GRANTEE PERFORMANCE MANAGEMENT SYSTEM (GPMS)

PREVIEW 1
Introduction to GPMS
What is GPMS?

GRANTEE PERFORMANCE MANAGEMENT SYSTEM
ETA programs have historically used silo-ed program specific case management systems such as SPARQ. As time has passed, the SPARQ system has aged, and the silo-ed approached has led to high maintenance costs and limited scalability and functionalities of the IT environment.

The Department has moved forward with the development of the Grantee Performance Management System (GPMS), which is an ETA-wide platform that will enable SCSEP Grantees to more effectively manage participant cases, business processes, and performance data.

GPMS uses the Appian Case Management platform. The business process management system is cloud-based with a web-based platform and has a service-oriented architecture. The technology uses various services such as messaging services, user interface services, form services, admin/monitoring services. To incorporate user-based access roles at sign-on, the technology uses advanced authentication services.

Currently, Grantee organizations input their data into the SCSEP Performance and Results QPR System (SPARQ). Once the system is deployed, GPMS will be the primary source for entering, tracking, and submitting program participant data that feeds into the organization’s QPR. It is intended for the GPMS to provide the Grantee organization a system to process the case data of their programs in a more efficient manner and provide visibility and reporting capabilities of the data captured for these cases. Furthermore, the GPMS will be the vehicle in which Grantee’s QPR data will be directly uploaded to the Workforce Integrated Performance System (WIPS).
SYSTEM REQUIREMENTS

1) Internet Connection Speeds of at least 350 kbps (upload & download)

2) Make sure your computer or laptop is connected via cable, DSI, wireless, Satellite or Cellular.
GPMS is not accessible offline.

3) As a web-based system, you will access GPMS using a web browser.

Ensure that you have downloaded the latest version of Chrome, Firefox, Safari or Explorer.
USER ROLES

- Supervisor
- Case Manager
- Grantee Administrator
- Read - Only
- Sub-grantee Administrator
USER ROLES

- Just like SPARQ, GPMS also has User Roles with unique capabilities
- GPMS user roles include:
  - Grantee Administrator
    - The GA is the person(s) who has been designated by the Grantee to serve as the individual(s) who will be responsible for certifying all information entered into the system and submitting the QPR. The GA has full access and functionality of each user role under the Grantee’s organization
  - Sub-Grantee Administrator
    - The Sub-GA is the person who has been designated by the Grantee to serve as the Sub-Grantee individual who will be responsible for overseeing and certifying all information entered into the system by the Sub-Grantee. The Sub-GA can perform all the functionalities of each user role only under the Sub-Grantee’s jurisdiction
  - Supervisor
    - The Supervisor is responsible for approving eligibility determination and will reassign Case Managers and Case within their organization. Supervisors can perform all of the functionality of the Case Manager but does not have GA or Sub-GA rights
  - Case Manager
    - The Case Manager is responsible for all the program cases assigned to them. The Case Manager enters/edits case information but does not have Supervisors, GA and Sub-GA rights
  - Read-Only
    - The Read-Only role only allows the user to view case information for their Grantee organization and can access reports for their Grantee organization when they become available. The Read-Only has no access rights.
GRANTEE ADMINISTRATOR (GA)

- GA must be an employee or authorized contractor who is under the direct supervision of the official grantee point of contact.
- Full access and authorization over all of their grant’s data.
- Has all of the access and permissions of lower level users.
- GA can designate, manage, add, edit and remove users to/from their organization and sub-grantees.
- Add and remove a sub-recipient organization’s access to their grant.
- Move a case from one Sub-Grantee within their grant to another Sub-Grantee within their grant.
- Perform discretionary transfers of cases from one grant to another.
- Review and edit cases that are exited.
- Submit/upload Quarterly Performance Report for their grantee Organization to the DOL WIPS system.
- GA serve as the backup to their Sub-grantee administrators.
When the Grantee Administrator logs into GPMS, they will see all cases associated with their entire grant on the “**SCSEP Cases**” landing page.
The Grantee Administrator’s ADMIN Console functions allow GAs to manage their entire grant’s data.
SUB-GRANTEE ADMINISTRATOR (Sub-GA)

- Sub-GA must be an employee or authorized contractor who is under the direct supervision of the official grantee point of contact
- Must be assigned by the Grantee Administrator
- Full access and authorization over all of their sub-grant’s data
- Has all of the access and permissions of lower level users under the Sub-GA organization
- Add, edit and remove users to/from within their Sub-Grantee organization.
- Sub-GA can perform all of the functionality of the Supervisor and Case Manager role
- Move a case from one Sub-Grantee within their organization to another Sub-Grantee within their organization (sub-sub-grantee)
When the Sub-Grantee Administrator logs into GPMS, they will see all cases associated with their sub-grant organization on the “SCSEP Cases” landing page.
The Sub-Grantee Administrator’s ADMIN Console functions will allow Sub-GAs to manage their sub-grant’s data. Sub-GA do not have access to the “Manage Authorized Position” function.
SUPERVISOR

- Requires set up by GA or Sub-GA

- A supervisor must be an employee or authorized contractor who is under the direct supervision of the official grantee or sub-grantee point of contact

- Approves enrollment and recertification eligibility

- Reassign Cases within their program’s organization

- Reassign a Case Manager to a case in their program’s organization

- Update participant details for all cases in their program's organization that are not deleted or closed

- Performs all of the functionality of the Case Manager role

- Participants assigned to Grantees and/or Sub-Grantees can not be supervisors
When the Supervisor logs into GPMS, they will see all assigned cases associated with their grant or sub-grant organization on the “**SCSEP Cases**” landing page.

### SCSEP Cases

**[1] Show Filters**

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<thead>
<tr>
<th>Search</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reset</td>
</tr>
</tbody>
</table>

**[-] Show Advanced Search Options**

### Participant Cases

**ADD NEW CASE**

Select an Action    SUBMIT

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<tr>
<th>Enrollment ID</th>
<th>Participant Name</th>
<th>Participant ID</th>
<th>Sub-Grantee</th>
<th>Case Manager</th>
<th>Date of Enrollment</th>
<th>Exit Date</th>
<th>Months In Program</th>
<th>Status</th>
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<td>SCSEP Supervisor Grantee 2</td>
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<td></td>
<td>40</td>
<td>Active</td>
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</table>

5 Items
The Supervisor’s Admin Console functions will allow Supervisors to manage their cases and other program data.
CASE MANAGER

- Requires set up by GA or Sub-GA

- A case manager must be an employee or authorized contractor who is under the direct supervision of the official grantee or sub-grantee point of contact

- Has authorization over their own records and required actions
  - Create a new Case/record (Participant and Host Agency)
  - Edit the Case and Participant information (for cases that he/she has access to). This includes managing and tracking:
    - Intake
    - Eligibility
    - Assignments
    - Services
    - Outcomes
    - Follow-ups
    - Exits
When the Case Manager logs into GPMS, they will see all assigned cases associated with their grant or sub-grant organization on the “SCSEP Cases” landing page.
The Case Manager’s Admin Console functions will allow Case Managers to manage their cases and other program data.
READ ONLY

- Can view all case/participant Information for their program’s organization
- Cannot add, edit or remove case data
- Can pull reports for their organization (when they become available)

Who should be set up with Read Only access

- Participants who are assigned to Grantees to help support the program
- Internal monitoring or performance team
ACCESSING GPMS

All users must login to GPMS

To login:

1. Open your web browser (We recommend Internet Explorer and/or all browsers that the GPMS supports) and in the address bar enter the following: https://dol.appiancloud.com/suite/

2. Accept the Rules of Behavior by reading and selecting the “I Agree” button

3. Enter your User Name and Password
   
   a. If you’ve forgotten your password, select the “Forgot Your Password” link
   b. This will bring you to a page where you can enter in your Login ID and an e-mail will be sent to you with a link from which you can reset your password

4. Select the “Sign In” button

5. The landing page is the “SCSEP Cases” tab
LOG IN

ENTER USERNAME AND PASSWORD
After logging into the system, the “SCSEP Cases” landing page will display
You have successfully logged into GPMS and now ready to begin entering data information for SCSEP!!
After logging in you may create an individual profile by clicking the face icon here.

This concludes Preview Module 1 – GPMS Introduction.