**WorkforceGPS**

**Transcript of Webinar**

**2016 SCSEP Transition and Transfer Activities**

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LAURA CASERTANO: Again, I want to welcome everyone to today's webinar and I'm going to turn things right over to today's moderator, Steven Rietzke, who's a division chief at the U.S. Department of Labor. Steven?

STEVE RIETZKE: Great. Thank you. Good afternoon, everyone. Welcome. Thank you for joining us today. I think some of you probably joined on Tuesday for the more general kickoff call that we had for the 2016 SCSEP awards. And if you did, welcome back; and if you didn't, welcome to this call. I think today's call is going to get a little more into the details of the actual work that's ahead of us, and we're really excited about it.

You know, one thing that we're really excited about is the fact that, frankly, the competition is over and we're so glad that we can finally talk about the substance of this work and you all are no longer competing with each other. Now we're moving much more into a mode of collaboration and cooperation, and this really is why we're here today to kick off the transition activities that we have ahead of us, and especially you all as grantees.

We recognize that this is a big task and there's a lot of work to be done, and again, there is a lot of collaboration and cooperation that needs to happen. And it's all really with the service of SCSEP participants in mind and at the center of all the work that we're doing. We all certainly appreciate and I know you all appreciate how important the work that the SCSEP program is and does and how important it is to make sure that the SCSEP participants are looked after in this process and make sure that they have continuity in the services they're receiving.

So that's really the overarching goal of all of this, is to make sure we're addressing the needs of SCSEP participants and transferring and transitioning smoothly into the new configuration of awards that we're working toward.

So I'm really just here to kick things off. The team that's sitting here with me has really done the bulk of the work for this presentation and I'm not going to take up any more time. I'm going to turn it right over to them.

But as I do that let me just quickly introduce everyone. Judith Gilbert is part of the national team here – on the SCSEP team in Washington. Then Michi McNeace is one of the key members of our technical assistance team here.

Bennett Pudlin with Charter Oak Group, I think you probably all know Bennett and he probably doesn't need much of an introduction, but he obviously does a lot of the work with the SPARQ system and performance and a lot of technical assistance. And then Terry Cram with BCT Partners.

So that's the team who's going to be talking to you today and thank you again for joining, and I'm going to turn it right over to Judith.

JUDITH GILBERT: Thank you so much, Steve. I'm delighted to be with you as we start this Transition One phone call.

We've got a number of key objectives that we're going to cover today, but first I do want to echo what Steve has said about being able to collaborate and cooperate. I only started back working with you – working on the team part-time a few months ago, but the competition had already started.

I was effectively muzzled in terms of talking to all of you whom I've known and worked with over the years. So it is quite delightful and I think wonderful for me to be able to start collaborating and cooperating with you directly as we've done many times over the years.

Most all of you have done this before and done it extremely successfully, so we are all just very, very confident that this process, while it's going to be challenging in many ways, is going to be a very successful one all around.

The key things that we're going to cover – this is just an overall agenda for today – this big brief overview; some things about some administrative requirements; then the main focus is going to be on participant and host agency activities. Then hopefully we'll leave a good amount of time for questions and answers and next steps. And at any time please feel free to type in comments in the box.

Steve mentioned why we're all here, and it really is fundamentally about participants. These are the three key competition principles that we have kept in mind from the very beginning and will keep in mind, and I just think it's helpful to keep this in front of you as we keep it in front of us at all times.

That no harm is done to a participant during this transition, like nobody gets left behind (sic); that they do have the right of first refusal for 90 days to remain in the same host agency; and the right to receive whatever ideal policy is most favorable to them for 90 days. But we'll go into a little more detail on that later.

So the transition has started. We've got some administrative requirements; we've got some major transition milestones, some activities and events; and a focus again that the official transfer date is on February 1st.

The first thing you got from us was the press release on October 20th, the announcement about the awards. Then we had a kickoff meeting that Steve referenced this past Tuesday, and we're certainly going to be providing ongoing technical assistance.

Let's talk about some administrative requirements. We're going to cover some terminology, some milestones, the request for additional transition funds, the TEGL change III, how the funding for February 1st is going to work; and then some communications and transition activities and events.

So let's go to the terminology section. This is always helpful up front, that everybody's on the same page when we're using words. So from now on we are going to be using the word "donor grantee" as the grantee who is giving up an authorized position; and "recipient grantee" is the one who is receiving the participant.

I like to think about this transition as a process that's starting today and will end officially on May 2nd, which is at the end of that 90-day period; but the transfer refers to a specific date and time. So we're going to try to keep that in mind as we're using our language. We use the word "transition" in lots and lots and lots of different ways, and it's got a lot of meaning through this process as a result of our competition.

But as most of your know, throughout SCSEP we're always transitioning participants out of the program and hopefully into jobs – but if not jobs there's a great deal of transition activities that need to go on with participants who are going to be moving out into the community but without a job. So just keep the transfer date as February 1st and that transition as really a process.

We've put up a visual here – and this is subject to revision – we just thought that it might be helpful to see. And we can take some of these lines and extend them more or shrink them based on any feedback. I find this kind of thing helpful because we see visually a whole myriad of things that are all going on at the same time. While it's a process that moves from one step to another, it's not just one thing.

So let's look at the milestones that we tried to divide up. This is big picture; obviously a lot more detail needs to go under each of these – dividing it at key things by month. And obviously there are a number of things in October that you may have already started or are certainly getting ready to do. You have the transfer lists and we'll talk more about that – Bennett and Terry will – in a minute.

But the letters to the participants and the host agencies, we've found from past experience and feedback from you that it really is essential that the first contact needs to go to the participants from the donor agency – from the donor grantee, and the same thing with the host agencies. If you're going to be transferring a participant to a new grantee the host agency is going to be also "move with the participant."

And also you should be thinking about swap requests now. We hope that you may have already started that. And any feedback that you want to give us on what you're thinking about would be helpful, but we'll get more details later.

In November they freeze enrollments. We actually just have moved that date until November 7th because of SPARQ being shut down for two or three days to close the quarter. This doesn't mean that it's time for you to go out and find new people to bring in, but it's just for making sure that you're able to enroll technically people that you're already working with and getting them into the process.

And then the transfer lists. You've got the first version – or you'll get another version. Letters need to be sent to everybody by November 22nd – this is to the participants. And the swap period also ends on the 22nd. That's the last date that we will be able to entertain requests for you from any swap, and then we will make decisions – all of them – by the 29th of November.

We will be making them – if you send a swap request into us next week we will attempt to decide that right away and give you a thumbs-up so that you know what's happening. So it's going to be a process – if they come in – but the very last ones will be done by the 29th.

And then December and January you can read what's on there; meetings, sending the letters back from the grantees, etc. And then January, focusing on making sure all the files are ready and transferring those.

The last milestone on February is – obviously February 1st – the post-transfer activities, 90 days; goes to May 2nd. It's the kinds of things that you'll be doing with the participants that have newly received as a result of this.

Just a note that recertifications for participants are good for 12 months, so you don't need to be doing any – if you do one now that's OK, but new grantees, when you get new participants you don't need to worry about that until after February 1st, even if it might be for a particular participant more than one year.

Next slide, transition funding requests. We know; we're working on this process now. We're very much aware that you have concerns about it; we've gotten a lot of questions. We will have a form available for you. We will send that out shortly. One thing you just need to know is that the funding for this is limited.

So we hopefully will give you enough instructions that you will be appropriate in what you ask for, but we only have a limited amount of money to spend on this. Because quite frankly it comes from recapture funds, and the only way we get recapture funds is if you haven't spent your money in previous years, and we know you've been doing a good job of spending your money in previous years. So that's why our funding is limited. This is one of those the-good-news-and-the-bad-news.

But participants are getting served when you spend your money every year, and it helps us with our messages to Congress, too, when the money gets spent as opposed to not spent. Anyway, more on the transition funding requests will be coming out very soon.

SCSEP funds. For those of you who are current grantees, you will be getting a funding for the month of January and you will also be getting information about funding from February 1st through June 30th. Information will be coming from the grant office as exactly what information we need back from you.

They will be essentially a modification to your current grant, and OGM is going to be providing that information. Same for the new grantees; obviously you'll only have funding from February 1st through June 30th. The grant office is in charge of that and they'll be in touch with you.

But all of this will be officially sent out to you at some point in a change III TEGL. But even if it comes out before the TEGL does it'll still be official.

We're going to have a number of transitions – this is the first in a series of transition calls. And as we have found in the past we will set up the first two or three, which we have – the second one is on November 10th and the third one is on December 1st. We'll schedule additional ones in December and January as we need. It'll be a very iterative process because this is really to help you all.

There will be a new grantee orientation both on November 15th in the afternoon and in the afternoon on Thursday the 17th (of November). This is required of the four new grantees but current grantees will be able to participate if you choose to.

The three things that it's going to cover are overall grants management, some SCSEP highlights – SCSEP 101 – and also SPARQ. And as it gets closer, we'll be able to tell you which segments are being covered in which time so that you can choose – the current grantees who are optional can choose to participate as they wish.

So that's the end of this first very quick overview, hopefully. Quick poll question that we want to put up.

So answer the poll but also we've got a couple of questions. "Are there letter templates?" We hope we will have some to share with you very, very quickly, thank you for asking.

And we'll get back to the recertification question and hopefully clarify it better than I said it a few minutes ago. (Pause, crosstalk.)

Looks like many of you – most of you have received your transfer list. This is a very good pivot, as a lot of people on television recently are trying to do. I'm going to now turn it over to Bennett Pudlin and Terry Cram for the next portion of the presentation, and they even mention participant transfer lists. Bennett and Terry, it's all yours.

BENNETT PUDLIN: Thank you, Judith. Good afternoon, everyone. This is Bennett Pudlin. I can't tell you how wonderful it is to be here finally. Like many of you I worried if this day would ever come, but here we are.

We're going to just talk for another minute about the freeze. As Judith mentioned we have extended the freeze date from November 3rd to the 7th in recognition of the fact that SPARQ will be down on the afternoon of November 3rd. It'll be probably in read-only mode on November 4; should be back up around the 5th.

But just want to reinforce what Judith said. What really matters is that we are freezing your enrollment of new people, not what you put in SPARQ. The idea was to allow you a little bit of time to clear what was ever in the pipeline but not to continue going out and recruiting new participants if you're about to have to transfer them to a new grantee.

So those of you who are affected by the freeze in your county we expect you to just wrap up the work you're doing and then stop enrolling. Speaking of the freeze list, as you've seen on this site today there's a file share, and you can download along with the PowerPoint a variety of files. One of them is an updated list of the frozen counties.

We updated that list just yesterday or the day before, I believe, when we sent it out to the state grantees. They too are affected, although to a much smaller degree than you all are. They got their transfer list and the expanded freeze list. So you'll have that latest copy right there and national office will be sending it out as well.

I think at this point I'm going to turn it over to Terry, who will talk to you a bit about the transfer list.

TERRY CRAM: Hi, everybody. This is Terry.

So there's a very detailed explanation of the categories in the materials that we sent out last week, so I won't go into detail on that now. For those of you who were involved in the 2012 transition you will see that they are exactly the same categories that we used then, so hopefully that will make this simpler. Next slide.

I saw on the poll – you should have all received an email last Thursday, October 20th, but I saw in the poll that some of you didn't, so we'll make sure everybody does get a copy of that. That email came with the first version of the participant transfer list.

That transfer list needs to come back to us. Each donor grantee needs to annotate it and send it back to SCSEP Help (help@scsep-help.com) by Tuesday, November 15th. Once we receive the responses we have a lot of work to do to get the second version of the list ready, so earlier submissions are both accepted and appreciated. Next slide.

On the Category 1, 2A and 2B tabs, each donor grantee should apply a filter to Column D to select the rows where they are the donor. Those are the rows that you need to annotate. And I know this is a very tiny screenshot, but what we really want to show here is that there are a couple of columns that are highlighted in yellow. Those are the columns that you need to enter answers in.

The majority of the records are in Category 1 where there's only one possible donor grantee, so that is the slide that we're showing you right now. For the records that are in Category 2A and 2B there is one more column that is highlighted, and that's where the donor grantee will identify the recipient grantee, because those are the cases where there's more than one possible recipient. Go to the next slide.

Because you need to collect and tabulate the information about almost 12,000 records we need to receive the responses in a format that makes that tabulation simpler. So we created a dropdown with set choices in Column D, the donor grantee annotation. So for every row you need to select this little tiny dropdown arrow at the far right of that row.

You need to select the option that applies for each record. And if you choose either of the last two options, where it's no transfer needed, other/specify circumstances, or some other comment/specify, then you would enter those other – the specified circumstances or specified comments in the Column K, additional comments column.

As I said, we're looking at 12,000 records, so the more that you can stick to the preset categories, the smoother everything will go. So please just use the additional comments when you really do have a special case that you need to handle more individually.

And now back to Bennett.

MR. PUDLIN: Thanks, Terry; so just to talk for a moment about some of the other information that's on the transfer list.

This first version had limited additional information, but the columns I want to call your attention to are critically important. There are four separate columns, I believe – three or four separate columns – that give you the durational limit dates for every participant who is going to have to be transferred. And we'll give you sort of an array of dates between now and May 2nd, when the 90-day period expires.

Michi's going to talk to you in a little more depth later about the various considerations around those dates and when you have to do what, but the critical point is those dates are there so that you can focus your attention on them and make sure that participants who are entitled to an extension – and there are very few for the national grantees because most of you are Option 1 and you don't allow extensions.

A few of you do, and a few of you as recipients may be getting participants from state grantees that allow extensions as well.

Want to make sure that if they're entitled to an extension they get it timely; and on the other hand, if they're not, that they are exited timely, and most important, that the transition planning starts early enough. So those dates are meant to be flags for you. Next slide. (Pause.)

MS. CASERTANO: And if you could take a moment now to – the polling question is on your screen. Let us know if you got the position swap instructions and template. So go ahead and take a moment now and select one of those radio buttons. (Pause.)

MR. PUDLIN: I see responses coming in fairly slowly; lot of uncertainty, I suspect. (Pause.)

OK. Fewer than half of you are certain that you got it, and some are pretty sure you didn't. This is an email that went out this week from the national office – I believe it was Wednesday; might have been Tuesday. Michi can clarify that when she's on. And it went to the same email list that all the other email communications have gone to. Next slide.

In the award notice that you got from the national office last Thursday the 20th there was a discussion about swaps. As we've done in all prior competitions, there is a period where national grantees can negotiate swaps among themselves; and then starting next week, right after the all-grantee call, the state grantees have an opportunity to get into the act.

As Judith said – if you could advance the slide – all swaps have to be approved by DOL, and the sooner you get your request in, the sooner you can get a response. And along with the email there were instructions and a template that we want you to use because, similarly to the transition list, we have to be able to standardize the requests that come in and be able to integrate them with all kinds of other spreadsheets where we're tracking what goes on throughout the transition.

Last – thank you. And as set forth in that November 20 email from the national office, the standards that's being used is the same standard that was used in the 2012 transition and has been used between the transitions during the normal operation of the program. That is that a swap has to be neutral in terms of equitable distribution.

It can't increase or decrease the number of slots in a county or the number of slots that ultimately go to a given national grantee or a division between national and state grantees.

The whole point of the swap is to improve and increase efficiency, not to make it worse. And as long as you meet those basic criteria, in the past DOL has always approved those requests.

If there's special considerations going on, please be sure to highlight those in your request email so that the national office can evaluate it and seek clarification if necessary regarding that.

I've got one more slide I want to talk about, performance measures. If you were on the call Tuesday you heard Steve talk about this; there've been several questions coming in by email as well.

As the FOA set out, all the current SCSEP grantees have their goals for PY '16 in effect. Those remain in effect subject to your right to renegotiate. And you can do that renegotiation any time before we formally close out PY '15, which happens 90 days after the end of the fourth calendar quarter of our program year.

There's no need to rush, and in fact, you're probably not in any position to make the case for renegotiation until you've actually experienced what it's like in your new territories and can assess the impact of that new world on your operations. But it is your right to make a request at any time and the department will entertain it.

Steve also said we are trying to figure out the best way to handle this new world in the QPRs and there's no simple answer to that. We're working with the SPARQ developer now.

I just want to point out two things that we do know that are related to performance. As you probably saw in the email that went out and the instructions that went out around the transfer list, we're not closing SPARQ in December anymore. That was announced when we thought the transfers would be effective on January 1st.

Since they're not affected until February 1st, we will close quarter two on January 23rd so you'll have ample time to get your quarter two CSA hours entered into SPARQ before we close. That will not be an issue.

The main issue that we are working on resolving is how to have SPARQ reflect a meaningful position count so that you can use your community service measure and service level measure to help manage your program. We've got to sort of thread the needle there because we're doing this in the middle of a quarter and there are no simple good answers to that yet, but we're working hard and we'll share with you what we come up with as soon as we can.

With that, I'm going to turn it back over to Judith.

MS. GILBERT: Thank you so much. If you have some specific questions about what Bennett has just covered feel free to type it in the box, and we see the questions. But also, if you really want to talk to us in the real meaning of the word "talk" you can unmute your phone and ask us a question.

I would like Bennett, if you would, to clarify the recertification question that I didn't answer clearly. Bennett, could you do that for us, please?

MR. PUDLIN: Sure, Judith. I thought you did fine but there was some confusion from the question.

So the thing is that an initial eligibility determination or recertification is good for 12 months barring a substantial change in circumstance. The rules for that have been clear from the beginning and have never really changed. They're set out in detail in the data collection handbook.

The fact that you are accepting a transfer from the donor doesn't change that, and the rules on transfer make that clear as well. The transfer participant retains the same status he or she had with the donor when they come over to you. And so there's no reason for recipient grantees to redo eligibility determination or recertifications that were done by the donor until 12 months has elapsed, whenever that may happen to be.

For some the recert period could come very close to February 1st, in which case you'll have to have that on your list to attend to. But if it doesn't come until later, you should wait until that time unless you have reason to have to do it – because there's been a substantial change in the participant's family size or income.

Does that do it, Judith?

MS. GILBERT: It does. Perfect. Thank you.

A couple of other things that I see. I see a question about, "Are there any circumstances under which DOL will approve swaps that change the number of slots awarded to a grantee?"

And the answer is we will entertain that in very, very, very limited circumstances in terms of changes in numbers. But we would recognize that it's often difficult to come up with an exact participant number because you have to take all the slots in any given county and you have to meet all the other requirements about clusters and taking all the slots.

So the answer is yes, and that has happened in the past and it does require – it would require a change in your funding amount because the funding goes along with the number of participants – so in very limited circumstances.

Another point that I would make about the polling questions that we've seen. There are a number of folks on the call who would not have gotten the mail and should not have because the mailings that were sent out – all of the lists and all – went to the key names that we have on our list at the national grantee level. So we know that some of you are subs.

So I guess just for me I was rather amused, and it kind of highlights the challenges that we're presented with every day about how you interpret polls. That's all I'll say about that.

OK. Any questions? I've not seen anything else?

MS. CRAM: The transition calendar?

MS. GILBERT: Oh, yes. The transition calendar. Yes. That's just a rough approximation at this point and things that we've said in December can be started in November and things that we've said – and they can go into January. But this is just to try to focus you on the big picture.

MS. CRAM: Exactly. And just to reconfirm, that the email for the position swaps went out on October 25th to all grantees and it included two attachments. One was the procedure for the 2016 post-award position swaps and the other one was the templae for requesting.

MS. GILBERT: So any specific national grantee at this upper grantee level that didn't get it, let us know.

And also a question about, "When will set-asides be contacted to discuss our slots?" Next week.

OK. Any other questions. (Crosstalk.) Number five, "What if a donor doesn't give you the recert?"

MS. : Hello?

MS. GILBERT: Hello? Who is this?

MS. : Judith, this is Sue Chapman with the National Indian Council on Aging.

MS. GILBERT: Hi.

MS. : Thank you. You just answered the question for us on set-asides; you said that we would be contacted next week.

MS. GILBERT: Yes.

MS. : Doesn't that put us behind as far – I mean, that puts us a whole week behind everybody else for swapping.

MS. GILBERT: Actually, if you'd like, I'll call you as soon as the call is over.

MS. : That'd be great. Thank you so much.

MS. GILBERT: You're very welcome. Thanks.

"What if the donor doesn't give you a recert?" Hmm. What we're going to be doing on subsequent phone calls is touching bases with all of you. And what happened last time is we would occasionally hear from a grantee – because we won't be doing a whole lot of talking on the calls that go forward. We'll be hearing from you and you from each other.

If you find that a donor grantee isn't giving you what you need, then you're going to need to call them, and we expect that they will cooperate with you, and we will be helpful in making sure that happens if need be. But we expect that you'll be able to work closely with each other. As we said, you're not in competition with each other anymore. (Pause.)

Ah. Note that the set-asides don't do swaps. They just need approval from us as to exactly where those are going to be. But that response to the caller's question – and we'll be talking to you later.

Number eight. Ah. "Can national grantees swap with state grantees?" Bennett, can you address that, please?

MR. PUDLIN: Yes, Judith. The state grantees were told that they could begin the swap process with the nationals next week after the all-grantee call. We wanted to give the nationals some time to work among themselves without having to contend with third parties.

But they can be a solution to some difficult problems, and as we've done in the past, wanted to give them a chance to get into the action. Same rules are going to apply, though. It's got to be neutral, so you can't give the state grantee more positions than it has now, but you can move them around.

MS. GILBERT: Thank you.

Yes. You will be – for the new grantees, you will be getting information from the grant office very soon. They're in the process of preparing award letters that go out. The award letters will tell you what materials you need to send back. But the thing that you need to look for next – by the end of next week, is that right – that all of those award letters will be going out for all of you from the grant office, from Jimmy Curtis.

MS. CASERTANO: This is just a reminder. If anyone is dialed in to the teleconference and wants to ask a question verbally, you just need to hit \*6 to unmute your line, introduce yourself, ask your question, and then just hit \*6 again to remute your line.

MS. GILBERT: We just see a couple of questions that are more specific to what we're going to cover in the next section, so why don't we move on to that?

So at this point I want to – if you've unmuted your line please go back on mute. And I want this over to Michi. Thank you.

MICHI MCNEACE: Thank you, Judith. So in our next session we're going to talk about participant focus.

So what you're going to be hearing from us and seeing from us is that there's a reoccurring theme – that we remain participant-centered; that our participants are in the forefront of everything that we do. So our primary focus and our purpose has not changed from the previous competition. That is to ensure that we take care of our SCSEP participants.

So the participants that are being transferred from the donor to the recipient, we ask that it be as seamless as possible; that we ensure primarily that the payroll is taken care of, that the recipient grantee, that your payroll systems are put in place, that our participants are getting paid on a timely basis, that they're not missing any paychecks; and of course, their assignment – that they continue with their assignment with the hours that they're working, at the rate of pay.

So that's when we talk about participant focus, being participant-centered. So as Judith mentioned, do no harm, seamless transition, no participants left behind.

Then of course we've got to make sure that we follow the right of first refusal. Participants have 90 days to remain at the same host agency at the same rate of pay. And then right of fair duration; that participants actually do get the most favorable durational limit policy for 90 days, whether it's the donors or the recipients. And we'll talk later about individual durational limits later in this presentation.

So what do we need to do or what do we need you to do? So right now after this webinar you will get started. We hope that you've started planning your process; donor and recipient grantees, that you've reached out to each other, that you start talking about the transition process; you're establishing dates, times, and locations of your meetings; you're sharing necessary documents.

And then, as of today, please start sending your letters out to the participants. Assure that – in your letter, that you assure that the participants know that they will not be exited from the program. And then include information about the right of first refusal, and of course, the durational limit requirement.

Also, introduce the recipient grantee. Let them know who they're going to be transferred to, and then information on upcoming meetings.

You would send these same detailed letters to your host agency, explain the purpose of the transition; and of course, talking to them or at least informing them of the right of first refusal and of the IDL, or individual durational limits. Introduce the recipient grantee to the host agency, and then of course, information on upcoming meetings.

We do understand that – we talk about the participants having the right of first refusal for their first 90 days, and we set up – they remain in their host agencies. We do recognize that the situation that involves participant staff is a little bit more complicated when they're exiting grantees that are leaving the area and the new grantees that are coming in. We've had several conversations here about that topic. Judith, do you have any guidance at this time?

MS. GILBERT: We're really going to nail that down and we will have some further discussions with you in more detail about how that ideal process works – a lot of different scenarios. But that's one that is in many ways amongst the most difficult ones to resolve.

We know what we did last time and we hopefully can do the same again. But we'll be talking to you about that or sending you in the FAQs more details about that very shortly, in the next few days.

MS. MCNEACE: Great. Thank you.

Also, when we talk about the letters, we will be sending out some sample letters after the call.

So we're going to talk about preparation – preparing a central transition document to conduct meetings. I think that was one of the questions earlier. As the transfer's going on, the next steps are to prepare for the document transfers.

So the donor grantee, please make sure that you transfer the entire participant file, the host agency files, to the recipient grantee. The information and what the recipients will receive is going to be vital to how they handle and work with their participants that they're receiving.

So in those transfer files we anticipate that you will always include the assessments, the re-assessments, the IEPs and any updates, their community service assignment – all of their assignment lists with all relevant dates; if they are attending or have attended any type of training outside of community service; if they're in the process of receiving any type of supportive services.

And of course, we all know what important with the case notes as well, and any other relevant documentation/information that you feel needs to go with that participant.

The next thing is we understand that some grantees may have electronic files. If you have electronic files, if they can be shared, that's acceptable. But if you cannot share electronically those files, please make sure that you make hard copies and pass that on to the recipient grantee. Next slide.

Participant transition meetings. So as you've heard us say, donors and recipient grantees please work together to conduct the transition meeting. The materials that we suggest that you cover with participants is listed here: purpose of the transition; thanking and assuring the participants that nothing will happen, that they will have no adverse impact; any re-assignments – and the re-assignments to the recipient grantee as we see it is you're talking about them transferring from you to the recipient grantee. We consider that as a re-assignment.

Of course again, right of first refusal; their IDL; and of course, payroll and timekeeping requirements. Any timesheets that they need to understand and learn how to fill out; when is payroll; when do they need to turn in their time sheets, things of that nature.

The host agency transition meeting. Again, we ask that donor and recipient grantees work together to conduct the meeting with the host agencies. The purpose of the meeting would be basically to replicate what you've had with the participant meeting, is the purpose of the transition – thanking your partners and their continued support.

Then of course, orientation to the new agency. Basically what we're saying there is the new recipient grantee. And then we're going to talk to the new host agencies about the right of first refusal and the IDL policies. Then of course reviewing any host agency agreements at that time as time permits.

And then you're going to talk about monitoring, training assignments and payroll, what the expectations are for the host agencies as it relates to payroll and timekeeping requirements.

Transition implementation, first 90 days. The first 90 days from the transfer date of February 1 goes through May 2nd. Current participants have the right of first refusal to remain at the current host agency to receive current wages and fringe benefits.

And of course participant staff, we talked about that earlier – should be offered similar positions, but additional guidance will be given later.

So do we have – I'm going to turn this over to Judith right now.

MS. GILBERT: Thank you. One quick point about the materials that Michi talked about. I think this is helpful to think about broadly, about what you should send to your recipient grantee. Use the golden rule – that you treat your recipient grantee as you would want to be treated if you were getting the materials. I think that's always just helpful.

So let's talk a little bit about the IDLs. If a participant was granted an extension because of the donor policy, the recipient grantee must honor that extension for the duration, which may be well beyond the 90 days from the date of the transfer.

We're going to be sending you a list of all of the grantee IDL policies so that you will know – I hope obviously you know what your own policy is – but so that you know what the policy is of the recipient grantee to whom you will be transferring a participant. And we will also go into more detail on that, working on scenarios, etc., on a subsequent call if that would be helpful.

Most of the national grantees have an Option 1 policy, which is no extensions beyond the four years. But a few of you do have another policy, and we need to talk to the new grantees who don't have a policy yet as to what their appropriate policy should be. I expect that we'll let you know this very shortly.

We would expect that for the time being your policy as a new grantee is going to be the most generous policy possible, which is an extension – is an extension if the participant meets any one of the seven criteria for an extension beyond four years.

And then you will, as new grantees, the four of you have an option to modify that and make your ideal policy somewhat more restrictive. And there are very clear instructions, but we'll work with you directly on that, and so you don't need to worry about that for the time being.

The transition implementation. While we are going to get to February 1st, the 90 days, as Michi said – we counted the days on the calendar and it goes to May 2nd – you can see what it says. The participants have the right of first refusal to remain at the current wages and fringe benefits, with their current host agency; and participant staff will be offered a similar position to the extent possible. Next slide.

IDLs. We will be doing on a webinar on this in early December or before, but what's essential now is the critical thing you need to pay attention to, are any exits that will occur before or after the transfer date.

So the donor and the recipient grantee have got to be in really close contact with each other and ensure – and in addition, any participant for any reason who's not going to be being transferred because their IDL has expired before February 1st and the donor that they're going to wouldn't allow them to be in the program either, you really need to be doing transition planning with those participants who will be actually leaving the program. And as I said, we will be sending you a list of all of the IDL policies.

So we need to make sure in February that all transfers are effective on February 1st. What will happen is that, based on your wonderful work we anticipate with all the transfer lists that you'll be getting going forward from BCT, that a button will be pushed and on February 1 – or midnight on January 31st – all participants will be transferred electronically from the donor grantee to the recipient grantee; making sure that the recipient grantee then assumes the responsibility for the paycheck – the host agency, and that everyone has been accounted for. We don't want to lose anyone.

A quick slide about the state role. We sent a notice to you all yesterday that the all-grantee call scheduled for next Wednesday is going to take a slightly different tone. It's going to be focusing on the states and what they need to do, their critical roles in the transition. So you can call in and listen if you'd like but you don't need to. We'll spare you yet another phone call from us this week.

As the governor's representative for everything that goes on in the state, they should be prepared to respond to issues and they need to be reassuring participants who are fearful that they're losing their job. I think all of you who've done this before know that that's probably the key thing that comes up from a participant perspective.

Working very collaboratively with you as this goes forward, and they'll also need to develop a process for transitioning participants if they happen to be affected by the ED requirements or any swaps that you might initiate with them in the state, which we've already talked about.

With that, I think we have finished with all of our major presentation for today, so let's open it up for questions.

MR. PUDLIN: Judith, this is Bennett. I just wanted to call people's attention to the file sharing site. The list of all grantees' IDL policies is available there for download right now. National office will be sending that out as well as the updated list of frozen counties. But for those who want it now they should feel free to download it.

MS. GILBERT: Yes. And we'd just gotten a question about guidance on people who may be on workers comp leave. Bennett, you want to take that?

MR. PUDLIN: Sure. The transfer list has a field – and I forgot to mention this – it has a field on it now to indicate whether a participant is on approved break. The donor grantee invalidating the transfer list – that's one of the critical things the donor has to do, is to make sure that it contains accurate information about those who are on approved break and if they are actually no longer in the program, to close out that approved break and indicate that they're exited.

But if someone is on an approved break legitimately, that person must be transferred along with all other participants. Participants on approved break are participants. They retain their status and get treated like everybody else.

MS. GILBERT: We've had some other questions come in previously about some of these very specific situations like workers comp or if there's a grievance pending and so forth, and that will be part of the FAQ. So we'll put that in writing and get that out to everybody. Hopefully the first iteration will be next week.

I see another couple of questions that are specific to that too – can we move that over so we can see the whole question?

MS. CRAM: Number 11, "Are we supposed to make copies of our participant files to give to the recipient grantee or just certain forms?" Yes, you are to make copies of the entire file.

MR. : Hello. This is Corey Hastings from ARP Foundation. I had a couple questions about the participant lists.

The first one is, will recipient grantees be given by the Department of Labor downloads from the SPARQ file so that the recipients have access to those addresses in order to communicate with participants about transition meetings; or is it expected that the donor will download from SPARQ and provide that information to the recipient?

MS. GILBERT: Bennett or Terry, can you answer that question now, or not?

MS. CRAM: Either way is technically possible, so we'll do whatever we decide is best from a policy point of view.

MS. GILBERT: OK. Good question. Thank you. We'll figure that out and let you know.

MR. : And a follow-up question that's very closely related, is given that we're returning these participant lists and the donor is expected to annotate donor and recipient agree, at what point does the donor have clearance to communicate to their participants who the recipient is?

In other words, the schedule envisions us being able to communicate Monday, but are we expected to wait for Department of Labor approval on those return lists before we can communicate out, given that the initial communication would presumably say who they're going to; or can we move – after we've submitted that list to the Department of Labor, can we go ahead and move forward with the communications that define for the participant who they will be transferring to?

MR. PUDLIN: Judith, this is Bennett. The practice has been that once you're certain, you can move ahead. There is another question out there somewhere that says, "What if we're going to do a swap?"

The answer would be not to contact the participant until you're sure about whether you're doing a swap or not. I think the last thing you want to do is to say, don't worry, we've got you covered; you just don't know where you're going yet.

So once you're certain, Corey, I would say the sooner you get the word out, the better.

MS. GILBERT: And that would be sending in the swap request if you're going to have one as soon as possible as well.

We expect or assume that many of you have already started preparing those letters. You may not have certainly sent any out – in fact, you were instructed not to do anything directly with participants until after we had this call – but you can start that process now. And for many of you it'll be quite a few letters that you're working on, so you need to proceed.

And if at any point you have a question about the timeliness of whether or not it's OK to do something and you want to double-check with us, please don't hesitate to do that.

MR. : And I apologize, but a final question directly related to the outgoing letters, which I know is the immediate task, is that in the past from time to time while in transitions the donor and the recipient seek to have transition meetings in every area that serves every participant. Particularly in some remote locations it's difficult for participants to travel or there could be weather-related or other events.

So our question is, does DOL have any concern with a backup method whereby we communicate with the recipient either via a phone conference or WebEx method and whether we can accept the recipient's return information if they're submitting anything to help set them up in payroll via a secure method such as mail or some kind of secure fax or upload?

MS. GILBERT: I think the answer to that is yes. We had a question four years ago about that very thing, about making sure that participants attended a meeting, and there were some difficulties with that. So yes, you do the very best you can to reach them.

If you can reach them in this day and age electronically or by WebEx or by Skype or whatever, that certainly would be acceptable. Obviously in person is better because you can really – literally – be reassuring to them in a way that you can't electronically. But yes, you do as much as you can and alternatives are obviously possible if in-person doesn't work.

MR. : Understood. All three responses to those questions were extremely helpful. Thank you.

MS. GILBERT: You're very welcome. (Pause.) Other questions?

We did mention something about materials, and I did want to ask if there are any out there among you who are willing to share a couple of things I think are particularly helpful to your colleagues with whom you are now cooperating.

Is there an overall plan that you have for the entire transition; a very detailed kind of thing? But also sample letters, particularly a sample letter to the participant and a sample letter to a host agency? And so if there's anybody that is willing to share that, if you can either let me know verbally or in the chat and we'll get it and we'll send stuff out to everybody.

MR. PUDLIN: If Laura's on the call still, we did get a question about where exactly on the screen participants can find the download for file sharing.

MS. CASERTANO: Sure. The file share window in this layout that we're currently in is in the very bottom left-hand corner of your screen. When we go back to the presentation it'll be on the bottom right-hand corner. So right now it's in that file share window in the bottom left-hand corner of the screen.

MS. GILBERT: I see a question that says, "Your preparation slide does not specifically list the most recent eligibility certification. I assume it is required to be given to the recipient grantee; correct?"

Bennett, is that what's on the SPARQ transfer list, the recertification information?

MR. PUDLIN: Yeah. There either is now or will be that information. I think the question was specifically whether the eligibility determination documentation should be provided; the answer's absolutely. It's one of the critical documents and we may have inadvertently left it off the slide.

MS. : This is Terry Reynolds with Senior Service America. I have a question.

MS. GILBERT: Yes.

MS. : OK. On slide 14, which is the milestones and the benchmark dates, I had a question about the letters going to the participants. Because in October it says "October" which we only have one more business day in October, and then there's the due date of November 15th – or letters by November 22nd.

So for notifying participants can we start on Monday the 31st and just have it done by the 22nd?

MS. GILBERT: We certainly meant to start doing that now.

MS. : OK.

MS. GILBERT: And if you want to do them on Monday you can. But hopefully they will all be done by the 22nd.

MS. : OK. Thank you.

MS. GILBERT: So it's up to you how quickly you can have all of those ready to go.

MS. : Thank you, Judith. I have another question.

Regarding files, I've heard all participant files have to be duplicated and given to the recipient. But quite honestly, if I were a recipient I don't think I would want the original enrollment eligibility from four or five years ago from those people who might have a waiver. Could we ask for just the most recent? And will you allow grantees to negotiate with each other as to what to duplicate?

MS. GILBERT: The answer to the second part is yes. And if there's any concerns you need to raise them with us. I think what we experienced in the past was grantees had different ideas about what they needed to pass on and what they didn't.

So there are no absolutely hard and fast rules about everything that must be transferred, and there is something about a reasonable person standard.

MS. : Exactly. In a world like us, we solely subgrant, our subgrantees may have stricter audit policies where certain things cannot be copied or given over.

And the other thing is we always concern ourselves with those files because if we're giving files to perhaps Goodwill, etc., etc., that's all subject to data validation two years from now and we don't have it anymore. So we'll work it out. We're going to wonder how we can start copying things.

I have one more question, and that is regarding participant staff. We have a situation where one of our subgrantees, that department will be going out of business completely. The agency will remain but there'll be no work for the participant staff to do anymore, so we cannot hold them harmless.

We also anticipate that the grantee – the recipient will not (leave ?) the participant staff because they already have their own established situation. So what would you recommend in those situations?

MS. GILBERT: That is the rare circumstance in which this requires a very candid conversation with the participant. This participant is guaranteed that they're staying in the program, so they will need a new assignment, obviously working with the new grantee and whatever host agency to be treated fairly as the other participants.

That is one situation where we cannot absolutely guarantee that a person is going to keep everything the same as what they have. We hope the situations will be rare. And in many instances the expectation is that the new grantee will need that person who has those kind of skills anyway, so hopefully they will take them on.

MS. : OK. Thank you.

MS. GILBERT: You're welcome. Terry, you and I talked briefly about materials; you're willing to share some things.

MS. : Sure. The May 2nd date threw me off. I had everything April 30th.

But anyhow, Senior Service America has a transition kit that includes not only instructions – but this PowerPoint presentation is very, very good, the one that you're doing today – but our kit includes not just the details, the dates, etc., etc., but a sample letter to the participants, a sample letter to the host agency supervisor, sample agendas for meetings, transition coordinator checklist so the donor project director can keep track of certain things and we give one to the recipient grantee, too, so they all know what's going on when certain things should happen with the transition.

It also might include a press release – we haven't done one this year yet. So I was waiting until after today's conference with you all where I could fine-tune it and I think I'll have it done by Monday. I just have to change a few dates and some information about the files and about the different closing dates for SPARQ and stuff like that. That's all in our transition kit.

So it keeps people on their toes, but it keeps them aligned with each other.

MS. GILBERT: That's perfect. If you're willing to share that, we can share that with everyone else. And that goes for others of you. I know we had in our files from four years ago some sample letters from I believe NCOA, but any others are welcome because I think that all of you would appreciate a bunch of sample things that we can learn from each other.

MS. : Yeah. You just want to take the Senior Service America logo off of it.

MS. GILBERT: Good idea. We'll do that. Thank you so much. We'll just forward that out to the rest of you. And any others, please let me know that you're going to be doing that.

I see a question – a very detailed question – about wages and certification over income. We'll put that on our list and get back to you on that specifically.

The main point that we want to make today is that you need to be prepared as a recipient grantee to put the participants that you're getting on the payroll on February 1st and that participants do not miss a paycheck.

Other questions? We mentioned sharing materials; we mentioned the FAQs coming soon. We're going to focus on what you critically need. We did get a number of questions early on to the SCSEPTransition@dol.gov file (sic) and some of them were hypotheticals that have already gone by so we won't be answering those.

But we will get some things out to you when we plan to update those as more questions come in so that everybody has all the same information.

One of the questions that's come up –and this would be very helpful to us and to all of you – most of you went through a transition in 2012 and many of you 2006 and 2003, even. What kinds of lessons did you learn, especially last time, that we could learn from and we could all be cognizant of? That would be very helpful.

Anybody have anything to offer there, either audio or in the chat box? Or something overnight or Sunday afternoon you say, oh, I remember now. There's still time to – if something comes up and you want to send it into SCSEPTransition@dol.gov, just label it "lessons learned."

MS. CRAM: We'll go ahead and answer one other question we have, about SPARQ extracts.

MS. : Hello, Judith. I have a question. This is Rendela from NCOA (sp). I think some of the lessons learned possibly would be that NCOA's gone through several transitions in the past, and we've learned from one experience that operating with a reduced funding – already small amount that we receive of $6 million is very hard to operate this complex program with.

So we just discovered that we were cut in funding and part of the funding that we received again was given to another competitor. And so to us it's very challenging because it's hard to operate a program like this with less than what we have set forth to operate with. So I can only imagine how the other organization's going to function with their limited amount as well.

So it kind of disadvantages both our agencies and causes disruptions because now we're both going to have to start over and reestablish areas to effectively serve the community; plus cut our population – the number of participants that we're going to be serving – at this time.

So I just want – I'm hoping that's a lesson learned, if anything, and if there's something that you can advise or give us at this point because we are really struggling to understand how we're going to manage this budget based on the fact that we do have a new economy and the economy is changing.

Things that happened years ago, maybe there was a possibility for us to operate under those limited funds. But with things changing these days it's very, very hard to operate a program our size with the limited funding that was provided – was awarded to us. I'm really confused and kind of bothered by that.

MS. GILBERT: Thank you for that input. As I said to Ms. Chapman earlier, we will call you as soon as the call is over and discuss that further. But we certainly do understand the concern that you articulated. Thank you.

MS. : Judith, this is Terry Reynolds again with Senior Service America.

MS. GILBERT: Yeah.

MS. : OK. I just wanted to share a lesson that we've learned recently as we did an internal transition, and we experienced the same thing with our national grantee transitions in the last couple of times but we've been able to iron this out.

But a key – plan, plan, plan – if you're dealing with a subgrantee, particularly relationship – or this even could affect the national grantee – our payroll processes are different. And as an example, I think that that's something that the donor and the recipient need to share as soon as possible, because you need to work out certain things.

I'm going to give you the specific example of what happened with us. We did a transfer, and prior to the transfer the former subgrantee would accept a routing slip to a checking account. Well, the new grantee accepted a voided check and we did not know that. So we had to send people back out miles and miles and miles to get voided check.

So understanding the payroll process fairly quickly in this whole transition is very important. And we actually suggest that in addition to the supervisor or the project director attending all these transition meetings, that you actually have people from your HR or your payroll department at those meetings, too, because they know what they need to get the participants in payroll.

MS. GILBERT: Yes. That's very, very helpful. From four years ago until now, even, I'm sure that more and more and more of you have participants who are on automatic payroll; whereas several years ago, when I first started in this, that was kind of unheard of and everybody was getting a check in the mail every week. And I think that that doesn't happen anymore. Everybody has different rules and banks are on the top of the list.

MS. MCNEACE: That's a valid point, Terry. Thank you, Terry.

We have a question that Terry Cram can answer for us.

MS. CRAM: Yes. The question about how are the transactions actually going to get processed in SPARQ. The donors are not going to have into the transfer utility and manually initiate them. That's what we're going to use these lists that you're returning to us.

We'll be sending them back and forth, and then near the end of January when we get the final one we'll use that to create a file that the SPARQ developer will enter in batch into SPARQ, and then all the transfers will be based on that. You don't have to worry about entering them yourself.

And then I also wanted to clarify one thing for Terry. You don't have to worry about data validation on the transferred records – not that you shouldn't. You want to make sure that you've got all the documentation anyway. But they are not subject to data validation. Transferred records don't go in the process.

MS. GILBERT: Just a reminder to everyone to send any transfer-related questions, the electronic questions about the files that you've got, the transfer files – need to go directly to CSCEP Help Line – help@CSCEP-help.com (sic). And that's in the documents that – we sent you out the first batch, but from now on all of the communication about the transfer list, the back and forth with you, is not – the national office is out of that. It's directly with BCT and what Terry and Bennett tell you.

And then any transition-related questions, policy-related questions, etc., that we've been talking a lot about today do still need to come into SCSEPTransition@dol.gov.

MS. MCNEACE: I think we should answer this question, Judith. "Does the right of first refusal apply to participant staff?"

MS. GILBERT: Yes. It does. Participant staff – the only difference for participant staff is depending on where they're going, who the new grantee is exactly what their role may be. But they are definitely staying in the program for 90 days at the same hours and wages.

"Can we use unspent funds from the first seven months of the grant and the last five months of the grant?" That's a complicated question. For a national grantee who is losing – giving up a particular area, a state, and going to other states, if you have not spent all of your money that you're allocated in the state that you're giving up, you cannot transfer it.

The statute is very clear that money is allocated by slot to each individual state and then it is divided, some to the state grantee and the majority to the national grantee. That's the critical piece of information. So if you don't spend it in Arizona, for example – I'm just picking a state arbitrarily – and you're going to another state, you cannot transfer the money. It doesn't stay in there.

At the same time, your grant will contain modifications and there are some things that will be looked at a whole. But Congress would be very unhappy – the congressman from Arizona would be very unhappy if they thought that you weren't spending the money in Arizona and instead you were spending it in a different state. That wouldn't make they happy.

MR. PUDLIN: I was just going to say, we had a similar question come up on Tuesday, and I think we've committed to get this into our FAQs, probably with an even more detailed answer than what Judith just said.

I think there's a few different scenarios we can imagine and I think we want to just be clear on what the parameters are. So we'll make sure that we get a holistic answer into the FAQs that are forthcoming.

MS. GILBERT: Great. Thank you.

MS. MCNEACE: Take a couple more questions?

MS. GILBERT: Yes. We're watching them as they're scrolling up and down here.

MR. PUDLIN: There was a follow-up question on research that I'd like to just respond to.

There's a concern that if a recipient grantee doesn't do its own recertification right after the transfer and the participant is subsequently determined at the regular recert time to be over-income, that the recipient will somehow be liable for disallowed cost.

That will not happen. It is routine and totally within the structure of the program that participants become over-income and get exited in due course when that is discovered 12 months later, or whenever the recert occurs properly. So there's no issue of liability whatsoever.

MS. GILBERT: Thank you.

MS. MCNEACE: How about this question. "How can we know the appropriate donor or recipient, local and/or national contact to work with during the transition?"

MS. GILBERT: Very good question. We suggested to you on the call on Tuesday – and will suggest again – that you communicate with us directly as to the names that we should have on our master list, of up to three names per national grantee.

We're working on putting all of those lists together right now. Ted has almost done it, and we will be sending that out to you. So you'll need to make contact with the key contact people or person for a particular national grantee, but then they'll have to refer you down the line to people that you're dealing with directly. But we'll send you out an email that has that.

If anyone has not responded to Romero.Thomas.P@dol.gov please do that ASAP with the names of the up to three main contact people that you want on our master list.

MS. MCNEACE: And then we had a question for Terry Cram. Number 24, Terry; do you see the question?

MS. CRAM: Yes. It's regarding the data validation. So I mentioned that participants who had transferred are not in the population for data validation. That is whether they are transferred to you or from you. It's not included in the pool that the sample is drawn from, and that's both the eligibility sample and the performance sample.

MS. GILBERT: And I think we just addressed the question about outdated master state and national SCSEP lists. We're updating the state list as well today because we've got some changes as of November 1st there. Yes.

Do we post that on the CoP? Is that the appropriate place?

MR. : Yes. That's correct.

MS. GILBERT: Do you need it sent out – if you need it sent out to you electronically by email, let us know. But it will be posted within a day or so.

MR. PUDLIN: Judith, this is Bennett. There's a new question that's come in about the follow-up period for participants transferred. That is something we'll cover in much more detail in the November 10th or December 1st call.

But in general the donor is responsible for doing follow-up on exited participants who are in the reporting period for the common measures. It's in the donor's interest to do that, to get credit for their performance measures. It's also very much in the interest of the program to be able to demonstrate the good outcomes we achieve for all participants.

Those individuals do not get transferred. The transfer only applies to an active participant. So the exited people who are in their performance period – which is essentially four quarters – remain with the donor. That doesn't mean the donor can't work something out with the recipient to help out with the follow-up.

It may be very much in the recipient's interest to establish a relationship with the employer and use the follow-up as an occasion to introduce itself and so forth. But the donor has the access in SPARQ to those exited records and would be entering the data, whether it collects itself or does it through the recipient grantee.

I also want to just follow up on something Terry said about the transfers in a question – this came up earlier – about files. We understand that there've been some problems in the past with subrecipients refusing to cooperate in copying or otherwise delivering files to the recipient or even to the grantee.

And because of that, DOL for many years now in the grant assurances, has required grantees to legally obligate their subs to turn over any and all documents at the time the sub no longer is administering the SCSEP program, because these are not the property of a subgrantee. They are, in every case, the property of the grantee as far as the program is concerned; and grantees are obligated to make sure that subgrantees understand that.

MS. MCNEACE: So Bennett, while you're speaking on participant files and other files, can you answer question 27, "What happens with the exited participant files?"

MR. PUDLIN: The exited participant files, because those records are not transferred they remain with the donor grantee.

MS. MCNEACE: I'd actually like to say a little bit about that. Supposing it's on the work – you've got the paperwork transferred, you've made all your plans; the donor is ready to give them up and the recipient's ready to take them, and he exits on January 31st. SPARQ will not transfer that record because SPARQ will not – it will get rejected.

So if there is a case like that where at the last minute somebody exits unexpectedly, then that stays with the donor.

MS. CRAM: Bennett, we have a question for you, number 27. You see that?

MR. PUDLIN: Yes. I think it's the same thing; possible I misspoke.

The donor, because the participants are not transferred to the recipient, exited participants who are in their reporting period remain with the donor and that's their responsibility. The follow-up report for the donor should continue to list those individuals until the follow-ups are done.

MS. GILBERT: But as you said, there can be an agreement with the grantee that's now servicing the area where that participant lives, that they would take over doing the bulk of the work for the follow-up.

MR. PUDLIN: Yeah. I mean, I think that's something that we'll want to discuss – get everyone involved in discussing on a subsequent call, what's the most effective way to handle this and what are the advantages for the recipient to getting involved in some manner with the employer?

Because they're going to be inheriting not just the participants and the host agencies potentially, but the employers as well. The best customer is a repeat customer. So if we've got a satisfied employer out there, you wouldn't want to lose that employer just because you're coming into the territory. So I think that's a great opportunity and we should talk about how that works in practice.

MS. GILBERT: A number of these questions have very specific subject areas.

I think that what I'd like to now in the time left is for you to try to focus for a minute to tell us the kinds of technical assistance that you need. These are some very good clues, but going forward what the big categories? Is it much more detailed scenarios on how IDLs work, for example, or the right of first refusal, etc.?

What other kinds of things would it be helpful for us to go into – as we say, in the weeds – more in-depth? So if that could – are there specific kinds of questions about SPARQ that we want to do some very concentrated focus on that?

Knowing that – it's hard for us to see exactly who the questions are coming from. Some of them may be in fact coming from – I guess we do see that – new grantees. That will be covered on the new grantee orientation in the middle of November.

But help us out here. These calls are really – they're not about us; they're about helping you do the very complex job that you've got ahead of you.

MS. MCNEACE: In the meanwhile we have a couple of lessons learned in here as well. Let me find them.

MS. GILBERT: To share. Uh-huh.

MS. MCNEACE: Lessons learned from – (inaudible) NCOA. There will be participants who will miss the transition meeting and you will need time to track them down.

MS. GILBERT: Mm-hmm. That's true.

MS. MCNEACE: Another one from Jim – (inaudible) – NCOA. No matter how sophisticated your payroll, prepare to go manual the first time in the new places.

Do we have anything else? I think that's the two that I saw on lessons learned.

We have a TA need.

MS. GILBERT: Strategies to secure space in territories a long distance away from the subgrantee. OK. We can hopefully get – we'll put things on a schedule and we'll be soliciting your input about this.

If in fact – we would hope that on future calls some of you would be willing to be co-presenters with us on the calls and sharing with each other. We did some of that last time and I think that was extremely helpful, those of you who perhaps have had a lot of experience with this.

And it's always helpful if people are willing to share the things that didn't go well. I think we learn as much from our mistakes and our failures as we do from our successes. So any of you that'd be willing to do that – so just send that also into SCSEPTransition@dol.gov. It's getting to be a very popular mailbox, but we're able to sort out questions and suggestions; TA needs; lessons learned; and email addresses.

MS. MCNEACE: So Judith, since we're not going to be able to answer all the questions that have come through through the chat window, would we be able to incorporate them in our FAQs?

MS. GILBERT: We can and we will.

MS. MCNEACE: And that way we'll be able to answer them that way.

MS. GILBERT: Yes, because we will have a hard copy of all of this and we have everything and we'll be pulling them together and answering them just as quickly as we can get them out to you.

We'll be sending those to you by email, but we'll also then be posting them on the CoP as well. We'll be indicating on that FAQ whenever we send you a newer version what's recently been added. They will be done numerically as we get them in and put them up, and we've found in the past that as much we would have liked to group them into substantive areas it's just not possible to manage that and get them done in a timely way. We'll be referring back to a previous question if that's relevant.

MS. MCNEACE: We have one more lesson learned. It says, "Experienced grantees can help newbies and they need to do that onsite." That's great, the old helping the new.

MS. GILBERT: Yeah. We may want to think about some kind of a mentoring relationship, if that would be helpful. So you new folks, you need to let us know if that's what would be helpful to you.

Other lessons learned, they're coming and they're wonderful.

MS. MCNEACE: "For American Indian set-asides, new agencies and staff need to introduce themselves to tribal governments."

MS. GILBERT: Any others that we're seeing? Still typing away. (Pause.)

MS. MCNEACE: Can we answer this one question since it's for Terry from Pat Elmer – to Terry?

MS. CRAM: Yes. The participant said, "Our transferred are not included in DV for recipient or donor. If they transferred in, if they transferred out, if they're transferred anywhere, they're not in DV."

MS. MCNEACE: Great. Thank you, Terry. We have one more coming in.

MS. GILBERT: We'll give it another couple of minutes and then we'll say thank you very much.

Our next transition call is Thursday, November 10th at 2:00 p.m. and we'll allow a couple of hours. We're looking for your input as to exactly the kinds of things we need to cover next.

There are some things that we've talked about that will come up in February or March, so we'll try to keep things as timely as possible while we touch at a high level at always keeping the big picture in mind.

MS. MCNEACE: And we have a wonderful message from one of our FPOs, from Region 2, from Matthew – (inaudible). Matthew says, "I want to applaud Bennett, Terry and Michi. This team is incredibly responsive and are invaluable to our success." Thank you very much, Matthew.

MS. GILBERT: And we also need to hear from you anything that you think we could do in a different way and that would be better and more helpful to you.

MS. MCNEACE: Most definitely.

MS. GILBERT: If there are no other questions or comments, SCSEPTransition@dol.gov is your vehicle for anything going forward. We will be talking to the states in particular next Wednesday at 3:00, during the usual all-grantee call time, but it will be focusing on the states and their role in the transition. You are optional attendees, if you would like. You have the information on our usual phone lines.

And our next direct conversation with you is a week from Thursday, on November 10th, but obviously we'll be sending lots of things to you and you to us in the meantime.

So with that I think we will say thank you very much and have a good weekend, everyone. Thanks.

(END)