

**Grantee Performance Management System
Comprehensive Services Program (CSP Adult)
Frequently Asked Questions (FAQs)**

Implementation

Q: Will Bear Tracks data be transferred to the new online system?

Response: No, Bear Tracks data will not be migrated to the new system because the BTs fields do not align with all of the required WIOA fields. Needed result; grantees are responsible to ensure Program Year 2020 enrollments – participants enrolled prior to 7/1/2020 (carry-overs) and participants enrolled as of 7/1/2020 (new participants) are entered into the GPMS.

Q: When will grantees be able to use the new system?

Response: DINAP launched and made the Grantee Performance Management System (GPMS) available to all grantees on Friday, November 20, 2020. Login credentials have been issued to each grantee to access the web-based system. If your organization is having issues accessing the system please reach out to the GPMS helpdesk by phone at 1-800-674-2605 / DINAP.GPMS.Support@dol.gov, or by completing a ticket; click [here](#) to access the ticket.

Q: What CSP participants need to be entered in the new system?

Response: The GPMS went into effect in Program Year (PY) 2020, which began July 1, 2020, therefore, all PY 2020 CSP clients enrolled, including carry-over participants, who were enrolled as of July 1, 2020 should be data entered and tracked in GPMS. Grantees can utilize the following Bear Tracks custom reports to determine which clients need to be data entered from the legacy system:

- New enrollments (PY 2020)
- Program Year Carry Over (PY 2020)

Login

Q: What is the URL for accessing the GPMS?

Response: The DINAP GPMS website address is <https://dol.appiancloud.com/suite/>.

Q: What should I do if I forgot my password?

Response: To reset a password, the user may select the “Forgot your password?” link on the sign-in page. Enter your username (case-sensitive, should be lower case) and click “Send Email”. An email will be sent to the email address associated with the user account. Follow the link in the email to reset your password. The password reset link is only good for 15 minutes.

Q: Is the GPMS accessible from all web-browsers?

Response: Yes, GPMS is accessible from any internet browser. For optimal user interface, the developers recommend using the Chrome web-browser.

Q: Can I access the GPMS on my smartphone, tablet, or other mobile device?

Response: Yes, the GPMS is accessible if you have internet connection. Grantees may either access the system through a web-browser or by downloading the App. To download the free app, open the App Store app, next browse or search for the app called “Appian”. Tap or click the get button to download

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the Appian app. Once the Appian app is installed you will be able to open the app. Users must use the following URL <https://dol.appiancloud.com/suite/sites/GPMS-dinap> to access DINAP GPMS. Enter your username and password to manage your grant organization records. The web address domain and username should be stored and saved for future access.

Managing Participant Cases

Q: How do I enter a training service that is longer than 180 days into the new system?

Response: The “Expected Service End Date”, under service activity, may only be entered in 180 day increments from the current date. For services greater than 180 days - the end date may be extended when the service end date is approaching or has passed.

Q: What should I do if a client exits in error?

Response: To avoid an inadvertent exit, the program must enter a qualifying service every 90 days. GPMS will auto-exit clients if a qualifying services is not entered for more than 90 days. The Grant Administrator (GA) has permission to modify and delete an exit by going into the case record and clicking on the “Related Actions” section, select the “Modify Exit” and delete button. These actions will delete the exit and return the client’s status to “Active”. Finally, the case manager must enter a more recent qualifying service by the end of the work day in order to avoid the individual from auto-exiting again.

Q: How do I complete the earnings field in the quarterly Follow-Up?

Response: Supplemental data may be used for calculating quarterly earnings during the Follow-Up period, per WIOA guidance. To aid in the collection and reporting of quarterly earnings, grantees may use the wage conversion chart below.

Convert Hourly Rate to Quarterly Wages						
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	=	\$5,200.00

Performance Reporting

Q: How do we follow up on the PY 2019 exiters reported in Bear Tracks?

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Response: For performance purposes, DINAP will utilize the final Bear Tracks SPIR report for period ending 9/30/2020 and UI wage data matching to determine the employment outcomes for program year 2019 exited clients. This method will reduce the reporting burden on grantees.

Q: Are grantees subject to WIOA performance in PY 2020?

Response: 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.

Q: What are the WIOA performance measures?

Response: The Indian and Native American Program, Comprehensive Service Program performance indicators, in accordance with WIOA Regulations § 684.620, are as follows:

1. **2nd Quarter Employment after Exit** – The number of exiters who were employed anytime in the second quarter after the exit quarter.
2. **2nd Quarter Median Earnings** - The median quarterly earnings of those employed in the second quarter after the exit quarter.
3. **4th 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.

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Comprehensive Services Program (CSP Adult)
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- d. **Training Milestone:** Satisfactory or better progress report, towards established milestones, such as completion of OJT 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.

For additional information, please refer to [Training and Employment Guidance Letter 14-18, Attachment 2 - Indian and Native American Programs](#).