

NWX-HHS ACF (US)

Moderator: Anna Lisa Walters
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1:30 pm CT

Coordinator: Welcome and thank you for standing by. All participants are in listen only until the question and answer session of today's conference. At that time to ask a question press Star 1 and I will introduce you.

This call is being recorded. If you have any objections you may disconnect at this time. I would like to now turn the call over to Ms. Anna Lisa Walters. Ma'am you may begin.

Anna Lisa Walters: Thank you very much. I'd like to welcome everybody to the online data collection system register for account and access, the CSBG model state plan. My name is Anna Lisa Walters and I'm one of the trainers with it the Grant Center of Excellence.

Now just to let you know, as the operator stated this session is in listen only right now. We are going to have a moderated question and answer session at the end. Also, you have the ability to enter questions in the chat throughout the session. And we will read those questions at the end of the session.

The PowerPoint presentation that I am going to go through today is going to be available on our OLDC documentation site tomorrow. Let me go ahead and move through a for our agenda for today.

We are going to start with the CSBG model state plan background. Then an introduction to the online data collection system. Next we're going to follow up with how to register for your OLDC accounts.

And then we're going to move on to username and password. That's going to include how you're going to receive your username and password and also what it's going to look like and who you're going to receive it from.

We're going to log into the system. We're going to look at the OLDC homepage. And we're also going to discuss an enhanced homepage that was recently made available in OLDC for those of you who have used the system before.

So I'm going to show you how to verify your existing permissions and also how to access your report. We're also going to look at the different resources that are available to you in OLDC and where you will be able to find most likely next week the video of this training session since it is being recorded.

Now at this time I would like to turn it over to Seth Hassett, who is the Director of the Division of State Assistance within the Office of Community Services for opening remarks, Seth.

Seth Hassett: Okay, well thank you very much Anna Lisa and thank you everyone for joining us in this webinar and training opportunity. We thought we would start with some very brief background related to the model state plan and how this

webinar fits into our overall implementation of a new automated approach to the model state plan.

So again, to begin with as most of you we hope are aware at this point, the process of OCS is underway in a process of revising and automating our CSBG model state plan process.

This is a part of an effort to put in place an enhanced performance management framework for the community services block grant. And there are elements in this model state plan of our efforts to put into place new organizational standards, working in partnership with states on accountability measures.

And ultimately we will be working to incorporate this into a - the reporting expectations that will come on the other end of the process. This will all be embedded within Administration for Children and Families data collection system, or OLDC. And so that is again where we're focusing today is an orientation to accessing and utilizing the OLDC platform.

Our overall goal is going to be to focus on increasing the efficiency and improving our ability to analyze information and within CSBG. You know, I want to say that we are aware and that this year there is a lot of additional work involved for everybody at our level certainly within the states. And so this is the intensive implementation year.

Over time we really expect and believe that this will improve the overall efficiency and ultimately reduce the burden for everyone involved in the development and production of our state plans.

Our work this summer is to obtain our OMB clearance. And the plan is for our new state plans to be implemented through the online application process, which will be due September 1 of this year.

Let's move to the next slide. We've made great progress to date in our overall efforts. And this slide sort of gives an overview of the work that's taken place beginning in fall of 2014 when there was a draft version of the model state plan.

And a continued work over the course of the last year in terms of publishing for a 60 day comment period under the Paper Reduction Act in January. And more recently we have completed a 30 day comment period as one of the final steps in the OMB clearance process.

And if you have not participated in or listened to the June 8 webinar, we recently provided a webinar that described what were the major revisions that have taken place in terms of the contents of the model state plan between the time of the 60 day comment period and our most recent publication.

Where we are now, we moved to the home stretch, is we're in that - we're in the final stages of moving towards both incorporating any final comments, moving towards OMB clearance. And at the same time simultaneously preparing states in our system to be ready so that when this - when we have a clear plan online everybody is prepared for how to get into the system and complete their plans.

So there are really two stages. And the first in terms of our systems training on the online data collection system. The first is registering and accessing OLDC, which is what we're doing today.

And then as a follow on, our plan is to have some training that sort of goes through some of the unique aspects of the CSBG state plan, some of the tables, the way some of the items will pre-populate, tips and tricks to show how you will work with entering data into your - to the modules for the CSBG plan.

We plan to put out some additional guidance in the form of an IM related to a state plan submission. And basically this is going to be just a re-articulation of what you already - what I'm sharing now, which is the due date for applications, some information about accessing the system. But it is essentially going to be outlining the expectations that I'm sharing today.

And we do plan to do additional targeted outreach to the 13 states that have the unique situation of having submitted last year a two-year state plan. And we've begun that work by sharing some of the questions and information that we are going to be asking those states to provide. But with some workarounds for them in terms of how they will put that into the OLDC system and how we will, you know, make that work in the context of those two years - states with two-year plans.

The next slide just to articulate again is just a review of the overall timeline that we've been working through. And the bottom line here is that we're in the home stretch. We're in the closing period of the - of this multi-year effort.

And we think this will be the - this is going to be the most intense period of work for all of us. We're very - we're expecting to have some additional guidance to provide you in terms of ongoing contacts and how we'll be working with you as we put out the model state plan, as we put out the final guidance.

And so at this point what I'd like to do is ask (Nicky Frasier) to just talk about Step 1, which is the getting into the system and register.

(Nicky Frasier): Thank you Seth. OLDC is a web-based system that CSB grantees will use to conveniently submit report forms. This sites is secured.

Users are assigned roles in the system based on job type, and can only perform the actions associated with each role. Persons assigned to data entry job type can enter and edit data in OLDC, which includes uploading attachments.

The authorized official reviews and certifies the plan. The grant administrator has all the data entry permissions and can also submit and un-submit the form. Additional roles can be assigned to a job type and the access form which will be covered in a moment.

Each OLDC user must have their own account. And we ask that you please do not share passwords. Those requesting access to OLDC must complete the OLDC access request form. This form is also used to modify an existing account. For example, changes - changing a user's job type.

Those requesting - sorry about that. The form can be downloaded from the URL. And that URL address is <https://extranet.acf.hhs.gov/oldcdocs/materials.html>. And then click on the OLDC access request form link.

The first page gives instructions, as you will see on the screen. Applicants will complete the second page. Please ensure that the email address is correct as it usernames and passwords are emailed out to the applicants.

We'll quickly show what the actual instruction page looks like. And as you see at the top, it says helpful hints. It gives a list of job types. You'll want to concentrate on the right side that says grant partners. And we've highlighted the job types that will apply to CSBG grantees.

The second page - let me go back real quick. The second page as you can see gives a more in depth and its personal information. And as we said before, one form per user must be filled out.

Again, at the bottom of the form applicants will enter their program as CSBG. So that all forms in order to access previously submitted SF424M and access the model plan, which is new for fiscal year 16.

Each state should have at least one grant administrator and one authorized official. The grant administrator will likely be the state's CSBG point of contact. The authorized official is the person identified on the official designation letter. You may also assign one or more persons to the role of data entry persons.

If you have new users or need to change a user account, please email completed forms to me or (Latoya Smith) no later than July 8. I will now turn it back over to Anna Lisa to provide more information on user names and passwords, logging in and other features. Thank you.

Anna Lisa Walters: Okay, usernames and passwords. So when you submit a request form and your account is created, you are going to receive two emails from the online data collection system.

The first is going to contain your new username and it's going to also include information about how to access our welcome to OLDC document. And it will

also contain the web address to log into secure sign in, which is the portal you log into to access OLDC.

And the second password is going to contain your password. So it's just going to be a one word email with your password in it. Now if you don't receive any of these emails or either of these emails, you may receive one but not the other, please contact our support center. You can do that by phone at 1-866-577-0771 or by email at app, that's app_support@acf.hhs.gov.

Please note that if you already have an account in OLDC for another program, then you will not receive a new user name and password. You are going to continue to use the same username and password that you have been using, only you will now be able to access the CSBG forms.

Again, please be sure to - that your spam blockers are not preventing receipt of the your username and passwords. And so on this PowerPoint presentation, on this screen, I have two different email addresses that you want to add to your safe list in your email system. And those are on-
line_data_collection_system@acf.hhs.gov.

And the second one has to do with secure sign in, which is as I mentioned before is the portal that you use to access OLDC. Depending on how your user name and passwords are create, sometimes it will come from OLDC and sometimes it will come from secure sign in. So the second email address is secure_sign-in_system@acf.hhs.gov.

Now I know both of those email addresses are very long. As I mentioned at the beginning, this presentation is going to be available on our documentation site tomorrow. So you don't have to memorize what I'm telling you. You can always go there and download this presentation.

All right, so now we're going to talk about login. What do you need in order to access OLDC since it is a web-based system is an Internet connection. You don't need any kind of special connection, just however you normally connect to the Internet.

And you're going to use a browser such as Internet Explorer, Chrome or Firefox. And in your address bar for your browser you're going to type in https, and as (Nicky) said before, the S stands for secure://extranet.acf.hhs.gov/ssi, which stands for secure sign in.

Now since this is a pretty long web address, we always recommend that you create a favorite or a bookmark in your browser so that way you can just go directly to the screen without having to type it in your address bar every time you login.

And so once you go to the webpage or once you type in that address, you are going to come to the secure sign in login screen. This is where you're going to enter the user name and the password that you received by email. So once you enter your username and password, you're going to go ahead and click and log in.

Now before I move on to the next screen I do want to point out on the front of this page here we have a link that says forgot login info. When you log in for the first time, and we're going to see this in the slides in just a moment, you are going to have to create what's called a challenge question and an answer.

So that way if you ever forget your own account - if you forget your password for example, you answer your own question and answer. And it will automatically email you a new temporary password.

So if you can't remember your password, just remember go to the login screen, click or enter your username first and then type in or click, I'm sorry, forgot login info and it will ask you your challenge question.

If you do not remember your username, at that point you should contact our support center and they will be able to assist you.

Okay, and just as another tip, usernames for our grantees are typically last name followed by the first letter of their first name. And if it's a name such as John Smith, then there may be several SmithJ's, it could also be followed by a number, such as SmithJ23.

So if you can't remember your username and you want to give it a try, you can always go ahead and type in your last name, first letter of your first name and see if that works. If it doesn't, contact our support center.

All right, so when you log in for the very first time in OLDC, you're going to get a message that says password policy, please change your password for security purposes.

Now we do have a password policy. Your password has to have at least nine characters. It does have to start with a letter, not a number. It has to have a combination of upper and lower case letters. And you need to have at least one number and at least one special character such as a \$.

And we give some examples on the screenshot here with the password policy of the kind of special characters you can use such as the pound and underscores and dollar sign.

As another note, just remember your username is not case-sensitive but your password is. So once you click okay when you go to login for the first time, you're going to come to the change password screen.

You are going to enter your current password. That is the password that you received by email. You're then going to enter a new password and then re-enter that new password in the confirm new password box. If you enter something that does not conform with our password policy, don't worry. OLDC will tell you that it does not conform. And so you can try again.

So once you enter your new password, go ahead and click change password. Just again a note. Passwords have to be changed for our grantees every 420 days. So hopefully if you're using OLDC you're in the system more often than over a year.

So within the 420 day. You will be prompted to change your password. And once again this is for security purposes and to make sure that people haven't left and still have active accounts.

If your password is not changed within that timeframe then your account will be disabled for security purposes. If that happens you can always contact our support center and it they will be able to assist you in re-enabling your account.

All right, so once you go ahead and change your password, it's this is the very first time you've logged in, you are directed to our change challenge question screen.

This is where you can select a challenge question from a list of pre-existing questions. Some of them include what is your mother's maiden name? What's

your favorite movie? I do caution you, if it's something like what is your favorite movie or what is your favorite color, be careful because if your favorite changes that you might not necessarily know the answer to your question. So just keep that in mind.

So once you select your question and answer, click the save Q and A button. And you are going to be brought to the secure sign in home screen. Now on the secure sign in home screen I do want to point out two different links.

You have a link to change your password. So you would use that if you have changed your temporary password and then you realize you know what, I'm never going to remember that. And Lord knows I've done that before. You can always go to this change password link and you can change your password again.

You also have a change challenge question link. So if you've had problems with your challenge question in the past. Let's say you chose what is your favorite movie. Your answer was Star Wars and then, you know, later you changed it. Okay, now my favorite movie is going to be Lord of the Rings. You can go back and change it here. Not that that's my favorite. Just saying.

So once you are on the secure sign in home screen, to launch OLDC under where it says select application, you are going to click the OLDC button. Now OLDC opens in a new browser window. If it does not open, it is possible that your browser has a pop-up blocker enabled. So all you need to do is to disable your pop-up blocker.

On some of our browsers, if you hold the control key down on your keyboard and then click the button, it temporarily disables the pop-up blocker. But that does happen to you, if you click OLDC and nothing happens, chances are it is

your browser's pop-up blocker. I can't tell you necessarily how to disable it or how to add OLDC so that it opens up every single time because it does - the steps do vary depending on what browser you're using and also the version of the browser. If you do have problems with that, you can always contact our support center for assistance.

So once you launch OLDC, the OLDC home screen appears. And on the PowerPoint presentation that I am using right now, you will see what we call our regular or our classic homepage.

Last weekend we did release a new version of OLDC that allows you to switch to what we call our enhanced page. And this is how I'm going to show you to get to your forms because I do recommend using the enhanced page. It really is so much easier.

All right, so let's talk about OLDC home. To switch to the enhanced homepage, just above where you see the menu links, you're going to see a link that says switch homepage enhanced.

When you click that link a message is going to appear asking do you want to keep the enhanced homepage as your default homepage. What that means is that when you log out of OLDC, then the next time you log back in it will keep the enhanced homepage.

Now you can always go back to the regular view. But if you like the enhanced one, you would go ahead and click yes. And that's what I recommend because it really is easier.

Okay, so once you click yes then you will see the new enhanced homepage. You still have access to the same menu links that you had before that were

down the middle of the screen before. For example you can see report form entry, user system sending and OLDC.

But on the main part of the screen you're going to see three different tabs -- my recent activities, activity report and report due. To return to the classic view, just click the link switch homepage regular. And it will take you right back to the way it was originally.

Okay, so the enhanced homepage as I mentioned before is divided into the two sections -- your main menu links and your tabs. Now let's look at the main menu links first.

The first one you're going to see is a report form entry. This is a way for you to be able to access your report information. And you can also enter your data. You can retrieve previous or current information.

So if you're used to using OLDC and you're used to going to report form entry, then you can continue doing so. Nothing has changed in the functionality. The tabs are only there to make getting to your own reports easier. It's just for navigation.

Also we have user system settings. It says customize the way OLDC is used. So if you have - you can always go here to view your preferences. You can go to user system settings to view what your own permissions are. And we are going to look at that - how to do that it just a moment. User system settings is very useful.

News and tips. News and tips is where you're going to find that your OLDC documentation. That's where you will go to find the PowerPoint presentation that we are going through right now. We also have lots of other

documentation that you can use. And we're also going to post this recorded video on the documentation site. It will be available next week.

And then of course we have the end OLDC link. As you probably are aware with most systems, whenever you are done using it the secure and safe way to leave the system is to end the system. So in this case it is end OLDC. And you also will have that from the top of your screen.

Okay so let's look at the tabs. The first tab you see is my recent activity. And this is going to display all the reports that you have recently accessed. So it doesn't matter if it's for CSBG or for another program that you have access to an OLDC. If you've recently accessed that report, it's going to show up on my recent activity.

Now if you are a brand-new OLDC user, when you come to this tab for the first time, nothing is quick to be in there. And that's okay. It will start to populate once you begin accessing reports.

Now from the my recent activity page, in addition to being able to view your reports that you recently accessed, you also have the ability to edit them. So you would just go to actions drop-down list and you can select edit. It will take you right into the report form.

You also will have the ability to look at the report status. It will take you to the report form status page. And that's where you can print if you want to, look at the history of the report, you can see who performed what actions when.

Okay so the next tab is activity report. This allows you to search for reports using the view and select a program name and your organization name. You

can search for reports that are in progress, reports that have been submitted or approved over the past two years.

If you want to look for data or reports that you submitted more than two years ago, then you would need to go to the report form entry leak and search that way.

From this screen you can, just like you could with the my recent activities tab, you can view the report from the actions drop-down. There we go, actions. You can edit and you can also go to the report form status page.

Now the last tab is report due. This is where you can search for reports using again the program drop-down list which you would use Community Services Block Grant. And your organization name, so your state.

You can search for reports that are currently available for submission. So if there's a report that you can submit in OLDC, it will appear on this page. And from this page you can view from the actions drop-down.

You can create. So if you have a report that you haven't started yet, right from here, from the actions drop-down, you can click that drop-down and select create. And it's going to initialize the form for you. You can edit forms that are currently being worked on. And you can also navigate to the report form status page.

Now just a note. I have been told recently that some settings in Internet Explorer prevent people from successfully loading the enhanced view. So if that is the case for you, they're currently working to see if that's something that they can change so it will work with all Internet explorer settings.

It does work no matter what in Chrome and in Firefox. So if it doesn't load for you in Internet Explorer, you can use one of those other two browsers because as I mentioned, it is some kind of setting in Internet explorer in some versions so that browser that blocks it.

Okay, so let's talk about OLDC navigation. In OLDC for security purposes, the back button has been disabled. Because of that we use navigation links, also known as breadcrumbs so you can find your way back to where you were. Our way of giving thanks to Hansel and Gretel.

So with the navigation links it's going to start up at the top of the screen with OLDC home. That's your homepage. As you move forward in the report, then the breadcrumbs are going to grow. You can click the breadcrumb links to go back and forth to different screens in OLDC.

Once you're on the report screen when you're working in a section for example, you will see that there is what I like to call the phantom link at the end. It says report form status. And it will allow you to navigate to the report form status page without going back to any other screen.

So that is always going to be there for you when you're working on a report. If you want to see who performed what action when. If you want to see what attachments for example are already attached to the form without going to the attachments page. There's a lot you can do from the report form status page.

All right, so now we're going to go over how you can verify your existing permissions. I know a lot of our states already have accounts in OLDC because some of you are submitting your 424 and last year.

So if you wanted to see what your existing permissions are in OLDC, you're not sure what you have access to, what you can do is from the main menu, select the user system settings link. And that's going to bring you to the user setting screen.

Under user settings, you're going to click the middle link which is view assignments. Now when the view assignments screen appears, what you're going to do is under Step 1, and you'll notice in OLDC you'll often see Step 1, Step 2, Step 3. You always have to follow the steps in order.

So under Step 1 you're going to select the program Community Services Block Grant. Under Step 2, you're going to select your own organization. That would be your state. If you have more than one option under Step 2 where it says select grantee, you do want to check the dates because it's possible that your organization had a different EIN for maybe from I don't know, 2002 to 2007 and then from 2008 to current you have a different EIN.

So make sure you select the most recent option that you have available to you. And then once you select the grantee, then the screen is automatically going to refresh. And you're going to be able to see what reports you have available to you and what your roles are.

So in this example right now, my job type is the grant administrator. And so you're going to be able to see all the roles that I have available to me. Now next to my role you're going to see a D. That just means because I'm the grant administrator, I have delegate authority. Don't worry about that. That's not anything you have to deal with. I just wanted to explain what that meant.

Now if you wanted to print this, what you can do is there - if you go to - let me show you. Here, I'll use my mouse. There is a link that says printer

friendly. If you click that link, then it is going to show you a printer friendly - sorry, a printer friendly version of your own roles and access to reports. And you'll go to your browser's menu bar and select file, print. And you'll be able to print it out in a nice view. So that's how you can see what permissions you currently have assigned to you.

All right, so now let's take a look at accessing reports. So using the enhanced view, what you could do is go to the report due tab. This is probably the quickest way. If you're used to using report from entry, you certain could do that. You can select go to your - go to report form entry. Select your organization name from the grantee selection screen and so on.

But this is going to be the fastest way is in the enhanced view. So you're going to go to report due. You'll select Community Services Block Grant and your own organization and your state under grantee. And then you're going to click enter.

Now the available reports to be submitted are going to appear in the results table. The one that I have highlighted right now, you're going to see it says under report name, model state plan, parenthesis, CSBG. It's going to show you the reporting period. And it's also going to give you the due date.

So I just have that one highlighted. This is not our production system, so I'm not entirely sure if those dates are correct. But it's the right one. Oh no, different one, okay. So this is not our production system, although there is another one of the above here that has the duty of 9-29-2016. Okay so ignore the due dates in this PowerPoint presentation. This is just a testing system.

But the process is the same. You'd be able to see the report name, the reporting period, the due date, report status. So if you are currently working

on the report, it will show you the status. I do have an example of one that is currently saved. But in this case because we haven't even started it, from the actions drop-down list I have the create link. You would just go ahead and click create.

And then what that's going to do is take you immediately to the report section screen in OLDC for the CSBG model state plan for that reporting period.

Now this is a, what we call a section-by-section report. There are currently 16 sections including the cover page. Each section's data has to be entered separately. And sections can be saved individually, okay.

So let me just show you what actions you can perform on a section. You have the ability if you have a section already saved with some data and you want to completely start from the beginning, you do have the ability under select action to clear section data.

You have the ability to edit the section and also to print the section. What you would do is select the action that you want to perform and then click the go button.

So the model state plan I - you can tell me. I don't believe it's available in production yet? Okay. So no, it's not available yet in production. And I know that you guys will be notified when that happens. Okay.

So those are the three different actions that you can perform on each section.

Now the report itself is going to need to be ultimately validated. That just makes sure that all of the data that needs to be entered in the form is there. If it is - the status is save validated then everything is good and you can move

forward with the process and certifying. If it's validated with warnings, then that means you may have some issues. But you can still move forward in the process. If you validate and it says saved with errors then that means you cannot move forward. You have to fix whatever the problem.

And when we do the training on the form itself we'll go through some of the validations and how you are going to enter those sections.

Okay and that just shows you the Validate button.

Okay, so now I'm going to move onto resources. As I mentioned before you can access the OLDC documentation site from within OLDC by News and Tips from the main menu. When you click News and Tips the Online Data Collection Documentation site is going to appear. This is where you are going to be able to find this PowerPoint presentation.

I'm going to create a heading that is going to say CSBG materials for the state plan. So you will be able to find that tomorrow.

And you can also go through this documentation page because we have a lot of general documentation here that might be useful for you getting around in OLDC, working with forms, using the report form status page. As specific documents are created for CSBG they will be added to this site.

As I mentioned at the beginning you can always contact our Support Center for assistance with OLDC. This is for technical assistance, meaning that if you're having a difficult time using this system if something isn't working properly in OLDC then you can contact our Support (unintelligible) for example user names and passwords.

They're available Monday through Friday 8:00 am to 6:00 pm Eastern Time. You can access them at APP, that's A-P-P _support@acf.hhs.gov or by phone at 866-577-0771.

Okay, so at this time I'm going to turn this over to Jonna Holden who is the Program Manager on the Division of State Assistance for the Office of Community Services. Jonna.

Jonna Holden: And good afternoon and thank you again to everyone who was able to participate in today's webinar. We also thank the Grant Center of Excellence for hosting this training on behalf of OCS.

And just in a few minutes here we're going to begin to take any questions that you have on today's training. We have received a few questions so if you'd like to take the time now to submit any additional questions that you may have.

So before we get into question and answer, I'd just like to mention a few brief reminders. As (Seth) indicated this webinar is just the starting point for ongoing training and technical assistance that OCS has planned to provide to states on utilizing the OLDC Platform for the state plan submission.

So as you'll note on this slide additional trainings in addition to what we discussed today on registering and accessing OLDC, we will also give tools that help grantees with how they can enter data into various sections of the state plan, how they can certify and submit plan forms.

And that will give an opportunity for everyone to see what the current CSBG plan will look like and feel like in the OLDC System.

In addition to that once the OLDC System opens for all of CSBG state offices to begin entry OCS will look on additional opportunities to share frequently asked questions, tips and tricks that will help states ongoing with using the system.

So at this point states should be working to submit all registration forms no later than July 8th to the emails that are indicated in this slide. And as Anna Lisa indicated this webinar as well as the slides and all of the tools as it relates to registering and accessing OLDC will be available ongoing to all of our CSBG grantees in the News and Tips Sections of OLDC.

And we will have that available so that you can access that and also share it with other staff as needed.

So we look forward to receiving your questions. And we look forward to having you on future training webinars. Thanks again.

Man: (Unintelligible).

Anna Lisa Walters: Okay. And just a note, we looked in the PowerPoint presentation and we (unintelligible) Niki Frazier's email address is incorrect. So I'm going to just really quickly fix that. I believe it's an extra I. Am I right?

Woman: No.

Anna Lisa Walters: No.

Woman: Take out the I.

Anna Lisa Walters: Yes.

Woman: Has extra I. Yes.

Anna Lisa Walters: Okay. So this is Niki Frazier's correct email address. And we'll make sure it is correct in the PowerPoint that is posted.

All right, so at this time I am going to go to the chat so that way we can look at the questions that have already been submitted and one second.

And also and once we go through the questions that are in the chat, we are going to have a question and answer session where if you press star 1 I believe the Operator will be able to open up your line so that you can ask a question.

But I am going to start first with the chat. I have a question from (Michelle). It says I have to change my grant partner page from last year. How do I make the updates?

Okay (Michelle) actually if you want to clarify that question, if you don't mind pressing - oh actually (Jennifer), Operator?

Coordinator: Yes, I'm here.

Anna Lisa Walters: Okay. Do you mind letting people know that they can...?

Coordinator: Absolutely.

Anna Lisa Walters: Thanks.

Coordinator: To ask a question, please press star 1 on your touchtone phone. Unmute your phone, record your name clearly after the prompt and I'll introduce you for your question. If you need to withdraw your question you may press star 2.

Your name will be required to introduce you for your question. Again it's star 1 to ask a question.

Anna Lisa Walters: Okay. So I'm going to go - I'm going to move to the next question so the person that asked the first question in the chat can call in and clarify.

The second question is if you have an OLDC user name and password how do you - oh if you have an old, I'm sorry, an older user name and pass - how do you receive it?

So if you've previously had an OLDC account but you haven't logged in for a very long time, I would suggest contacting the Support Center to see if your account is still active.

And if it is they can tell you what your user name is and they'll be able to reset your password.

The next question is which browser is recommended?

Any browser with Internet Explorer that is over I would say probably Internet Explorer 9 and higher. Any version of Chrome; probably we would recommend the most recent versions of Chrome and Firefox.

Okay the next question is Enhance (Com) page does not load.

Okay, as I mentioned before we do seem to be having an issue with some settings of Internet Explorer. I'm not sure exactly what the setting is and what versions it's having a problem loading and not loading.

If you are having an issue with Internet Explorer then you can go ahead and try it in Chrome or Firefox. I know both of those don't seem to have any problem loading the Enhanced (Com) page.

Okay the next question is how does one find out the roles for state team members for a certain grant program?

So the different team members can log into their own accounts and they can view their own permission. However if you have a list of people that you need to know what permissions that they have, actually let me ask you. Do you want them to contact you if we provide you a report?

Woman: If it's a Grant Administrator may be able to see who has.

Anna Lisa Walters: The Grant Administrator does have the ability to see what everybody's roles are. If you are going to do that, if you have the Grant Administrator role, you may not have been trained on how to view people's roles. I would suggest contacting the Support Center and they can walk you through that process.

There's also documentation on our OLDC documentation site for Grants Administrators that will walk you through that process.

So if that's something that you want to do, you certainly can do that. If you are the Grant Administrator you have the ability to see so you can contact our Support Center or look on the documentation site for instructions.

(Seth): And just to - this is (Seth), just to emphasize on this - these as Niki had outlined when completing the form for registration we outline three different roles that are likely to be relevant in the context of CSBG and they are described on the form but they were Grant Administrator, I believe it's data entry and then official, authorized official.

And the - those three roles are important to make sure that you have - certainly you are going to have a - need to have someone who's a Grant Administrator and a authorized official and a data entry will be additional people who can add or complete sections in the state plan as you're developing it.

And we just want to emphasize that one of the reasons we're doing this training quite well in advance of having other aspects of the Model State Plan available is that this is an important time to be doing that internal planning with regard to what steps will be involved and need access. We'll need to submit those forms.

And more importantly to make sure your authorized official is going to have an account and that they will be - you will be able to work with them because they will have a role in certifying the plan.

And so that's again an important part of the early work now is to make sure that there is - if you're looking at that form that Niki has provided, have looked at what staff and what - are going to be involved in completing the plan and that you have a registration form.

And that if you have questions, you know, we will - one of the reasons we want this by July 8th is so that we make sure all the states are prepared and that we're not answering and dealing with those questions during the time

when we're, you know, we're going to be working and needing to learn the modules.

One other last item I will note on that which is I would also - for those of you that are either the LIHEAP Administrator or if you do have a role in the LIHEAP plan submission then, you know, what I would recommend is you look at the roles and how things are assigned within your - within the LIHEAP role because this is - there's a lot of overlap.

And if not I would certainly suggest you consult with your LIHEAP colleagues about this because they have some similar roles in terms of having an authorized official that needs to certify the plan and some coordination there would be recommended.

Anna Lisa Walters: Okay. Okay the next question we have is, is the Model State Plan Report already available?

So in our production system at this time it is not yet available.

(Seth): So as we indicated I think we are doing this training in advance of having the production version available. We are in the process now of and making final preparation of comments from that 30 day comment period and working then on the testing of the system.

So this will be a few weeks certainly before the production version is available. So one of the - again the focus here is making sure people are comfortable accessing the system, are able to get in, have the roles defined and are ready so that when that is available it will be - this will be where you'll be going.

Anna Lisa Walters: Okay the next question is we are in a two year plan. Do (unintelligible) another document or do I go into last year's current two year plan?

Woman: Okay. For grantees that are in - are entering the second year of their two year plan you should've received notification from (Seth) maybe a week or two ago on what we're asking for, for year two of the plan.

And as you enter data into the Model State Plan you are able to make adjustments based on whatever the change is in the system. This will be an update to your two year plan.

(Seth): And, you know, again there will be - you will be creating a new document in this because there - some of these modules would not have been available last year.

So what we will be highlighting and again in further guidance to those particular states is that you will have access to the modules. You will have the ability to complete selected questions. We will have some - we will have had worked with IT with regard to the disabling some of the validations because there are some elements that will need to be - you will be able to complete just the necessary information that would be new for this year's submission.

And as I indicated we will do some additional convening and guidance tailored to those particular states because it is sort of a first year workaround that we will be doing with those states.

But it will be some new information that you will be putting because the previous modules wouldn't have been available. The modules wouldn't have been available in the previous round.

Woman: And if you have changes to the previous submission then we would ask that you work with your Program Specialist also to determine which area of the Model State Plan that information would go into.

Anna Lisa Walters: Okay the next question. Actually it was just someone noticing that the email was incorrect. So thank you. That has now been corrected.

Woman: Thank you.

Anna Lisa Walters: All right, the next question is what is the due date to have the state plan submitted? Is it 9-1 or 9-30?

(Seth): It's September 1st. And that's based on the CSBG Act date line - timeline.

Anna Lisa Walters: Okay next, it says if we submitted our CSBG Application through OLDC last year and have had no staff changes, we don't need to register anyone for access, right?

Woman: That is correct. If the persons that were registered last year, if their user roles have not changed and everything is the same as far as that - those persons you do not have to submit a new form.

(Seth): Now what I will - again do review the forms and look at the different roles and where the role of authorizing official for certification of the state plan because that is a role, we want to make sure that the person that you have in that role is in fact the authorized official, the CSBG authorized official who has the - again the authority to ultimately to certify the plan.

So that may mean that you are - you may have already registered folks. But you want to make sure you have all the right - every - you know all the right roles with the right personnel.

Woman: And if you have the person that's designated in the letter and you know that that person doesn't already have access, then that is one of the reasons why we wanted to have this webinar in advance to ensure that you get the right persons to have access in advance of us launching this CSBG Model State Plan for Fiscal Year '16.

Anna Lisa Walters: Oka. So the next question says I had sent an electronic request for assistance to the Ask the Floor web (ACF) Support web site. I think it was created 6-12-15 but no contact to date. When, how will I be contacted?

Well I do apologize that you submitted it on 6-12 and you haven't received any contact from them. I would recommend calling them and following up. Hopefully when you received an email from them, an automatically generated email with a ticket number you can refer to that.

So I would definitely give them a call to follow-up.

Woman: And as we continue to roll out additional training and tools regarding OLCD we'll also talk about as far as contacting the Help Desk when states aren't able to get a response or haven't received a response either by email or by phone we will discuss on later webinars additional staff support from the OCS Program Office on how you can receive additional assistance.

Anna Lisa Walters: Okay the next question. Is there a beta version we can data entry staff practice on?

Woman: There is a test version that OCS is currently working with a state work group to convene to work on this beta version, to get a sense and feel of the system and also to help OCS create additional FAQs and tips and tricks for states and develop our training and technical assistance to ensure that everyone is prepared for this system.

As we roll out additional training and technical assistance we'll ensure that there's a variety of formats including not just the webinar but also quick sheet that will give availability for states to see the various question types and really get a sense and look and feel of the system as we move forward.

(Seth): So and so we know that this is and we don't at this point - we would not be - I think we don't think it would be advisable to make that more broadly available. I think we're still too - we're still working through and making sure we anticipate and address any issues in the system and again are still in the finalized processes and of looking at the comments we received from the 30 day comment period.

What I would just again advise is so in this current period working to make sure you have good access to OLDC, have defined roles, have gone in and tested and made sure that you are able to get through to the SF-42 - the SF forms and the other materials that are there.

And the version, the content of what's going to be in it has been disseminated and is on our web site. And again any final adjustments after the 30 day comment period we will make them available.

So we know that obviously people will be and are ready to start looking at the tables and systems.

But for the time being again our focus would be on getting the key participants registered, prepared and then working using the Word version and the materials that we provided online in terms of the content that you'll be submitting so that when you - when the system does become available it will be simply a matter of, you know, entering the data online and essentially in some cases cutting and pasting.

Anna Lisa Walters: Okay. And I believe I skipped a question up towards the top. It says as the current Grant Administrator can I modify the individuals assigned to the job type?

So as a Grant Administrator you do technically have the ability to make changes to your staff. However I would encourage you to make sure that you have been trained on how to do that. You can always ask the Support Center to walk you through the process.

And as I mentioned before we do have documentation on the OLDC documentation site.

If you have been the Grant Administrator for another program such as I guess LIHEAP or any other program in OLDC and you have been trained, then yes, you may go ahead and do that as the Grant Administrator.

Okay so all right. We have another question here. Can a Grant Administrator also be the designated authorized official? If so would written authorization need to be loaded into OLDC?

Woman: As stated before the authorized official is that person that is designated as the certifying or the lead person of the agency. That's usually on the commissioner or the secretary level.

If you are the authorized official and the Grant Administrator we usually see the Grant Administrator as the program, the CSBG Program person. It's not impossible for this to happen. But with our - for our practice - in practice the person that would be designated as a Grant Administrator would not be the authorized official.

And the authorized official would be the person that actually has the role of certifying the plan. So if you think about your plan in past years this person would've been the one that had the authorization to sign the certification, the fourth certification and sign all - on the assurances and the entire plan as it was in a Word version.

(Seth): So in - just in theory and in terms of and again this is one of the other reasons we kind of recommend some consultation if you do consult with your LIHEAP Administration because they have comparable issues in terms of having a authorized official role in the OLDC System.

But in theory the data entry person, the administrators would be the people that would make sure that the complete plan was on, had been validated, that there had been testing of the various sections.

And then sort of the last stage of this would be that the authorized official would be working with you to log in and do their review and make a final certification for the plan.

So again that is a big part of what I would suggest in terms of thinking about the work plan and the briefing that would need to take place for those officials.

Anna Lisa Walters: Another question. I am also in a two year plan and have not received any guidance. And this is Michigan.

Woman: So the guidance for those 13 state offices that are in the second year of the two year plan, that guidance was released in a form of a dear colleague on June 15th.

So and that was sent out to all 13 states. If for some reason you have not received that guidance in the dear colleague please contact your assigned Program Specialist and we'll ensure that additional persons from your staff office receive a copy of that guidance.

(Seth): And what that essentially is, is a version of the Word document that the - kind of the outline of the Model State Plan. There are certain questions and items that are highlighted in yellow throughout. There's sort of a different disclaimer at the beginning of it. And outlining what - and then some additional information and instruction that begins the discussion about what's the information that would be provided in the context of - for those states that already have submitted a plan last year.

So and we do anticipate again providing additional outreach and guidance to those states because of your unique issues.

Anna Lisa Walters: Okay next question. If we are currently in a two year plan can we just submit a new one year plan for Fiscal Year '16?

(Seth): That isn't a permissible option. And I know there are states that have considered that. And in some respects, again that is, sets the stage for sort of gives you a complete plan. And then again the next year it is prepopulated in many sections and essentially gets you (unintelligible).

We are - again even the sections that we're asking people to provide the information who already have a plan. Some of the information for example, the list of eligible entities in the state and will prepopulate for your next year's plan so that does at least set the baseline for again ultimately this being a reduced burden effort for you.

Anna Lisa Walters: Okay the next question. How can states access the report to place on a web site for public comment?

(Seth): I think we'll - I think that's a question that we will take back and have, you know, some further discussion in terms of what are the options with regard to that. You know and, you know, one potential is that there would be a - either a printout or a PDF version of a Word document from the - you know, produced from the report. And then that made available.

The other, you know, option in the interim prior to the completion of the module would be to use the Word document that had been developed. Complete the content in that version, make that available.

And then when the online system is available you can essentially enter the information into our - into the online version.

And again I think given the tight timelines that we're going to be dealing with, you know, our recommendation would be to complete the content now or have - and make it available and do your process so that you are not having to wait for the production version to be available. Our big concern there would be that it may be not sufficient time for a reasonable comment period.

Anna Lisa Walters: The next question. Will certification of the authorizing official serve as an electronic signature for certifications or assurances, etcetera?

Woman: On March 20th a dear colleague went out to the CSBG network that had the latest version of the Model State Plan. The section on certifications is Section 15. The section on assurances is Section 14.

You can look at both of these sections to see what - how the information will be entered as far as certifications and assurances is concerned. I believe that there's a checkbox for this.

And just to note that the first section as stated before is the actual what we call the SF-424 which is Fiscal Year '15 the authorized official actually certified the plan.

And if you looked at the SF-424 that you submitted last year you will see there is an e - an electronic signature once they sign in.

Anna Lisa Walters: Okay, next question. After this initial year will we be able to do a two year plan? For example I am 1 of 13 states in year two now. I'm doing the full application for Fiscal Year 2016 but would like to go back to two year, next year for Fiscal Year '17 and '18.

Woman: Yes. So OLDC will give you the opportunity and the flexibility to select the type of plan that you'd like to enter.

So for example if you'd like to as you have mentioned here submitting one year application for FY '16, you will be able to do so this year. And the following year you may be able to select in OLDC option for a two year plan.

So yes, that will be possible. And as (Seth) mentioned those cloning capabilities of pulling the data from one plan year into the next will still be available to you.

Anna Lisa Walters: Okay and then the last question that I can see right now is when will the OLDC have the new CSBG State Plan materials available?

(Seth): We're not able to give a - the date on that yet. I mean I think let me just outline kind of what has to happen as we go forward here.

We've recently - the 30 day comment period has ended. We received a small number of comments although there were a few that were - some significant comments that need to be reviewed and make - we need to make a final determination as to any elements of the questions that are in there would be either modified or adjusted based on the comments.

We obviously have to have consultation and receive a final clearance from OMB and that is we don't have - we are not the - we won't be able to establish that deadline. But we are working closely with all OMB clearance officials and officers and our own officers here to work that process.

So we don't have a date for the release.

And then the last thing is we are - as we are speaking we are in the process of testing the modules that we have. We have a work group that will be testing it. I will say this is going to be a - we are in late June. And we do think it will be a number of weeks before it is cleared.

And that is why at this point what we're focusing on is making sure people will use this time to access the system, be ready to make sure the roles are

defined, the work plan for that and working on the content based on the published Model State Plan that we've placed on our web site and that was announced in the Federal Register Notice.

We will - again we will have - we do expect by likely in the next few weeks we will be putting on an additional webinar that will talk about orienting you to the specific sections that are in the Model State Plan, the modules for CSBG and then we do expect during that time we will be able to give an additional update about our - the final production date and, you know, when it will be available for you to get into the system and enter it into those modules.

So again it will be a number of weeks before that is finalized. And we will - we're all hoping to use this time to be prepared to kind of move expeditiously when it's available.

Anna Lisa Walters: Okay. I have another question. It says so can we attach hard copy, signed certifications, assurances or not?

Woman: Okay. Even though we dedicated this webinar to basically OLDC and how to access I do want to clarify that as stated before users are able to attach in OLDC information.

But when we developed the Model State Plan the internal staff, we tried to incorporate as much in the actual module as possible to try to reduce the number of attachments that users actually had to submit.

In that regard Section 14 and Section 15 with assurances and certifications is pretty much - is the actual assurances and certification that users had to print out and take to their authorized official to sign and then scan a copy and possibly upload and send it to the CSBG Office.

If you notice Section 14 and 15 now, there are checkboxes that are assigned for each of the certifications and assurances page. So users will not have to actually get the physical signatures to that and upload as a courtesy.

But like I said before, users are actually able to attach documents within the Model State Plan as you go along. And you will be able to see that. And that will be demonstrated in a future webinar. Thanks.

Anna Lisa Walters: Okay and (Jennifer) do we have anybody waiting on the line right now for questions?

Coordinator: Yes. We have one question from (Michelle). Your line is open.

(Michelle): Oh I'm sorry, you answered my question.

Anna Lisa Walters: Oh okay.

(Michelle): Okay, thank you. Bye.

Coordinator: At this time there are no further questions. Again if you would like to ask a question over the phone please press star 1 on your touchtone phone, unmute your phone, record your name clearly. And I will introduce you for your question.

Anna Lisa Walters: All right, so if we don't have any other questions I'd like to thank everybody for participating in today's webinar. As I mentioned before, this is being recorded. And it will be posted next week on the OLDC documentation site. You can look for the heading, CSBG.

All right, well thank you all. And I hope you all have a wonderful day. Bye-bye.

Coordinator: This concludes today's conference. Thank you for your attendance. You may disconnect your lines.

END