

**MELISSA SZASZ:** Hello and welcome to the Title VI Webinar Series. Today's session is on OAAPS Launch Training for Grantees. My name is Melissa Szasz, and I'm with Teya Services, the contractors for ACL/AOA. Before we begin, I would like to go over a few housekeeping notes for today's session.

This webinar is being recorded, and your phone lines have been muted for audio quality. If you would like to ask a question, please use the Q-and-A box or raise your hand to have your line unmuted. We'll do our best to answer these questions during the presentation. The presentation materials will be posted on Older Indians within the next two weeks. If you need a copy of the presentation sooner, please contact Teya.

The next hour is going to be full of great information, so let's get started with the OAAPS Launch Training for Grantees. We're excited to have Leslie Greene, with ACL, and Nik Randall, with the Lewin Group, with us to today. Hello and welcome, panelists. Leslie, the floor is yours.

**LESLIE GREENE:** Thanks so much, and I think I am actually, surprisingly, going to turn it over to Dr. Krissy Hudgins. So it's my pleasure to introduce Dr. Krissy Hudgins. And, Krissy, I will change slides for you right now.

**KRISSY HUDGINS:** Thanks, Leslie. (Chuckles) So good afternoon, Title VI. I am Krissy Hudgins. I'm in the Office of Performance and Evaluation, which is part of ACL, and I do a lot of data and data collection support for Title VI. And today we're going to be giving you guys an overview of ACL's new data collection system that we've built for- oh, no! I sound like a robot. All right, I'm going to let Leslie tell you this part. I'll call back in. Go ahead, Leslie.

**LESLIE GREENE:** Okay, thanks, Krissy. (Chuckles) This worked out so well! I'm glad I'm here to be backup. Great. So- so, yes, Krissy will be right back on, but until she comes back, my name is Leslie Greene, and I work for ACL's Office for American Indian, Alaska Native, Native Hawaiian Programs. And, as Krissy mentioned, today we're going to be giving you an overview of ACL's new data collection system for Title VI.

So what is OAAPS? OAAPS is the Older Americans Act Performance System. OAAPS was built to replace the old Title VI reporting system for your Program Performance Report data. That old system that just shut down at the beginning of October, the end of September, this is the system that is going to replace it.

Please note that this system is not for financial reporting. OAAPS is limited to performance reporting, or our PPR reports, only. All Title VI programs will report their financial reports, their SF425s in the Payment Management System going forward, and more information about how you'll do that and training on that will be available at a later date. And, Krissy, would you like to take back over?

**KRISSY HUDGINS:** Sure! Do I sound okay now?

**LESLIE GREENE:** Great! Great, yeah.

**KRISSY HUDGINS:** Oh, okay, good. Phew! Sorry about my robot existence. Thank you for mentioning that, Leslie, about the Payment Management System and the fact that the SF-425s

need to be reported there now. So sort of echoing what Leslie said, this new system is more secure, which I'm not sure how much you guys care about that, but ACL's IT Department is really into that.

And what we are excited about is that it does have more features to help you, Title VI grantees, check your data, provide explanations for your data, and allow you to see your old data and do comparisons, do data comparisons. And I'll talk a little bit more about that on this next slide about, so why did we change to OAAPS? I know that we all loved our old system and that there were no problems with it. I'm kidding!

But, seriously, this new system, OAAPS, will allow you to streamline your data reporting. So meaning that you can, for instance, put some of your data in, and if you don't know the rest of the information, you can save, you can leave the system, you can come back. You can have multiple users go into it with their own sign-in, so you don't all have to have, you know, one shared sign-in, which, you know, technically is not particularly safe, so this is safer in that sense.

It means that, if your caregiver program is run by one person and your nutrition program is run by another, you can each go in and put in your data separately. There is only one person per organization that has a submission like power- that's not quite the word I want- but only one person can submit so that we don't have, like everybody trying to submit reports. So there's usually the person who's in charge of Title VI, the name on the program, is the one that's going to have that submission power.

As I said before, you can reset your own passwords right there on the site. So no more, you know, reaching out to ACL, who then have to reach out to the IT folks, who then have to do a reset and then come back to you. You can just do it on your own. And there are some really cool features that you can do with your data. So there's a feature where you can do reports and compare two years of data with the explanation as to why, you know, data were different from year to year, or you can go up to five years of data.

And both of these will produce charts so that you can see, visually, how your, you know, services have changed over- over the years, which is amazing. And the system will also guide you through and help you find where you may have some funky data area. So, for instance, you can't, you know, by accident, put in a letter where there should be numbers, or you can't put in like .5- you can't say that you served like 3.5 people, you know, it has to be a whole number. So it'll help cut down on some of those clerical issues that we sometimes have when we're entering data.

And then, also, if your data are very different from the year before, you'll- it'll ask you to explain that, right? Now, the system is not, you know, super smart, it just goes by straight like percentage of difference, and sometimes, you know, if you have a very small program, it's not going to take a whole lot to trigger that. But all you have to do is enter in a simple explanation, and boom, you're done.

So we're really excited about the new features that this system is going to have for you all as well as for us. And so, to tell you more about it, I'm going to introduce Nik Randall, from the Lewin Group, who's going to talk you through some of the basics of this new system. So, Nik, please, take it away.

**NIK RANDALL:** Thank you, Krissy. I can tell that you're really excited about this new system, and that was a great overview of what our presentation is going to include today. So, as Krissy said, my name is Nik Randall, and I work for one of ACL's contractors. And we are supporting ACL with the rollout of OAAPS to all their incredible grantees.

Over the past year, I've had the opportunity to learn about the incredible programs that you all run with your Title VI funding, and I was fortunate enough to attend a cluster training in Red Lake, Minnesota, in March, to meet some of you in person. By way of introduction, outside of work, I love to hike, bike, fish, run, and just generally spend time outdoors and with my family. You can see on the left a picture of me with my girlfriend, hiking the Superior Hiking Trail this past summer.

On the right is a picture of me with my parents and younger sister on a river hike in Zion National Park this past January. Pre-pandemic changes, I volunteered weekly at a tutoring program in Minnesota, where I assisted with preparing dinner for approximately 60 to 80 students and their families prior to the study and homework time. I know firsthand how difficult preparing meals on a large scale is, and I have the utmost respect for all of you, especially those of you who do it multiple times per week.

The company I work for is called the Lewin Group. We support ACL and your regional administrators to assist you all with understanding the new PPR and are now working with your regional administrators to assist you with the transition to OAAPS. We are doing our part of this in two different ways. First, we are holding this training, as well as several upcoming trainings, on using OAAPS now and at the beginning of the reporting period. Second, we have developed a number of reference materials, including How-To Guides that you can use to help navigate OAAPS. We'll cover those in a little bit.

Our main learning objective for today is to provide you with- provide you all with an understanding and overview of the main OAAPS features and functions. We'll cover resource locations, how to log in, how to manage your password, an overview of data submission, the new Analysis Reports with charts, as Krissy mentioned, and finally, how to help- find help and answers to questions you might have while using OAAPS.

During our presentation today, if you have questions, please submit them using the Q-and-A feature on WebEx. We will try to address them, if we have time. And if we don't have time, we'll be keeping track of all the questions that are asked and working with ACL to make sure that you receive an answer to your question in the coming days.

We'll start by looking at what you see when you first get to the OAAPS website. When you first go to the web address seen above, you will see the publicly facing part of the website. The public pages are available to everyone. It's important to use Google Chrome, Mozilla Firefox, or Safari to access OAAPS. Some of the website features will not work in Internet Explorer.

When you navigate to the OAAPS site, you will be greeted by the public Home tab. The Home tab includes the sign-in button in the upper-right corner, information about the Older Americans Act, and information about ACL, recent system updates, a reporting calendar, upcoming events, and a footer with links to both site support and other related websites.

OAAPS also hosts many resources to help you manage your Title VI program and meet the PPR reporting requirements.

Rather than having two different websites, like we did previously with the old reporting system and the Older Indians website, the PPR resources are now also on the same website that you will use to report your PPR data. The Resources tab is also currently available without logging in, though this will change soon. For now, you will be able to select the Resources tab from the menu bar and select Title VI to see your resources. If you click on the wrong title, you can use the dropdown menu in the upper right corner to view resources for your title.

It is important to note that, if you are logged in, you will only be able to see the resources available for your title program. Sometime in the next few months, ACL will be updating the Resources section. Most of the resources will likely require you to log in to view them, and the page will look a little bit different. All the resources you need to collect your PPR data and navigate OAAPS will still be there, though. Just remember, once you have your OAAPS account, you should get in the habit of logging in to view the resources.

Next we'll take a brief look at some of the major types of resources available on OAAPS. As I noted, the OAAPS Resources tab contains PPR resources. This includes the official PPR form, as well as the Data Components and Definitions document. This document contains definitions, units, and examples for each data element in the PPR. The OAAPS Resources page- or Resources tab- also has information on how to navigate and use OAAPS.

Next we have the OAAPS How-To Guides. There are 12 guides that cover the major steps of using OAAPS to submit your PPR data. Each guide includes step-by-step instructions with screenshots that you can follow as you navigate through the system. These guides are not currently on OAAPS but will be added shortly.

If you have a more detailed question about a specific button on OAAPS or something that isn't covered by the How-To Guides, you should check the OAAPS Grantee User Guide. This guide has a lot of information about every part of OAAPS and provides explanations for every function of the site.

Finally, there are many other resources on OAAPS as well. Examples include guidance on COVID-19 reporting. This document was produced by ACL in May to help you understand what they are asking you to track, about how you use your Families First Coronavirus Response Act, or FFCRA funds, and the Coronavirus Aid Relief and Economic Security, or CARES Act funds.

Another example is several Tracking Workbooks to help you track your PPR data. The first two, for Part A/B, and one for Part C, use Microsoft Excel on your computer. The other two are made to be printed and used to track your PPR data with pen and paper. Both types of Tracking Workbooks have user guides to help you know how to use each column and each row in the workbooks. There are many other resources available on OAAPS, and I encourage you to explore them all.

This is an example of one of the How-To Guides. Notice how it has clear and simple instructions, a screenshot from OAAPS for each step, and an arrow showing where you should click or select to complete the step. These guides cover everything from logging in, to resetting your password, and entering and submitting your PPR data. As I mentioned before, these are not quite yet on OAAPS, though they will be soon. The guides will be shared when the recording of the presentation is posted, and the How-To Guide on activating your account will be sent to you by email later this week.

Next, we'll talk about your OAAPS accounts. Some of you have may- may have already activated your accounts, and that's great. If you've already completed this step, you can take this time to use the Q-and-A feature on WebEx to share any tips you might have for someone who has not yet completed this step. If you have not already done so, you will need to activate your account to log in for the first time.

You should have received an email from [noreply@okta.com](mailto:noreply@okta.com). If you have not please let ACL know and check your spam folder. Once you do receive the email, you can follow the instruction in it to activate your account. The steps include selecting and answering a question to help you log into your account if you forget your password, which is your security question.

You will also have the option to enter a cell phone number to receive a text message code or a phone number, a landline phone number, to receive a code by voice message to help you reset your password. It is important to complete these steps and enter either a cell phone number or a landline phone number to help you reset your password in the future if you forget. Once you complete all the steps, you can log into OAAPS.

**KRISSY HUDGINS:** Nik, this is Krissy, I just want to jump in for a second here. I know that some folks have had some concerns about these Okta emails. I know that we've seen a lot of sort of scam-y emails, but this is not one of them. This is the way that you get into OAAPS. So if you see the Okta email, please go ahead and click on it.

Everybody should have gotten- everybody who hasn't already activated their Okta and started their journey into setting up an OAAPS account should have gotten a new Okta email today. If it isn't in your inbox, make sure that you look through your spam or junk folder, wherever that may have gone. Just search for the okta.com and be- rest assured that it's a safe email. Please go ahead, Nik.

**NIK RANDALL:** Thank you, Krissy. So if you have already activated your account, you can go directly to the OAAPS website and select the Sign In button in the upper righthand corner. Remember to use Chrome, Firefox, or Safari to access OAAPS. Once you have set up your account, if you go to log in and can't remember your password, you can reset your password yourself. This is one of the great new features of the OAAPS system, as Krissy mentioned. You can select the Forgot Password button next to the Sign-In button. If you have any questions, you should follow the step-by-step How-To Guide on resetting a forgotten password.

Next we'll look at how to use the OAAPS site once you sign in. Again, if you have already begun to explore OAAPS, that's great. If you have any questions about something you might have encountered while exploring or something you didn't realize was there, please use the Q-and-A feature on WebEx to send us your questions. The first thing you see when you log in is the Grantee Dashboard. It contains some overview information similar to what is on the home page when you are not logged in. It shows the most recent status of your PPR, including which user made the last update and when.

It also has the Reporting Calendar and Upcoming Events boxes from the public facing home page. Finally, it also has the contact information for your regional administrator. Once you log in, you'll notice that the Resource tab moves a little bit. This is where you will click to access the resources once you are logged in. Remember, both PPR and OAAPS resources are located here.

Also on that top menu bar, next to the Resources tab, is the Users Tab. Selecting the Users Tab will show you how- show you all the other OAAPS users accounts within your grantee organization. In addition to seeing their name, you will also see their role or permissions, such as view data, view and edit data, or view, edit and submit data, as well as their email address. User accounts were set up for staff included in the grant application. To change the roles or permissions of users, grantees can contact the OAAPS Help Desk, which we will discuss more later.

As Krissy mentioned, only one user for your organization will be able to submit data. Also on this page, note the Show Filters button. Selecting the Show Filters button will allow users to select only certain types of users or search by name, region, state, grantee status, and other permissions. If your grantee organization has many users, this is a quick way to find a specific user account or see how many users have a specific account permission, such as submitting data or entering data.

You can select which filter you would like to use or enter a name into either the first or last name fields and then select Apply Filters to view the results. Next we have the Profile button on the top menu bar. Selecting the Profile button will show a dropdown menu with options to select either Notifications or Change Password. OAAPS will send you emails for different things that happen to your account or PPR submission. You can control that and select when you receive those notification emails in the Notifications tab.

The Change Password button allows you to change your password. Note that this is different than resetting your password. To use this link, you must remember your password and log into OAAPS before being able to select this link and change your password. If you do not remember your password and can't log in, you should follow the steps in the How-To Guide to reset a forgotten password.

Now we'll take a quick look at the PPR data submission process and the new features of OAAPS that will analyze your data for you. This is a quick look at the data submission process. I know you won't actually be submitting your data until April, so we just wanted to give you a quick overview of this process without going into too much detail. First, you will enter your data. Next, you will use the system to validate your data. This helps check your data for errors that might have happened during data entry.

As Krissy mentioned, this includes things like trying to spell out a number or enter a decimal point where there should not be one. Then the system will generate variances. This compares your data to the data from the previous year to see how the numbers have changed. If they changed by going up or down more than 30% from the previous year, the system will ask you to enter an explanation. This may also help you catch an error from data entry.

Finally, you will be able to submit your data to ACL for review. Hopefully the data validation and variance explanations will help you to ensure that your data is accurate, and ACL won't have to email you about any corrections or questions. During the data reporting period, you can easily track to see how your PPR submission is progressing. The most recent update will show up on your dashboard tab when you first log in. To view all past updates, you can select View Status History.

This will take you to a page where you can see who has edited or updated the data in progress, submitted data, when your RA began their review, and whether the data was returned or approved and locked. In Progress means that someone in your organization has

started entering data, validating data, or explaining variances. Submitted means that you have completed all of these steps and then selected the Submit button to send your data to ACL.

In Review means that your regional administrator has begun reviewing your data to look for any questions they might have. Returned means that your regional administrator had questions and sent your data back to you for you to make changes or add further explanations. They should provide detailed notes on what they think needs to be fixed. If they don't have any changes, they will set the status to Approved, and that means that you are done with your PPR reporting for the year.

Here is a quick look at what data entry in OAAPS will look like. You'll begin by selecting the PPR Submissions tab from that top menu bar, and then select Enter Data in the Actions column for the section you would like to begin reporting. Then you will see the PPR data elements for that section, along with a data entry field, followed by the unit of the data element. For example here, we can see the full-time staff data element, the box to enter the number of full-time staff, where we have entered three, followed by the unit, in this case, persons.

It is important to note that the data entry fields will only accept certain characters, depending on the data element. For example, if you try to input your data for full-time staff, and enter one, spelled out O-N-E, or 1.5, and then select Save or Save and Next, you will get an error message telling you to enter a whole number, without using letters.

Another option to add your data into OAAPS is to upload your data. This is not required, but some grantees may find this helpful, instead of manually entering in their data. There are many requirements to upload data. Data must be in the correct format. There are some files and templates on OAAPS to help with this. These are in the Resource section. OAAPS users can upload data for their reports using files created by their software vendor or created by their in-house information technology, or IT, staff.

Several files can be uploaded and data from those files can be merged together. This may be helpful for some of the larger grantees, with multiple meal sites or service sites. If the data file does not match one of the upload templates at the link above, OAAPS will not import the data correctly. ACL is also working to develop a computer-based tracking tool that will output data in the correct format to be easily uploaded to OAAPS. Again, data upload is not required, but if it is something you are interested in, you can check out the How-To Guide on uploading data for more information.

Next, we'll look at the Analysis Reports. As Krissy mentioned, the Analysis reports are an exciting new feature on OAAPS. In the top menu bar, you will see the Analysis Reports tab. If you select the tab, you will find three types of reports, which we will go over now. These reports will allow you to look at and identify trends in your PPR data as far back as 2009.

The first type of Analysis Report is the Two-Year Variance Report with Explanations. This report provides a two-year comparison of all data and calculates the percentage of difference or variances between the first and second years chosen. Explanations of variances are also included where applicable. If you click on the Two-Year Variance Report with Explanations, that will take you to the following page.

To generate the report, you will choose the two years that you want to compare from the dropdown menus. Data should be available in the OAAPS system for each year your

organization has received Title VI funding, as far back as 2009. Then you will select Generate Report. The report will download to your computer.

You may see the report at the bottom of your web browser, as seen here, if you are using Google Chrome. Otherwise, you may need to find the downloads on your computer, either through your web browser or through your computer system and open the report to look at how your data has varied over those two years. If you want to look at different years, you can go back to OAAPS, select those years, and generate and download another report. Whoops, I'm sorry, I did not switch slides here. So this shows the two years, where you will select the years, and then generate the report.

The second type of Analysis Report is the Multi-Year Trend Report. This report provides a comparison of all nutrition, supportive services, and caregiver numerical data elements for the two- to five-year period. Select this button in the middle, the Multi-Year Trend Report, to generate that type of report. To generate the report, you will choose at least two years and up to five years that you want to compare from the dropdown menus again. The data should be available for your organization for each year you have received Title VI funding, as far back as 2009. Then, again, select Generate Report.

The report will download to your computer. Find the report in your downloads on your computer and open the report to look at how your data has varied over those years. If you want to look at different years, go back to OAAPS, select those years- again, between two and five years- and generate another report. Both the Two-Year Variance Report and the Multi-Year Trend Report will show the data in an Excel file.

These reports will also include charts or graphs to help you visualize your data. This is an example of a chart that is generated with one of the reports. This bar graph is from the Multi-Year Trend Report and shows how congregate meals served by one grantee have increased each year, from 2014 on the top, to 2018 on the bottom.

Finally, the third type of report is the Legacy Report. This report will pull all your PPR data that was entered into the old PPR system as far back as 2009. Select the report button to continue. On this page, to generate your Legacy Report, you will select your grantee's name from the dropdown menu and then select Generate Report. Again, you will need to find the downloaded Excel report in your computer's downloads file. The report will contain all your data in that file.

So that covers our learning object- um, excuse me, that covers our learning plan for today. If you have any questions or experiences using OAAPS already, please use the Q-and-A feature on WebEx to share them with us. We would love to hear from you. So, as we wait for your questions, we'll go over some next steps in how to find help on the OAAPS website. I'll hand it back to Krissy now.

**KRISSY HUDGINS:** I'm up. Okay! Well, I do want to point out really quickly, we did get one very excellent question. Oh, I think I answered it and now I can't see it anymore. How does that work? From Marianne Mills, that we do have some grantees that have multiple grants. So we have like folks that manage grants for multiple tribes, and she was asking if there would be a different log in for every- for her, for every single one that she manages. And that's not the case. For instance, in- Marianne can log into the system, and she can see all of the grants that she manages under that one singular login. So that's one nice thing about this system.



So just wanted to point to the answer on that question. And please make sure that you are sending us your questions, concerns, or issues. It's really important that we hear this from you. We're excited about- obviously I'm super excited- about this (chuckles) system that we've built, but a system is only as good as, you know, the folks who need to use it find it. And so, like any system, there are going to be like some little things that we wish could be better here and there, but we won't know what those things are unless you tell us what they are.

So please feel free to let us know. This should be a tool for you as much as it is a tool for us. And that's not to say that, you know, if you tell me that, you know, a million things need to be changed, that's going to happen tomorrow, I mean, this is the federal government, but we can start working on it. So while you guys are thinking of your questions or other concerns or thoughts- Nik, do you want me to move on to the next slide?

**NIK RANDALL:** That would be great. Actually, it looks like we have one other question, if you want to answer that first, that would be great.

**KRISSY HUDGINS:** I love questions. I'm not sure I can see it, though. (Chuckles) Can you tell me what it says?

**NIK RANDALL:** Yeah, so it asks, so all PPR data dating back to 2009 are entered into the system already?

**KRISSY HUDGINS:** Yes, all of the data back to 2009 are in the system. So in the report section that Nik was sharing, there are your, you know, your two-year comparison, your five-year comparison, and then there's the Legacy Reports. And so you'll note that the Legacy Reports are going to be from this old PPR, right, the reporting that we're just finishing up now in 2020- or 2019 data that's being reported now, and those questions go with the old PPR.

All of the data following on are going to be in the format of the new PPR. So, for instance, you know, you'll see, if you try to do a comparison between, you know, once you finish your 2020 and you want to compare it to your 2019, you'll see that there is some data missing because there is data that we're collecting now in the 2020 to 2023 grant cycle that we weren't collecting previously. So just as a note.

But, yes, you can look back at all of your old data in a Legacy Report on OAAPS. It's also available on [www.agid.acl.gov](http://www.agid.acl.gov), which is maybe not the friendliest website to navigate at this time, but your data are publicly available for you in those places. In OAAPS, though, nobody else can see your data. Only you and your users can see your data for your program. And then I see actually in the chat there are a couple of questions.

And there was a question about whether or not grantees need to have Microsoft Azure to be able to get into OAAPS. No. My understanding about Microsoft Azure is that has something to do with the way that the site is hosted but it doesn't have to do with anything that any of us regular users would need in order to get into OAAPS. And then that's a good question- I see another question about, when signing in, is the sign-in box from Microsoft? I can't remember. I have to look. Nik, do you know off the top of your head?

**NIK RANDALL:** I believe it does show that it's from Microsoft-

**KRISSY HUDGINS:** It does-

**NIK RANDALL:** -and I think that that- that could be a point of confusion.

**KRISSY HUDGINS:** -pick an account, right?

**NIK RANDALL:** Yes. So you'll select your account there. If- I do want to point out, and this is noted in our How-To Guide about resetting a forgotten password, but if you try to log in, so you click that login button and try to enter your password and then realize that you don't know it, you need to go back to the OAAPS home page and select the Forgot Password button from next to the Sign In button on that home page to reset your password.

You might notice a Forgot Password link on that Microsoft page where you enter your password, and that link will not work. And there's a clear screenshot of that in our How-To Guide. So if you do need to reset your password, we recommend that you use that How-To Guide to make sure that you select the correct link to do so.

**KRISSY HUDGINS:** It's- it's a little bit tricky, I won't lie. I- what we found when we were testing this website, when we were testing OAAPS with, you know, a small group of Title VI grantees is that this is the hardest part, (chuckles) the signing in and the getting in the first time is the hardest part. Everything after that seems to work pretty smoothly, but this is kind of the trickiest part. And, you know, part of it has to do with the number of teams that we sort of have working on ACL's behalf to get this part going.

And so I apologize that it's a little bit complicated, but please, you know, stay patient and, you know, just keep persisting. You can always email me. I am happy to, you know, make sure that these emails are getting to where they need to go. And, you know, if you haven't gotten what you need yet, tell me again. You know, we definitely want you to be able to get in here and feel comfortable with the site.

And, you know, with that- I'm sort of skipping ahead a little bit- oh, there's another question- do you reset your password if you are blocked? I would recommend, for that particular question, if- unless Nik has a ready answer, I think whoever that question came from, if you could go ahead and email me and then we can walk through and sort of figure out what happened there with the blocking and whatnot. What was I going to say? Are there any-

**NIK RANDALL:** I think that's a good idea, Krissy. And I think, with that, let's- let's go on to the next slide here. And I think what you were leading into was the OAAPS Help Desk.

**KRISSY HUDGINS:** Yes! So, as I was saying, we have a number of groups, and you can go to that next slide, Leslie or Nik. I don't think I have the control. So there's an OAAPS Help Desk, and they are helping us with anything that has- once you're in OAAPS and you're dealing with that stuff, this is your go-to, right? And even if you're having trouble with the login, this is your go-to.

They're keeping track of all of the issues that we're having. That allows us, at ACL, and working with Lewin, to figure out, you know, where there are problems and what we need to

do to fix them and how we need to get that information back out to you. So, please, feel free to always email OAAPS, which is O-A-A-P-S, and then help desk, H-E-L-P D-E-S-K, @acl.hhs.gov. That's on your screen now.

As I said, you know, you can always email me. I'm always going to email them or make sure that they're cc'ed. They're the sort of keepers of whatever issues or problems that we're having. It's really important, as I said, for us to keep track of those so that we can figure out how to better address those issues and, again, get that information back to you.

Please know that we are absolutely 100% committed to making sure that you are getting the help that you need, and we want to make sure that, you know, this is relatively as painless as an online data system can be. So, with that said, I want to talk a little bit more about how we are planning to continue to support all of you as we are moving forward with our work in OAAPS. Next slide, please, Nik.

So we have a number of upcoming OAAPS trainings. From November to December, we are working with your RAs to set up eight different regional webinars that are pretty much exactly like this one. We know that not everybody can make it to Wednesdays between 2:00 and 3:00. And we will also want to make sure that, you know, even if you go back and you watch this presentation again, maybe after you've seen this, after you've had a chance to get into OAAPS, maybe you have some other additional, you know, questions early on, we want to make sure that everybody has an opportunity to really have a chance to dig into that.

So we're going to set up eight different webinars with the RAs, where you all can come. We'll cover the same information again and then also, again, be taking your questions and making sure that, you know, we're trying to make this as easy as possible. In February- oh, and as a note, those webinars will be at the- you know, at different times and different days of the week, particular to the regions that they are primarily sort of focused on.

And I think we've agreed to make them, though, available to anyone, right, because we know that, you know, just because it's, you know, set up for Region 10 and, you know, favors West Coast and Alaska time doesn't mean that, you know, maybe somebody on the East Coast wouldn't find that time and date more amenable to their schedule. So just keep that in mind. Then, in February, we are going to start digging into data submission. So there's going to be a training on how do you put your data into OAAPS. You know, there are a couple of different ways to get it in there, and so we want to make sure that everybody feels comfortable with what that looks like.

And then April 1<sup>st</sup>, that's when your, uh, you know, our next round of reporting begins. We're really excited about that. And then, April 14<sup>th</sup>, we'll be having a training on how to generate variances. So as I was saying and, you know, Nik has talked about, you can go into your data and basically create a sort of immediate feedback of, you know, are your data sort of on par with what you did before or are they 30% more or off. So we'll be talking about that.

And then, in May, we'll be doing some more training around troubleshooting data errors and then submitting your data and sort of what that process looks like. So we're working to put together a series of trainings that will support all of you as you move through this. And we think that we've- you know, we've worked with the RAs to look at some times that we think make sense in terms of what the reporting period looks like.

And we're also going to be looking to do what we're calling Office Hours, and that'll be a little bit closer towards reporting season, where, again, we'll work closely with the RAs to set up

like eight different sets of Office Hours where people can just sort of call in and ask questions about, you know, can you help me with this, that, or the other, so that, again, you know, we're making sure that we are keeping the lines of communication open as, you know, we're all learning this system, this new system.

And, you know, with that said, we're really excited about the things that this system can do and how much easier I think it's going to make all of our lives eventually. But like anything new, there's probably going to be some bumps in the road, so bear with us. We're, I think, a great team, and we will all be able to do this really well together. We really- as I said before, we built this system to work better for you, as well as us, and so, you know, as you're moving through it, any questions, suggestions, or even annoyances, please make sure that you bring them to us. We can't address or fix what we don't know about.

And I think that's it for my pontificating on upcoming OAAPS trainings. I want to sort of go back and see if we have any other questions, either in the Q-and-A or the chat. I see a question about going to log in to OAAPS, directing to Microsoft login, not sure which password to use. Ah, excellent question.

So I had this same problem, and for me, it wanted the password that I used when I created my Okta. So I'm not sure if that answers that question exactly. In terms of any- there's another question that's come up about who should be emailed for any help in the future with OAAPS. I would email it to oaapshelpdesk- is that what it is? Oh, I've already forgotten. I'm terrible at this.

**NIK RANDALL:** That is correct-

**KRISSY HUDGINS:** [Oaapshelpdesk@acl.hhs.gov](mailto:Oaapshelpdesk@acl.hhs.gov). (Chuckles) I'm like, do I have that right? [Oaapshelpdesk@acl.hhs.gov](mailto:Oaapshelpdesk@acl.hhs.gov). And I don't know if you can go back to that slide, Nik, so that we- I can point out that, at the very bottom of the page, it's- we've been talking about making this more prominent, but you can see where it says, Contact Us, that's where you can always go to reach out. And they will direct you or direct your email to whoever is best to handle that question.

So, for instance, you know, if somebody decides that they have a question and it may be considered, let's say, like more programmatic, right, like how do I count, you know, visits now that everything is digital, you can still email that to them, and they'll make sure that it gets to the right person in ACL that can answer that question for you. So it's a great sort of hub to put any questions that you may have.

**NIK RANDALL:** Another good question here, Krissy. Do you know if the email is case sensitive?

**KRISSY HUDGINS:** I don't believe emails generally are, but I can do a quick test and we can find out, if you want.

**NIK RANDALL:** That confirms what I was thinking, so I think- think we'll go with that, and let them know if that's not the case. Also, if anyone has questions, you can select the Raise Your Hand button, that little hand that you see next to your name, to raise your hand, and the

operator can unmute your phone line so you can ask us the question directly rather than having to type it out.

**KRISSY HUDGINS:** My husband is a computer person. He assures me that there is no capitalization in an email- or that it doesn't matter or something like that, but- who knows? So there are no more questions? Everybody feels 100% comfortable with this, ready to go, ready to enter data? (Pause) I just emailed you a question, it was rejected by the Help Desk. (Chuckles)

You emailed it directly to me, Marianne, or you emailed it to the Help Desk? (Pause) The Help Desk. Did you do the capitalization? (Pause) I sent my test- so, actually, I have access to the Help Desk email, I saw that my test went through, but it's possible that, since I've emailed them before, it formatted a specific way. I see another question. Will this information be available for future viewing? Yes, this presentation will be on the Older Indians site in about two weeks. Is that right?

**LAURA STEVENSON:** Yes.

**KRISSY HUDGINS:** Okay, thank you. But I believe Laura or Melissa said that, if for some reason you need this information prior to that, you can just email Melissa Szasz or Laura Stevenson, and they can provide the information to you sooner if, you know, you need it immediately. And as Nik said, you know, we'll be sending out again the information on how to log in, the How-To Guide, so that you all have that readily available.

And, as I noted, in the next two months we'll be doing more of these, and so this will be the sort of basic template of all of the information that we'll be going over, and then, you know, making it, again, open to- to questions so that, you know, we can make sure that folks are feeling good about the system.

(Pause) Hm, Marianne, yes, definitely contact your IT person. Also, if you could and you wouldn't mind, you can always cc me. I feel like I'm willing and able- I'm putting my email address in the Q-and-A chat- I'm willing and able to make myself available as needed, you know, to help folks get- get through all of this.

As I said before, this is- weirdly, to me- the trickiest part of the whole system. I know that a lot of folks also have- you know, one of the things that we've seen with some of the Okta emails that have gone out, I know that- and Cynthia very helpfully reminded me of this a couple of weeks ago, that some tribal email systems have- like a lot of email systems have firewalls that sometimes block things. You know, I think once you start getting emails from the system, then that might go away.

But, you know, if you can't find- if you don't get an Okta email, you know, check your spam first, and then please feel free to write to [oaapshelpdesk@acl.hhs.gov](mailto:oaapshelpdesk@acl.hhs.gov). You can see my email here. Feel free to cc me. What I'm finding is that a lot of- so, you know, in order to set everybody up with an account, we used a list, right? Essentially the list that's on Older Indians, of all of the Title VI grantees and, you know, folks in charge of the grant.

And then, you know, we have lists of, you know, other people, but there's a fair bit of turnover sometimes in our Title VI programs, and so not everybody was on those lists. So, if you haven't gotten one, you've checked your spam, feel free to email. It's easy for me to pop

into the system and see if you already have an account in there, which means that there is an Okta account somewhere for you.

Or if you're not, all I need is your email address, your name, your phone number, and what role you will have in the system. So, you know, do you just need to see the data? Do you need to be able to see and enter data? So, for instance, let's say your program gets a new person to help with caregiver, and that person wasn't on our original list, you can ask for them to have an account. This also gives us the opportunity, this new system, it makes it a lot more streamlined.

For instance, to- you know, if somebody from your program leaves, we can easily sort of remove that account, so it won't be as messy in there with, you know, old accounts and new accounts and that sort of thing. So, you know, we are your resource to make sure that, you know, this is a good experience for all of you. And we're happy to do that. Any other questions? We got four minutes left. (Pause) Nik, any closing thoughts, comments?

**NIK RANDALL:** Yeah, for- while we're waiting for any final questions to come in through the Q-and-A or, again, if you want to raise your hand and then the operator can unmute your line and you can just ask us your question directly. I just want to say thank you all for joining us today. It was an honor to speak with you, and I hope you are all excited to log in to OAAPS and start creating your Analysis Reports to explore your program's history through your PPR data. So, if you have any questions, please contact the OAAPS Help Desk, as Krissy has said, and have a great rest of your day.

**KRISSY HUDGINS:** Thanks, Nik. And I want to echo what Nik said, thank you so much for all of your time today. You know, we're looking forward to talking more about this system, really think that it's going to be a positive change. I'm most excited about the components that let you do more with your own data. I think that's just going to be marvelous, if I can say that. So thank you, I'm looking forward to talking with you again later.