

## Grantee Performance Management System Frequently Asked Questions

### General

**What is the URL for accessing the Grantee Performance Management System (GPMS)?** The Division of Indian and Native American Programs (DINAP) GPMS website address is <https://dol.appiancloud.com/suite/>.

**Is the GPMS accessible from all web-browsers?** Yes, GPMS is accessible from any internet browser. For optimal user interface, the developers recommend using the Chrome or Firefox web-browsers.

**Can I access the GPMS on my smartphone, tablet, or other mobile device?** Yes, GPMS is accessible from any device as long as you have internet connection. Grantees may either access the system through a web-browser or by downloading the Appian app. To download the free app: open your App Store, browse or search for “Appian,” and tap or click the “get” button to download the app. You will be able to open the Appian app once the download is complete and it is installed on your device. You must use the following URL to access DINAP GPMS in Appian: <https://dol.appiancloud.com/suite/sites/GPMS-dinap>. Enter your username and password to manage your grant organization records. The web address domain should be stored and save for future access.

**Will there be some clients who we must manually input into the new GPMS?** Yes, any carryover clients from the 2019 Program Year and any new clients that enrolled in the program from July 1, 2020, will need to be entered into the system manually.

**Do we have to enter new clients into both Bear Tracks and the new system for a period of time?** No, any new clients need to be entered into GPMS only.

### Passwords

**I am new and do not have username or password. What can I do?** The Grant Administrator is responsible for creating your account in GPMS. Please reach out to your supervisor to create your username (this will be your email address) and temporary password, which will be emailed to you. If the Grant Administrator needs help adding users, they can contact the [GPMS Help Desk](#).

**What are the password requirements?** Your password will need to be at least 8 characters long and contain 3 of the 4 following requirements: 1 upper case letter, 1 lower case letter, a number, and/or a special character (such as one of the following: !@#%) Note you will have to create a new password every 90 days.

**Can the Administrator reset passwords?** Yes, the Grant Administrator can reset the password for the staff as needed, but the individual staff can also reset their own passwords (see next question.)





**How do I reset my password?** Go to the [GPMS login screen](#), and under the password box you will see a few options. Click on the first one “Forgot your password?” (see Fig 1).

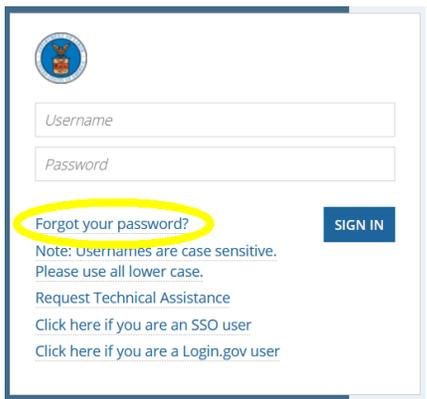


Fig 1

This will open another dialog box that asks you to input your username—your email address—and click the “Send Email” button (see Fig 2).

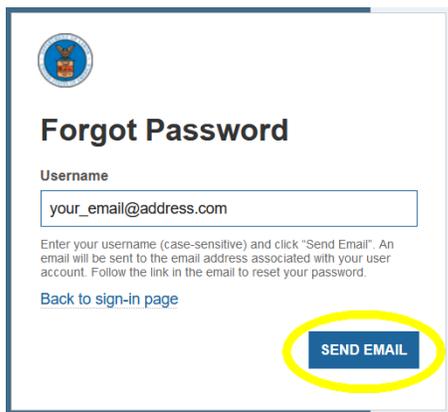


Fig 2

An email will be sent to that address with a link to the site to complete the process. **(Note: This link will expire after 15 minutes, so you should be prepared to follow the instructions right away).** Click that link to enter and confirm your new password. Then hit the “Submit” button, and it will take you to your homepage, DINAP Cases.

## User Roles

**What are the different roles users can be assigned?** There are five different user roles within the system:

- Grant Administrator* – Can only be assigned to one person within the program and can only be changed by DINAP. The Grant Administrator has full permission within the system including adding, editing, and deleting cases. They are the only ones who can submit reports.
- Grant Supervisor* – Can read, add, edit, and delete all cases within the system. There is no limit on how many Grant Supervisors you can have in the system.
- Case Manager* – Can only add, edit, and delete the files they have been assigned or have entered. They cannot reassign files or read files that have not been assigned to them.
- Case Manager Read Only* – Can read all records but they cannot add, edit, or delete any files.





*No Access* – Can be assigned to someone who no longer with the program or no longer needs access to the program.

**Can a Read Only user be assigned as a Case Manager for participants?** Yes, a new user role was added allowing you to set the permission to Case Manager Read Only. See the different roles above.

**Can the Case Manager add the service provider?** Yes, Case Managers have permission to add service providers either through the “DINAP-ADMINCONSOLE” or “Manage Services” part of the site.

**Can Case Managers and Grant Supervisors be segregated, and only have access to clients in their field office?** No, Case Managers will only be able to access the clients they are assigned, but Grant Supervisors will be able to access all files on the system regardless of the field office they are assigned.

## Entering Data

**Are all State Recognized Tribes and First Nations Tribes from Canada listed in the Tribal Affiliation field?** We used the State Recognized Tribes from the U.S. Census Bureau, but First Nations Tribes from Canada are not listed. You can enter the tribe's name in the Tribal Affiliation field, and if it does not come up, then you should use “Other (Not Listed)” and enter the name in the notes field of the case file (see Fig 3).

**Native Hawaiian? \***

Yes

No

**Tribal Affiliation**

Other (Not Listed)

Fig 3

**Do you have to input the whole Social Security Number (SSN), or can you enter “XXX-XX-1234”?** You must enter the full SSN or click the box next to the field that says, “Not Provided.” The SSN will then be displayed as X’s, or if not provided the system will display “SSN Not Provided.” We recognize that some participants do not like to provide their SSN, which is why we give the “SSN Not Provided” option. However, an advantage to entering the SSN is it helps you track performance when matched with our Wage Record Information System. This allows you to know if the participant obtained a job after he/she exited the program. We have found that grantees who collect participants’ SSNs greatly increase performance outcomes. The system encrypts all participant data, including the SSN.

**Will grantees still be able to upload supporting documentation for participants in GPMS?** Not currently, but we hope to make that improvement in future releases. No timetable has been set for this.

**How do we enter “self-service” participants?** We no longer have “self-service” participants under the Workforce Innovation and Opportunity Act (WIOA), so this system does not have a function to add self-service participants. However, it does collect “reportable individuals” and to save a client in the system, you will need to collect all the required information on the Intake and Characteristics pages.





**If a participant moved to another state and is entered into the system, will the system identify them when seeking services in a new area?** Yes, it will let you know that the person was in another program. However, it will not allow you to see details from their time in that program.

**Does living on a reservation make someone low-income?** Living on a reservation does not necessarily make a participant low-income. You will need to obtain proof of public assistance or obtain a pay stub and see if the participant’s family income is below the Health and Human Services poverty income guidelines. Note: for the youth program, if the poverty rate on the reservation is above 25% based on the Census, then all “youth” participants can be determined as low-income. But that is only for the youth program, and GPMS is for the adult program only.

**What if they are living off the reservation?** You may serve individuals residing on and off reservation. You should refer to your organization’s 4-year strategic plan to determine if a service area is defined for your program. You may also contact your Federal Project Officer if you need assistance. When serving individuals who do not live on the reservation, you would leave the “Reservation” field blank in the address section.

**Do the non-Section 166 funds include Pell Grants if the participant and service provider are eligible to receive Pell Grant funds or other federal funding under the Free Application for Federal Student Aid?** Yes, a Pell Grant is considered non-Section 166 funding and you may include any Pell Grant or other funds that a participant receives in GPMS in the training activity form. However, this is not a required field.

**For gig workers (such as Door Dash, Uber, Lyft, etc.), would we enter their weekly earnings or monthly earnings?** Under WIOA, wages are reported on a quarterly basis, so you would need to get an average weekly wage. Then take this number and multiply it by 13 (the average number of weeks in a quarter) to get the quarterly wage. See the Wage Chart below (Fig 4) or access the GPMS Tool that has a quarterly wage calculator on the Workforce GPS [GPMS Resource Page](#).

Hide

Definition			
<b>Convert Hourly Rate to Quarterly Wages :</b>			
The Wage Conversion chart provides an example for converting hourly wage rate and hours worked per week into quarterly earnings. The example input values in red must be replaced with the appropriate information collected from the participant to calculate the quarterly earnings.			
Hourly Rate (\$xx.xx/hour)	Hours Worked per Week on Average (xx.x)	13 weeks per quarter	Quarterly Wages
\$10.00 X	40.0 X	13 =	\$5200.00

Fig 4

**Will GPMS alert you if the county does not match the city?** No, it will not tell you if the county does not match the city. It will only list the counties that are within the state you entered. Note: the “Zip Code” field will be moved, and the system will set up to automatically enter the city and state depending on the zip code you enter.

**Can GPMS provide a total of obligated/expended WIOA 166 funds for a client?** No, the system will not give you a total obligated and expended; this must be retrieved from your financial software or other means.





**Can you download a PDF version of the Individual Employment Plan (IEP)?** No, the IEP is downloaded as a Microsoft Word document for you to complete. You can then save the document as a PDF file after it is completed in Word.

**How can you edit or change a service (start or end date)?** Select the client whose information you need to change or extend. Then, from the Participant Summary window, you will see a button at the top right labeled “Manage Services” (see Fig 5).

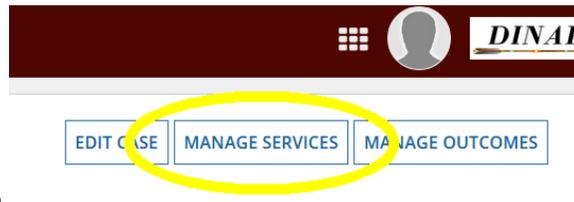


Fig 5

Click this button, and it will take you to the Manage Services section, which will list all the services you have entered for this client. Select the service you would like to edit and click the “Edit” button at the bottom right of the screen (see Fig 6).

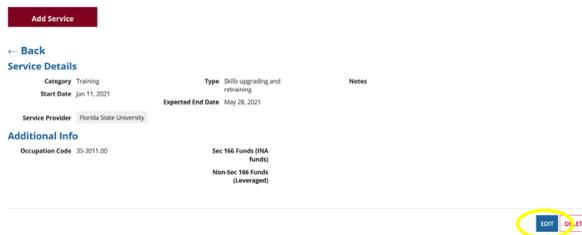


Fig 6

You can now edit any part of the service. Make sure you click the “Save + Close” button at the bottom of the screen to save your changes.

**How do I change the eligibility date?** Open the client by clicking on their name and going to the Participant Summary. Then click on the “Edit Case” button at the top right of the screen (see Fig 7).

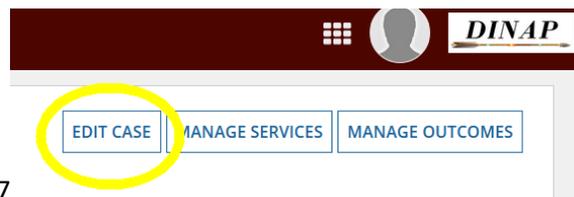


Fig 7

This will bring you to the Intake screen where you will need to scroll to the bottom and click the “Save + Continue” button. You will then be on the Characteristics screen. Scroll down and make sure the Intake Date is correct and click the “Save + Continue” button. This will take you to the Eligibility screen. Scroll down and verify that the Eligibility Verified On date is correct and click on either the “Complete,” “Save + Close,” or “Complete and Manage Services” button (see Fig 8).

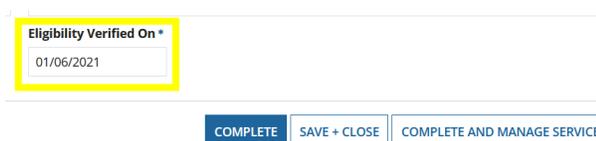


Fig 8





**How do I change the enrollment date?** First, we recommend that you follow the above directions to ensure the eligibility date is correct. Open the client by clicking on their name and going to their Participant Summary. Then click on the “Manage Services” button at the top right of the screen (see Fig 4). This will open the Manage Services screen. Select the first qualifying service by clicking on the service category. This opens the Service Summary screen. Scroll to the bottom of the screen and click the “Edit” button (see Fig 5). This will open the service so you can change the Start Date. Note: The enrollment date is the start date of the first qualifying service.

**How do I bring back a client that exited out of the system but is still receiving services?** The Grant Administrator is the only person who can bring back a client. Open the client by clicking on their name and going to their Participant Summary. Under the participant’s name, you will see that “Summary” is highlighted in blue and to the right of this you will see “Related Actions” (see Fig 9).



Fig 9 Summary | Intake | Characteristics | Eligibility

Click on “Related Actions” and a list of commands will appear. Down toward the bottom you will see “Modify Exit” (see Fig 10). Select this option and an exit window opens.

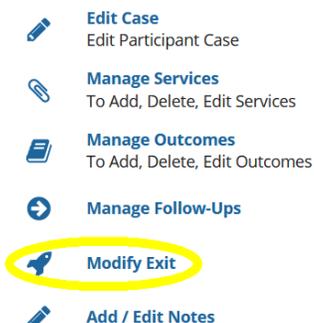


Fig 10

At the bottom of the screen, you will see two buttons: “Edit” and “Delete.” Press the “Delete” button and a dialog box opens letting you know if you do not add a service by the end of the day, the participant will exit out again overnight, and that once this action is done it cannot be undone. Click the “Yes” button and notify the Case Manager that they can now add the service. Note: If no services have been delivered within 90 days of exit, then a new case record should be added.

**How do I enter a training service that is longer than 280-days into the system?** The Expected Service End Date, under Service Activity, may only be entered in 280-day increments from the current date. For services greater than 280-days, the end date may be extended when the service end date is approaching or has passed.

**Can I manually exit participants from GPMS?** The Manual Exit option that was in BearTracks is no longer available in GPMS. Clients that complete program services or do not meet exclusionary reason to exit must time out through the 90-day auto exit process.





**How do I enter an Involuntary Exit or Exclusionary Exit?** Open the client by clicking on their name and going to their Participant Summary. Under the participant’s name, you will see that “Summary” is highlighted in blue. To the right of this you will see “Related Actions.” Click on “Related Actions” and a list of commands will appear (see Fig 11). Select the “Add Exclusionary Exit” text to enter the Add Manual Exit Information screen.

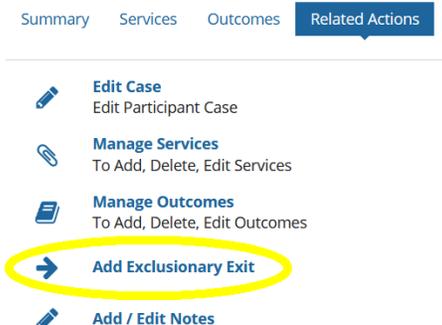


Fig 11

Select the reason for the exclusionary exit from the drop-down list and add your notes in the notes field. Then click “Submit” button at the bottom right-hand corner of the screen. Note: You can only use the Exclusionary Exit option when a participant has exited the program due to Institutionalized, Health/Medical, Deceased, Reserve Forces Called to Active Duty, and Relocated Due to Foster Care. This will change their status from “Active” to “Exit-Closed.”

**I am not getting the Approaching Exit Email Alerts.** The approaching exit email alerts are triggered off the Expected Auto-Exit Date, not the Last Date of Service. You can check on this by opening the case file to the Participant Summary page. Then look for the “Expected Auto-Exit” and “Number of Days until Auto-Exit” fields in the middle of the page (see Fig 12).

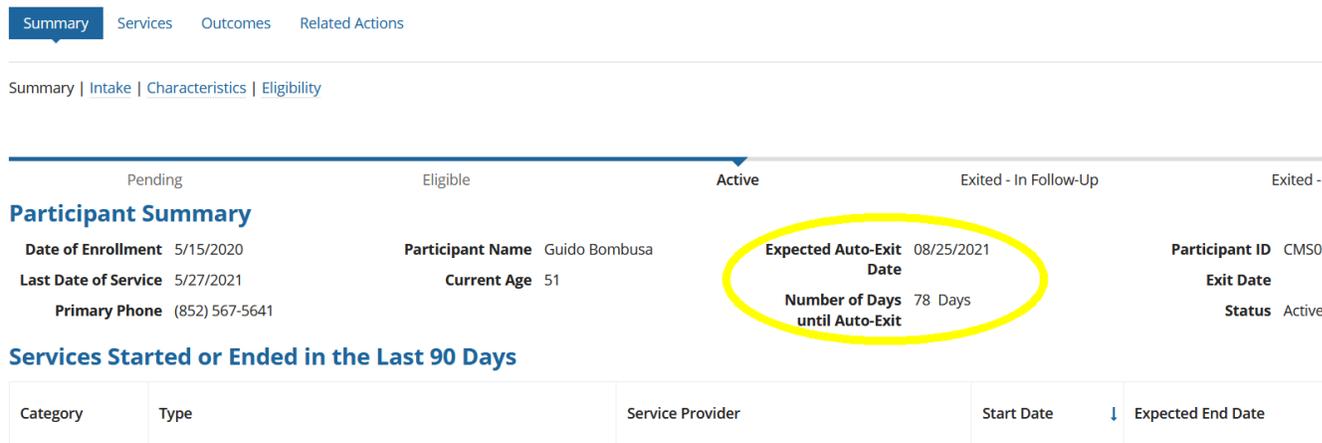


Fig 12

If the expected auto-exit date is more than 60 days from today’s date, then the software is not designed to send the email. In the example above the email should not be sent for another 18 days, when the case file is 60 days from number of days until auto-exit. If the expected auto-exit date is within 60, 30 or 15, days of from today’s date, then please submit a [GPMS Ticket Form](#), so tech support can investigate this issue. Note: You can still search for these clients in the Alerts menu under Approaching Exit Alert.





**How do I submit my Participant Individual Record Layout (PIRL)/Quarterly Performance Report (QPR)?** Only the Grant Administrator can submit the PIRL/QPR report. Click on the “DINAP-ADMINCONSOLE” at the top of the screen. Then click on the “Go” button located in the Submit PIRL/QPR Report box. Once the submit screen opens verify that the Program Year is correct and then select the quarter of the report you are submitting (see Fig 13).

Please select a reporting quarter and click the submit button to transmit a report to WIPS.

Program Year \*  
2020

Quarter \*  
--- Please select a quarter ---  
--- Please select a quarter ---  
7/1/2020 - 9/30/2020  
10/1/2020 - 12/31/2020  
1/1/2021 - 3/31/2021  
4/1/2021 - 6/30/2021

CLOSE

Fig 13

Then click the “Submit” button at the bottom right of the screen.

< the submit button to transmit a report to WIPS.

Quarter \*  
1/1/2021 - 3/31/2021

SUBMIT

Fig 14

After submitting the report, you will get a message stating that “Your report is being processed by WIPS! This process can take up to an hour to complete. Thank you for your patience.” An email notification will be sent to the Grant Administrator when the QPR is ready for review and certification. Reports must be certified to be complete the report submission.

**How do I certify my report?** Navigate to WIPS by clicking the icon in the upper right corner of the page (see Fig 15).

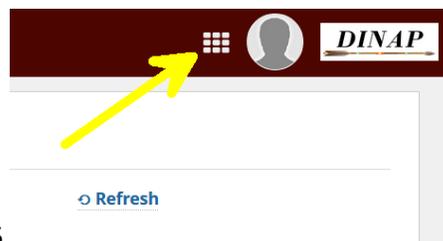


Fig 15

A drop-down menu will appear, click on “Workforce Integrated Performance System (Grantee)” to access the WIPS site (see Fig 16).

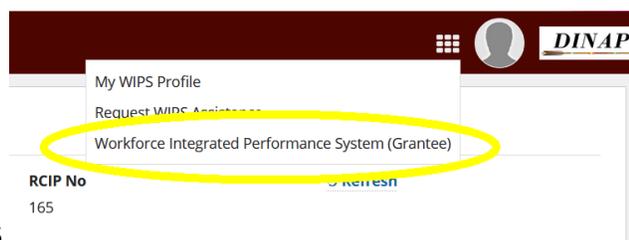


Fig 16





On the WIPS site you will select “My Reports” from the WIPS navigation bar at the top (see Fig 17). Select the “Quarterly Performance Reports” option.

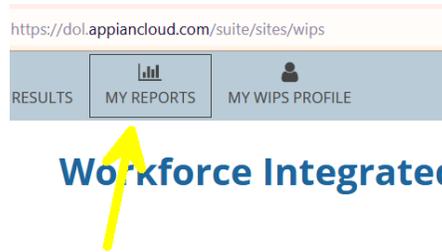


Fig 17

Find the recent uploads under the Not Certified | Current Reporting Period section. Make sure you find the most recent uploaded report by examining the Date Created field (see Fig 18). This will display the date and time each report was uploaded. Once this is done click on the words “Not Certified” to open the report.

**Not Certified | Current Reporting Period**  
*Click the Value of Status to view the QPR details of the selected Program.*

Report ID	File ID	Status	Program	Quarter End Date	Uploaded By	Certified By	File Name	Date Created
10002564	59730	Not Certified	Indian and Native American Programs	3/31/2021	Clark, Terry		23	5/6/2021 1:20 PM EDT
10002520	59032	Not Certified	Indian and Native American Programs	3/31/2021	Clark, Terry		23	4/29/2021 1:14 PM EDT

**Previous Reporting Periods**

Fig 18 *Click the Value of Status to view the QPR details of the selected Program.*

Once the report is open review the report for accuracy. If the report is accurate then scroll down to the bottom of the report and click on the certify button. Note: If you want to print the report hold down the “ctrl” button and tap the “P” button on your keyboard. This will display a print preview version, click the “Print” button and it send the report to your default printer.

**Are grantees subject to WIOA performance in Program Year (PY) 2020?** WIOA measures will take effect for PY 2020, but only baseline participant data will be gathered. WIOA performance results will not be reported to DOL until 2022 because of the exit cohorts and performance reporting time lag.

**What are the WIOA performance measures?** The Indian and Native American Program, Comprehensive Service Program performance indicators, in accordance with WIOA Regulations § 684.620, are as follows:

1. 2<sup>nd</sup> Quarter Employment after Exit – The number of exiters who were employed anytime in the second quarter after the exit quarter.
2. 2<sup>nd</sup> Quarter Median Earnings – The median quarterly earnings of those employed in the second quarter after the exit quarter.
3. 4<sup>th</sup> Quarter Employment after Exit – The number of exiters who were employed anytime in the fourth quarter after the exit quarter.
4. Effectiveness in Serving Employers – The number of exiters who were employed with the same employer in the second and fourth quarters after the exit quarter.
5. Credential Attainment – Participants who enrolled in an education or training program (excluding those in on-the-job training and customized training) and obtain a post-secondary credential or high school diploma or equivalent within one year after exit. Those obtaining a high school diploma or equivalent





count as a success only if they are employed or in education or training leading to a recognized post-secondary credential within the year.

- a. A recognized credential is awarded in acknowledgement of an individual's attainment of measurable technical, industry, or occupational skills necessary to obtain employment or advance within an industry or occupation. These skills generally are based on standards developed or endorsed by employers or industry associations.
  - b. A secondary school diploma/or equivalency signifies that a student has completed the requirements for a high school education or State-recognized high school equivalent.
6. Measurable Skill Gains – Program participants who, during a program year, are in an education or training program that leads to a recognized postsecondary credential or employment and who are achieving measurable skill gains, defined as documented academic, technical, occupational, or other forms of progress, towards such a credential or employment.
- a. Educational Functioning Level: Documented achievement of at least one educational functioning level of a participant who is receiving instruction below the postsecondary education level.
  - b. Secondary Transcript/Report Card: Secondary school transcript or report card for a sufficient number of credit hours that shows a participant is meeting academic standards.
  - c. Post-Secondary Transcript/Report Card: Postsecondary transcript or report card for a sufficient number of credit hours that shows a participant is meeting the academic standards.
  - d. Training Milestone: Satisfactory or better progress report, towards established milestones, such as completion of on-the-job training or completion of one year of an apprenticeship program or similar milestones, from an employer or training provider who is providing training.
  - e. Skills Progression: Successful passage of an exam that is required for a particular occupation or progress in attaining technical or occupational skills as evidenced by trade-related benchmarks such as knowledge-based exams.

**How do we follow-up on the PY 2019 exiters reported in BearTracks?** For performance purposes, DINAP will utilize the final BearTracks Standardized Program Information Reporting for the period ending 9/30/2020, so no further reports from BearTracks will need to be submitted. Unemployment insurance wage data matching will be used to determine the employment outcomes for PY 2019 exited clients. This method will reduce the reporting burden on grantees. It is recommended, but not required, that grantees record their follow-up with their PY 2019 exiters in BearTracks until they fully exit the system.

