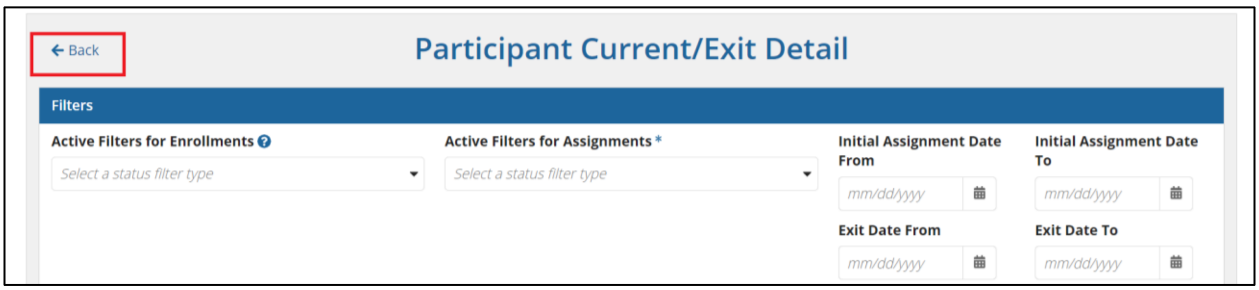
1. **Case Manager:**
    a. Participants: Participant Current/Exit Detail; Approved Breaks in Service; Durational Limit Extension; Waiver of Durational Limit Report; Participant Hours Report.
2. **Supervisor:**
    a. As above, for Case Manager for Participants.
3. **Sub-Grantee Administrator:**
    a. As above, for Case Manager for Participants.
4. **Grantee Administrator:** As above, for Case Manager, plus these additional.
    a. Participants: Also includes Participant/Case Extract Report.
    b. Actions: Participant Actions Report; Most in Need/Waiver Factor Actions Report.
    c. Employers: Customer Satisfaction Survey; Follow-Ups Report
5. **Program Analyst:** As above for Grantee Administrator, plus these additional.
    a. Participants: As above for Grantee Administrator.
    b. Actions: As above for Grantee Administrator.
    c. Employers: Also includes County Reports.

The image below shows the entire list of reports, which is only accessible at the Program Analyst level:

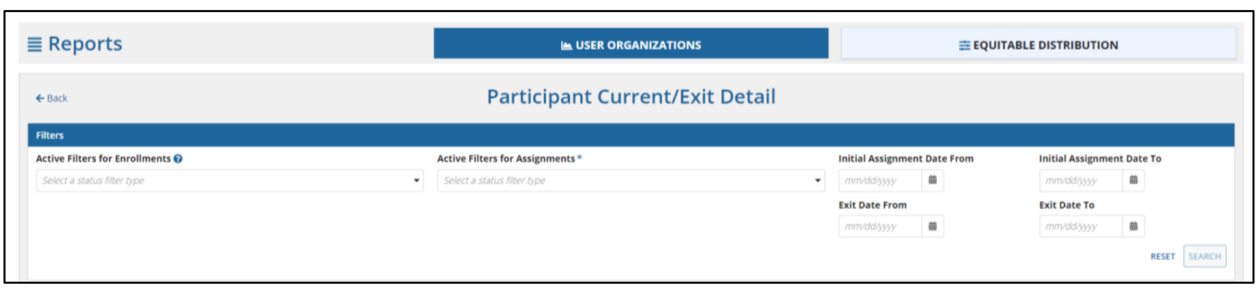


These reports will be described in the following sections. Remember that not all reports are available to every user.

To select a report, click on the report name. To return to the list of reports on the first screen of an individual report, click on the link that says **Back**.



1.1 Participant Current/Exit Detail



To run this report:

1. Select **Reports** from the main navigation bar.
2. On the *User Organizations* tab, set up the user organization filters and click **Search**.
3. Select **Participant Current/Exit Detail** from the *Participants* category.
4. This report can be filtered by the following:
    a. **Active Filters for Enrollments**: There are two choices: Show Currently Active Enrollments Only or Show Exited Enrollments Only. This is a required field.

b. **Active Filters for Assignment**: There are two choices: Show Current/Latest Assignments Only or Show All Assignments.

c. **Initial Assignment Date From**: Optional field to narrow your search.

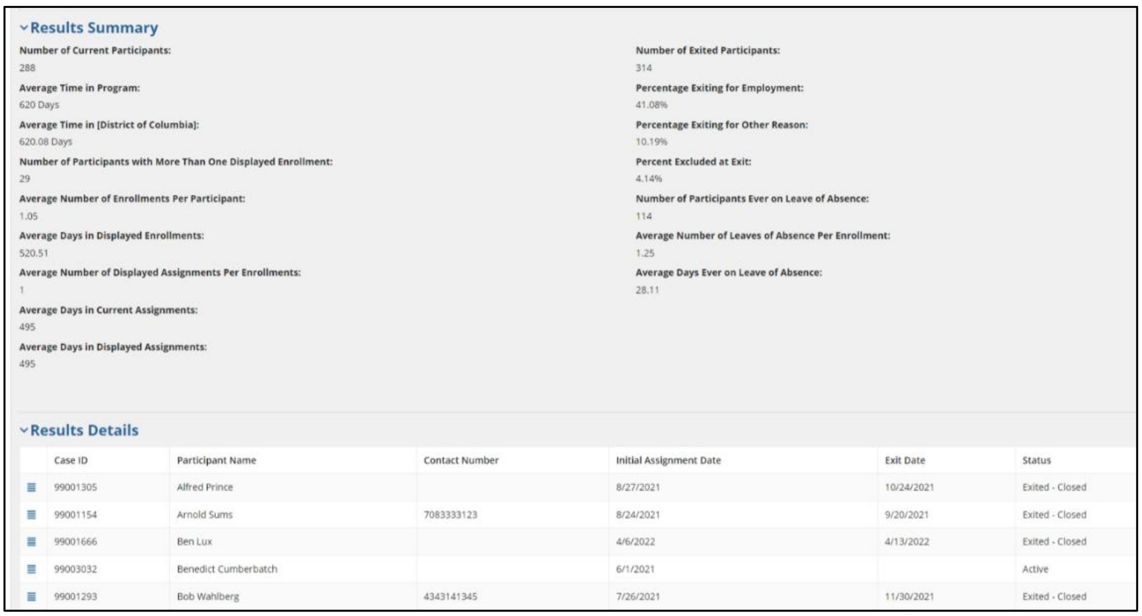
d. **Initial Assignment Date To**: Optional field to narrow your search.

e. **Exit Date From**: Optional field to narrow your search.

f. **Exit Date To**: Optional field to narrow your search.

5. Click **Reset** to clear all filter values.

6. Choose the desired filters and click **Search**. The screen will display aggregate results for the grantee/sub-grantee combination you have chosen under the top half, *Results Summary*, and show you individual cases under the bottom half, as *Results Details*.


Results Summary

Number of Current Participants: 288
Average Time in Program: 620 Days
Average Time in [District of Columbia]: 620.08 Days
Number of Participants with More Than One Displayed Enrollment: 29
Average Number of Enrollments Per Participant: 1.05
Average Days in Displayed Enrollments: 520.51
Average Number of Displayed Assignments Per Enrollments: 1
Average Days in Current Assignments: 495
Average Days in Displayed Assignments: 495
Number of Exited Participants: 314
Percentage Exiting for Employment: 41.08%
Percentage Exiting for Other Reason: 10.19%
Percent Excluded at Exit: 4.14%
Number of Participants Ever on Leave of Absence: 114
Average Number of Leaves of Absence Per Enrollment: 1.25
Average Days Ever on Leave of Absence: 28.11

Results Details

Case ID	Participant Name	Contact Number	Initial Assignment Date	Exit Date	Status
99001305	Alfred Prince		8/27/2021	10/24/2021	Exited - Closed
99001154	Arnold Sums	7083333123	8/24/2021	9/20/2021	Exited - Closed
99001666	Ben Lux		4/6/2022	4/13/2022	Exited - Closed
99003032	Benedict Cumberbatch		6/1/2021		Active
99001293	Bob Wahlberg	4343141345	7/26/2021	11/30/2021	Exited - Closed

7. **Average Time in Subgrantee** is displayed in the *Results Summary* when the sub-grantee is filtered. The **Average Time** shown on the screen may vary depending on selection criteria; the export file will provide **Average Time** information for both grantee and sub-grantee.

8. Click **Export** to export the *Results Summary* section of the report. Note that the report does not include duplicate assignments.


Results Summary

Number of Current Participants:
288

Average Time in Program:
620 Days

Average Time in [District of Columbia]:
620.08 Days

Number of Participants with More Than One Displayed Enrollment:
29

Average Number of Enrollments Per Participant:
1.05

Average Days in Displayed Enrollments:
520.51

Average Number of Displayed Assignments Per Enrollments:
1

Average Days in Current Assignments:
495

Average Days in Displayed Assignments:
495

Number of Exited Participants:
314

Percentage Exiting for Employment:
41.08%

Percentage Exiting for Other Reason:
10.19%

Percent Excluded at Exit:
4.14%

Number of Participants Ever on Leave of Absence:
114

Average Number of Leaves of Absence Per Enrollment:
1.25

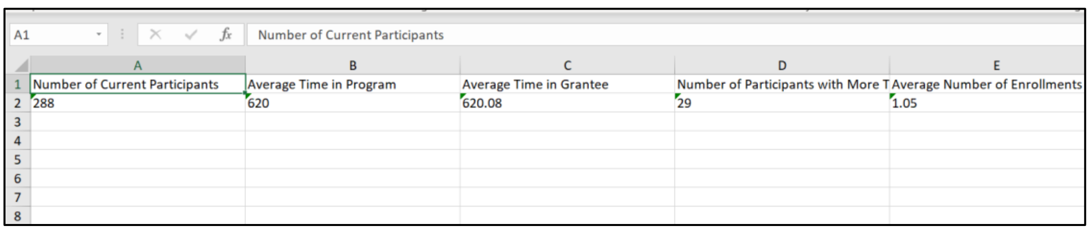
Average Days Ever on Leave of Absence:
28.11

EXPORT

9. Click **Refresh** until a file name appears next to **Export File** on the screen.

10. Click on the file name or right-click on the file name to download a copy of the file to your default file location.

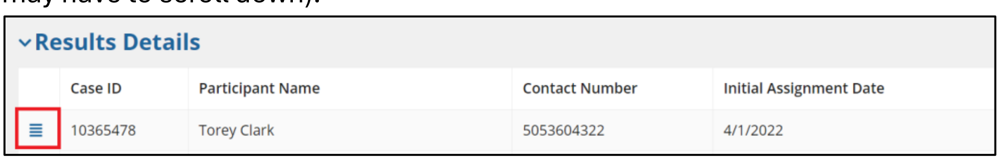
11. The exported file is downloaded. You can access the file with any program that can read a Microsoft Excel Worksheet.


A1 Number of Current Participants

	A	B	C	D	E
1	Number of Current Participants	Average Time in Program	Average Time in Grantee	Number of Participants with More T	Average Number of Enrollments
2	288	620	620.08	29	1.05
3					
4					
5					
6					
7					
8					

Results Details section: The individual participant's report can be viewed/exported in this section.

1. To view an individual participant's report, click the icon next to **Case Id**. The screen will refresh and the individual participant's report will be visible at the bottom of the screen (you may have to scroll down).


Results Details

	Case ID	Participant Name	Contact Number	Initial Assignment Date
≡	10365478	Torey Clark	5053604322	4/1/2022

2. Click **Export**.

3. Click **Refresh** until a file name appears next to **Export File** on the screen.

4. Click on the file name or right-click on the file name to download a copy of the file to your default file location.

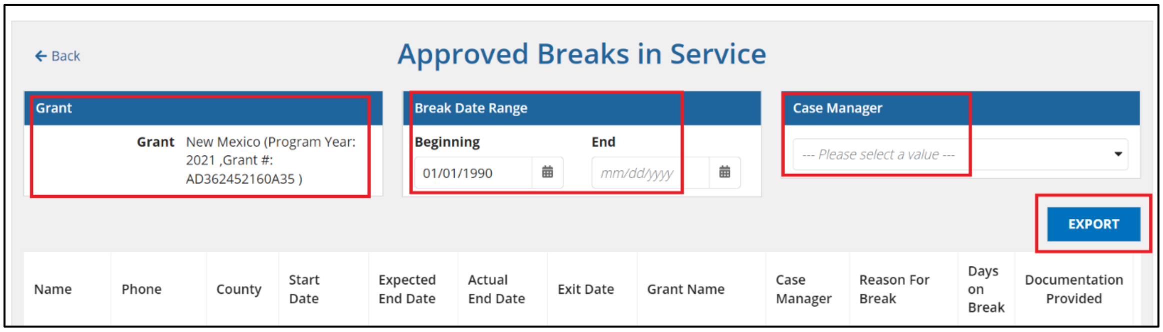
5. The exported file is downloaded. You can access the file with any program that can read a Microsoft Excel Worksheet.

Once you have generated the report, you can either exit the *Reports* screen entirely or generate more reports by clicking **Close**. Clicking **Close** on this screen (or any other report screen) will return you to the initial *Reports* screen.

1.2 Approved Breaks in Service (Future Report)

To run this report:

1. Select **Reports** from the main navigation bar.
2. On the *User Organizations* tab, set up the user organization filters and click **Search**.
3. Select **Approved Breaks in Service** from the *Participants* category.

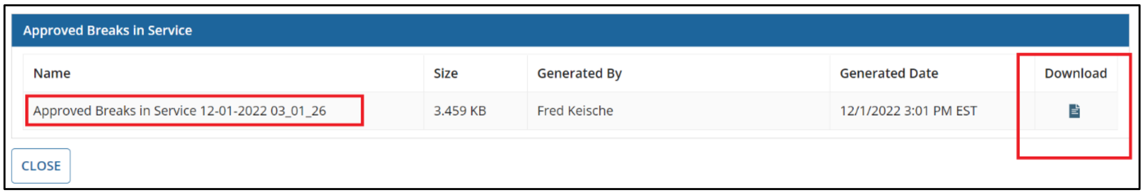


4. This report can be filtered by the following:
   a. **Grant**: This field is prefilled based on the combination of grantee and sub-grantee that you selected in the *User Organization Filters* screen.
   b. **Break Date Range**: Select a beginning date (required) and ending date (optional) to narrow the search. The beginning date is prefilled with 01/01/1990. A date can be entered by either typing it in using the MM/DD/YYYY format or by clicking the calendar icon and selecting the date.
   c. **Case Manager**: This field displays the Case Managers associated with the grantee/sub-grantee combination that you chose.
5. The bottom of the screen shows those participants who fall into your selected filter ranges. The results can be sorted by columns.

Name	Phone	County	Start Date	Expected End Date	Actual End Date	Exit Date	Grant Name	Case Manager	Reason For Break	Days on Break	Documentation Provided	Break Active
SCSEP-1976 Retest-001	2222222222	Cape May County	05/01/2022	05/10/2022	07/31/2022		AD362452160A35	fkcm01 fkcm01	Family/health	91	✓	✓
SCSEP-1976 Retest-001	2222222222	Cape May County	08/05/2022	08/14/2022	08/29/2022		AD362452160A35	fkcm01 fkcm01	Family/health	24	✓	✓
SCSEP-1976 Retest-002	2222222222	Cape May County	05/01/2022	05/10/2022	07/31/2022		AD362452160A35	fkcm01 fkcm01	Family/health	91	✓	✓

6. The **Approved Breaks in Service** that are found by your filter selection can be exported by clicking **Export**.

7. When a file name appears on the *Report Confirmation* screen, click the download icon to save a copy of the file to your default file location.

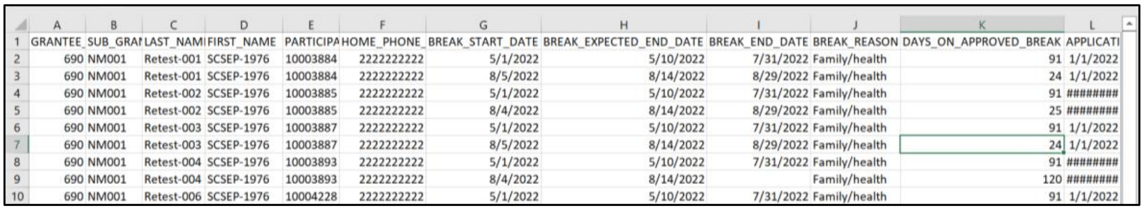


Approved Breaks in Service

Name	Size	Generated By	Generated Date	Download
Approved Breaks in Service 12-01-2022 03_01_26	3.459 KB	Fred Keische	12/1/2022 3:01 PM EST	

CLOSE

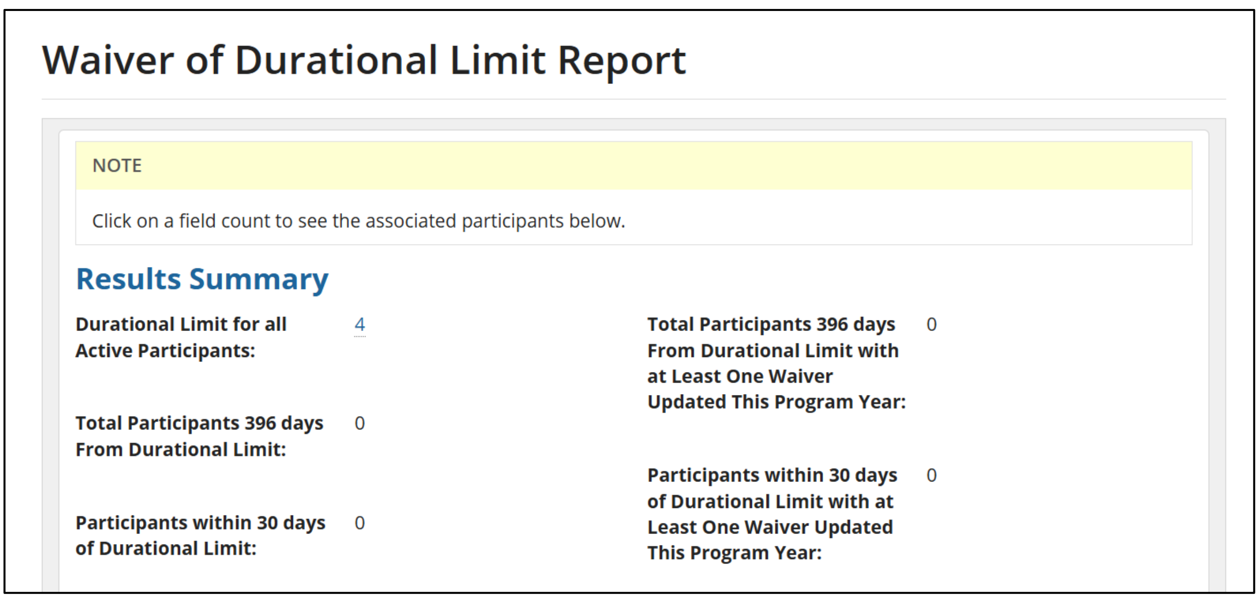
8. The exported file is downloaded. You can access the file with any program that can read a Microsoft Excel Worksheet.



	A	B	C	D	E	F	G	H	I	J	K	L
1	GRANTEE_	SUB_GRAI	LAST_NAMI	FIRST_NAME	PARTICIPA	HOME_PHONE_	BREAK_START_DATE	BREAK_EXPECTED_END_DATE	BREAK_END_DATE	BREAK_REASON	DAYS_ON_APPROVED_BREAK	APPLICATI
2	690	NM001	Retest-001	SCSEP-1976	10003884	2222222222	5/1/2022	5/10/2022	7/31/2022	Family/health	91	1/1/2022
3	690	NM001	Retest-001	SCSEP-1976	10003884	2222222222	8/5/2022	8/14/2022	8/29/2022	Family/health	24	1/1/2022
4	690	NM001	Retest-002	SCSEP-1976	10003885	2222222222	5/1/2022	5/10/2022	7/31/2022	Family/health	91	########
5	690	NM001	Retest-002	SCSEP-1976	10003885	2222222222	8/4/2022	8/14/2022	8/29/2022	Family/health	25	########
6	690	NM001	Retest-003	SCSEP-1976	10003887	2222222222	5/1/2022	5/10/2022	7/31/2022	Family/health	91	1/1/2022
7	690	NM001	Retest-003	SCSEP-1976	10003887	2222222222	8/5/2022	8/14/2022	8/29/2022	Family/health	24	1/1/2022
8	690	NM001	Retest-004	SCSEP-1976	10003893	2222222222	5/1/2022	5/10/2022	7/31/2022	Family/health	91	########
9	690	NM001	Retest-004	SCSEP-1976	10003893	2222222222	8/4/2022	8/14/2022		Family/health	120	########
10	690	NM001	Retest-006	SCSEP-1976	10004228	2222222222	5/1/2022	5/10/2022	7/31/2022	Family/health	91	1/1/2022

1.3 Waiver of Durational Limit Report

The Waiver of Durational Limit report is generated based on the combination of grantee and sub-grantee that you selected. In cases of multiple enrollments, the report displays the latest enrollment. For each category (for example, **Participants 1 Quarter From Durational Limit**) you'll see a number (field count). Clicking on that number will display the details for those participants matching the limit you have selected.



To run this report:

1. Select **Reports** from the main navigation bar.
2. On the *User Organizations* tab, set up the user organization filters and click **Search**.
3. Select **Waiver of Durational Limit Report** from the *Participants* category.
4. Click **Refresh** until the aggregated report appears on the screen.
5. The aggregated results of this report can be exported by clicking **Export**.
    a. Click **Export** to download a copy of the file to your default file location.
    b. The exported file is downloaded. You can access the file with any program that can read a Microsoft Excel Worksheet.
6. Click on any of the numbers in the *Results Summary* to generate a **Participant Table** based on that particular metric.

NOTE

Click on a field count to see the associated participants below.

Results Summary

Durational Limit for all Active Participants: 39

7. Participants for your selected grantee and sub-grantee combination that fit the metric will be displayed in the **Participant Table**. You can sort the table by clicking on a column name (e.g., *Participant*).

Participant Table: Durational Limit for all Active Participants

	Sub Grantee	Days Left	Participant	Participant ID	Home Phone Number	County of Residence	Application Date	Enrollment Date
≡	SCSEP - New Mexico	317	Aldridge, Ronald	9553501	(907) 203-0020	San Juan County	10/08/2020	10/16/2020
≡	SCSEP - New Mexico	288	Anderson, Caitlin	9925190	(505) 507-2741	Bernalillo County	07/02/2021	09/17/2021
≡	SCSEP - New Mexico	711	Benavidez-Sullivan, D'Anna	10004820	(575) 740-1158	Dona Ana County	09/28/2022	11/14/2022
≡	SCSEP - New Mexico	967	Beyuka, Mickey	10015556	(505) 785-9497	McKinley County	11/03/2022	07/28/2023

    a. Click **Export**.
    b. Click **Refresh** until a file name appears next to **Export File** on the screen.
    c. Click on the file name or right-click on the file name to download a copy of the file to your default file location.
    d. The exported file is downloaded. You can access the file with any program that can read a Microsoft Excel Worksheet.

8. Click the icon to the left of a row to generate a **Participant Details** report.

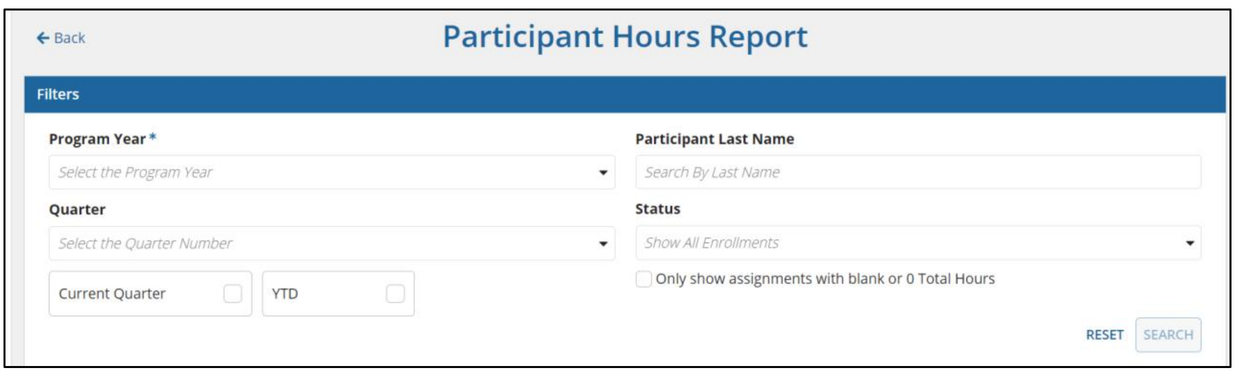
   a. Click **Export**.

   b. Click **Refresh** until a file name appears next to **Export File** on the screen.

   c. Click on the file name or right-click on the file name to download a copy of the file to your default file location.

   d. The exported file is downloaded. You can access the file with any program that can read a Microsoft Excel Worksheet.

1.4 Participant Hours Report



To run this report:

1. Select **Reports** from the main navigation bar.
2. On the *User Organizations* tab, set up the user organization filters and click **Search**.
3. Select **Participant Hours Report** from the *Participants* category.
4. This report can be filtered by the following:

   a. **Program Year** (required): You can select individual years from 2021 to the current year.

   b. **Status**:

      i. Select *Active* in the **Status** field to view hours for currently active participants.

ii. Select *Exited* to view hours for currently exited participants.

iii. To view all participants and their associated paid hours for previous quarters, leave the **Status** field unselected. Note: Exit dates shown may be later than the report period selected.

c. **Participant Last Name**: Enter all or part of a last name to filter on this field.

d. **Quarter**: Select 1-4 for the first through fourth quarter of a program year.

e. **Current Quarter or YTD**: If *Current Quarter* is selected, the **Program Year** and **Quarter** will default to the current quarter. If *YTD* is selected, **Program Year** will default to the current year and the **Quarter** field will be disabled.

f. **Only show assignments with blank or 0 Total Hours**: If this box is checked, results will only include assignments that have zero or blank total hours for the program year/quarter selected.

5. Clicking **Reset** will clear the values for the filters.

6. Choose the desired filters and click **Search**.

Grantee Summary Details

Total Number of Enrollments	10
Total Number of Active Enrollments	10
Total Number of Closed Enrollments	0
Number of Enrollments with PRA Hours	0
Number of Enrollments with Paid In-Person CSA Hours	4
Number of Enrollments with Paid Remote CSA Hours	0
Number of Enrollments with Paid In-Person Training	1
Number of Enrollments with Paid Remote Training	0
Number of Enrollments with Paid Sick Leave	3

7. If the search returns a total participant count greater than 1000, results will be limited and a warning message will be displayed under the **Grantee Summary Details** table: "Warning: The total participants count on this report is greater than 1000. Please include additional filter criteria to limit the result."

8. The screen will display aggregate results for the grantee/sub-grantee(s) you have chosen and display them under **Grantee Summary Details**, the **Grantee Summary Hours Table**, and in the **Case Summary Table**.

Grantee Summary Hours Table

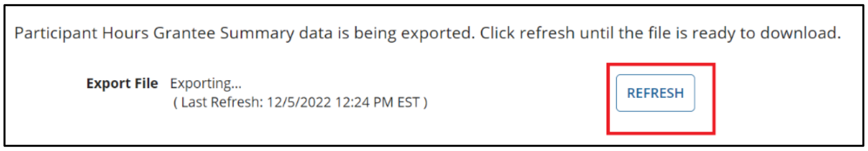
Quarter	Total PRA Activities Hours	Total Paid In-Person CSA Hours	Total Paid Remote CSA Hours	Total Paid In-Person Training Hours	Total Paid Remote Training Hours	Total Paid Sick Leave Hours
Q1	0	105	0	54	0	78
Q2	0	415	0	148	0	302
Q3	0	617	0	4	0	92
Q4	0	0	0	0	0	0

EXPORT

9. The **Grantee Summary Hours Table** will show totals by quarter for various categories: Total PRA Activities Hours, Total Paid In-Person CSA Hours, etc.

a. Click **Export**.

b. Click **Refresh** until a file name appears next to **Export File** on the screen.



c. Click on the file name or right-click on the file name to download a copy of the file to your default file location.

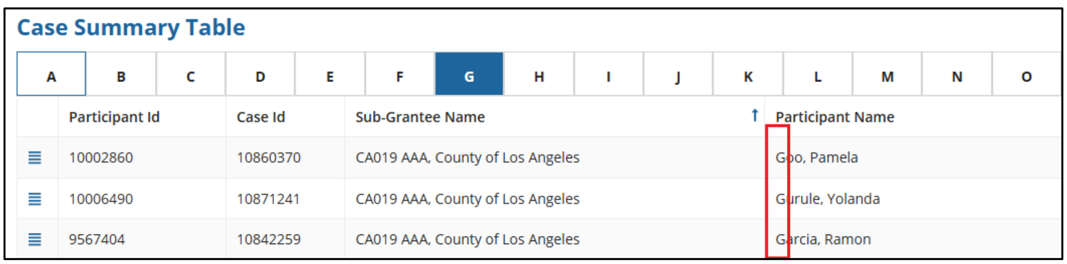
d. The exported file is downloaded. You can access the file with any program that can read a Microsoft Excel Worksheet.

10. The **Case Summary Table** shows information by individual participant.

    a. If multiple sub-grantees were selected in the initial report filter, the sub-grantee name will be shown in the table for each case.

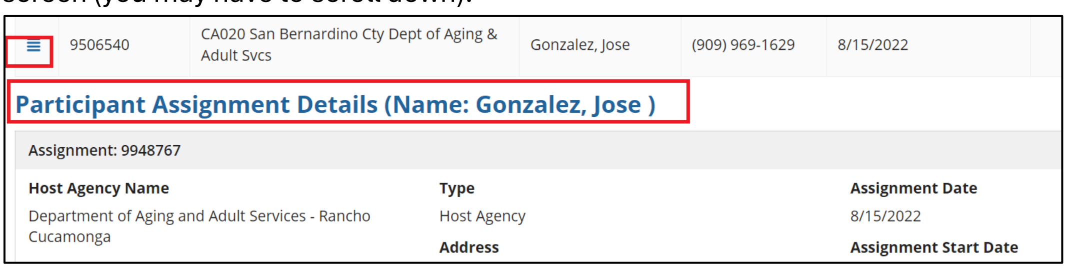
    b. All columns can be clicked to sort by that column in ascending/descending order.

    c. To view only participants with a last name that starts with a single letter, click that letter in the alphabet row above the columns.



11. Click **Export**.

12. To view an individual participant's report, click the icon next to the **Participant ID**. The screen will refresh and the individual participant's report will be visible at the bottom of the screen (you may have to scroll down).



    a. Click **Export**.

b. Click **Refresh** until a file name appears next to **Export File**.

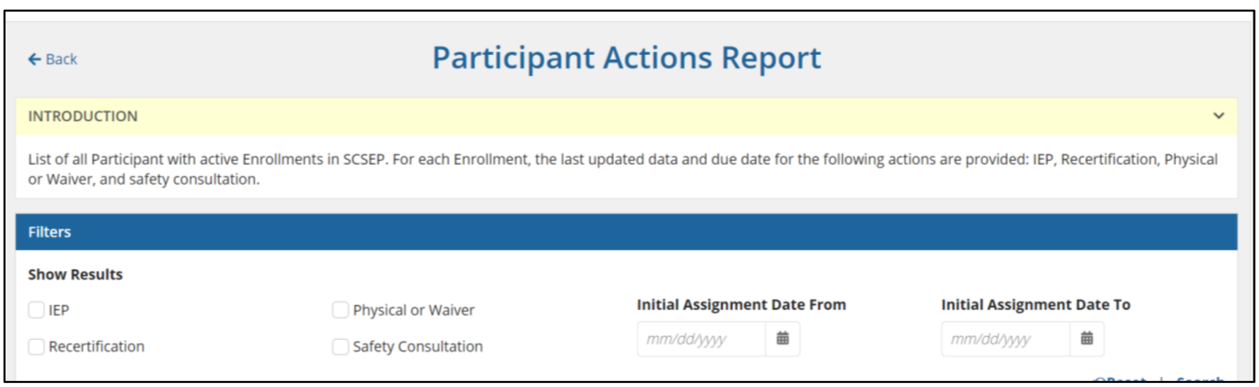
c. Click on the name or right-click on the file name to download a copy of the file to your default file location.

d. The exported file is downloaded. You can access the file with any program that can read a Microsoft Excel Worksheet.

2. Actions

These reports are available at the Grantee Administrator or Program Analyst levels only.

2.1 Participant Actions Report



To run this report:

1. Select **Reports** from the main navigation bar.
2. On the *User Organizations* tab, set up the user organization filters and click **Search**.
3. Select **Participant Actions Report** from the *Actions* category.

4. This report can be filtered by the following:

    a. **Show Results**: Choose none or any combination of four for IEP, Recertification, Physical or Waiver and Safety Consultation.

    b. **Initial Assignment Date From**: Optional field to narrow your search.

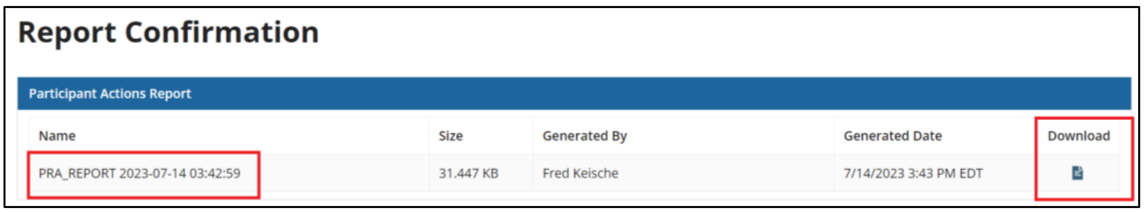
    c. **Initial Assignment Date To**: Optional field to narrow your search.
    There are no required filters for this report.

5. Clicking **Reset** will clear the values for the filters.

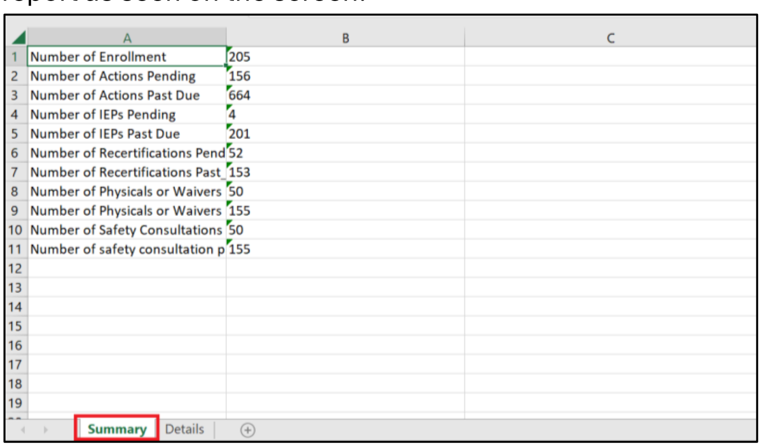
6. Choose filters and click **Search**. The screen will show aggregate results based on the filters you selected.

7. Click **Export**.

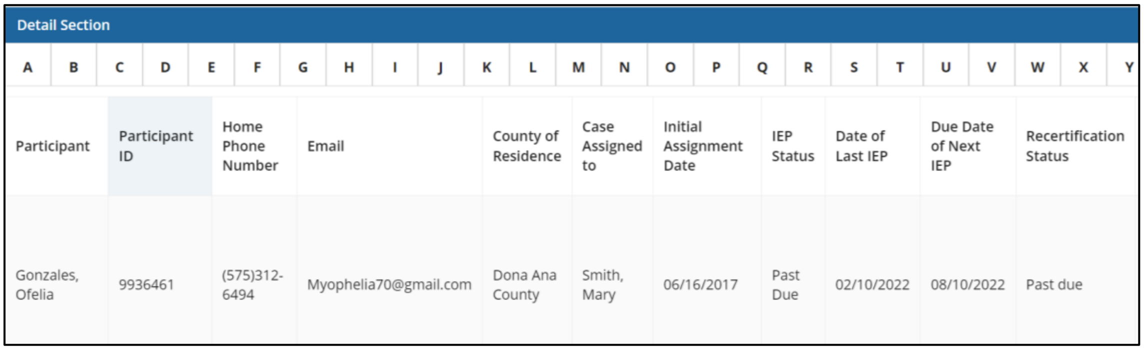
8. When a file name appears on the *Report Confirmation* screen, click the download icon to save a copy of the file to your default file location.



9. The exported file is downloaded. You can access the file with any program that can read a Microsoft Excel Worksheet. The file has two tabs, **Summary** and **Details**, replicating the report as seen on the screen.



10. The bottom of the screen shows individual participants. These can be sorted by column:



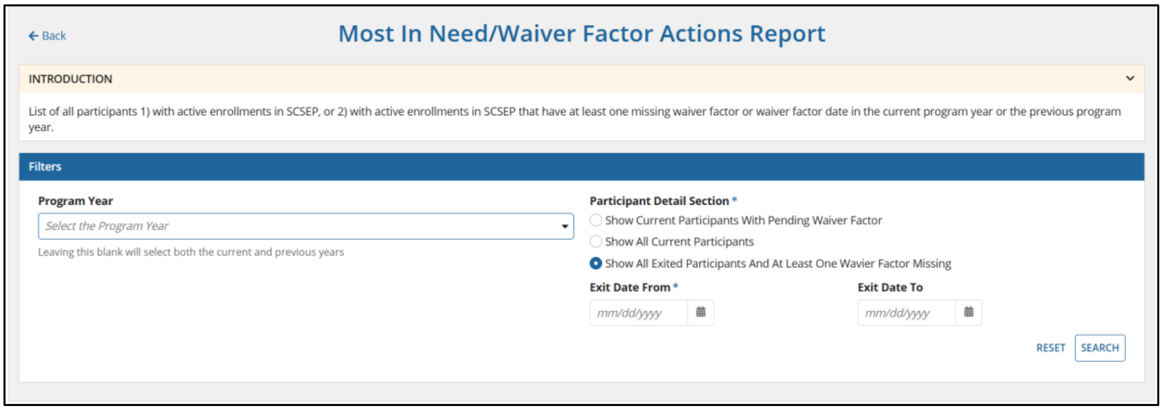
Detail Section

A B C D E F G H I J K L M N O P Q R S T U V W X Y

Participant	Participant ID	Home Phone Number	Email	County of Residence	Case Assigned to	Initial Assignment Date	IEP Status	Date of Last IEP	Due Date of Next IEP	Recertification Status
Gonzales, Ofelia	9936461	(575)312-6494	Myophelia70@gmail.com	Dona Ana County	Smith, Mary	06/16/2017	Past Due	02/10/2022	08/10/2022	Past due

a. Grantee Acronym
b. Subgrantee Code
c. Participant (name)
d. Participant ID
e. Home Phone Number
f. Email (participant)
g. Initial Assignment Date
h. Date of Last IEP
i. Due Date of Next IEP
j. Recertification Status
k. Date of Recertification (In the Participant Actions Report, the pending recertification is blank in the Date of Recertification column until the Supervisor approves it.)
l. Due Date of Next Recertification
m. Date of Last Physical or Waiver
n. Due Date of Next Physical or Waiver
o. Assignment Date
p. Date of Safety Consultation
q. Host Agency Name

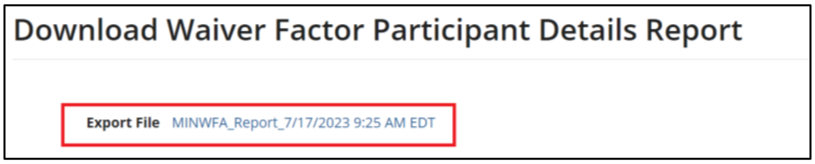
2.2 Most in Need/Waiver Factor Actions Report



To run this report:

1. Select **Reports** from the main navigation bar.
2. On the *User Organizations* tab, set up the user organization filters and click **Search**.
3. Select **Most in Need/Waiver Factor Actions** from the *Actions* category.
4. This report can be filtered by the following:
    a. **Program Year**: Select one of the two program years available (current year and previous year). Leaving this blank will select both the current and previous year.
    b. **Participant Detail Selection:** You can select to show *Current Participants With Pending Waiver Factors*, *All Current Participants* or *All Exited Participants And At Least One Waiver Factor Missing*. This is a required field.
    c. **Exit Date From:** If *All Exited Participants And At Least On Waiver Factor Missing* is selected in the **Participant Detail Selection** field, a new required field, **Exit Date From**, will appear. Enter a date to specify a minimum exit date range filter.
    d. **Exit Date To:** If *All Exited Participants And At Least On Waiver Factor Missing* is selected in the **Participant Detail Selection** field, a new required field, **Exit Date To**, will appear. Enter a date to specify a maximum exit date range filter.
5. Clicking **Reset** will clear the values for the filters.
6. Choose filters and click **Search**. The screen will show aggregate results based on the filters you selected.
7. The screen will display aggregate results for the grantee/sub-grantee you have chosen and display them under *Results Summary*.
8. Click **Export**.
9. Click **Refresh** until a file name appears next to **Export File** on the screen.

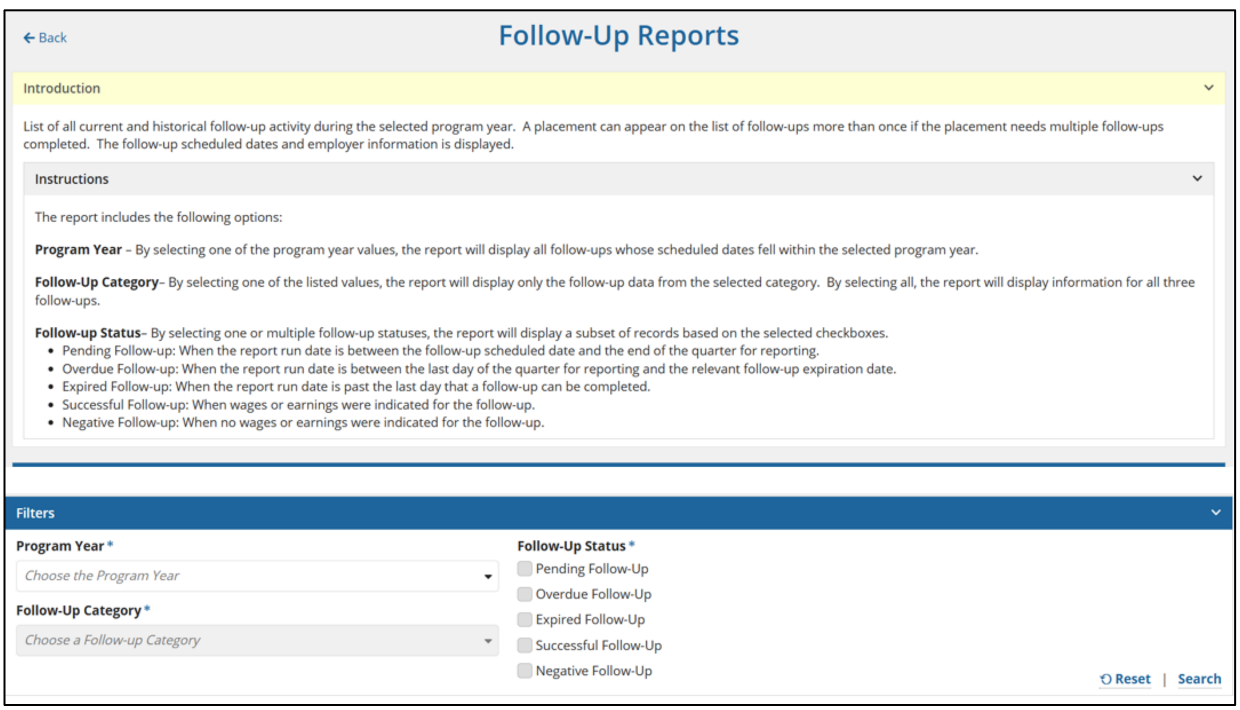
10. Click on the file name or right-click on the file name to download a copy of the file to your default file location.



11. The exported file is downloaded. You can access the file with any program that can read a Microsoft Excel Worksheet. The file has two tabs, **Summary** and **Details**, replicating the report as seen on the screen.

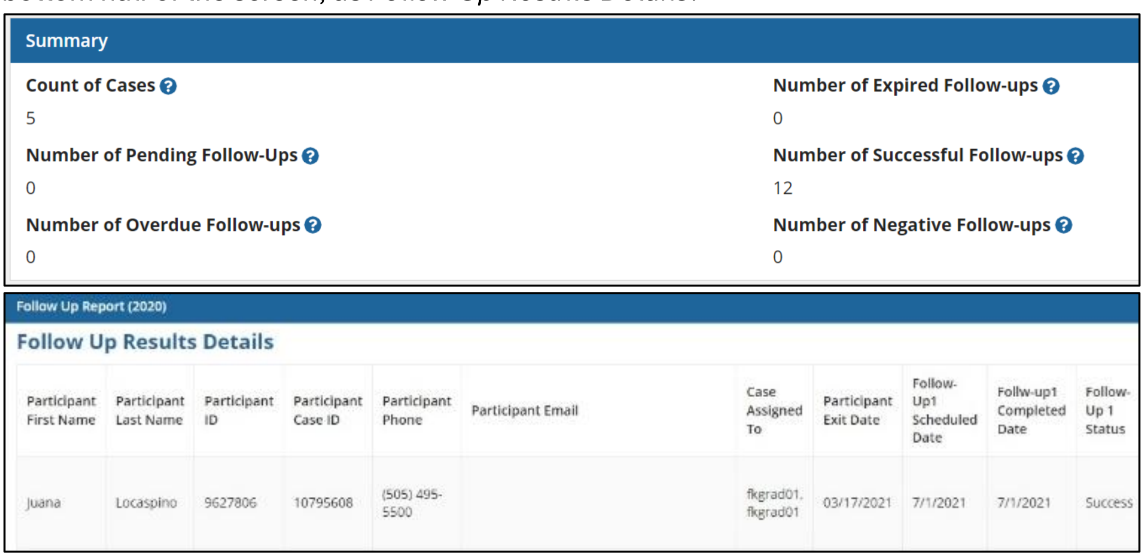
12. To view an individual participant's report, click the icon next to **Participant**. The screen will refresh, and the individual participant's report will be visible at the bottom of the screen (you may have to scroll down).

2.3 Follow-Up Reports



To run this report:

1. Select **Reports** from the main navigation bar.
2. On the *User Organizations* tab, set up the user organization filters and click **Search**.
3. Select **Follow-Up Reports** from the *Actions* category.
4. This report has three required filters. Each of these must be selected, in turn, to allow you to select from the next filter, and then to generate a report:
    a. **Program Year**: Choose a program year you would like to examine for follow-up activity. You can select the current year or one of several historical years. You must select one year to make the next filter selection.
    b. **Follow-Up Category**: Filter your results on Follow-Up 1, Follow-Up 2, Follow-Up 3 or all three follow-ups (*1, 2, 3*, and *All*). You must select a choice to move on to the next filter selection.
    c. **Follow-Up Status**: Refine your results for any number of Follow-Up Statuses. Select from *Pending Follow-Up*, *Overdue Follow-Up*, *Expired Follow-Up*, *Successful Follow-Up*, *Negative Follow-Up*. You must make at least one selection for the report to run. More than one status, or even all statuses, can be selected.
5. Clicking **Reset** will clear the values for the filters.
6. Once you have chosen your desired filters, click **Search**.
7. The screen will display aggregate results for the grantee/sub-grantee combination you have chosen in the top half of the screen, *Summary*, and show you individual cases under the bottom half of the screen, as *Follow Up Results Details*.

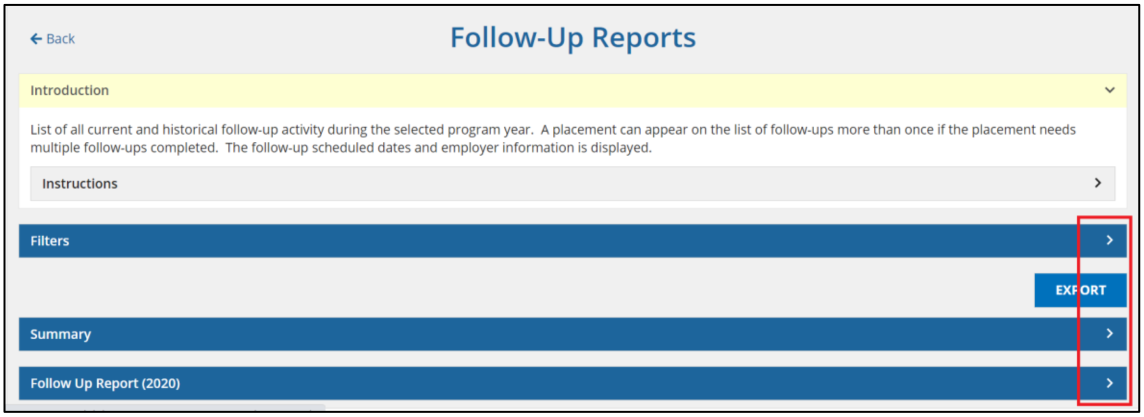


Participant First Name	Participant Last Name	Participant ID	Participant Case ID	Participant Phone	Participant Email	Case Assigned To	Participant Exit Date	Follow-Up1 Scheduled Date	Follw-up1 Completed Date	Follow-Up 1 Status
Juana	Locaspino	9627806	10795608	(505) 495-5500		fkgrad01, fkgrad01	03/17/2021	7/1/2021	7/1/2021	Success

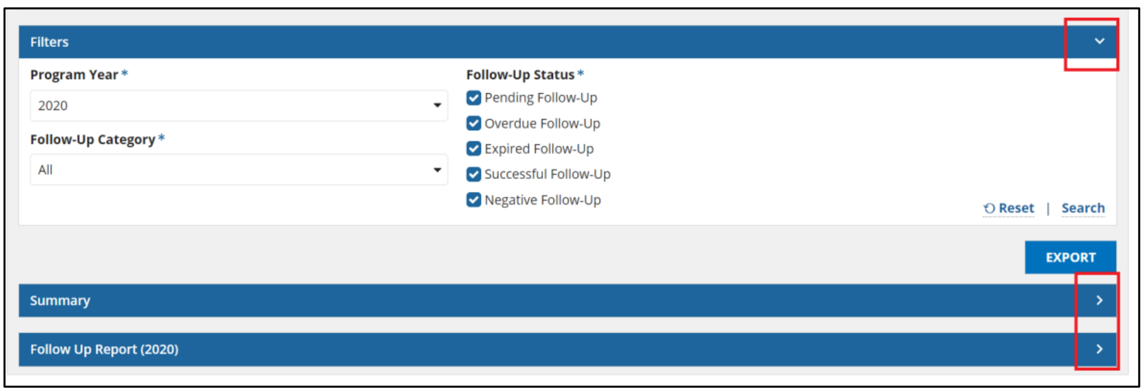
8. The *Follow Up Results Details* section shows more information than can fit within the width of a typical display. To view the remaining details, scroll to the right using the bar at the bottom of the screen.

9. On the right side of this screen, you will see an arrow that expands or contracts the information shown below the title bar. The **Export** button is visible if there is information that can be exported.

10. Below is an example where all the information has been contracted:



11. Below is an example where the filters you selected are expanded, but the *Summary* and *Follow Up Report* sections are contracted:



12. Click **Export**.

13. Click **Refresh** until a file name appears next to **Export File** on the screen.

14. Click on the file name or right-click on the file name to download a copy of the file to your default file location.

15. The exported file is downloaded. You can access the file with any program that can read a Microsoft Excel Worksheet.

    a. The file has two tabs, **Summary** and **Details**, corresponding to what you see on the report screen.

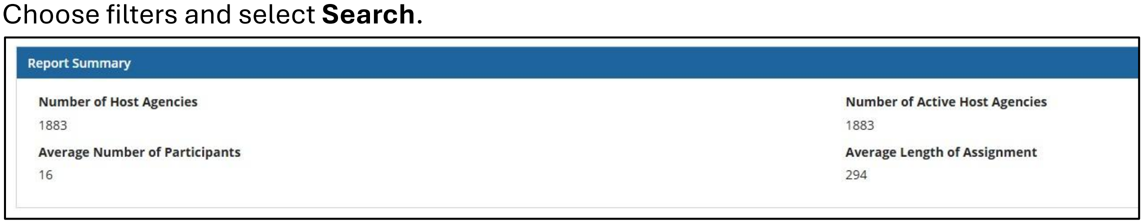
    b. The **Details** tab has some additional columns (*Grantee Code, Sub Grantee Code*) not seen in the **Follow Up Results Details** table in your browser window.

2.4 Assignment by Host Agency Report

To run this report:

1. Select **Reports** from the main navigation bar.
2. On the *User Organizations* tab, set up the user organization filters and click **Search**.
3. Select **Assignment by Host Agency Report** from the *Actions* category. The system will generate the report. Select the **Refresh** button until the report appears on the screen.

4. There are no required filters for this report. However, you may choose to select multiple sub-grantees. You can filter by:
    a. **Display Active Host Agencies Only**
    b. **Display Active Assignments Only**
    c. **Assignment Active From (date range)**
    d. **Assignment Active Through (date range)**
    e. **Show Report Summary**
    f. **Show Organization Summary**
    g. **Show Most Recent Assignment Only**
5. Selecting **Reset** will clear the values for the filters.
6. Choose filters and select **Search**.



7. If you select **Show Report Summary** as one of your filters, then those results will be displayed in the top half of the screen.

8. If you select **Show Organization Summary** as one of your filters, then those results will be displayed in the middle of the screen.

Organization Summary

	Name	ID	FEIN	Address	Type	Number of Active Participants	Number of Inactive Participants
≣	University of New Mexico-Gallup Workforce Connection	10125374		705 Gurley Ave., New Mexico, Gallup, 87301	Not For Profit	0	1
≣	Santa Fe Senior Programs	10005495		PO Box 909, New Mexico, Santa Fe, 87504	Government	1	0
≣	Chihuahuan Desert Nature Park	10236164	850386047	100 E. Hadley Ave.,, New Mexico, Las Cruces, 88001	Not For Profit	0	1

   a. Clicking one of the icons to the left of a host agency's name will display *Detail Level Elements* at the bottom of the screen.

   b. This screen shows more information for each host agency than can be displayed on most screens, so you will have to scroll over to see the remaining fields.

Detail Level Elements

Participant	Participant ID	Home Phone Number	County of Residence	Case Assigned To	Active Assignment	Participant's Job Code	Assignment Start Date	Assignment End Date
Beyuka, Christine	9864307	(505) 862-2479	McKinley County	Smith, Mary	N	Community and Social Service Occupations	8/10/2015	10/1/2015
Rogers, Timothy	9978256	(505) 713-8271	McKinley County	Smith, Mary	N	Farming, Fishing, and Forestry Occupations	9/23/2019	6/14/2020

9. If selected, the *Report Summary*, *Organization Summary*, and *Detail Level Elements* sections of the report can be exported by clicking **Export**.

EXPORT

Report Summary

Number of Host Agencies
213

Number of Active Host Agencies
28

Average Number of Participants
3

Average Length of Assignment
563

10. Click **Refresh** until a file name appears next to **Export File** on the screen.

11. Click on the file name or right-click on the file name to download a copy of the file to your default file location.

12. The exported file is downloaded. You can access the file with any program that can read a Microsoft Excel Worksheet. The file has three tabs, **ReportSummary**, **OrgSummary**, and **participantSummary**, corresponding to the *Report Summary*, *Organization Summary*, and

Participant Summary that you see on the screen.

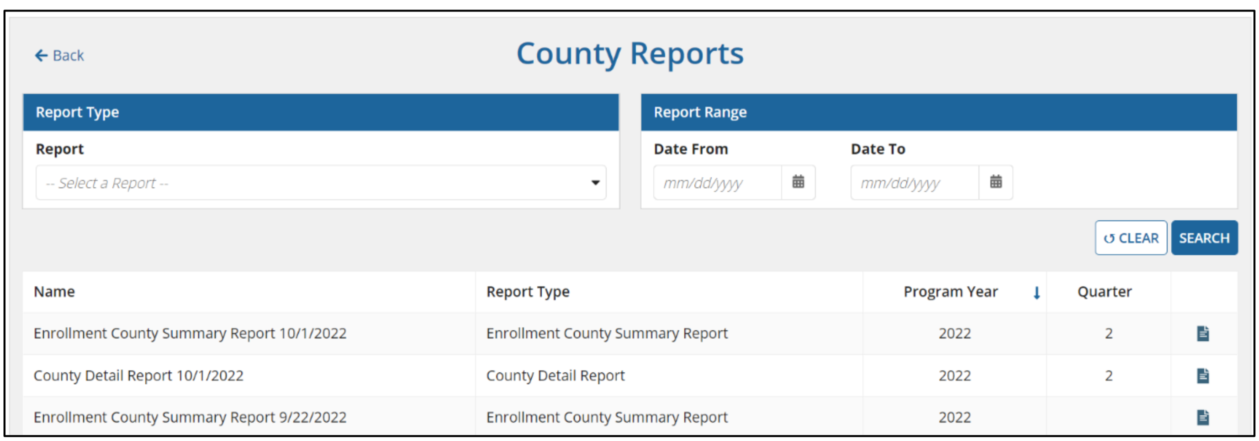
Grantee Name	Subgrantee Name	Host Agency Agreement Date	Host Agency Monitoring Visit Date
AARP Foundation Programs	AARP Foundation SCSEP Atlanta, GA		
AARP Foundation Programs	AARP Foundation SCSEP Broward Dade, FL	8/23/2022	10/19/2023
AARP Foundation Programs	AARP Foundation SCSEP Broward Dade, FL		
AARP Foundation Programs	AARP Foundation SCSEP Bethlehem, PA	8/28/2017	4/20/2023
AARP Foundation Programs	AARP Foundation SCSEP Broward Dade, FL	7/13/2023	6/21/2023
AARP Foundation Programs	AARP Foundation SCSEP Broward Dade, FL	7/13/2023	6/21/2023
AARP Foundation Programs	AARP Foundation SCSEP Broward Dade, FL		
AARP Foundation Programs	AARP Foundation SCSEP Atlanta, GA	8/2/2010	4/22/2022
AARP Foundation Programs	AARP Foundation SCSEP Austin, TX	8/22/2022	1/24/2023

3. Employers

These reports are available at the Grantee Administrator or Program Analyst levels only.

3.1 Customer Satisfaction Survey (Future Report)

3.2 County Reports



This report is available at the Program Analyst level only.

1. Select **Reports** from the main navigation bar.
2. On the *User Organizations* tab, set up the user organization filters and click **Search**.
3. Select **County Reports** from the *Employers* category.

4. This report can be filtered by the following

    a. **Report**: *Enrollment County Summary Report* or *County Detail Report*.

    b. **Report Range**: Enter a beginning and end date range.

5. Click **Clear** to clear all values for the filters.

6. This report has no required fields. If you do not select any filters, the bottom part of the screen will display all available county reports.

Name	Report Type	Program Year	Quarter	
Enrollment County Summary Report 10/1/2022	Enrollment County Summary Report	2022	2	
County Detail Report 10/1/2022	County Detail Report	2022	2	
Enrollment County Summary Report 9/22/2022	Enrollment County Summary Report	2022		
County Detail Report 9/22/2022	County Detail Report	2022		

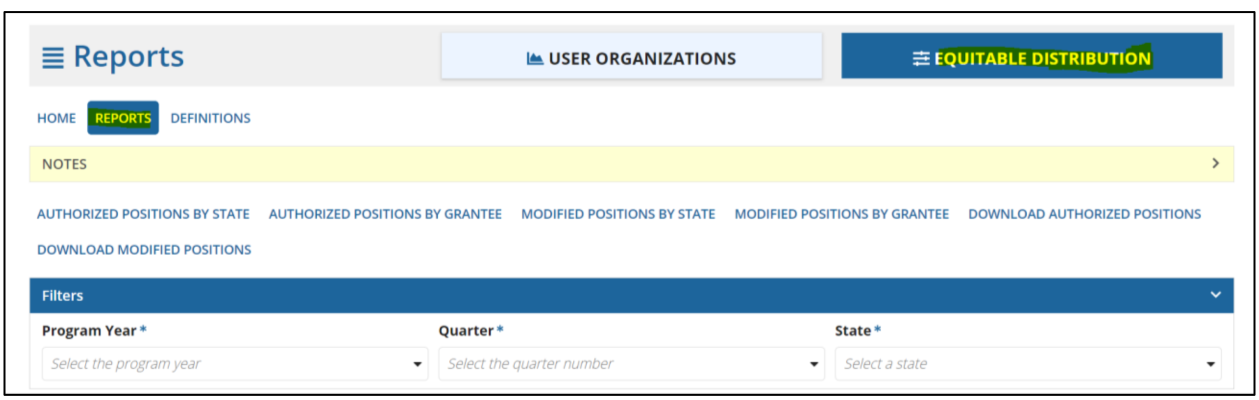
7. Choose the desired filters and click **Search**. The screen will display the available reports for the filters you select.

8. To export an available county report, click the download icon next to **Quarter**. The exported file is downloaded. You can access the file with any program that can read a Microsoft Excel Worksheet.

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
1	FIPS	STATE_NA	COUNTY_I	'AARP Fou	'Alabama'	'Alaska'	'American	'Arizona'	'Arkansas'	'Asociació	'Associate	'California	'Center fo	'Colorado'	'Connectic	'Delaware	'District of
2	001	Alabama	Autauga County														
3	003	Alabama	Baldwin County														
4	005	Alabama	Barbour County										1				
5	009	Alabama	Blount County										2				
6	011	Alabama	Bullock County										4				
7	013	Alabama	Butler County										4				
8	015	Alabama	Calhoun County		7								16				
9	017	Alabama	Chambers County		2												
10	019	Alabama	Cherokee County										6				

4. Equitable Distribution Report

Th Equitable Distribution (ED) report highlights a grantee's performance by comparing the authorized positions allotted to them in a given county and the number of enrollees in SCSEP within the county. It is one of the tools available to grantees to track their enrollments within the program.

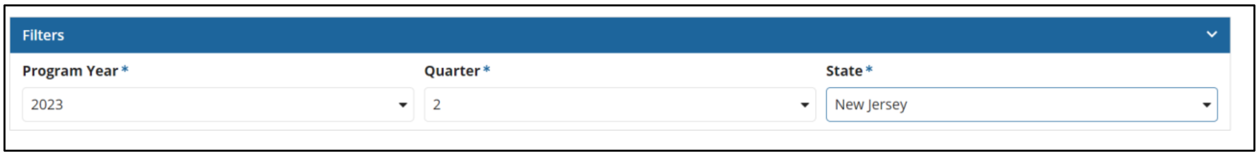


The report can be accessed via the navigational path: **Reports** > **Equitable Distribution** > **Reports**.

The following options are available in the ED report:

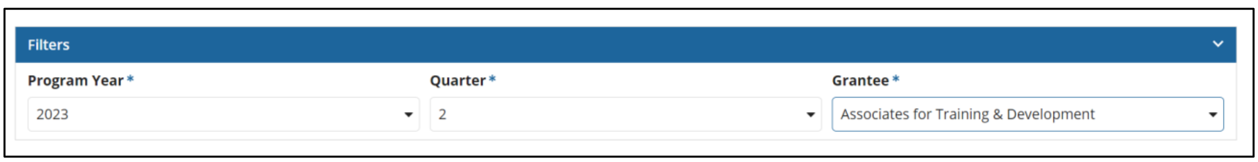
- Authorized Positions By State
- Authorized Positions By Grantee
- Modified Positions By State
- Modified Positions By Grantee
- Download Authorized Positions
- Download Modified Positions

4.1 Authorized Positions by State



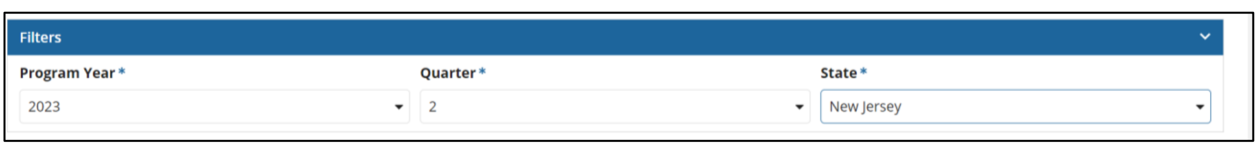
1. Click **Authorized Positions by State**.
2. Select the required filters.
3. Click **Search**.

4.2 Authorized Positions by Grantee



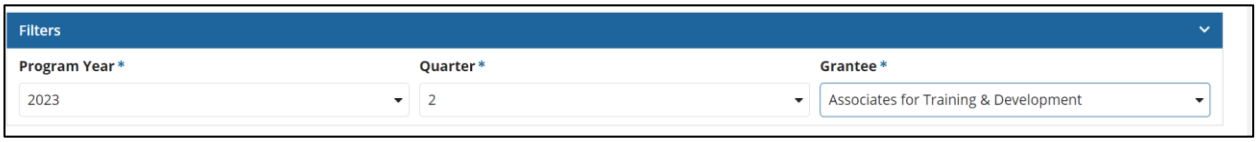
1. Click **Authorized Positions by Grantee**.
2. Select the required filters.
3. Click **Search**.

4.3 Modified Positions by State



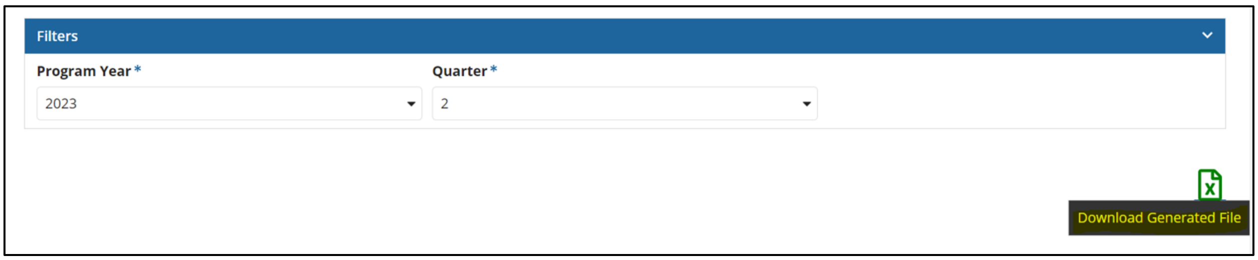
1. Click **Modified Positions by State**.
2. Select the required filters.
3. Click **Search**.

4.4 Modified Positions by Grantee



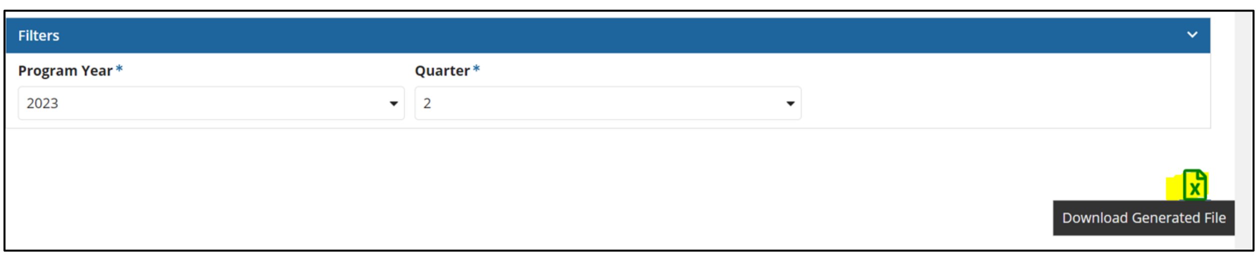
1. Click **Modified Positions by Grantee**.
2. Select the required filters.
3. Click **Search**.

4.5 Download Authorized Positions



1. Click **Download Authorized Positions**.
2. Select the required filters.
3. Click the **Download Generated File** icon.

4.6 Download Modified Positions

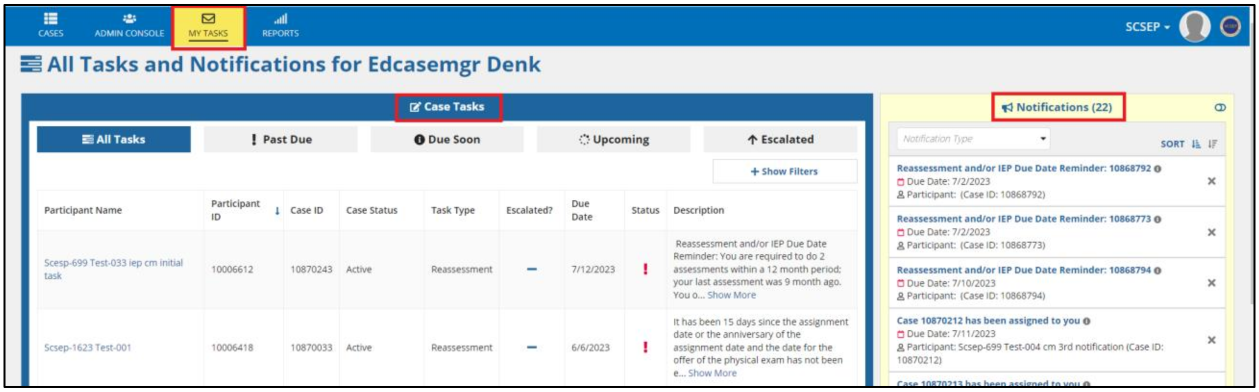


1. Click **Modified Authorized Positions**.
2. Select the required filters.
3. Click the **Download Generated File** icon.

My Tasks

The *My Tasks* screen allows you to view and manage tasks and notifications generated at various stages of the case management process.

The screen is divided into two sections: a *Case Tasks* section on the left with a blue border, and a *Notifications* section on the right with a yellow border. Depending on the user role, both sections may have options to sort between case-level and grantee-level.

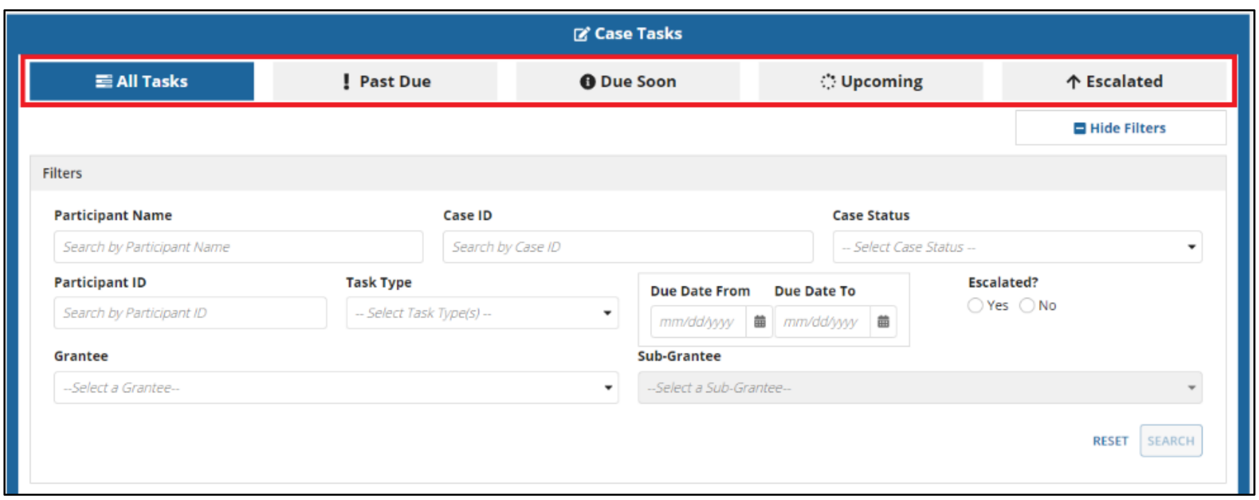


1. Tasks

The *Case Tasks* section displays tasks generated at various stages of the case management process.

Five filter buttons appear in this section:

- **All Tasks**: All tasks assigned to the user
- **Past Due**: Tasks that are past their assigned due date
- **Due Soon**: Tasks that are two days or less from their due date
- **Upcoming**: Tasks that are seven days or less from their due date
- **Escalated**: Tasks that have been escalated from another user



Click the **Show Filters** button. When clicked, the label on the button changes to **Hide Filters** and additional filter options appear:

- **Participant Name**: Allows you to search by participant name
- **Case ID**: Allows you to search by case ID
- **Case Status**: Allows you to filter results based on one or multiple status categories
- **Participant ID**: Allows you to search by participant ID
- **Task Type**: Allows you to filter results based on one or multiple task types

- **Due Date From**: Allows you to identify tasks with a due date on or after the entered date
- **Due Date To**: Allows you to identify tasks with a due date on or before the entered date
- **Escalated**: Selecting *Yes* displays tasks that have been escalated. Selecting *No* excludes tasks that have been escalated.
- **Grantee**: Allows you to filter results based on the grantee that owns the case
- **Sub-Grantee**: Allows you to filter results based on the sub-grantee that owns the case. If no grantee is selected, this dropdown list is not accessible.

Below the additional filters are two buttons labeled **Reset** and **Search**.

- **Reset** clears all filter values entered.
- **Search** applies the entered filters to the criteria of the search.

Tasks are displayed in a table format with the following default columns:

- **Participant Name**: The first and last name of the participant appear as hyperlinked text. After clicking it, you will be redirected to the task screen for additional information.
- **Participant ID**
- **Case ID**
- **Case Status**
- **Task Type**
- **Escalated**: If the task has been escalated to the user, the word *Yes* appears. Otherwise, a dash appears.
- **Due Date**: Appears in the following format: MM/DD/YYYY
- **Status**: A red exclamation mark icon (**!**) appears in the column when the task is past due. The status of the task appears when you hover over the icon.
- **Description**

Almost all columns on the table can be sorted by clicking on the column header. Clicking the header once sorts the tasks by that column in ascending order, and an up-pointing arrow appears in the header. Clicking the same header again sorts the tasks by that column in descending order, and a down-pointing arrow appears in the header.

To add or remove columns from the table, click **Show Columns** below the table. *Participant Name* is the only column that cannot be removed from the table.

Scsep-699 Test-027 ga 1st escalation	10006606	10870235	Active	Reassessment	—	7/12/2023	!	Reminder: You are required to do 2 assessments within a 12 month period; your last assessment was 10 month ago. You ... Show More
Scsep-699 Test-026 ga initial task	10006605	10870234	Active	Reassessment	—	7/12/2023	!	Reassessment and/or IEP Due Date Reminder: You are required to do 2 assessments within a 12 month period; your last assessment was 9 month ago. You o... Show More
Scsep-699 Test-022 sga 3rd escalation	10006601	10870230	Active	Reassessment	—	7/12/2023	!	Reassessment and/or IEP Due Date Reminder: You are required to do 2 assessments within a 12 month period; your last assessment was 13 months ago. Yo... Show More
Scsep-699 Test-020 sga 1st escalation	10006599	10870228	Active	Reassessment	—	7/12/2023	!	Reassessment and/or IEP Due Date Reminder: You are required to do 2 assessments within a 12 month period; your last assessment was 10 month ago. You ... Show More
Scsep-699 Test-015 sup 3rd escalation	10006594	10870223	Active	Reassessment	—	7/12/2023	!	Reassessment and/or IEP Due Date Reminder: You are required to do 2 assessments within a 12 month period; your last assessment was 13 months ago. Yo... Show More
Scsep-699 Test-008 cm 3rd escalation	10006587	10870216	Active	Reassessment	—	7/12/2023	!	Reassessment and/or IEP Due Date Reminder: You are required to do 2 assessments within a 12 month period; your last assessment was 13 months ago. Yo... Show More

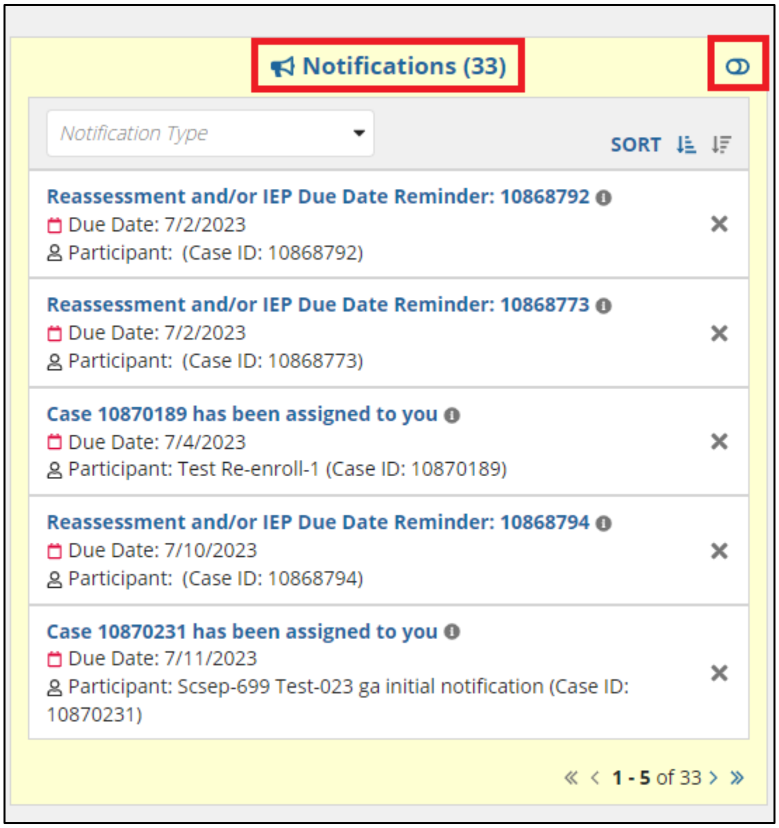
1 - 10 of 495

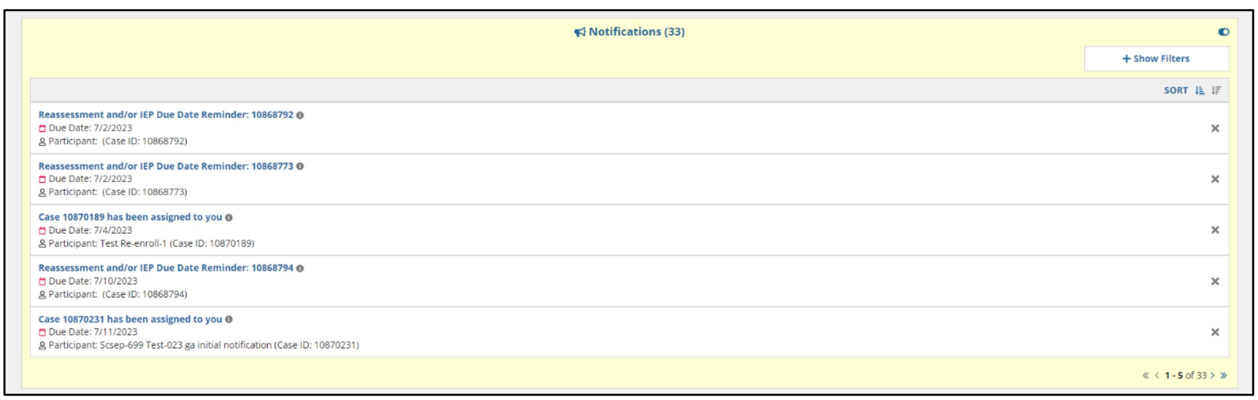
+ Show Columns

2. Notifications

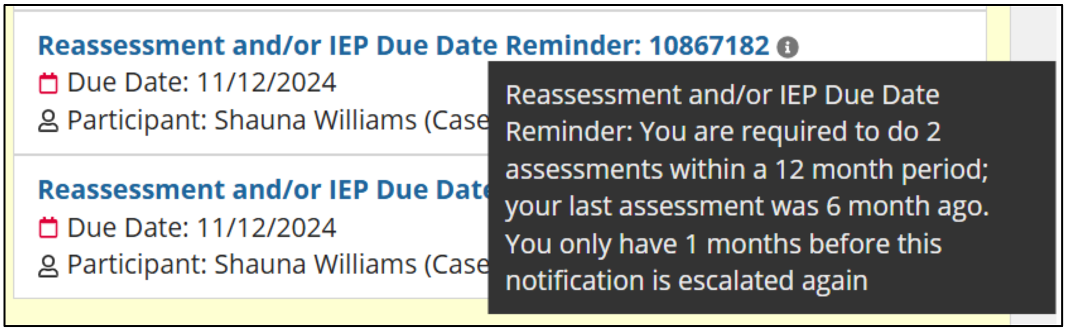
The *Notifications* section displays notifications generated at various stages of the case management process. Grantee Administrator users and Program Analysts can toggle the *Case Notifications* and *Grantee Notifications* headers in their *Notifications* section to sort between these two notification types.

Click the toggle button in the upper-right corner of the screen to expand or compress the *Notifications* section:



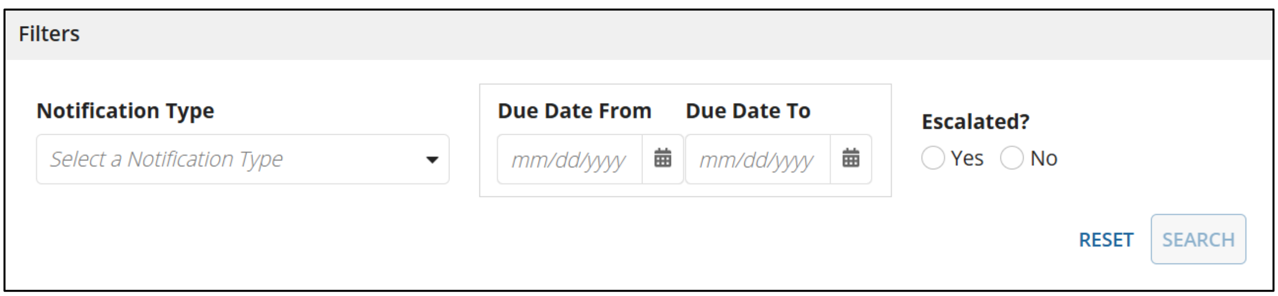


Click on a notification title to display the notification screen, which contains additional information. You can also click the information icon that appears beside each notification title to view additional details on the notification:



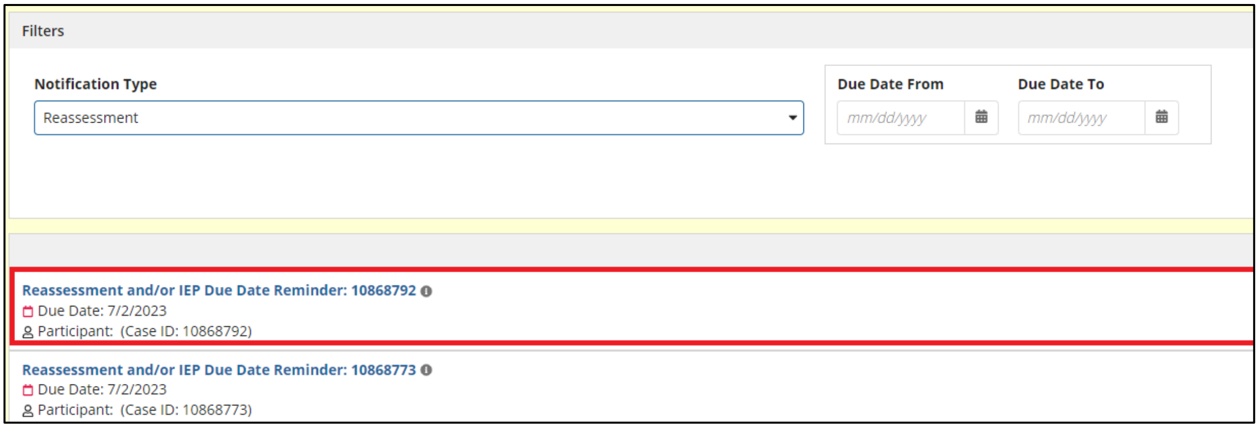
The **Show Filters** button becomes visible once you expand the *Notifications* section. When **Show Filters** is clicked, the label on the button changes to **Hide Filters** and additional filter options appear:

- **Notification Type**: Allows you to filter results based on one or multiple notification types
- **Due Date From**: Allows you to identify notifications with a due date on or after the date entered
- **Due Date To**: Allows you to identify notifications with a due date on or before the date entered
- **Escalated**: Selecting *Yes* displays notifications that have been escalated. Selecting *No* excludes notifications that have been escalated.



Notifications are listed below the filters in the following format:

- **[Name of Notification]: [Case ID]**
- Due Date: [M/D/YYYY]
- Participant: [Participant Name] (Case ID: [Case ID])



An **X** appears on the right of each notification. Clicking the **X** displays the following message:

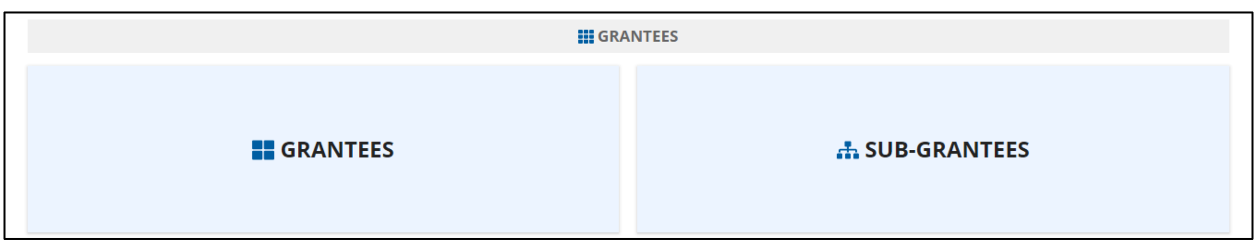
> "Are you sure you would like to dismiss this notification? This action cannot be undone."

- Click **Yes** to remove the notification from the list.
- Click **No** to dismiss the message.

You can click a notification in this list to view the participant summary and take appropriate action. Once that action is taken, the notification will no longer be displayed.

Grantees

The *Grantees* screen displays a summary of grantees, sub-grantees, and related actions for grantees. Only Program Analysts can add grantees, sub-grantees and grant numbers. Grantee Administrators and Global Read Only users can utilize search functionality but cannot edit information.



The *Grantees* screen has two sections:

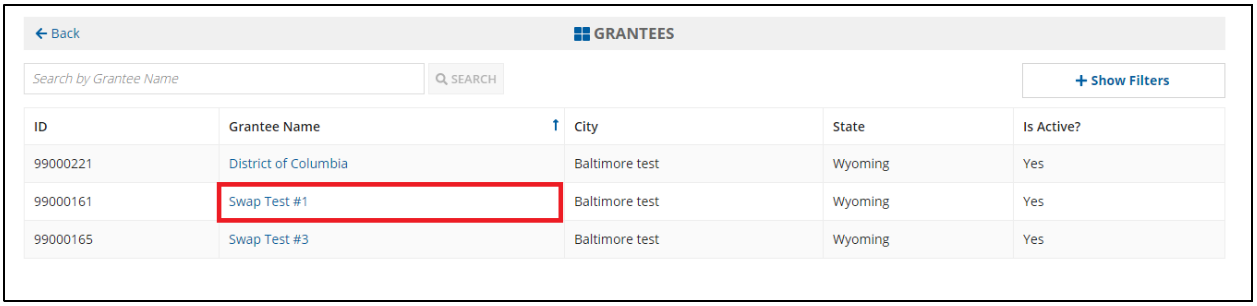
- Grantees
- Sub-Grantees

1. Grantees

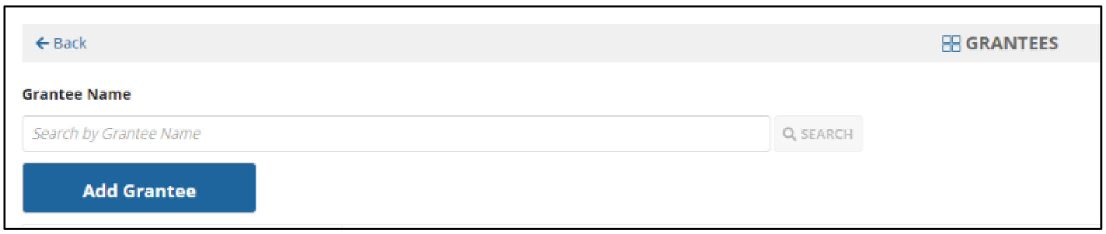
You can search for a grantee by entering their name in the search box and clicking **Search**.

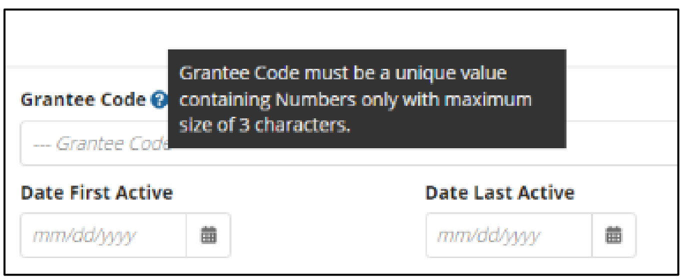
After you run a search, the **ID**, **Grantee Name** and if the **Grantee Is Active** are displayed. The "**Is Active?**" column will read *No* when a grantee has been retired.

Click on the **Grantee Name** in the grid to view the grantee's summary and sub-grantees as well as their related actions:



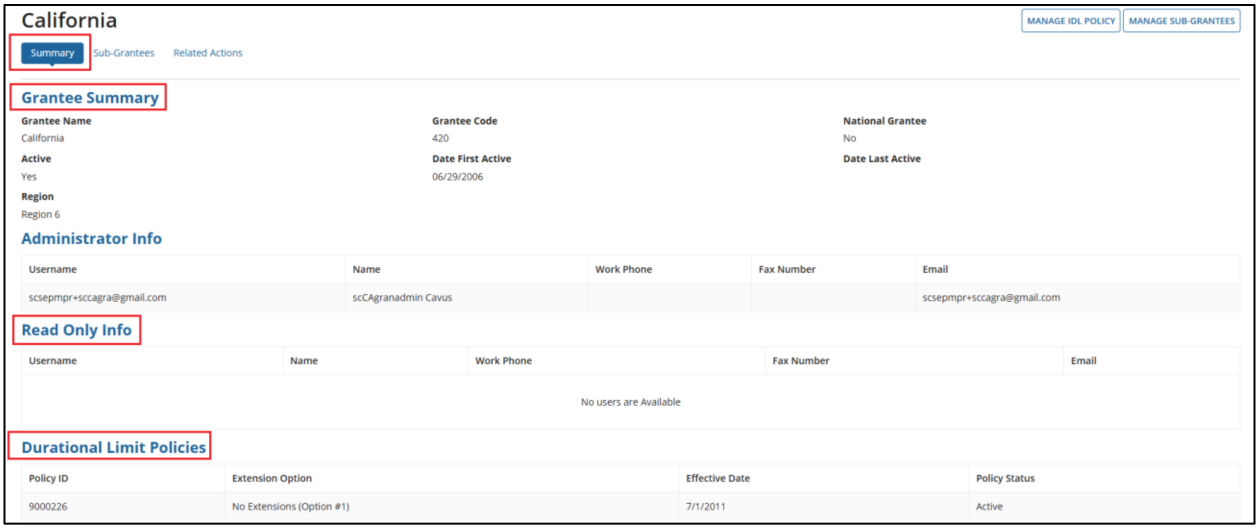
Program Analysts can add a grantee by clicking **Add Grantee**. The system requires a three-digit numeric code for grantees.





1.1 Summary

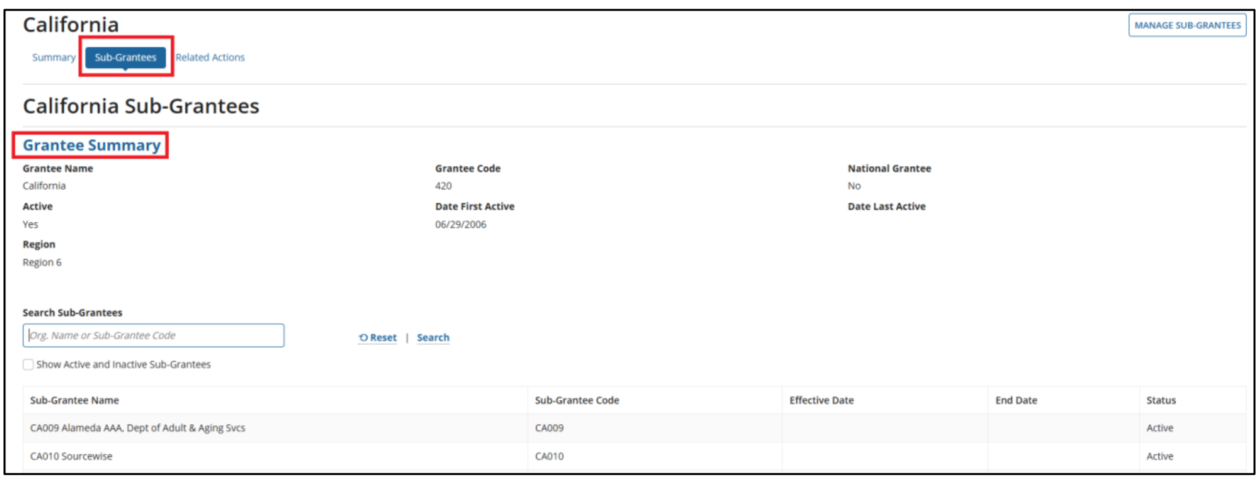
The *Summary* tab displays a summary of the selected grantee, administrator information, read-only information, and durational limit policies.



1.2 Sub-Grantees

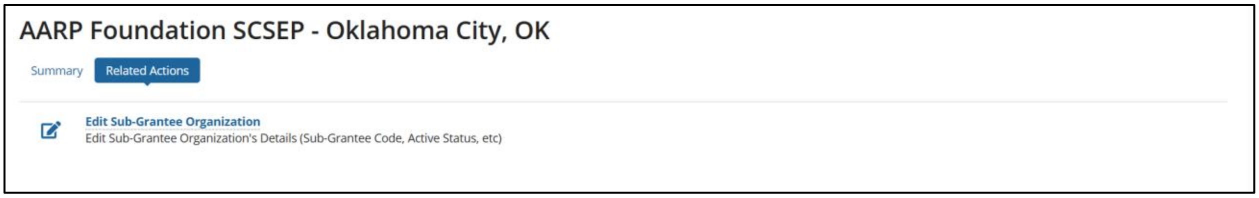
On the *Sub-Grantees* tab, a Grantee Administrator, Program Analyst, and Global Read Only users can view sub-grantees linked to a grantee. Grantee summary information is displayed in addition to a search bar labeled **Search Sub-Grantees**.

Details of the sub-grantees for the selected grantee are displayed.

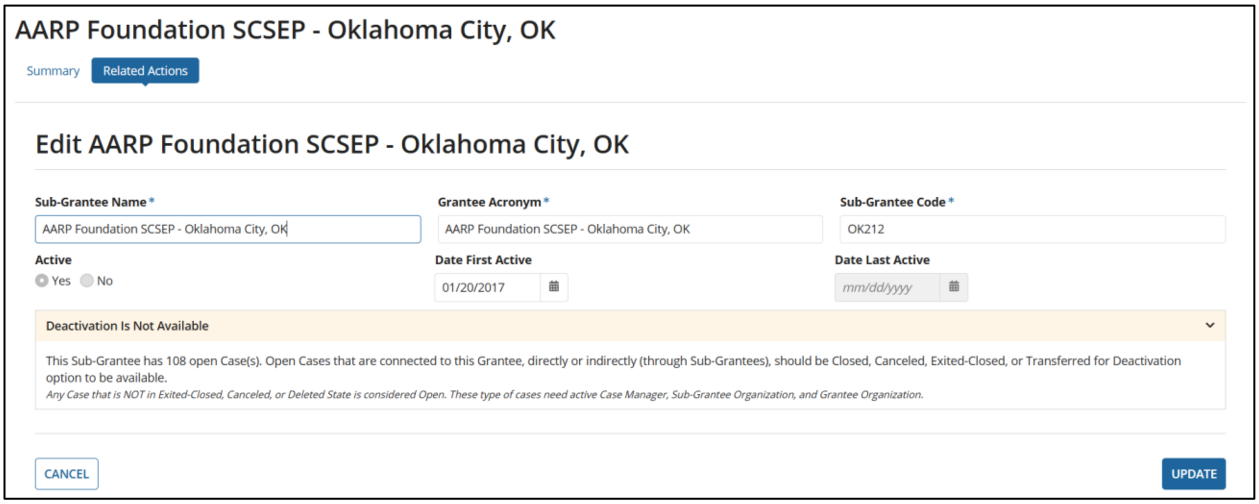


Sub-grantees can be displayed by entering a name in the text field and clicking **Search**. Click **Reset** to clear the data entered and start a new search. Filter the search results by selecting the **Show Inactive Sub-Grantees** checkbox.

The data displayed is read-only for Grantee Administrator user roles and below. Program analysts may edit existing sub-grantee information. To edit sub-grantee information, select **Related Actions** then **Edit Sub-Grantee Organization**.



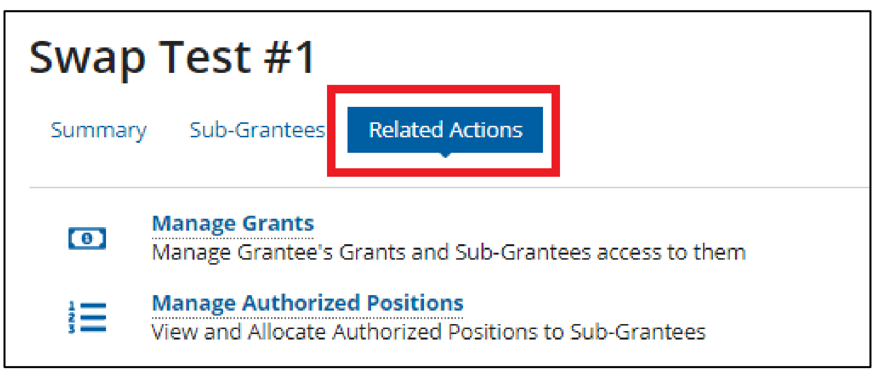
Users can then update sub-grantee information. Users may not deactivate sub-grantees if there are still open cases associated with the sub-grantees. If all cases associated with the sub-grantees have been closed or moved, then users can inactivate sub-grantees by selecting **Active** = *No*. The **Date Last Active** field is required if **Active** = *No*.



After updating selected fields, select **Update** to save edits. Select **Cancel** to discard any edits.

1.3 Related Actions

Related actions that can be taken by a Grantee Administrator and Program Analyst are displayed:

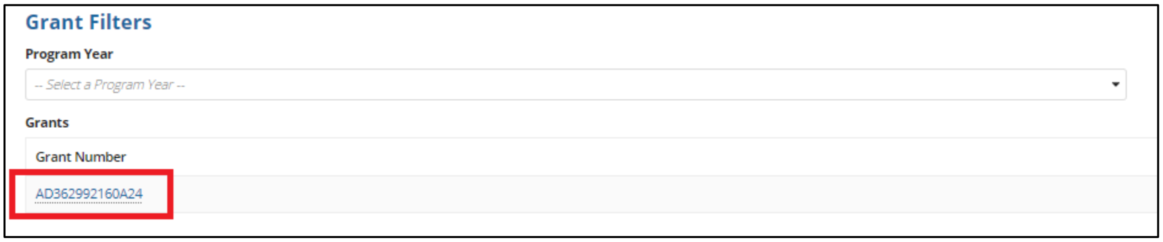


Manage Grants

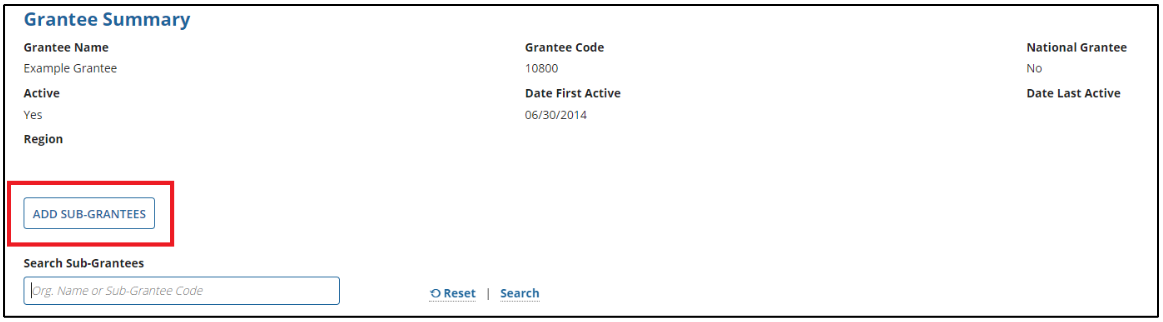
Grantees and sub-grantees can manage their grant information and activity here, such as adding a new grant or editing an existing grant.

A grantee summary is displayed at the top of the screen.

1. To filter a grant by program year, select a **Program Year**.
2. Select a **Grant Number** in the grid to view details:

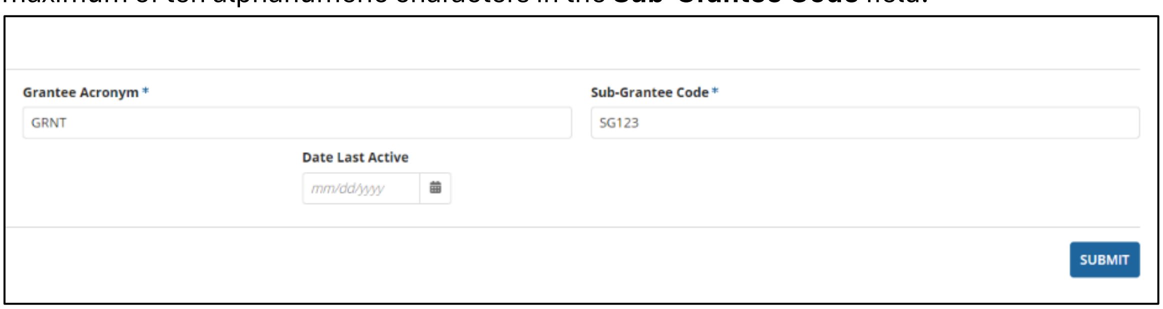


3. To add a new sub-grantee to the selected grant, click **Add Sub-Grantees**.

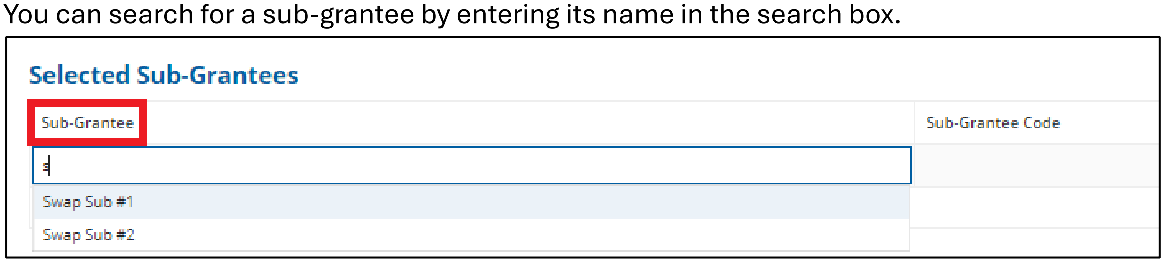


4. Click **Create New Sub-Grantee**.

5. Enter the required information into the fields on the screen. The system requires a maximum of ten alphanumeric characters in the **Sub-Grantee Code** field.

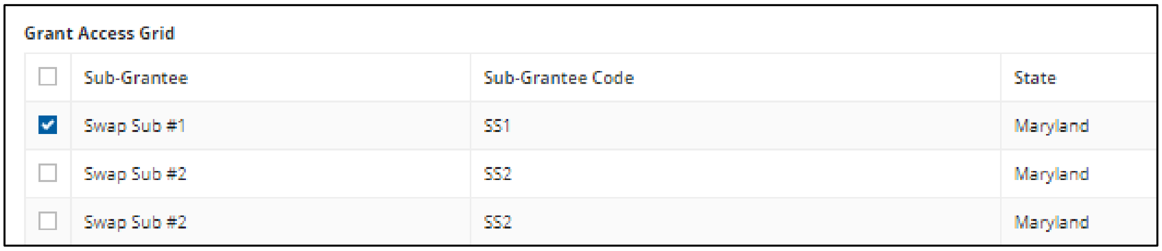


6. You can search for a sub-grantee by entering its name in the search box.



7. Click **Submit** to save the chosen option or click **Cancel** to discard the selection.

8. To remove a sub-grantee, click on the checkbox next to the sub-grantee name.



Grant Access Grid

	Sub-Grantee	Sub-Grantee Code	State
☑	Swap Sub #1	SS1	Maryland
☐	Swap Sub #2	SS2	Maryland
☐	Swap Sub #2	SS2	Maryland

9. Select **Remove From Grant** from the dropdown list, and then click **Submit**.

A confirmation message is displayed:

"Are you sure that you want to remove the selected Sub-Grantee(s) from this Grant?"

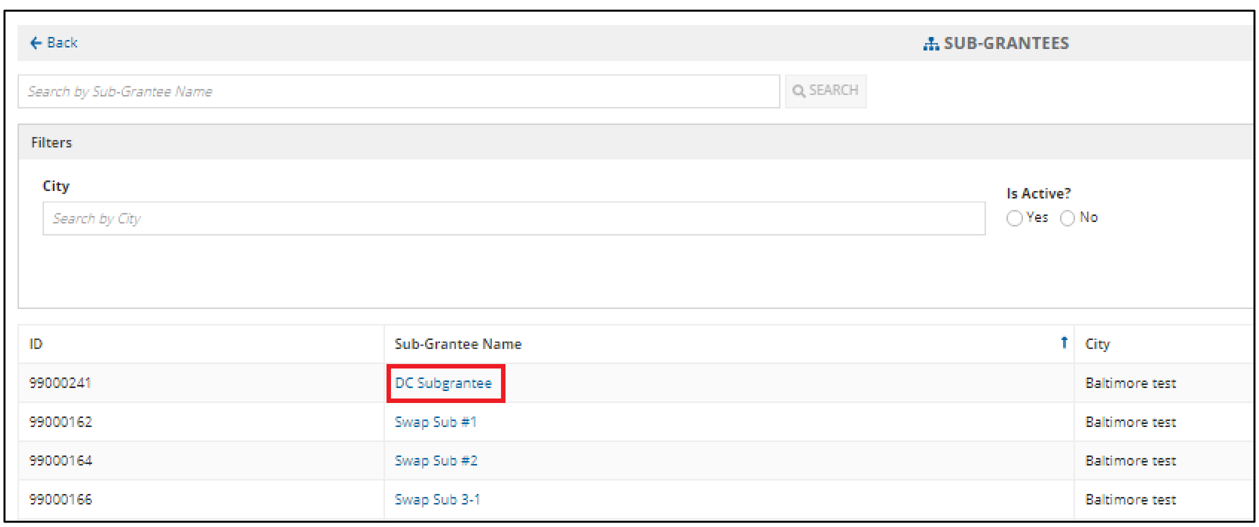
- Click **Yes** to continue with the selected action.
- Click **No** to cancel the selected action.

2. Sub-Grantees

You can manage sub-grantee information and activity on the *Sub-Grantees* screen. Managing your grant includes functions such as editing an existing sub-grantee and adding a new sub-grantee. A summary of the sub-grantees and their related actions are found in this section.

To search for a sub-grantee, enter the sub-grantee's name in the search box and click **Search**.

To view the sub-grantee summary, click on the sub-grantee name in the grid:



The *Sub-Grantee Summary* and *Administrator Info* sections will appear:

DC Subgrantee

Summary | Related Actions

Sub-Grantee Summary

Sub-Grantee Name	DC Subgrantee	**City**	Baltimore test	**State**	Maryland
Sub-Grantee Code	DC001	**Region**		**Active**	Yes
Date First Active	04/08/2021	**Date Last Active**			

Administrator Info

There is **no active administrator** for this organization.