**ACL Reporting Teleconference Transcript**

**February 6, 2017**

**Presented by Corinna Stiles, Opal Jones, Courtney Welton and moderated by Tim Fuchs**

>> TIM FUCHS: Hey, good afternoon, everybody. Thanks for joining us today. This is Tim Fuchs with the National Council on Independent Living here in Washington DC. I want to welcome you all to our IL-NET teleconference ACLReporting Network Part I. The modules were shared with you all and this is a follow-up Q&A to help expand and clarify on those and today's presentation is being brought to you by the IL-NET technical assistance project for CILs and SILC. It's operated by a partnership among ILRU, nickel and April with support for the project on Community Living at the U.S. Department of Health and Human Services. We're recording today's call so we can archive it on ILRU's website. Specifically that will be posted on ILRU's ACLReporting web page so if you want to review this later you'll have the option to do that.

We are going to respond to the questions that were submitted ahead of time first and then we'll open it up for additional questions later in the call and you can ask questions either on the phone, by pressing star-pound, or on the CART screen, so this is teleconference only today as you all saw when you got the connection instruction. It's teleconference-only but there is a captioning screen and I'm logged into the CART there, so you can ask your questions in that CART chat. And I'll remained you all of these instructions when we break for questions, too.

Also, there is another call on Thursday, the 9th, and so just be aware that there will be a recap call that's available for folks that weren't able to join today.

Okay, so that's just a bit of housekeeping that I wanted to give to get us started, so thanks so much for joining us and before we begin, and I turn it over to Corinna, I just want to introduce some of our speakers for today so with us of course we have Corinna Stiles, who is the Director of the office of Independent Living at ACL and we also have with us from ICF international, that assisted with the development of the reporting system, Opal Jones, who's Product Manager at ICF international and Courtney Welton, business analyst. So thank you for joining us. To get us started I'll turn it over to Corinna. Corinna?

>> CORINNA STILES: Thank you, Tim. Good afternoon, everyone. Again my name is Corinna Stiles and I'm happy to be here today and hopefully myself and my team and ICF will be able to answer some of the questions that we received prior to today's call and questions that you may have for us towards the end of the call. I want to introduce to you a few of the Project Officers here at ACL who will be assisting with the general Q&A. I have Elizabeth Akinola, Regina Blye who will be participating later in the call. What I want to do first is just kind of give you the introduction to ACLReporting and why we have it and where it’s going. Hopefully everyone has been reviewing their emails, so that some of what I am about to tell you is a repeat. But if not, that's okay too.

Just as a quick review, ACL has actually been working on developing a new data collection system for quite some time. Things got really ramped up in October, when the first email went out to the field, letting everyone know that we would be using volunteers to test the system and do some demonstration-tape activities within the system, provide feedback on what they were experiencing, and helping us refine the ACLReporting system.

So that started around October. It carried on through December, as we went through many different revisions and responded to the feedback that we were getting from the testers. Testers included individuals from Centers for Independent Living, from the SILCs. They also included the Project Officers here within ACL. So we were really excited to finally launch ACLReporting January 13th. The email that went out at that time included a "dear colleague" letter from Bob Williams, the Director for the administration for Independent Living and it included in the email the Project Officers state assignments so that it was easy for the grantees to figure out who they should be contacting directly for help. It included User Guides for the Part I, 704 and the part two 704, and within all of that material we included the training links to the modules that were recorded to help people get started in ACLReporting and begin entering their data. We included some technical assistance steps, as well, that requested that when people had questions that they first email their Project Officer and then we would try to problem-awful from there.

The information also included a due date for the 704s, and just as a reminder, the due date is March 26, 2017 so your 704 data should be entered into ACLReporting no later than 11:59 p.m. eastern time March 26, 2017. So outside of that, as Tim mentioned earlier in the call, the purpose for this call is not to provide an actual training of the ACLReporting system itself. The training is comprised in the modules that you'll find on the ILRU website.

What we're doing today is a follow-up, providing an opportunity to answer some questions and do a little bit of problem-solving where we can, and address those issues that people who have already completed the modules might have for us. So my recommendation at this point is if you are on the line and you have not completed those modules, that you please complete those modules before sending your questions forward, and consider participating in our next call, which is February 9th, so this Thursday.

The call today and the call on Thursday will look pretty much the same, other than we may add to the queue a few more questions that we perhaps didn't have before today's call. But we'll be covering the same thing as far as why we're here, what we're doing, providing a general overview of the Q&A, and if there are individuals who have not yet completed the actual training modules that are on the ILRU site before the Thursday call, I will again make the recommendation that they do so before submitting their technical assistance questions to ACL or ICF.

So what I'd like to do at this point is review for you some of the questions that we have received so far. I will say that it appears that everything has been going pretty well with the reporting system. No roll-out of any system is going to be without its flaws, for sure, and we've definitely come a long way, and the word of the last two months has been "patience," that's for sure, from us, as Project Officers, from the Field Leadership, the ICF team who has done an amazing job at pulling this all together, but likely, we will still need to rely on our patience to get through this process and help everyone meet their due-date deadline.

But we did -- what I did do was categorize the main issue areas, I would say, of the questions that we've been receiving, so they fall into three big areas: Technical assistance for ACLReporting and how to access technical assistance, and who people should be contacting. There have been issues regarding log-in specifically, and then a few issues once people are logged in around data entry, specifically.

So I'll start with technical assistance for ACLReporting. And I would begin by referring people back to the June 13th "dear colleague" letter which will give you a lot more detail than what I'm about to give you, since we only have an hour for this call. But your first step for technical assistance again is going to be to make sure that you're completing the online modules. There's one set of modules for the 704 Part I, and there's one set of modules for the 704 Part II. There are also User Guides that can be accessed in addition to the modules, and should be accessed while you're completing your data entry into ACLReporting. So those would be your first couple of steps right there: Making sure you're doing the modules, accessing the User Guides.

From there, when you have a question, you'll want to contact your State Project Officer, and I would refer to the PO state Project Officer list that was included in the email. You can also find your Project Officer by logging on to the ILRU website. They are all listed there.

From there, if you present an issue and the Project Officer isn't able to help you resolve it, that's when we will escalate it up to ICF, and then you may actually work directly with someone like Opal or Courtney to help resolve your issue. So that's just a little bit about technical assistance. In addition, we're offering these two webinars, the one today and the one on Thursday.

The next big area that we've received questions about had to do with log-in. It seems like a lot of people are getting stuck right at that part of: I'm entering my information, it's giving me an error, and what do I do next? And a lot of the questions and the issues that are happening are tied to who it is that's trying to log in for the first time, so what I'm going to do here is I'm going to hand this over to Courtney, and she's going to explain for you the four roles that can also be found in either of the User Guides, but she's going to give you a little bit more detail and explain the registrar role, which might help explain why some of you may or may not be able to do that initial log-in. Courtney, would you like to take it from here?

>> COURTNEY WELTON: Yes. Hi, everyone, this is Courtney Welton. So initially, the Registrar for each Council is going to be the person identified as an AOR in GrantSolutions. That person has the ability to access the system through the did you forget your password link on the home page of the system, where they will go in, request a new password. Once they have access, they will then be able to create accounts for the rest of the people within their Council, so just the Registrar has access to create these accounts.

The next thing that the Registrar will do is create an account for a grantee role. This role allows the grantee to enter data into the report for the system, and then submit to have that information reviewed, so that next role will be the Reviewer role. Also, someone within that same Council who's just really going to take a second look at all the information that was entered by the grant tee to insure that no little mistakes have been made so there's not as much back and forth between the Council and the PO, and then the last role in the system is the PO, your Program Officer. And so that's everyone that Corinna had introduced you to earlier who will be the last ones to really just approve the entire document. So again, there's just four roles in the system: The Registrar, the grantee, the reviewer, and the PO, again, just the Registrar will have access to create the account, and the Registrar also has the ability to grant a role multiple, or grant account and multiple roles so a Registrar could honestly be the one also entering data and reviewing it all at once. It's not uncommon. But we really did segment these roles so there's more of a checks and balances in the ACLReporting system.

That's all I have.

>> OPAL JONES: Just to add this, is Opal Jones, one thing we've noticed is difficulty with logging onto the system, once the Registrar's actually in the system. It appears to them that they have a blank dashboard. As part of the Registrar role, it is important to know that you can also update your own account. So the way the system originally built these accounts, you're not really assigned to a grant yet.

You go into the system, and you click on the user management tab. This is also detailed in some if the online training. But you allow yourself, or you add the additional roles to your own account. And then once you log back in after that, that is when you're actually able to access the grant and start to fill out the forms, so that's a little bit of an important note. And some of the difficulty that I know you guys have been experiencing.

>> CORINNA STILES: Thank you, Courtney. Thank you, Opal. And just as a little bit of background, the Registrar information for both the Part I and the Part II had to come from somewhere, and like it was mentioned for the Part II, that an information came out of GrantSolutions, and was the AOR that was listed in GrantSolutions. Unfortunately, ACL does not always have the most current, sometimes because the grantees aren't keeping us informed in a timely planner so that we can get that information changed in GrantSolutions.

So we are also working hard to make those corrections as they come in, and as we're made aware of them, so that that's a little bit more manageable going forward. I'll talk a little bit about data entry, and then we will move to the live Q&A.

For the data entry, once people are able to log in and see their grant information, there have been some issues there that have been what I would call system exceptions. Like I said, with all new systems, there's going to be those bumps in the road that you have to work out. There were some instances where grantees were logging on and seeing two reports, or they would see a different state's report, or maybe there was a missing report, or maybe information that was provided was partly theirs, partly not theirs. We have been working through those issues one by one.

The Project Officers are getting that information from the grantee, and working with ICF to smooth all of that out. Again, we anticipate those kinds of issues to just be here at the front end, as we're starting everyone up and launching the system.

And we expected that some of that would happen, and that is part of the reason why the report due date was extended out beyond what ACL had initially anticipated the date to be.

So when those issues arise again, if you identify it, contact your Project Officer, and we will work through those as best we can.

I think from here, Tim, if we would like to open it up for questions?

>> TIM FUCHS: That sounds great.

>> CORINNA STILES: We'll do that and we'll see what we can get covered.

>> TIM FUCHS: Okay, perfect. All right, let me just give you all a quick reminder. There's two ways to ask questions on today's call. If you're on the phone, you can dial star-pound, and that will put you in the queue. We'll go through those in the order that we receive them with our operator's help.

You can also as some of you already are, type your question out in the CART Chat and we'll also go through those in the order they come in.

I'm going to start with some of those questions from the web, and then we'll check in on the phones in just a minute. Okay, Corinna, Thomas is asking: Who is my Reg far for each Council? I work at an ILC not a SILC. So how does this affect Centers?

>> CORINNA STILES: So the Registrar will be the AOR which is listed in GrantSolutions which is typically the Executive Director. So whoever is the Executive Director should be the one who received the initial Registrar responsibility.

>> TIM FUCHS: And AOR is the authorized organization Representative?

>> CORINNA STILES: Yes, that's right. And, Opal and Courtney, if at any point the two of you want to jump in because you have better information on this than I do, please feel free to do so.

>> TIM FUCHS: And Lisa is wondering: How do we find out who our AOR is? So if you're not sure what ACL has as the record, how can people find out who that is right now?

>> CORINNA STILES: What we're recommending to people right now is that they look at their Notice of Award in GrantSolutions on the CIL side. On the Part I side, that was a little trickier, because the Notice of Awards don't necessarily have the name of a person. They have the name of an entity, and again, sometimes those people have changed, and ACL was not informed of the person change. So I would recommend those individuals contact their PO, and they can help them work through that identification process.

>> TIM FUCHS: Okay, all right, thank you.

All right, I've got a few more questions to go through but I want to check in on the phones. Patricia, do we have anyone in the queue?

>> OPERATOR: We do have quite a few questions in the queue. One moment, please, for our first question.

>> TIM FUCHS: Great, thank you.

>> Hello, this is [ Inaudible ]. Everybody counts north. I had a question about the sexual orientation category. So given I guess may experience with qualitative surveying, this is a very difficult question. I first have I guess a factual question: Is this mandatory?

>> CORINNA STILES: Yes. Are you talking about the current 704 or are you talking about the revisions to the new 704? Because nothing has changed with the collecting the identified sex of an individual.

>> OPAL JONES: Actually, the previous 704 report did not include sexual orientation, gay, lesbian, straight, bisexual, something else or sexual orientation unknown, that was not in the 704 report.

>> CORINNA STILES: Right. I think you are perhaps referring to the revised 704.

>> Actually, we're not calling them 704 anymore. You mean the PPR?

>> CORINNA STILES: Correct. And that's not this call. That call -- that will be discussed the new CIL PPR is actually tomorrow. This is the call discussing ACLReporting.

>> I'm so confused. Okay, yeah. I'm so sorry. I just want to ask a clarifying -- so this call is not discussing the new PPR. So what reporting this is discussing? I'm sorry, I'm very confused about the alert that I got and I'm very new, so I appreciate the patience. So this call was --

>> CORINNA STILES: No problem.

>> This call is about the ACLReporting?

>> CORINNA STILES: This call is for ACLReporting, so that is the data system that's being used to collect the 704 information. And currently for the reporting period ending FY 2016, we are still using the same 704 report that we've been using.

>> Oh.

>> I'm sorry, wait.

>> One more question. One more question.

>> So this new form -- I have to tell you that honestly, and I'm not the only one, we assumed that this -- that for the last -- we were told we had to wait and so when we submit a report for 2015 through 2016, we're using the same 704? See, we haven't been able to sign in. That's why I wasn't sure.

>> CORINNA STILES: Yes, that is correct.

>> And so --

>> CORINNA STILES: So if you have not been able to sign in, I would recommend that you contact your Project Officer directly, who is now Regina Blye.

>> I understand that.

>> CORINNA STILES: She will help you get logged in.

>> I understand that. May question is: So the email that I got this morning at 7:00, that's telling me about something tomorrow and that's the only time we can pose questions about the new form?

>> CORINNA STILES: There is a call tomorrow about the new form. It is not the only opportunity that you'll be able to provide input on the new form. Tam's call is actually the second call, and we will also be accepting comments via email.

>> And just one more question. Just let me know that and we can get on with your meeting because we are totally, completely confused. If you say ACLReporting I'm assuming you meant the report we sent to ACL so I'm very confused. You're just talking about using the technology that is new, correct?

>> CORINNA STILES: That is correct.

>> Okay. And so somehow we were told about another one. There's one tomorrow, which I can't schedule, so to whom do we send an email? With questions?

>> CORINNA STILES: You will send an email to your Project Officer, Regina Blye.

>> Okay. Thank you very much.

>> CORINNA STILES: You're welcome. Next question, Tim?

>> TIM FUCHS: All right, Patricia, can we go to the next caller on the phone, please?

>> OPERATOR: Sure thing. One moment.

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>> Hi, I have a question regarding Section 4.5, the improved access to transportation and health care services and assistive technology. In that section there's a table, and it states that in Column 1, we should indicate the number of consumers who require access. However, in that column it does not allow us to do any inputting.

>> CORINNA STILES: I'm going to let Elizabeth Akinola answer your question. Elizabeth?

>> Elizabeth Akinola: Okay, so for section 4.5, you don't enter anything in the first box. You enter information in the second and the third boxes, and the system automatically calculates whatever you enter in Boxes 2 and 3, in Box 1.

>> Right. We realize that that's what's happening. But I guess my question is, is we sometimes have consumers that, column one says consumers requiring access and we've had more require it than column 2 and 3 are adding up. A few of them have required it but then have chosen to drop it. Do those not get counted, then?

>> CORINNA STILES: That is a curious situation. I would lake for you actually to submit that to us in an email, so that we can review that and see if it's a system glitch or something else. I'm not sure we can -- I'm sorry?

>> I'm sorry. I was going to say and who should we submit that to?

>> CORINNA STILES: What state are you in, ma'am?

>> Ohio.

>> CORINNA STILES: Ohio. That would also be Regina Blye.

>> Okay, thank you.

>> CORINNA STILES: You're very welcome.

>> TIM FUCHS: All right, great. And I know we have more callers on the phone. I'm going to go back to some of the questions that have been coming in on the web. And thanks for your patience everybody. These questions are coming in and that's exactly why we're holding the call and we'll do our best to get through these before 5:00. The next question comes from Denise and she says: I'm unable to list all of my Counties served in Agency Information. Corinna, who would be able to help answer that?

>> CORINNA STILES: When she says she's not able to list all the counties served, is it because she's running out of boxes to enter the data? Is this individual on the call who can provide you additional information?

>> TIM FUCHS: She's on the chat. Let's see if Denise gives us some more information on that.

>> CORINNA STILES: And if it's that she needs more data space, maybe Courtney or Opal could answer that?

>> TIM FUCHS: Okay. While we're waiting for clarification from Denise, let me go to the next question. Cheryl says: Do we need to worry a about the Executive Director signing a hard copy if the data is not entered by the, quote, unquote, Registrar?

>> CORINNA STILES: Yes. The Center should still have a signed hard copy at their Center.

>> TIM FUCHS: Okay. All right, good, thank you.

And Anne Marie is wondering: Is the Registrar the person who gives access to other staff?

>> CORINNA STILES: Yes, that is correct.

>> TIM FUCHS: Okay. So the -- excuse me. Denise Claire phase: It only has ram for me to list five counties. We seven 8 counties. It locks up and says "too many characters."

>> CORINNA STILES: Okay. Opal or Courtney, are you able to answer that question? It sounds like a need for more data space, or more boxes?

>> OPAL JONES: What section? I'm sorry, I missed the section that they were referencing.

>> TIM FUCHS: It's under agency information, the counties served.

>> OPAL JONES: Oh, oh, I understand so that's one of the first -- yeah, we will have to take that for improvement in the system, because there is a character limit on that field. So if there are instances where you need more characters, we would have to make a system change for that. So we would have to take that for review and discussion internally.

>> TIM FUCHS: Okay, all right. Thank you.

All right, we've got more web questions and I'm going to go back to the phones for a minute. Patricia, if you could help bring up our next caller, I'd appreciate it.

>> Good afternoon. My name is Melanie from Puerto Rico SILC.

>> TIM FUCHS: Good afternoon, go ahead.

>> I have a question because I've been trying to sign in on the ACLReporting and I don't have no -- I cannot log in. It says that it doesn't recognize my email. There's somebody I can contact that could help me with this, a phone number or something like that?

>> CORINNA STILES: Yes. You would contact your Project Officer, and that is Deb Cotter, and it sounds like you likely are not listed as the Registrar if you're from the SILC. It's going to be someone from the DSE, and she can help you work through that, so you can contact Deb at Deborah.cotter@acl.hhs.gov.

>> Okay, I'm in contact with the DSE. I told her I was going to be on this conference because I'm not going to report it. I'm not the one who's supposed to report it. It's the DSE but I'm making the favor, listening the conference, and we're trying to resolve this problem, because she cannot log in with the email she has.

>> CORINNA STILES: Okay, and have you already communicated with your Project Officer?

>> The person at the agency?

>> CORINNA STILES: Actually, let me bring Deb into this question. She is on the line.

Deb, I think what might be a good solution here is for you to directly contact the caller and help them work through their sign-on issues.

>> DEB: This is Deb, I will definitely do that after this call.

>> So I could give you a phone number, you can contact me?

>> DEB: You're at the SILC office?

>> I'm not at the office number but I could give you my private phone number.

>> DEB: Go ahead.

>> CORINNA STILES: I don't know what you want to give your private phone number over the call. Deb, why don't you give her your office number and she can call you after this call.

>> DEB COTTER: Okay, it is area code 20 --

>> She won't get to me. Maybe tomorrow in the morning? Or if you can give me her phone number and maybe I could call her.

>> DEB COTTER: I have her contact information so I will call her directly. Okay?

>> Who, me?

>> DEB COTTER: The DSC.

>> DEB COTTER: I have the DSE's contact information so I will contact her directly.

>> TIM FUCHS: Patricia, let's go to the next line.

>> OPERATOR: There are no current questions in the queue at this time.

>> TIM FUCHS: All right, great, well, good because we've still got a lot waiting on the web. So let's start there. Chris asks: Can you copy and paste the narratives from a Word document?

Opal, anything that would cause a problem there, copying and pasting from a Word document?

>> OPAL JONES: No. You should not have any issues copying and pasting, using your mouse and the actual menu drop downs as well as shorthand should work, the short keys strokes should work, as well.

>> TIM FUCHS: Okay, great.

>> COURTNEY WELTON: This is Courtney. We also have instructions for copying and pasting in the User Guides that are browser-specific so I know sometimes from Chrome to Firefox to IE to Safari, they don't always use the same language for copy and paste so we've provided instructions at the end of the User Guide for anyone who needs help with that.

>> TIM FUCHS: Okay, great. Good tip. Thanks, Courtney. All right, crystals asks: Last year the requirements for community activities will be -- excuse me. There's a type PO. The requirements for community activities, will they be submitted in the same manner as last year? And Corinna that's correct because it's the same form for this year, is that right?

>> CORINNA STILES: Yes, that is correct.

>> TIM FUCHS: Okay. All right, thank you.

And another quick question from Jessica: Does the ACLReporting time out if it sits too long with no activity? Opal, any danger of that? Will it log off if someone lets it sit without updating it for a while?

>> COURTNEY WELTON: This is Courtney. You will get a warning for a timeout after about 10 minutes but the system will not log you out for another 5 minutes after you get that warning message to save so technically yes the system will time you out after 15 minutes total just for security purposes.

>> TIM FUCHS: Okay, so it will save what you've input, but it will log out after 15 minutes.

>> CORINNA STILES: No, if you have not hit save for 15 minutes -- so for example if you were entering data and you walked away for a lunch break and it has been 15 minutes, the system will log you out and if you didn't hit "save" before you left, that information will not be saved in the system.

>> TIM FUCHS: I should have phrased that as a question. Good to know. So really important to save frequently as you're inputting data. All right, thank you.

Okay, Tammy is wondering, she says: I just wanted to verify that if we cannot log in with our AOR email by clicking the forget password link, then we should contact our state Project Officer for assistance, is that right, Corinna?

>> CORINNA STILES: That is correct, Tim.

>> TIM FUCHS: Okay, great, perfect. All right, Kitty is wondering about the 425 form. She says does this new ACLReporting system encompass everything for 704 reporting purposes? Corinna?

>> CORINNA STILES: It does currently encompass everything for the 704. It does not include the 425, so that will not be entered into ACLReporting at this time.

>> TIM FUCHS: Okay. Okay, good to know. All right, thank you.

All right, let me check in with Patricia. Patricia, is there anyone waiting on the phone?

>> OPERATOR: We do have a couple of questions in queue now. One moment, please.

>> TIM FUCHS: Okay. Thank you.

>> Hi, this is Julia Saine, I'm the Executive Director of the Center in Charlotte, North Carolina, and I have -- I think I've completed mine and uploaded it. I do have feedback, though. It sounds like not everybody has gotten to that point, and a couple of things -- yeah, the formatting is a booger because I did have it in Word and then when I tried to cut and paste the formatting was all over the place so it takes some time. And the 10 minutes they're not kidding, you need to save it often.

But the problem I have and the way I felt that perhaps we were short-changed is with those character limits. When you have such an enormous part, like we have, for proving that you provide the 5, 6, 7 core services, depending upon how you count the core services, and you're expected to report all that in 8,000 characters, it's doable, because I did it, but I filled out the written report first, because may Board expects to have it in January so they had it in January. When I got ready to cut and paste, literally that section with bullets, I don't do a lot of verboseness, had 20,000 characters. And I had to cut out 16,000 characters to put it into 7,000 characters. One thing I put in the end document where it says is there anything else you want to tell us is I let you all know you really aren't in a position to ask me too many questions now about quality of my work because I have -- I have, you know, so many characters that you didn't get to read.

I'm just -- you can't change it but I just want warning as we go forward with the new PPR whatever, those character limits are unfair in a lot of the situations and I just wanted to make that comment.

>> CORINNA STILES: Thank you very much for that input, and these calls are actually very helpful, because it helps us identify system errors that we may want to change, and certainly if we hear that there's a trend and a need for additional characters in certain sections, we have the flexibility to go back and do that. As a new system, we had to start with something, and so while we were wanting to make sure that the grantees had enough characters, had enough characters, to explain everything that they were doing, we were also trying to be conscientious of the fact that if we could limit the narratives in some way, it would also ensure a more thorough review by the project Officers each year, but again, we just had to pick a number.

We tried to err on the side of being over inclusive and adding more characters than we thought people would use, but certainly if that was not the case, we are open to expanding those character limits.

>> I've filled out every 704 that the agency's done since 1992 and I've never had a Project Manager tell me that my information was too much, because we do so much, and to put it in that kind of a small box limited the information I could provide.

>> CORINNA STILES: We will definitely note that. Thank you for your feedback, and we will look at expanding those character limits for the future.

>> TIM FUCHS: Okay, good. Thanks, Julia.

All right, Patricia, do we have anyone else on the phone right now?

>> OPERATOR: We do have one other question in the queue. One moment, please.

>> TIM FUCHS: Okay, great.

>> Hello?

>> TIM FUCHS: We can hear you. Go ahead.

>> Hi, this is Nicole, and I'm with a Center in Georgia, and I was recently attached to a Center and then they separated. We got -- with the funding in our Center became separated and when I look onto my dashboard for ACL, I see my grant award for my Center and then I see the grant award for the other Center that I used to be attached to, and I felt that that was not -- I didn't know if me seeing it would hinder them from being able to fill it out but I know that I should not have it at all, and I was confused, if that makes sense.

>> CORINNA STILES: Yeah, thank you for that. That would definitely be an issue that we would need to manage one on one between your Center and the Project Officer. You said you're in Georgia?

>> Yes.

>> CORINNA STILES: Okay, so that would be Kimball Gray. If you could possibly contact him and just send him a quick email let him know that that's happening, and then we'll be working with Opal and her team to get that resolved.

>> Okay. All right. Thank you.

>> CORINNA STILES: You're welcome.

>> TIM FUCHS: All right, good. Okay, let me go back to some of these web questions and again thanks for your patience. For those of you who have typed these in, I appreciate you being engaged. Kelly says I'm the DSC contact for Arkansas but I can't access the solution, I also can't log into GrantSolutions to find out our AOR. I'm at a loss as to what to do. Who can Kelly contact to get that fixed?

>> CORINNA STILES: I would definitely have Kelly contact his Project Officer. Arkansas is Kimble, or who is in Arkansas? Rosalynn Thompson, I'm sorry. Contact Rosalynn Thompson and she'll help work through that individual. Even though the individual may be the DSC contact they may not necessarily be the individual who's listed as the Registrar, so contact Rosalynn Thompson, and we will help work through that issue one on one.

>> TIM FUCHS: Okay. All right, great. Thanks for the guidance. Susan says: I'm the Executive Director of my CIL and I am the AOR as per the notice of award on GrantSolutions. I tried to reset the password to create an account on the ACLReporting website. When I try to log in it says it will send a link to my email to reset my password but I've yet to receive the email^. So could be related to ARR or could be technical. What would you all recommend?

>> CORINNA STILES: She's not seeing the email, I would check her junk folder first, to see if maybe it went there. Opal, were you about to jump in?

>> OPAL JONES: Yes, I was. We've had just a couple of these instances, and it was associated with either your spam settings within your state or centers, and/or it was in the individual's junk mail.

One thing we can say for certain is if you are getting the prompt that says something is sent to your email, that you do have an account in the system. We have had, like I mentioned, just a couple of instances is because of the way the spam settings were within the individual Agencies, we have been required to step in so if you continue to have that problem please reach out to your Project Officer and then we can update your account on the back end so that you can log in.

>> TIM FUCHS: Okay, great. Thanks, Opal.

All right, Susan says, I did check my junk mail and it's not there. So...

>> OPAL JONES: We certainly want you to be able to log in so please reach out to your Project Officer and then we will be able to assist.

>> TIM FUCHS: Okay, perfect. All right, thank you.

Okay, all right. Let's see. Oh, going back to the question about the 425, someone else actually asked a follow-up: What is the best way to access the 425, then? Would that be through GrantSolutions, Corinna?

>> CORINNA STILES: Well, that depends. There's more than one 425. There's an annual, there's a quarterly. The quarterlies are not found in GrantSolutions. Well, actually neither are the -- neither the annual nor the quarterlies are found in GrantSolutions. That is a PDF that they would complete and attach in GrantSolutions, if it's the annual. The quarterlies are completed I think in -- they're completed in the PMS system.

>> TIM FUCHS: Okay, all right, thanks.

All right. Let's see, where were we? So Jeanette too asks: She shares, I agree with Julia on the formatting and the limited number of characters. I had to do the same thing. Similarly, Michael says, our Center was told we have too much information. I agree with Julia immensely so some support for Julia's feedback. Thanks for sharing that, guys.

Cheryl asks: Can you attach any documents to the 704? Opal or Courtney, is there the ability to do that in the system?

>> COURTNEY WELTON: There's not currently -- sorry, this is Courtney. There's not currently the ability to attach documents in the system. In the rich text editor you are able to drag and drop in JPEG pictures, but the attachments within the system is an enhancement at this point.

>> TIM FUCHS: Okay.

>> COURTNEY WELTON: In our backlog for future requirements.

>> TIM FUCHS: All right, thanks.

Let's see. An attendee from Virginia says: I clicked the "send to review" button and haven't heard anything. Is this an active link at this time? Courtney, could you help answer that?

>> COURTNEY WELTON: Yes. So the ready for internal review button is just a button that the grantee hits for the reviewer to ultimately review, and then they are the ones who submit to the PO.

So I guess just following up with more information, does that person have dual roles of the grantee and reviewer? Or just the grantee or just the reviewer role?

>> TIM FUCHS: We'll see if they respond.

>> OPAL JONES: And then one thing to add to that, as well: The system does not automatically send notifications to the reviewer, so if you are not -- if you are a person that is just a grantee and you're sending it to your reviewer, you still have to contact them outside the system to let them know that the report is ready for review.

>> TIM FUCHS: And they've said that it is dual.

>> COURTNEY WELTON: So they'll have to put all of the sections, they'll have to move them all to "ready for internal review," and then from there, the review or request revisions button will appear under that reviewer role, and once they select "reviewed" for all of those sections, they'll have to navigate back to their dashboard and a new box will appear above the section statuses table, and once they hit "submit" on that new box, that's when that will be sent off to the PO for them to either approve or reject the report.

>> TIM FUCHS: Okay.

>> OPAL JONES: Yeah, and for that capability, please reference the grantee reviewer training. We do walk specifically through every step as far as how to get it from the reviewed state to the submittal state to the PO. So just reference that training.

>> COURTNEY WELTON: And there's also a work flow of the entire system broken down by roles and the buttons featured in the system as well in the User Guide at the end, so if anyone is having an issue with the work flow and moving from one section to the next, and from one role to the next, that might be able to guide you through that, as well.

>> TIM FUCHS: Okay. All right, thank you.

Okay. And as Sharon has been typing on the Chat, it's really important that you all review the modules, and she's shared the link there. It's actually pretty simple. Let me give this for those of you only on the phone. Ilru.org/ACLReporting. So again visit www.ilru.org/ACLReporting. If that's inconvenient or not possible to write down, you can always reach out to me at tim@ncil.org or Sharon at sfinney@ilru.org and I'll be happy to share it with you. Definitely want to check those modules out.

Let me keep going through these questions. Anna asks, she says, I'm the DSC for New Mexico. When you speak of the modules for Part I and 2 on the ILRU website do you mean DSC roles and responsibilities in the Regs, Part I? No, that's actually a different program. I think that was important, too. Especially if you're the DSC, but there is different. You can find this one at the link that we just gave, the ilru.org/ACLReporting.

All right, Denise asks: Once you have completed data entry and the form has been electronically signed, how do you submit it?

Are those the same instructions that you were just giving to us, Courtney? Or is that different once you're ready to formally submit?

>> COURTNEY WELTON: Yeah, that's kind of the same. So again, the grantee will fill out all the information, and then they will have to speak to the reviewer outside of the system, have them review all the sections, and then once the reviewer finishes reviewing, they will have a new box pop up on their dashboard that says "submit," and once they select ‘submit’, the formal turn into read-only and they won't be able to make any edits and the PO will now have access to a report.

>> TIM FUCHS: Perfect. All right. One more written question before we check in on the phones. Terry shares a follow-up question on Chris's question about community activities: What's the character limit for objectives and outcomes? Courtney, do you happen to know that?

>> COURTNEY WELTON: All of the validations, so the character limits and everything, can be found in the User Guide, as well.

>> TIM FUCHS: Okay.

>> COURTNEY WELTON: But I can -- go ahead.

>> TIM FUCHS: Terry asks if that's different from prior years. It sound like it is different, is that right?

>> CORINNA STILES: Yes, that is different from prior years. The former ACL-MIS system did not have character limits.

>> TIM FUCHS: Okay. That's what I thought. Thanks for clarifying.

Okay, that's the end of our written questions for now. We've still got about 5 minutes left so let me check in with Patricia on the telephone. Patricia?

>> OPERATOR: There are no current questions in the queue at this time.

>> TIM FUCHS: Okay, let's give just a few more seconds to see if questions come in. If you're on the phone, you can press star-pound if you have a question or of course, you can type them in the chat. Here we go, Linda asks: We are unable to save information that was input. The system references a long running script. Is that a character limit issue or some other kind of bug, Courtney? What do you think?

>> COURTNEY WELTON: It sounds like a character limit issue, but if they could take a screen shot of the message that they're actually seeing so we could take a look at it, that would probably be easier to identify.

>> TIM FUCHS: Okay, great. Great.

All right. Let's see. Cheryl asks: Can you save and go back another day and work on it some more? And it sounds like yes, you can, you just have to be careful to save. Is that right, Courtney?

>> COURTNEY WELTON: Yes, 100%. You can go in and out of the system but we strongly suggest you save at least every 10 minutes.

>> TIM FUCHS: Okay. All right, great. A couple more questions, just came in. Let me scroll back up.

Denise is wondering: Will the character limits be increased on counties served and agency information soon? Corinna, I know that you said it would be something you'd have to look into. What would the time line be for those sorts of technical changes?

>> CORINNA STILES: I will need to actually staff this with the ICF team after the call, and if there are changes, we will make sure to get that information out to the field as soon as possible.

>> TIM FUCHS: Okay. All right, thank you. Kathy asks: When I log on to ACLReporting and click on ‘dashboard’, it just says welcome and my name. I can't see anything else. Can you explain how I go further? Courtney, could you help us with that one?

>> COURTNEY WELTON: Yes. So that means that that person is -- just has the ability for the -- they only are a Registrar right now so that just means as the registrar they'll need to click on the administration tab to the right, and select the user management dropdown from there, and they'll have to find their account, scroll all the way to the right as far as possible until they see a blue button with a pencil icon inside.

They'll go select that button. They'll go down to the profile section. The Registrar will already be selected so they'll have to pull the control button down and select grantee and select save. Then they'll have to log out of the system and log back into the system to recognize those changes, and once they log in, they'll have access to the grantee dashboard from that point on.

These instructions are also found in the User Guide, as well as the recorded demo that we provided.

>> TIM FUCHS: Okay, great.

>> Tim, if I could just take a minute and go back to the previous question about the counties served, if entering the counties served is the only thing that's preventing this grantee from submitting their report and they don't have enough space in order to list them, I would say they should list them at the very end in that last box, where it says if you have anything else to add. Just put a line that says, ‘was not able to include all counties served in the front of the section’ or whatever. And then we would just notice as we're reviewing the 704 because we certainly don't want to delay that grantee's submission as a result of waiting to see if we can extend those character limits.

>> TIM FUCHS: Okay. Great. All right, thanks.

All right. Let's see, just a couple more questions, and a couple more minutes to answer them.

Oh, Linda wanted to follow up on your request, Courtney, to send a screen shot. Who's the right person to send that to?

>> COURTNEY WELTON: You can since we're just talking directly at this point you can just go ahead and send it to me at courtney.welton@icf.com.

>> TIM FUCHS: Okay.

>> COURTNEY WELTON: And I'll go ahead and copy Corinna on that so she can track that issue, as well.

>> TIM FUCHS: All right, perfect. Thanks for offering to do that. A couple people have asked again what AOR stands for, that's authorized organization Representative.

Linda had a follow-up question. She says, how is the Registrar able to see information entered by individual users?

>> COURTNEY WELTON: Can you ask that question one more time? This is Courtney.

>> TIM FUCHS: Shower. How is the registrar able to see information entered by individual users?

>> COURTNEY WELTON: They will have to go in and change their account to reflect the grantee role.

>> TIM FUCHS: Okay.

>> COURTNEY WELTON: So they'll be able to see all the information that's entered, and there's also a time stamp at the bottom of each of the sections, so there's multiple people going to be recording on that data. You'll be able to see their name and the date and time which they last entered that data.

>> TIM FUCHS: Okay, great, great.

And a final comment, and this will have to be our last because it looks like it's 5:00 here on the East Coast. Tink Miller offers a comment / tip: Everyone may not understand the reviewer is someone your Center has selected to be its internal reviewer and it is not someone at ACL. It can be the same person who creates the report.

Well, that's the end of our questions. We fit them in in just the nick of time. Corinna, Courtney, Opal and the other presenters, I really appreciate you all taking the time to put together this Q&A. Thanks to all of you. We had a great big audience today so thanks for being engaged. Again there's Part II on Thursday, February 9th.

If you weren't able to view the modules on ILRU's ACLReporting page. I welcome you to do that. You're welcome to join again on Thursday and with that we'll go ahead and close. Thanks so much, everyone. Have a wonderful afternoon, goodbye.

>> COURTNEY WELTON: Thank you, bye-bye.