Health Professions Opportunity Grants (HPOG):

Performance Reporting System

Users Manual

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Section I. Introduction and Background Information

A. PRS User Manual Overview

This manual provides detailed instructions for using the Performance Reporting System (PRS) of the Health Profession Opportunity Grants (HPOG) program sponsored by the U.S. Department of Health and Human Services, Administration on Children and Families. Organizations that have been awarded federal HPOG funding will use this management information system to track participants, services, training, education, and outcomes, and to prepare and submit their required federal semi-annual reports. The manual provides background information on the HPOG Program and HPOG PRS; user-friendly, non-technical descriptions of the data system; key definitions and terms; and step-by-step instructions for entering and editing data.

The Performance Reporting System (PRS) is the federal management information system (MIS) for the Health Profession Opportunity Grants (HPOG) program. Beginning September 30, 2011, all HPOG grantees will begin using the PRS. The U.S. Department of Health and Human Services, Administration on Children and Families (USDHHS/ACF) contracted with Abt Associates and the Urban Institute to develop the HPOG Performance Reporting System (PRS) and to design the national evaluation of HPOG's implementation and its effect on systems and participant outcomes. The PRS has, therefore, been designed to serve two purposes: HPOG performance management, and HPOG program evaluation.

This section of the Users Manual provides overviews of HPOG, the PRS, the basics of data entry and the types of data in the PRS.

B. Overview of Health Profession Opportunity Grants (HPOG)

The Health Profession Opportunity Grants (HPOG) program, enacted as part of the Patient Protection and Affordable Care Act (PPACA) of 2010, provides funds to train Temporary Assistance for Needy Families (TANF) recipients and other low-income individuals for health care occupations expected to experience high and growing demand for workers. Separate HPOG grants were awarded for Tribes or tribal organizations.

To expand the base of evidence about effective health care training programming, HHS/ACF has established a multi-pronged HPOG research agenda. The national HPOG evaluation includes a rigorous comprehensive evaluation of the implementation, systems change and participant outcomes of health training funded by the HPOG TANF and low-income grants. The national evaluation is being designed by Abt Associates and the Urban Institute. A separate but coordinated evaluation of HPOG tribal programs is being conducted by NORC at the University of Chicago. In addition to the national and tribal HPOG evaluations, HHS-ACF also funds university HPOG research, and other HPOG evaluation and research projects. All parts of the multi-pronged HPOG research and evaluation agenda are coordinated to maximize knowledge development.

Twenty-seven TANF and low-income HPOG grants and five Tribal HPOG grants were awarded in 2010 (Exhibit 1). Over a five year period, the grantees are implementing a range of programs intended to address two policy concerns: the increasing shortfall in supply of healthcare professionals in the face of expanding demand; and the increasing requirement for a post-secondary education.

Exhibit 1. HPOG Grantees, Program Title, and Location

TANF and Low-Income HPOG Grantees		
Grantee	**HPOG Project Title**	**Location**
Bergen Community College	*North New Jersey Health Professions Pathway for TANF and Low Income Individuals (HPC Pathway)*	Hackensack, NJ.
Central Community College	*Health Education Laddering Program (HELP)*	Grand Island, NE.
New Hampshire Department of Health and Human Services, Office of Minority Health	*NH Health Profession Opportunity Project (NH HPOP)*	Concord, NH.
Eastern Gateway Community College	*Hope in Appalachia (HIA) Project*	Steubenville, OH.
Pima County Community College District	*Pathway to Health Care Professions*	Tucson, AZ.
Buffalo and Erie County Workforce Development Consortium, Inc.	*Buffalo and Erie County Health Professions Collaborative*	Buffalo, NY.
Schenectady County Community College	*SCCC Health Profession Opportunity Demonstration Project: Health Care Opportunities*	Schenectady, NY.
Gateway Community and Technical College	*Gateway's Health Profession Opportunity Project*	Florence, KY.
Temple University of the Commonwealth System of Higher Education	*Health Information Technology Career Pathways for TANF Recipients and Other Low Income Individuals*	Philadelphia, PA.
Community Action Project of Tulsa County Inc.	*CareerAdvance*	Tulsa, OK.
Central Susquehanna Intermediate Unit	*Work Attributes Toward Careers in Health (WATCH)*	Lewisburg, PA.
Milwaukee Area Workforce Investment Board	*Milwaukee CareerWorks: Healthcare Training Institute*	Milwaukee, WI.
Paradigm Learning Center	*Health Profession Opportunity Grants to Serve*	Washington, DC.
Full Employment Council	*The 21St Century Healthcare Works Program*	Kansas City, MO.
South Carolina Department of Social Services	*Project HOPE (Healthcare Occupations Preparation for Employment)*	Columbia, SC.
Workforce Investment Board of Will County	*Health Profession Opportunity Grants*	Joliet, IL.
Pensacola State College	*Pensacola State College Health Profession Opportunity Grant.*	Pensacola, FL.
Alamo Community College District and University	*Healthcare Professions Training Initiative (HPTI)*	San Antonio, TX.
Gateway Technical College	*Gateway Health Professions Opportunities Program*	Kenosha, WI.
Kansas Department of Commerce	*Health Profession Opportunity Grants to Serve TANF Recipients*	Topeka, KS.
San Diego Workforce Partnership	*Building Bridges in the Healthcare Industry*	San Diego, CA.
Research Foundation of the City of New York	*Program Allied Health Career Pipeline*	Bronx, NY.

Grantee	HPOG Project Title	Location
Workforce Development Board (SDA-83)	*Northeast Louisiana Professional Healthcare Opportunity Careers & Support (NELA PHOCAS) Project*	Monroe, LA.
Edmonds Community College	*Creating Access to Careers in Healthcare (CATCH)*	Lynnwood, WA.
Southland Health Care Forum, Inc.	*Pathway to Health Care Occupations*	Chicago Heights, IL.
Suffolk County Department of Labor/Suffolk County WIB	*Project S.C.H.O.O.L.-Suffolk County Healthcare Occupation Opportunity for Learning*	Suffolk, NY.
Workforce Development Council of Seattle-King County	*Health Careers for All*	Seattle, WA.
Tribal HPOG Grantees		
Blackfeet Community College	*Issksiniip Project: Meeting the Holistic Health and Education Needs of the Niitsitapi*	Browning, Blackfeet Reservation/MT.
Turtle Mountain Community College, Belcourt	*Project CHOICE (Choosing Health Opportunities for Indian Career Enhancement)*	Turtle Mountain Band of Chippewa Indians/ND.
Cook Inlet Tribal Council, Anchorage	*CITC Health Profession Project*	Alaskan Natives/AK.
College of Menominee Nation	*CMA's CNA to RN Career Ladder Program*	Keshena, WI.
Cankdeska Cikana Community College	*Next Steps: An Empowerment Model for Native People Entering the Health Professions*	Fort Totten, Spirit Lake Dakota Nation/ND.

C. Overview of HPOG Performance Reporting System (PRS)

The Health Profession Opportunity Grants (HPOG) Program Performance Reporting System (PRS) was developed for the Administration for Children and Families (ACF) of the U.S. Department of Health and Human Services by the Urban Institute and Abt Associates. The PRS is a tool for entering, storing, and analyzing data on program participants who are being served by the 32 grantees and on the grantees themselves. The Urban Institute maintains and provides technical support for the PRS.

What are the purposes of the PRS?

- *Performance management*
- *Program evaluation*

The system is used for program performance management and evaluation research, and can be used for case management:

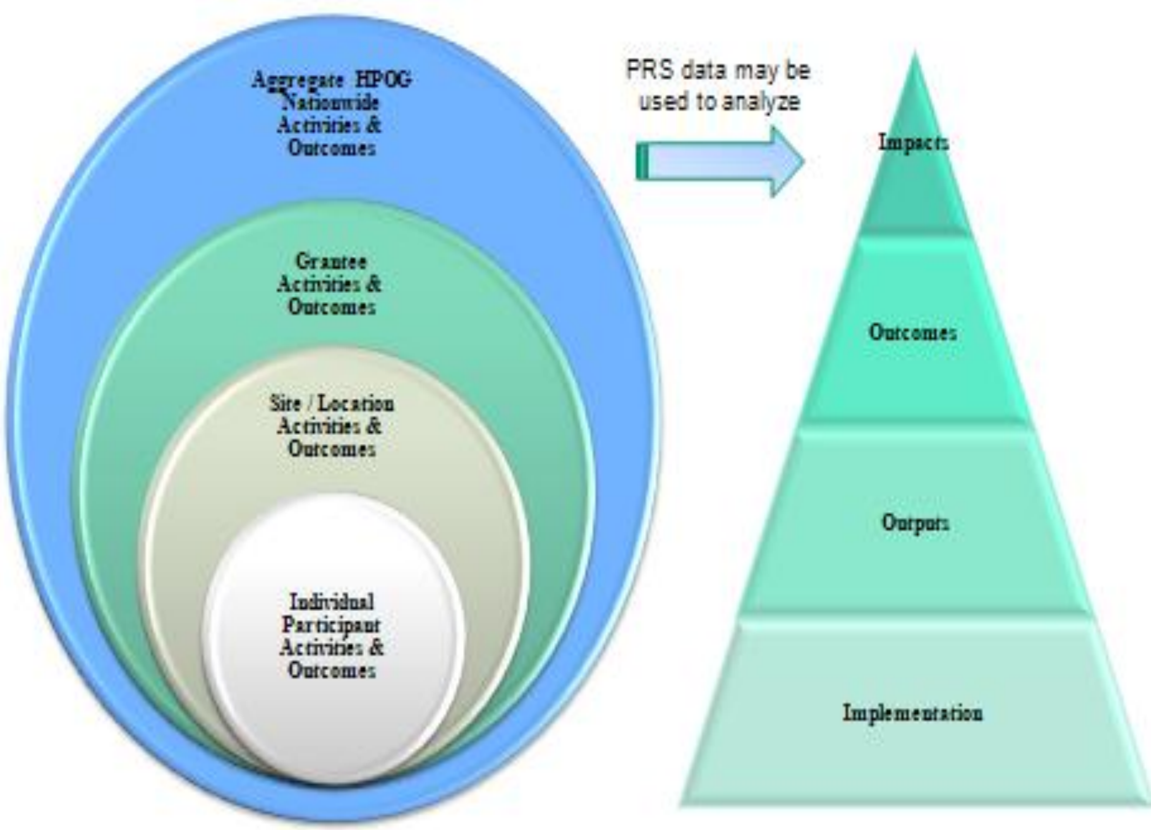
- ❖ **Participant Record and Case Management.** The PRS is designed to record participant intake, enrollment, services received, training and education, and outcomes. The system includes data needed to track participants in HPOG programs. Data on individual participants are entered into the PRS at enrollment as part of the initial interaction between the participant and program staff. Subsequently, information on activities and services is entered and added to the participant record.

- ❖ **Program Performance Management.** The system also includes data to track and manage grantee performance. Several management reports are programmed into the PRS, which grant directors can use for their own management purposes. In addition, the quantitative sections of grantees' required semi-annual Performance Progress Reports to ACF can be produced from the information in the HPOG data system. Grant directors can insert the narrative portions of the semi-annual PPR and thus submit the entire report directly from the data system.

- ❖ **Program Evaluation Research.** The system includes data necessary for future analyses and evaluations of HPOG. Data items support a range of analyses at the participant, program, and grantee levels.

Exhibit 1 summarizes the types of data in the PRS. The data will be used for both performance management and for evaluating multiple aspects of HPOG. The pyramid in Exhibit 1 highlights the types of analysis that may be conducted using the data in the PRS.

Exhibit 1. Types of PRS Data Used for Performance Management and Evaluation



What is the general structure of the PRS?

- *Nested data structure*

The PRS has a nested structure, with data on participants, local program sites, and grantees. The system has two categories of data: 1) data on participants and 2) data on grantees and local programs or sites. Exhibit 1 includes the participant data in the PRS include items about each individual participating in an HPOG program. The grantee data include items about the grantee and its HPOG program(s) or local sites, including information about the range of education and training offerings available, and about the local sites where participants are engaged.

Subsequent sections of the manual include more specific detail about each type of data and how the different types "connect" in the PRS. In general, though, participants are coded according to the grantee and the local site with which they are associated.

A site is the place (office, organization, staff unit) responsible for HPOG participant services and activities. This typically means site staff deliver or coordinate participant services, maintain participant records and track participant experiences, outputs and outcomes. In some grantees, a "site" may be the physical location where some or all services are provided or may simply be a "case's" administrative home or unit. Some grantee programs include only one local site, and in others there are multiple sites.

Some participant data items will automatically link to data about the program site and/or the grantee. This automatic linking in the PRS helps reduce the amount of data staff have to enter directly into the system.

How does the PRS work?

- *Internet-based application*
- *Direct data entry; a feature will be available in coming months to allow some PRS data items to be uploaded from other data systems a grantee may have*
- *High security provisions*

As described in Section II of this manual, staff at the grantee, subgrantee, or local office/site who are authorized by the HPOG grantee director to access the system receive a secure password from the national HPOG PRS administrator (at the Urban Institute) and are able to enter, edit, and/or view data on the PRS for their program. Users log into the HPOG-PRS website on an Internet-enabled computer and enter the data entry/edit module of the HPOG-PRS.

The PRS is designed for direct data entry of information, but with extensive drop-downs (or "pick" lists) of category codes to reduce data entry burden. Authorized grantee/program staff use a secure individualized log-in through the internet portal to enter and review data. Instructions appear in Sections II, III, and IV of this manual.

The system has also been developed to add a feature that enables automatic uploading of data. Uploading guidelines will be provided to grantees after the launch of the PRS direct-entry system in the fall of 2011. All grantees must enter all data items into the PRS beginning September 30, 2011 as described in this manual. The forthcoming guidelines will explain how data can be uploaded into the PRS by grantees that can program their existing MIS for the uploading. The HPOG PRS resides on a secure website maintained by the Urban Institute and extensive data security procedures have been incorporated. First, only authorized PRS users are able to enter and access data, with specific access rights based on their roles. With grantee operations and staffing varying across sites, different types of staff are designated to enter data into the system, including case managers/line staff, clerical data entry staff, and administrative/supervisory staff. As described in Section II, HPOG grant directors determine which individuals can access the PRS and what they are authorized to do. The system is designed to allow for various data entry and user arrangements. Every authorized user signs a data usage agreement form, agreeing to follow the PRS data and security procedures.

Second, participant data in the PRS are subject to strict security policies. An HPOG Informed Consent form allowing use of personal information must be signed by each HPOG participant. Instructions for informed consent are in Section II below. HPOG programs begin using this form on September 30, 2011 to obtain participant consent to include certain data in the PRS.

Third, privacy protection has been built into the PRS, restricting access to confidential information. HPOG evaluators can view data from participants across all grantees, but confidential data items (such as participant name, contact information, date of birth, etc.) are available only to the national HPOG PRS system administrators and only for technical programming purposes. Social Security numbers are collected using a format where only the last four digits will appear in the participant record (e.g., xxx-xx-1234). These data are automatically and immediately encrypted by the system and stored in a separate (secure) data file.

D. Overview of Data Entry Allowed by PRS Users

There are two types of PRS users, referred to as User Category I and User Category II depending on their role in the programs and their need for data, as determined by the HPOG grant director for their respective program. Users are able to complete actions within the PRS based on the access they have been granted. The types of access and activities available for each type of user are described below.

- **Category 1 PRS users** are able to enter information about participants in their program site, edit and update participant information, and view summary reports.

- **Category 2 PRS users** are able to perform the same actions as Category I users plus they have access to information on all participants served by programs funded by that particular grant (i.e., across all local sites of that grantee's program). These users also are able to enter grant and program level data, create special reports, and view, prepare and submit the semi-annual report to ACF.

- **Read-Only Access users** are those who the HPOG grant director authorizes to view data on participants in the program but not to enroll new enrollees or edit or change data.

E. PRS Data Categories

The PRS includes several domains of data about participants and about the HPOG grantee and its programs.

Detailed descriptions and instructions for entering and editing data are in Sections III (grantee and program information) and IV (participant information) of this manual. Some data are entered centrally by the HPOG PRS IT team and some by HPOG grant administrators or program staff. A complete HPOG PRS Data Items Directory (with coding and formatting) appears in Appendix B. The data categories are summarized here:

- **Grantee and Program Information**
    - Organizational information about the grantee(e.g., name, location, institutional type)
    - Local program/service delivery sites
    - Education and training components available
    - Key characteristics of each education and training component
        - Occupation training type (Standard Occupational Code-SOC)
        - Vendor/provider of the training or education
        - Total hours required (length/duration)
        - Educational credentials possible
        - Licensure/certification credentials possible
    - Geographic area covered (i.e., which participants or local program sites can access the training or education offering)
    - Socio-economic context (e.g., unemployment rate; employment industry mix; poverty rate)
    - Semi-annual Program Performance Reports (PPR), grant implementation milestones, outputs, and outcomes
- **Participant Information**
    - Characteristics at intake/enrollment
        - HPOG program site with which the participant is associated
        - Demographic and family characteristics
        - Employment experience
        - Educational attainment
        - Participant employability (based on assessment information)
    - Remedial education/pre-training activities while in HPOG
        - Courses/workshops enrolled
        - Duration and whether completed
        - Provider
    - Occupational/vocational training activities while in HPOG
        - Occupation
        - Duration
        - Provider
    - Employment Activities while in HPOG
        - Job readiness workshops
        - Internships, apprenticeships, work-study
        - Duration (including hours completed)
    - Support Services while in HPOG
        - Training/education-related support services
        - Personal/family services (provided or referred)
        - Case management
        - Cultural Programming
        - Work-retention services

- Outcomes
  - Training/education completed
  - Credentials/degrees; educational credentials received
  - Professional licenses/certifications received
  - Employment and occupation
  - Earnings/wages

F. Guidelines for Good Data Entry and Management

It is important that all data items are entered into the PRS as completely and accurately as possible. A few important guidelines will help ensure the accuracy.

Enter data as soon as possible. Grantees are encouraged to establish a regular data entry process so that new information is entered into the PRS as soon as possible. Some programs may use the PRS as their HPOG case management system and enter data immediately and continuously when they work with participants. For example, if a staff member meets with a participant, the staff person can enter any new information into the participant's record during or immediately after the meeting. The system is designed so that staff can enter data at any point(s) during the federal reporting period (set on a semi-annual basis and aligned with the federal fiscal year).

Save often. When entering data you are strongly encouraged to SAVE it frequently. You may click on the "SAVE" button at the bottom of each screen or module at any time during data entry to save what is already entered. **Saving data is important because you will lose unsaved information if you navigate to a different section of the database without saving information or close your web browser without clicking the "log out" button. Please prevent the loss of data by saving frequently.**

Note Required Data Items. Each data item in the PRS is important information. You must enter a response for each data item that is appropriate for a specific participant. Required data items require a response before the contents of a page are saved and you may proceed to the next data entry section. The data items required for entry on each screen are denoted by asterisks (*). Some data items are linked and require responses to both if one is selected. For example, if the data item "currently employed" is selected as "yes", you must enter the current wage and hours worked in a given time period. Alternatively, if you select "no" as the response for "currently employed", you will not be permitted to enter information into the fields for the current wage and hours worked in a given time period.

Use "unknown" and "other" response options carefully. For many of the data items, a response option of "Unknown" or "Other" is usually provided. Please check or select "Unknown" when you are not able to discern the answer to a question based on the participant's information. Please note that when you select "Other," you are required to type in detail in the "Specify" text box provided.

Change data carefully. You can enter changes to previously submitted data under the "Changes" tab in the database or contact the Urban Institute PRS IT team directly. Users may use either the contact email or 1-866-341-9089 to make inquiries about data entry and receive support to clarify errors. Please see Section VII for the detailed information about how to reach the PRS Helpline and technical assistance. For confidentiality reasons, please do not leave messages with participant information on the Helpline.

G. Receiving Periodic HPOG PRS User Manual Updates

Over time, the PRS may be modified to reflect the current needs of the grantees. If the system is modified, updates will be distributed to grantees and PRS authorized users. Updates will be emailed. Each time a modification has been completed and instructions provided, an email will be sent to grant directors to notify them of the change.

H. What Happens on September 30th, 2011 When the PRS Goes Live

The HPOG PRS will be implemented by all grantees on September 30th, 2011. Before that time, a grantee webinar will be held to provide instructions and information about using the PRS and entering and managing data. Before September 30th, 2011, the following steps must be completed by each grantee.

Before September 30th, 2011 (All PRS Users)

- Grant Directors will have received an email from the national PRS IT team asking them to identify all the staff and other individuals who are to be provided access to the PRS. Prior to the implementation date, instructions will be sent to each Grant Director to identify all PRS users.

- The national PRS IT team will contact each of the approved users by email and request that they complete a PRS User Agreement (see Appendix D for Agreement). This agreement spells out the data confidentiality and data usage procedures. The users will complete the agreement and return the form to the PRS team by fax or email. Please see Section VII for instructions about faxing and emailing/scanning completed agreements.

- Once the User Data Agreement has been signed and submitted, the central HPOG PRS Administrator will provide each user a temporary user name and instructions for how to log into the PRS for the first time to create a password and change their user name if they wish.

On September 30th, 2011 (Category II users responsible for entering grant and program data)

- Approved users responsible for entering participant data into the PRS will enter any HPOG registrants who enter the HPOG grant program **ON SEPTEMBER 30TH, 2011 and thereafter.** Staff will follow the steps provided in Section IV to enter the new HPOG registrants.

- All Category II users (i.e., Grant Directors and their designees) who will be responsible for entering grant information into the PRS will receive an email indicating that the PRS is available. **The email will be sent at 8am Eastern Standard Time on September 30, 2011.**

- Each new Category II user (i.e., Grant Directors and their designees) will log into the PRS using their assigned temporary user name and will follow the instructions for how to create a password.

- Each approved PRS user will log into the PRS using their assigned temporary user name and will complete the instructions for how to create a password and change their user name if they wish.

- All approved PRS users (those with user names at the time of PRS implementation) will also receive an email indicating that the PRS is available and reminder about how to log into the system.

- Each Category II user (i.e., Grant Directors and their designees) will follow the steps provided in this section (Section IV) to enter grant level HPOG data items. This will include general information about the specific HPOG grant and information about each approved vendor and education / training program in which participants in their HPOG programs may participate. **This information must be entered first to ensure that the data on education and training options are available for staff who will be entering participant level data about ongoing program components and activities. This information may be updated over the life of the grant, for example, to add new training and education program options that become available.**

- If for some reason information on some persons beginning the program on September 30th are not entered into the PRS, use paper forms so the information can be entered later. Paper forms for all data items in the PRS and the Informed Consent Form are in Appendix D.

Entering Information into the PRS about Individuals Actively Participating in HPOG on September 30, 2011.

In order for the federal PPR statistics to be accurate, Grantees will have to enter some basic information into the PRS about individuals who are active on September 30, 2011 but started before that date. The basic data on this group of active participants being carried over from the first year are indicated as such in the instructions in Section IV.

The basic data on those who started before September 30, 2011 does not have to be entered into the PRS all at once. The information can be entered over the next five or six months, as long as all participants active on September 30, 2011 are in the PRS in time to be included in the PPR reflecting information through March 2012 which is due to ACF on predetermined reporting dates.

The PRS is set up to allow grantees to back fill and enter everyone who has ever participated, but all that is required is some basic data on those active on September 30, 2011. The required data items for participants active on September 30, 2011 are included in the highlight box below.

Required Data Items for Participants Active on September 30, 2011

1. First name
2. Last name
3. DOB
4. SSN (non-tribal)
5. Gender
6. Consent completed
7. Location / site (association within grant if applicable)
8. Registration date
9. Enrollment date
10. Health education / vocational activities (all fields)
    - Vendor
    - Location
    - Program (SOC)
    - Begin date
    - End date
    - Successfully complete
    - Degree
    - Licensure
    - Hours
11. Remedial education activities (all fields)
    - Vendor
    - Location
    - Activity type
    - Begin date
    - End date
    - Successfully complete
    - Degree
    - Hours
12. Support services received
    - Complete for all semi-annual periods for all support service categories
13. Employment Development Activities
    - Activity type
    - Begin date
    - End date
    - Hours completed
    - Successfully complete
14. Employment at exit ***(future data entry when appropriate)***
15. Profession / SOC at exit ***(future data entry when appropriate)***
16. Starting wage at exit (within health care profession and non-health care profession) ***(future data entry when appropriate)***

Section II. Confidentiality and Data Security

The HPOG PRS has a high degree of security built into the system and procedures. This section describes the security features and provides instructions for: 1) granting access rights to approved PRS users; 2) obtaining participant informed consent, 3) logging into the PRS, and 4) maintaining secure data use practices.

A. Granting PRS User Rights

Only authorized PRS users can enter, edit, and access data in the PRS, with specific access rights based on their roles. The grant directors and site managers authorize PRS users. With operations and staffing varying across grantees, it is expected that different types of staff may be designated to enter data into the system: intake staff, case managers/line staff, clerical data entry staff, administrative/supervisory staff. Grantee directors may also grant access rights to staff and supervisors in subgrantee programs or local program sites. Authorized users (e.g., case managers, supervisors/managers, and/or the grantee administrator) will enter data into the PRS via a web-based software application. As described below, staff at the grantee or local site that are authorized by the HPOG grantee director to access the system will receive a secure password from the central HPOG PRS administrator and will be able to enter and/or view data.

There are two types of PRS users:

Category I User: These users are able to create, access, and update records for participants whom they serve and monitor. Users have security clearance for the following activities:

- Create a new participant record
- Enter/update/edit a participant file
- Enter/update/edit exit and follow-up data (e.g., participant outcomes)
- Review reports specific to the site

Category II User: These users are able to see all participants in a grantee's programs. These users have security clearance for the following activities:

- Create a new participant record
- Enter/update/edit a participant file
- Enter/update/edit exit and follow-up data (e.g., participant outcomes)
- Review reports specific to the site
- Delete/add staff as PRS users/system rights
- Enter/update/edit grantee-level data
- Submit changes or other request for system to the national PRS System Administrator
- Generate/review participant/grantee/program reports
- Generate data from participant-level data for grantee semi-annual report
- Enter and edit additional narrative/data for grantee semi-annual report

- Certify/submit grantee semi-annual PPR report

All approved users identified at the point of PRS implementation (September 30th, 2011) were granted PRS access. Over the period of the HPOG program, grant directors may authorize additional staff to access to the PRS. For staff who require PRS access in the future, grant directors must request they be added as approved users. Please see Appendix D User Forms Form 2 for instructions on obtaining approved user access.

B. Obtaining Participants' Informed Consent

Programs often have their own informed consent or waiver forms to allow the organization or agency sponsoring the program to obtain data on their participants from other agencies. Even programs that have their own waiver or informed consent forms must use the attached HPOG Consent Form to obtain participants' permission for their data to be used for research and evaluation purposes.

An important part of the Informed Consent process is conveying relevant information about the uses of data and security measures for protecting participant data. To aid staff in this effort, we offer both a list of bullet points that should be conveyed as well as a sample script of the information (on page 20 and in Appendix D, Section II). The following points must be communicated to all HPOG applicants/participants:

- We are trying some new ways to help individuals receive training and find employment in health care.
- Research is being conducted to see how well different approaches to training for health care jobs work. This program and research are funded by the U.S. Department of Health and Human Services, and they may also fund other research on this program in the future.
- In this program, we collect some personal information from you, such as your name, date of birth, Social Security number, and your involvement in other programs. We are also collecting information about what you do in the program. We are asking for your consent so that researchers now or in the future studying how well the program works can 1) use the information about what you do in the program, and 2) use the personal information to match it with other government databases, such as the ones that include information on your wages and your further education, for example.
- All the information collected for the program or for the research studies will be kept completely private, and no one's name will ever appear in any report or discussion of the evaluation results.
- The researchers are not evaluating you; they are evaluating the program. Research findings will be expressed for the program and as summary group statistics.
- Because of the study, researchers may contact some people in the future. You may refuse to answer any of their specific questions at any time.

- Researchers and program staff using the information collected must take all necessary actions to protect your information and they will pledge their agreement under law to protect your privacy.

Some individuals may be interested in participating in the HPOG program but may not want their information included in the research and evaluation activities. This decision does not affect the person's ability to receive all services in the HPOG program. The participant's information will be entered into the PRS for the purposes of program data management during their HPOG participation. However their information will be excluded from all future evaluation and research efforts. Please ensure that you select the "No" response for the informed consent has been received and confirmed statement when completing the 'add/enter new registrant' section when a person does not wish to have their information included in the evaluation and research activities.

PRS Action Instructions: Obtaining Participant Informed Consent. Staff registering participants into the HPOG PRS must obtain their informed consent. The steps for completing and confirming that informed consent has been completed are provided below.

Step 1: **HPOG staff person conducting intake with the applicant/ registrant/ potential participant explains the need for informed consent.** All HPOG participants are to be asked to sign the HPOG Informed Consent Form at the time of intake or enrollment (as determined by grant director).

See Informed Consent Suggested Script on page 18 (and in Appendix C).

Step 2: **HPOG participant signs** the Informed Consent Form

Step 3: **HPOG staff entering data into the PRS indicates on the enrollment screen that informed consent has been obtained and files the form** in a secure file cabinet at the site (as determined by the grant director). See Section XI for steps to confirm the informed consent process has been completed.

Suggested Standard Script for HPOG Programs to Use to Obtain Participant Informed Consent: Program staff can discuss the main points with a participant in the following way:

> This agency or college received funding from the federal government for this special program, training people for health care jobs. Research studies are also being done to see how well the program works. The U.S. Department of Health and Human Services in Washington DC is funding this program and the research studies.
>
> We are asking for your permission to let the researchers have information about you that they need to do their studies. You might consider some of the information personal (like name, date of birth, and Social Security number). The researchers need this to get information about your future employment and services you get from other programs.
>
> Giving or NOT giving permission to share your information will have no effect on the services, benefits, and supports you receive in this or any other program.
>
> All of the information used in research will be kept private. Your name will never appear in any report or with any research findings. The researchers will combine the information about everyone in the program to analyze how the program helps people find and keep a job in health care. The research will report about the program as a whole—the researchers might write, for instance, that “80 percent of the participants enrolled in a training program at the community college;” or “two years after training 80 percent of the participants were still working in health care.”
>
> We and any researchers who use your information must agree to have security measures in place to protect your privacy.
>
> Researchers may contact you in the future to ask you some questions about how you are doing. We hope you'll decide to talk with them, but you may refuse to answer any of their questions at any time.
>
> Do you have any questions?
>
> **Note: this script is provided in Appendix D and may be printed for use.**

C. Maintaining Secure Data Use Practices

The PRS contains sensitive and identifying information on individuals who are participating in the grantee programs. Thus, steps must be taken to ensure the security of confidential electronic data on the system. The PRS is highly secure and all sensitive data are encrypted. Items collected in the database have been approved by the Institutional Review Boards (IRB) at Abt Associates, the Urban Institute, and NORC at the University of Chicago.

In addition to data protection policies and procedures of each organization, the following procedures must allow be followed to ensure data protection:

- Prior to accessing the system, users must be approved by the Grant Director and sign the PRS Data Usage Agreement Form (instructions provided above under Section II.A).
- If any party transfers confidential data other than through the database, it must be done via compact disks (CD) and hand or electronic delivery.

We all have more passwords than we can remember, and as a result, we sometimes use obvious ones. You must use passwords, and use them properly to keep your data safe. Treat passwords as confidential keys to your computer to help properly secure your organizational and participant data.

The following steps[1] can also help protect the electronic data in the PRS:

- Change your password every 90 days. ***The system will prompt and require you to change your password on the 91st day. You will not be permitted to enter the PRS until the password has been changed.***
- Never share your password with anyone or keep it in a place where others can find it.
- Try to use a different password for the PRS than you use for other programs.
- Remember to log out of the PRS before leaving the area.
- Do not leave case files and other information you are entering into the PRS available to other parties in your work space.

[1] Source: http://apps.americanbar.org/lpm/lpt/articles/tch02055.html

Section III. Getting to Know and Navigating the PRS

A. Definitions of Key Symbols Used Throughout This Users Manual

In order to make the review of the step-by-step instructions clear key symbols are used in this manual. Please note the following symbols and formats that represent important information.

- Words that are bolded and underlined represent **<u>buttons</u>** or **<u>icons</u>** you will see on your screen
- Text that is highlighted in grey and outlined is a helpful hint to assist you in using the PRS.

B. Getting to Know the PRS

All PRS users should become familiar with the PRS and its use. All new PRS users must complete the following two actions.

1. Review the PRS Training Webinar

All new PRS users must review the PRS webinar. The webinar provides background information about the PRS and step-by-step review of data entry steps into the PRS.

Step 1: Enter the web address provided into the web browser address bar. The web address will be provided to all grantees following the PRS webinar.

Step 2: Enter the webinar by selecting the **<u>begin webinar</u>** icon.

Step 3: The webinar will begin.

If you encounter any problems getting the webinar to begin, please contact the UI PRS team. You may call (1-866-341-9089) or email (PRSSupport@urban.org) for assistance.

2. Create a PRS Username and Password

Step 1: Review and complete the PRS Data Use Agreement found in Appendix D, I. User Forms, Form 1 of this user manual.

Step 2: Submit the completed form to your supervisor for approval.

Step 3: Return the completed form to the UI PRS team by either:

Faxing the form to (202) 452-1840.

Scanning and emailing the form to PRSSupport@urban.org

Step 4: Once the form is submitted, you will receive an email confirming receipt of the agreement. Within 2 business days, you will receive a unique username and instructions for establishing your PRS user password.

C. Entering and Exiting the PRS

1. Logging into the PRS

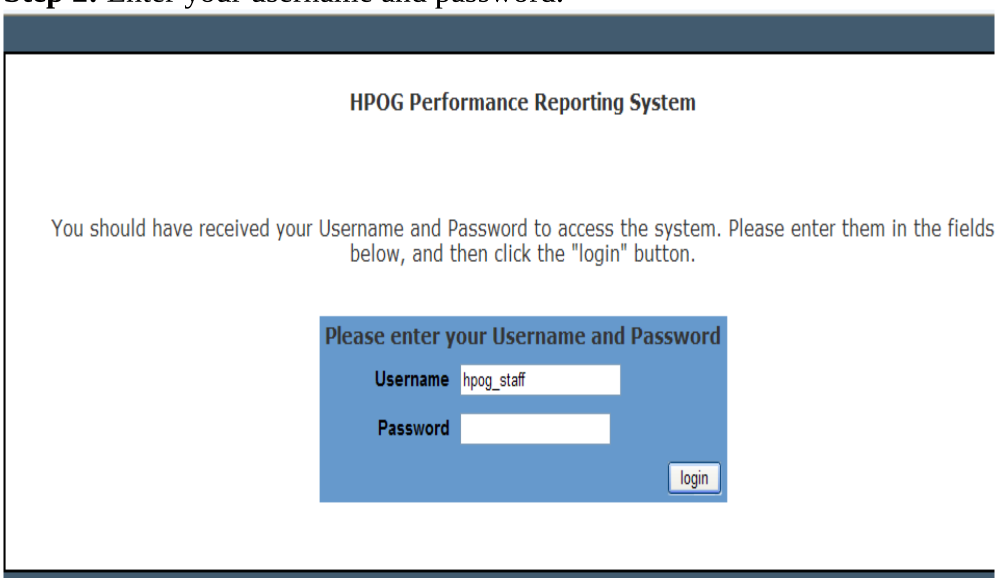
All users will use the same set of steps each time they log into the PRS.

Save the login screen of the PRS as a favorite or bookmark website in your computer's browser.

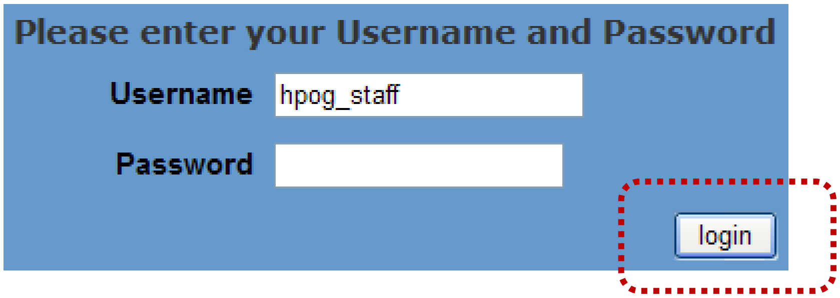
Step 1: Enter the PRS web address into your web browser address bar.

https://secure.urban.org/hpog/index.cfm

Step 2: Enter your username and password.



Step 3: Select the HPOG PRS **login**.

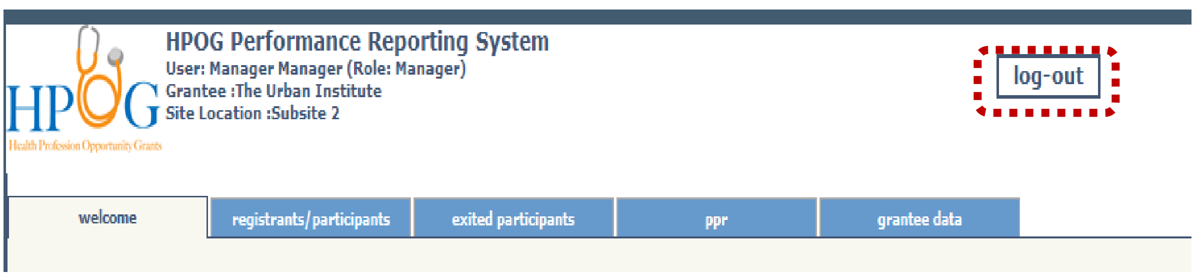


Step 4: You will be taken to the PRS **welcome** tab. The **welcome** tab includes information about HPOG, the PRS, contact information for PRS assistance, and good data practices information.

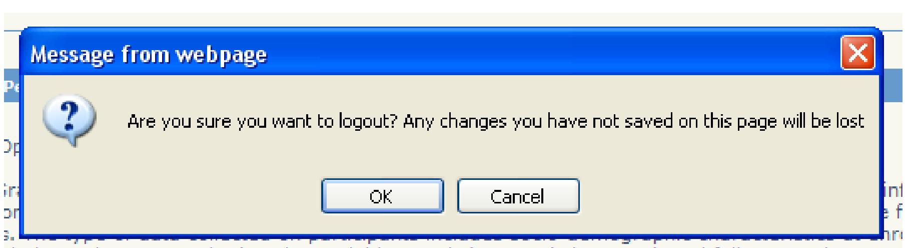
2. Logging Out of the PRS

Once you have completed a data entry session, save your work before exiting the PRS. This is important to ensure no secure information is available for others to access under your user name.

Step 1: Use your mouse to select the **log-out** icon on the top right side of the screen. The **log-out** icon will appear on each form and subscreens.



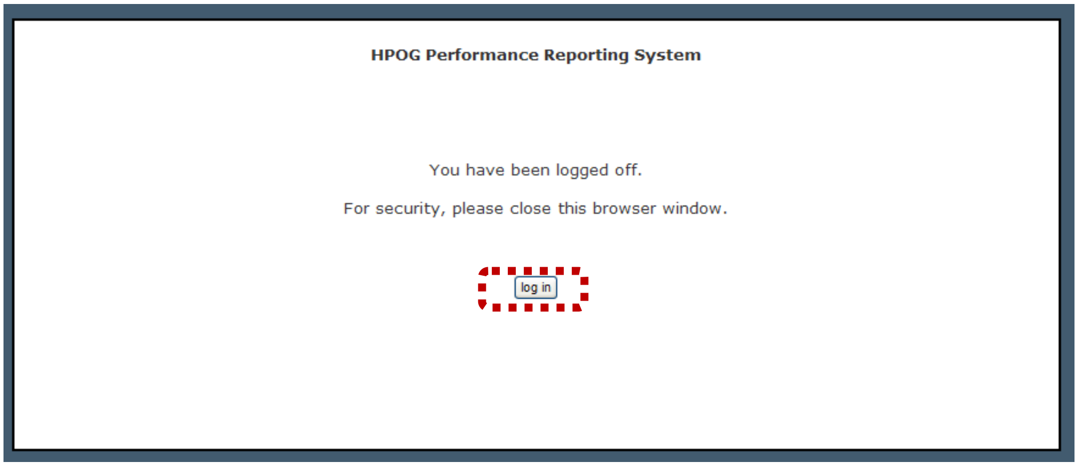
Select the **log-out** and the system will prompt you to confirm you would like to exit the PRS.



Any unsaved information will not be saved and available for future PRS sessions.

Step 2: If you would like to exit the PRS and have saved all data entered, select **OK**. If you select **Cancel**, then you will return to the screen on which you were last on.

Step 3: After selecting **OK,** you will be exited from the PRS and a message will confirm that you have been logged off. You may enter the PRS again by selecting the **log in** button.



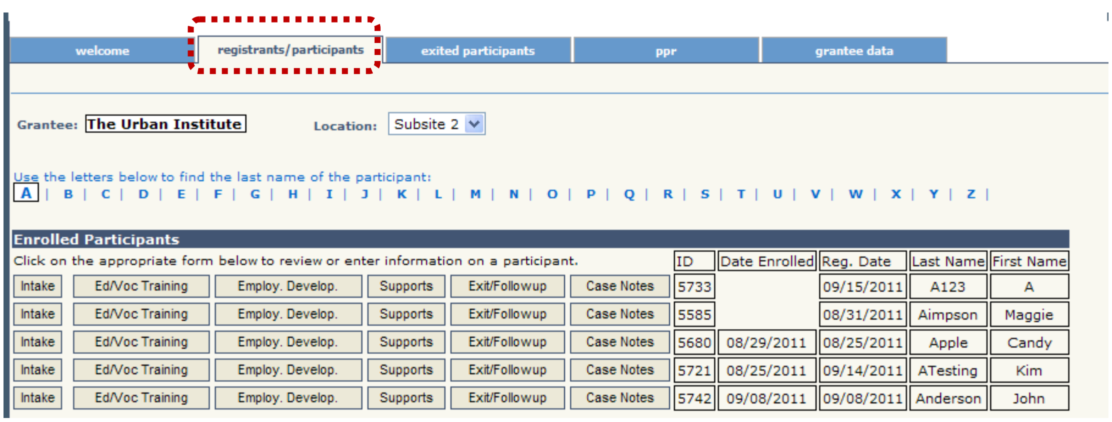
D. Identifying Enrolled Participants in the PRS

There are two primary approaches to locating a person who has information saved in the PRS.

1. Locating a Enrolled Participant Using the Alphabetical Listing

When you know the person's last name, you can easily locate a person entered into the PRS using the first letter of their last name.

Step 1: Use your mouse to select the **registrants/participant** summary tab.



All active HPOG registrant/enrolled participants appear alphabetized by the first letter of their last name. For example, if you are seeking to enter or update information on a person with the last name, Scott, you would navigate to the **S** icon, select it, and all the participants with "S" as the first initial to their last name will appear.

A core set of information about each registrant/enrolled participant including name, date of birth (DOB), HPOG client ID number, and enrollment date appear on the right side of the screen. The left side includes a group of buttons where information is stored for each registrant/enrolled participant. All available screens for data entry/updating of registrant/enrolled participant demographics, services received, exit, and outcomes data are available to the left of each registrant/enrolled participant's name

2. Searching for a Registrant/Enrolled Participant Using the Alphabetical Listing

Note: function will not be available at the initial PRS implementation.

Users search for a person if they do not know the participant's last name or other identifying characteristics. Users may search for enrolled participants using the search tab.

Step 1: Use your mouse to navigate to the **search** tab.

Step 2: Enter the enrolled participant information you have available to locate the enrolled participant. The following pieces of information may be used to search:

- First name
- Last name
- Date of birth
- Date of HPOG Enrollment
- HPOG enrolled participant ID
- Individuals entered into the PRS with no enrollment date entered

Step 3: Once the known characteristic(s) has been entered, select the **search** button.

All enrolled participants with information matching that entered in the search will appear on the screen.

Step 4: Identify the individual of interest from the listing that appears on the screen.

If the enrolled participant you are searching for does not appear in the listing, select the **clear** button and enter new information into the search function to complete **Step 2** – **Step 4** again.

If you are not able to locate the enrolled participant using the search feature, identify if the enrolled participant has not been entered into the PRS. If the enrolled participant has not been entered into the PRS, please complete the steps for participant registration.

E. Definition and Help Boxes

You may have a question about what a data item means. Many data items are defined throughout the PRS to help you enter data correctly. In the PRS you will notice small boxes with question marks (?) in the middle pictured next to some data items. You may move your mouse to highlight the box and a popup with a definition and helpful information will appear.

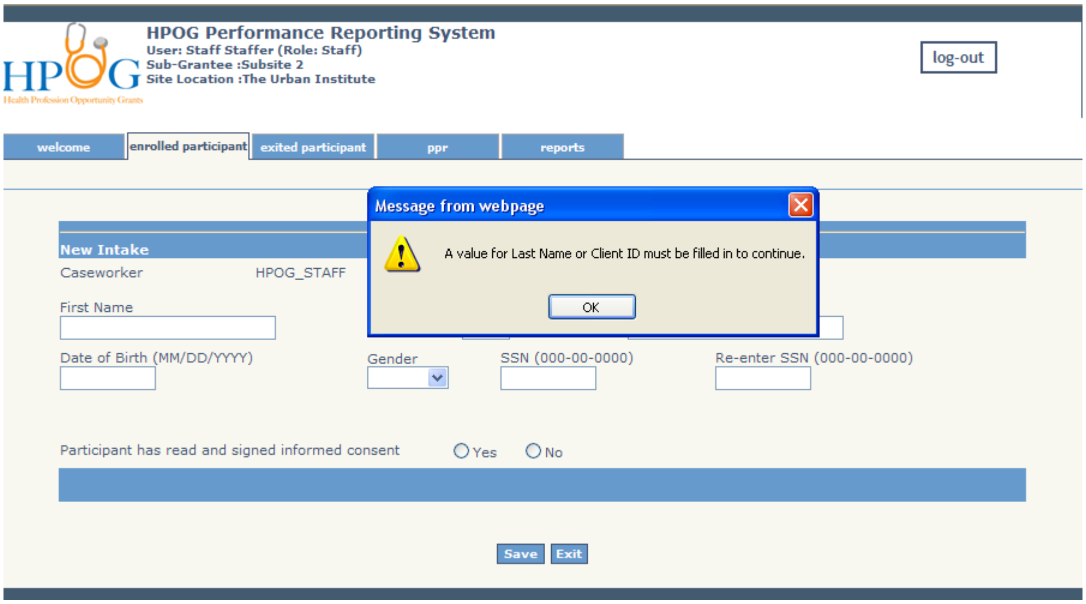
You may also find definition to key data items throughout this users manual and in Appendix A.

F. Understanding Error Messages

You may encounter error messages when entering information into the PRS. When you receive an error message, please read the message to understand what information is needed or was entered incorrectly. Please provide the information and try to select **Save** again.

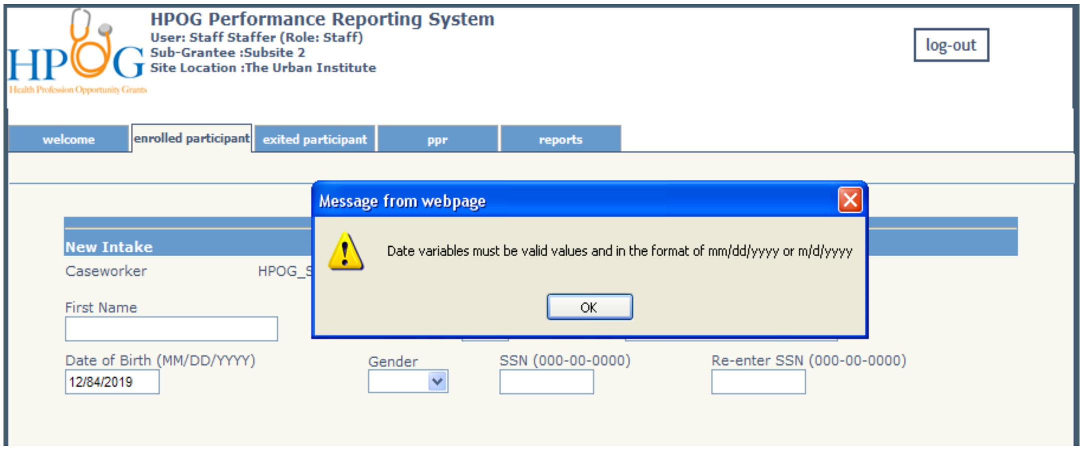
Example 1 of error messages:

If you see the error message depicted below, then that means you have left out required data in the form. Please return to the form, enter the required information, and select **Save**.



Example 2 of error messages:

If you see the error message depicted below, then that means you have entered information in the wrong format. Please return to the form, enter the information in the required format, and select **Save**.



Section IV. Instructions for Grantee and Program Information in the PRS

The PRS includes data about its grantee and the programs as well as about participants. This section provides instructions for entering, editing, and using data about the grantee and all HPOG programs funded by the grantee.

There are four categories of grantee data in the PRS: 1) general Grant Information; 2) local office/site information; 3) a list of education and training offerings available; and 4) HPOG Reports. This section of the manual provides instructions for entering, editing, and using the first three categories of information. Section V describes the management reports incorporated into the PRS and instructions for creating and using them.

Many grantee data items in the PRS will link automatically into the participant record in the PRS and are, therefore, critical to the system. Some of this information will be entered into the PRS by grantee directors and some will be entered by the HPOG national evaluation team.

Grantee/program data items will be electronically linked to participant level data file (e.g., a listing of vendors or training institutions providing specific types duration and training services for each grantee will appear as a drop-down list on the participant file allowing staff entering data for a participant to code the appropriate training program for that individual).

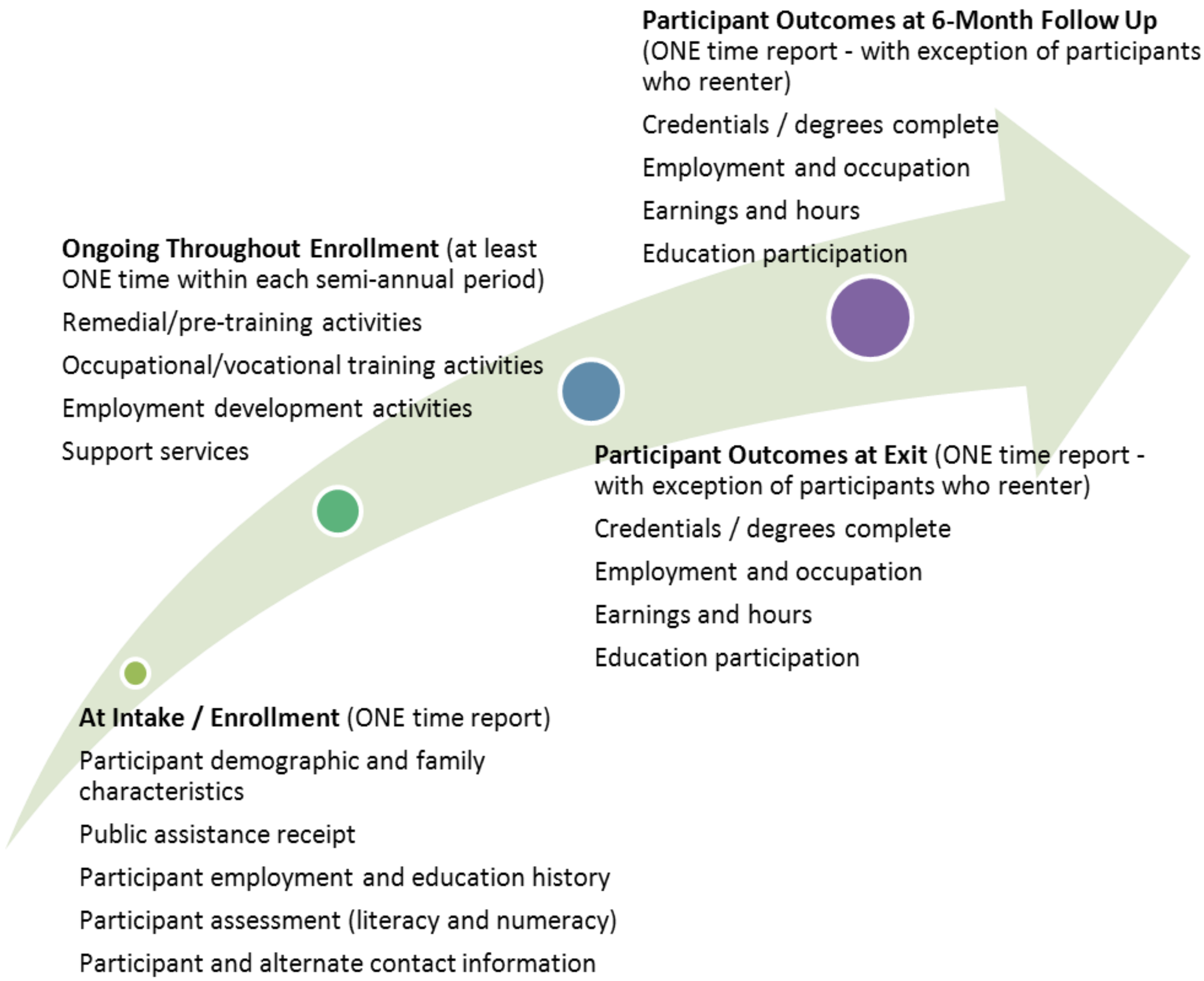
A. Overview of Grantee Data and Data Entry

Only Category II PRS users may view, enter, and edit grant and program information. The HPOG grant director authorizes the users and indicates what they have access to.

- **Category I** users may NOT access grant and program information.
- **Category II** users may view, enter, and edit grant and program information.

When to Enter Grant Data

HPOG program and grant information will be entered into the PRS throughout the grant period. As needed, the grantee directors or their designee will be able to edit grant and program data (e.g., add new training programs or vendors). The major points in time when data are entered are: 1) when the PRS is first operational, and then 2) when completing each semi-annual reporting period for the PPR. The following diagram highlights when each type of grantee data will be entered into the PRS, followed by the steps to follow to enter the information.



B. Step-by-Step Instructions for Entering and Editing General Information about the Grantee, Programs, and Sites

General information about the Grantee is maintained in the PRS. Some data items are entered by the Central HPOG PRS Administrator and some are entered by the grant directors or their designees who have been authorized as Category II users. All major actions require the user to log into the PRS. For instructions on how to log into the PRS, see Section IV of this Manual.

Three categories of grantee and program data are in the PRS: 1) general HPOG grantee information, 2) local program or site information, and 3) a list of all education and training options available to participants.

Many of the terms included in this User Manual section are included in Appendix A. Glossary of Terms. Please review the glossary to clarify questions about the definition of key terms.

These terms are also included in the PRS using Help Boxes next to the term that is being defined.

1. Logging into the PRS

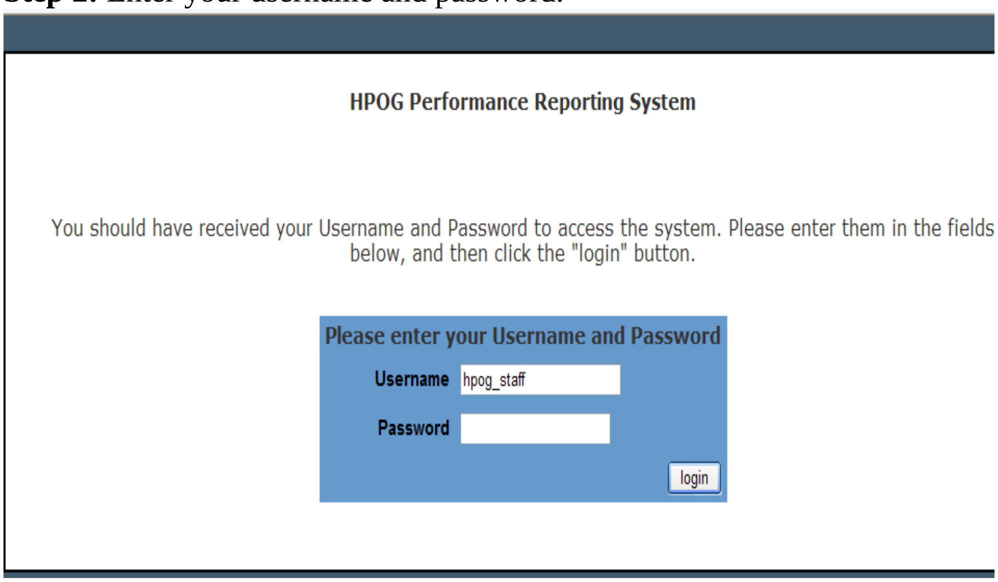
Note: these instructions are repeated in Section IV and Section V.

All users will use the same set of steps each time they log into the PRS.

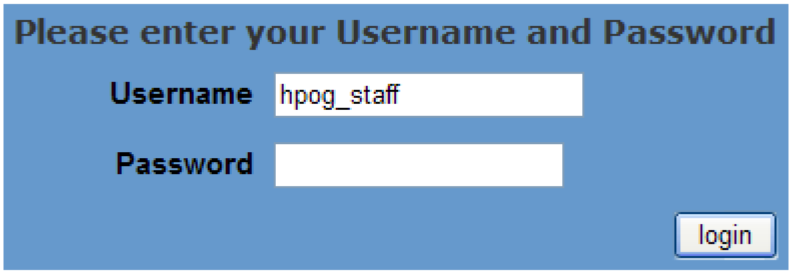
Save the login screen of the PRS as a favorite or bookmark website in your computer's browser.

Step 1: Enter the PRS web address into your web browser address bar.

Step 2: Enter your username and password.



Step 3: Select the HPOG PRS **login**.



Step 4: You will be taken to the PRS **welcome** tab. The **welcome** tab includes information about HPOG, the PRS, contact information for PRS assistance, and good data practices information.

2. Entering and Editing General HPOG Grant and Program Information

The Central HPOG PRS Administrator team has entered some grant information from the application and Program Performance Reports (PPR).

The grant director (or designee) will review, correct, or update information already entered. Grantee directors or their designees may use the following steps to edit / update information:

Step 1: Use your mouse to select the **Grantee Data** tab.

Step 2: Select the Grantee icon located in the upper left hand section of the screen.

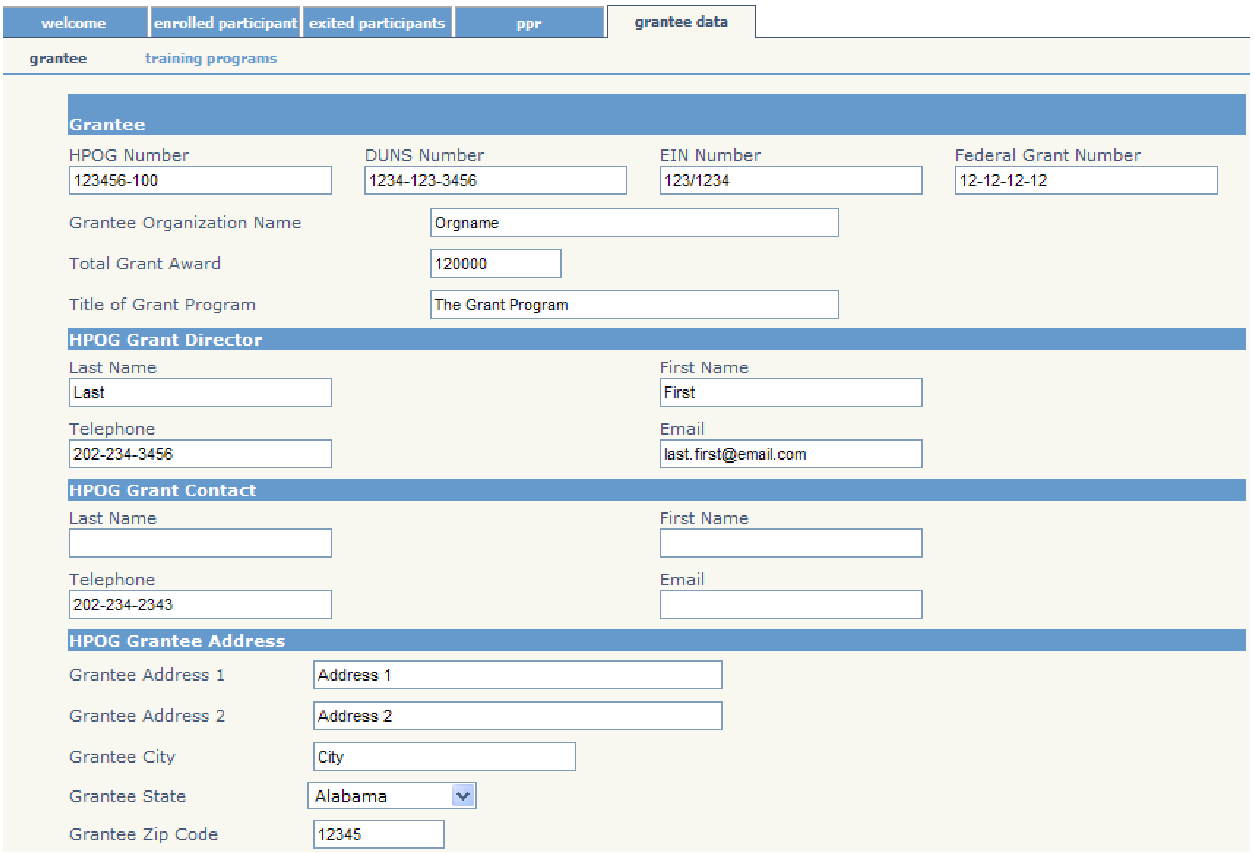
Step 3: You will be taken to the Grantee subscreen. Use your mouse to select and / or tab through the data items to complete each field.

Step 4: Edit or update the information.

Some data items regarding the labor market conditions in the grantee area of the PRS will be entered and updated annually by the Central HPOG PRS Administrator team. This information will be visible but may not be changed by the grantee.

Step 5: A preliminary list of locations / sites were programmed in as available options by the Central HPOG PRS Administrator team before the PRS was implemented. Grant directors or their designee may enter additional locations / sites where grant services are provided. Locations / sites may not be removed from the PRS after being entered.

Step 6: Select save at the bottom of the screen once completing all data entry.


welcome | enrolled participant | exited participants | ppr | grantee data

grantee | training programs

Grantee

HPOG Number	DUNS Number	EIN Number	Federal Grant Number
123456-100	1234-123-3456	123/1234	12-12-12-12

Grantee Organization Name: Orgname

Total Grant Award: 120000

Title of Grant Program: The Grant Program

HPOG Grant Director

Last Name: Last
First Name: First
Telephone: 202-234-3456
Email: last.first@email.com

HPOG Grant Contact

Last Name:
First Name:
Telephone: 202-234-2343
Email:

HPOG Grantee Address

Grantee Address 1: Address 1
Grantee Address 2: Address 2
Grantee City: City
Grantee State: Alabama
Grantee Zip Code: 12345

You may enter information into this form and save all that is entered. You may return to this form to update and/or add additional information.

3. Creating the Education and Training Program Listing

Grantee directors or their designee who have been authorized as Category II PRS Users may create and add to the list of education and training programs and options available. This list includes all remedial education, pre-training and health vocational training options available to any participant enrolled in your HPOG Program. This listing must be comprehensive because the codes for each will be linked automatically to participant records of individuals who participate in the components. There are two parts to the list: 1) pre-training and remedial education offerings available and 2) vocational/occupational training offerings available.

Note: Staff entering individuals program participation will be able to select only those programs entered at the grant level as available program options.

Step 1: Use your mouse to select the Grantee Data Tab.

Step 2: Select the Training Programs icon located in the upper left hand section of the screen.

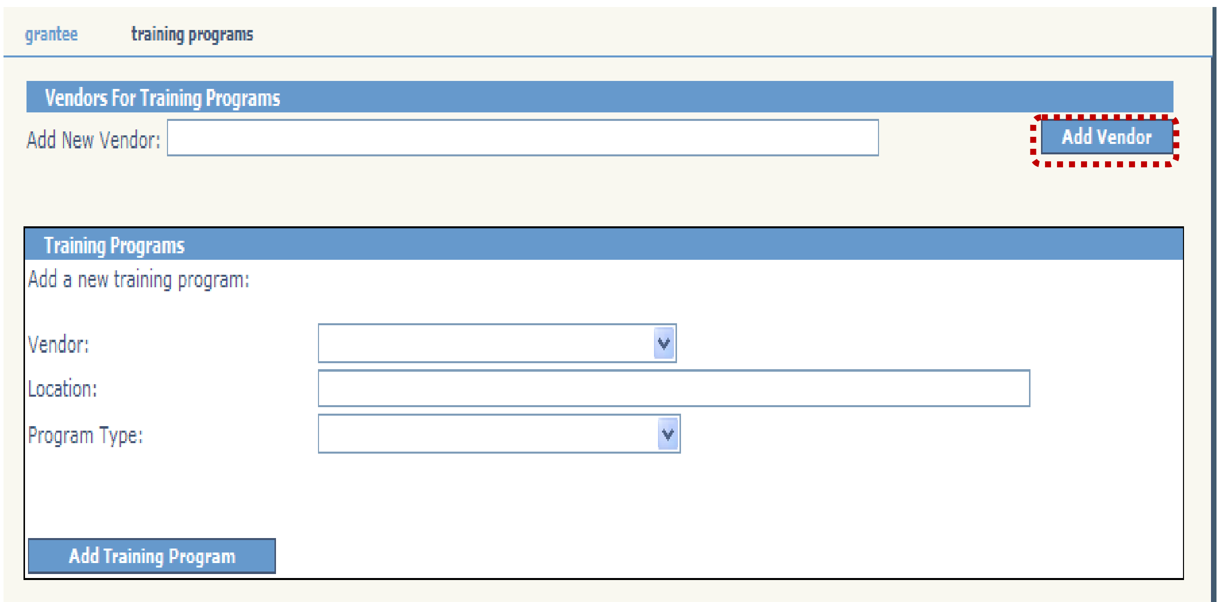
3a. Entering a New Vendor into the PRS

Step 1: Ensure that the vendor is not already entered into the PRS. Use your mouse to scroll to the bottom of the screen. Review the table of all listed vendors and programs. **If the vendor does not appear in the listing, proceed to steps 2 and 3.** If the vendor is not listed in the table as an existing vendor, you may enter a new PROGRAM.

Step 2: Once you have identified that this is **NOT** an existing vendor, use your mouse to select the text box labeled 'add new vendor'. Enter the name of the vendor as you define the vendor.

Step 3: Select the **Add Vendor** button.

The vendor entered is now an available option to select from and staff entering data for participants will be able to associate programs with the vendor.



3b. Entering a New Remedial / Pre-Training Program into the PRS

Step 1: Select the Training Programs screen listed under the Grantee Data Tab.

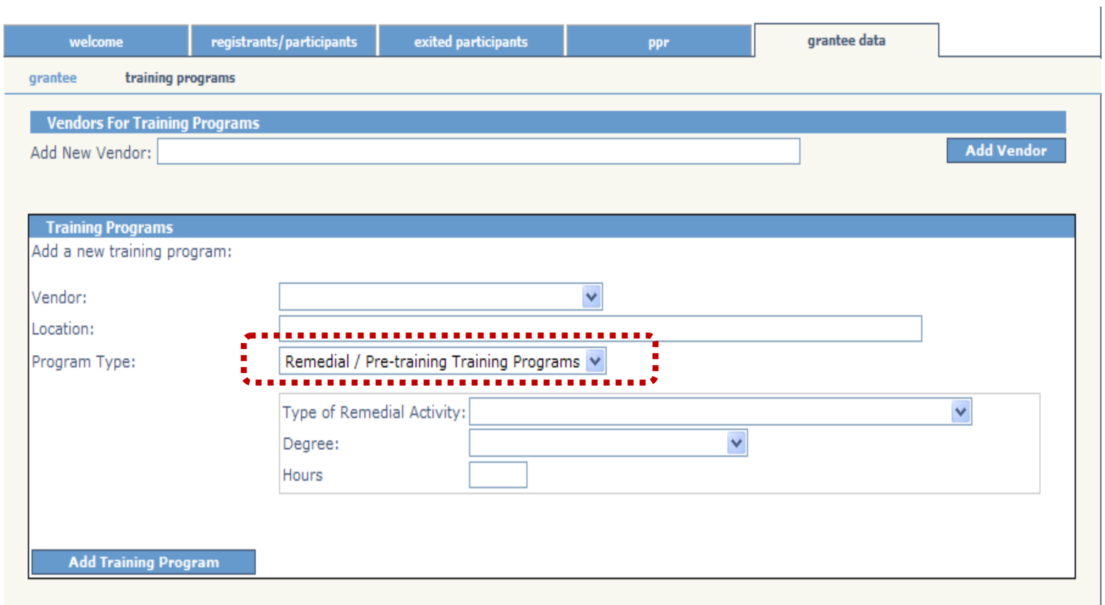
Step 2: Check to see if the Remedial / Pre-training Program is already entered into the PRS. Use your mouse to scroll to the bottom of the screen. Review the table of all listed vendors and programs. **If the program does not appear in the listing, proceed to steps 3 and 4**.

Step 3: Once you have identified that this is **NOT** an existing program, use your mouse to enter the information required for each Remedial / Pre-Training Program to be entered as a new program.

Note: When using the pick list box to select the associated vendor, if the vendor has not been added to the universe of possible vendors, first review and complete the steps associated with **Entering a New Vendor into the PRS (see page 32).**

Step 4: Once all the information requested has been entered, select 'Add Training Program'.

The program will now be available and visible in the table at the bottom of the screen listing all available vendors and Remedial / Pre-Training Programs.



REMEDIAL / PRE-TRAINING PROGRAMS

Vendor	Type of Remedial/ Pre-Training Activity	Degree	Hours for program
University of Pheonix	General Equivalency Degree (GED) classes	General Equivalency Degree (GED)	40
University of Pheonix	General Equivalency Degree (GED) classes	General Equivalency Degree (GED)	100
University of Pheonix	College skills training	General Equivalency Degree (GED)	82
University of Maryland	General Equivalency Degree (GED) classes	General Equivalency Degree (GED)	999
Washington University	Pre-GED classes	General Equivalency Degree (GED)	23.5

3c. Entering a New Health Care Occupational / Vocational Training Program into the PRS

Step 1: Select the Training Programs screen listed under the Grantee Data Tab.

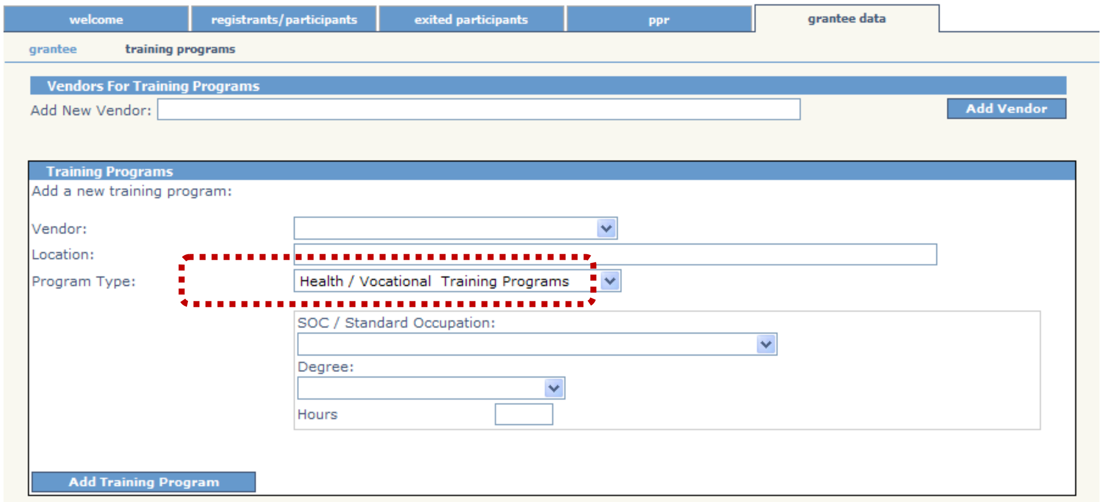
Step 2: Check to see if the Health/Vocational Training Program is already entered into the PRS. Use your mouse to scroll to the bottom of the screen. Review the table of all listed vendors and programs. **If the program does not appear in the listing, proceed to steps 3 and 4**.

Step 3: Once you have identified that this is not an existing Health Occupational /Vocational Training Program, use your mouse to enter the information required for each Health Occupational /Vocational Training Program to be entered as a new program.

Note: When using the pick box to select the associated vendor, if the vendor has not been added to the universe of possible vendors, first review and complete the steps associated with **Entering a New Vendor into the PRS (see page 32).**

Step 4: Once all the information requested has been entered, select 'Add Training Program'.

The program will now be available and visible in the table at the bottom of the form listing all available vendors and Health Occupational /Vocational Training Programs.



HEALTH / VOCATIONAL TRAINING PROGRAMS

Vendor	Program	Degree	Hours
University of Maryland			120
Georgetown University	29-1111 Registered Nurses	Associate Degree of Art (AA)	123
George Washington University	29-2041 Emergency Medical Technicians and Paramedics	Certificate of Completion	120.5
University of Maryland	29-1111 Registered Nurses	Bachelor Degree of Art (BA)	12
University of Maryland	29-1111 Registered Nurses	Associate Degree of Art (AA)	23
George Washington University	29-1111 Registered Nurses	Associate Degree of Science (AS)	1234.45

Correcting a Remedial / Pre-training or Health Occupational /Vocational Training Program Entered Incorrectly

If you discover that you have entered incorrect information about an education and/or training program, you may request the PRS support team correct the information. You will not be able to correct the information directly once the vendor and/or program has been added. This is because the information entered at the grantee level may have been linked to a participant's record. Therefore, if you change the information about a program and / or vendor, this will change the information included on the participant record.

To request a change in the information for an existing program and / or vendor, contact the PRS support team. See Section VIII for instructions.

Section V. Instructions for Participant Information in the PRS

This section of the manual describes the participant data modules and provides step-by-step instructions for entering, editing, and viewing data.

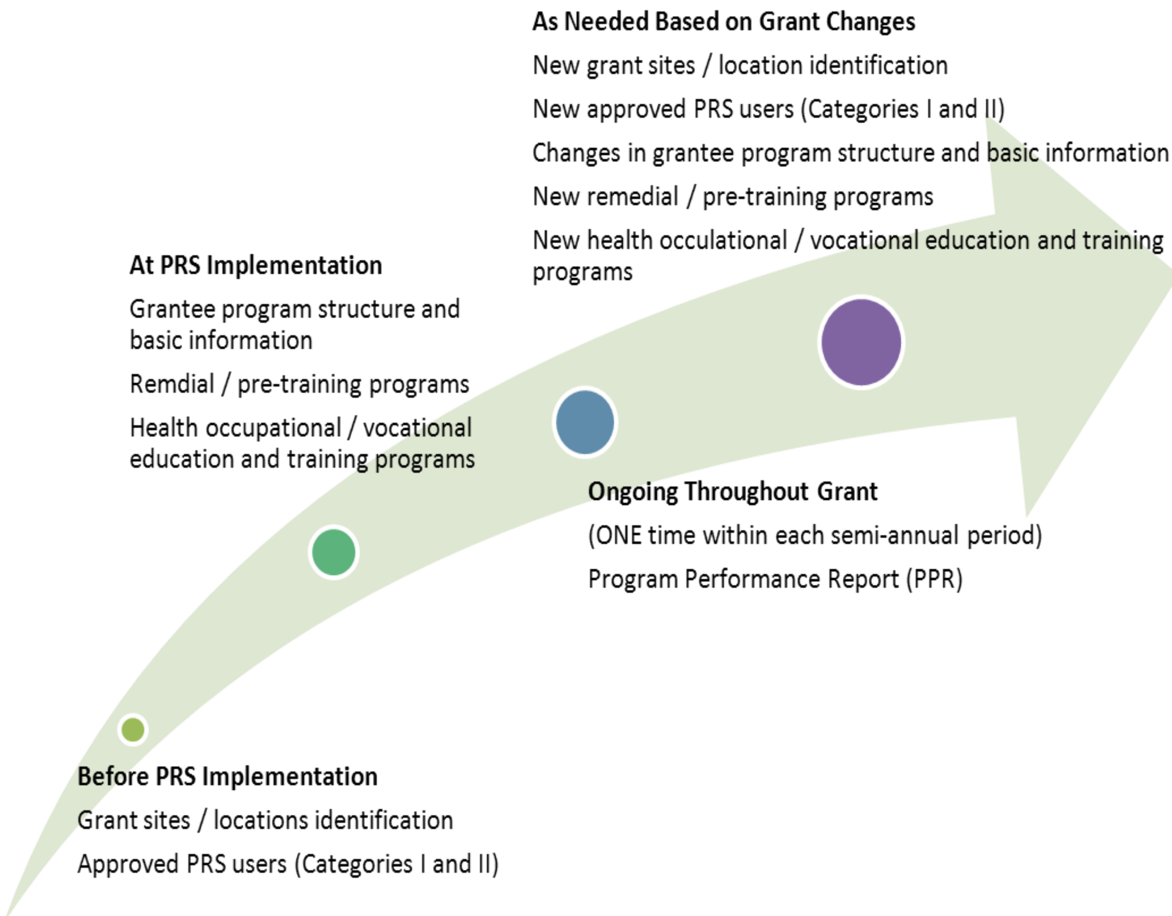
A. Overview of Participant Data Entry

Users entering data are able to enter and edit participant data. However, there are differences in what each type of user can enter and edit.

- **Category I** users may enter and edit participant information for any HPOG registrant and/or enrollee within their HPOG program site / location. They will NOT be able to complete this for any registrant or enrollee who is associated with a different HPOG site / location.

- **Category II** users may enter and edit participant information for any HPOG registrant and/or enrollee across the grantees HPOG program (all sites / locations of the relevant HPOG grant).

When to Enter Participant Data. Participant data will be entered into the PRS at 1) intake/registration, 2) enrollment (if that is distinct from registration), 3) exit, and 4) follow-up. The following diagram highlights when each type of data will be entered into the PRS. The steps to enter each type of information are provided in this section of the manual.



Definitions of Key Symbols. In order to make the review of the step-by-step instructions clear, key symbols are used in this manual.

Words that are bolded and underlined represent **buttons** or **icons** you will see on your screen.

Text that is highlighted in grey and outlined is a helpful hint to assist you in using the PRS.

B. Step-by-Step Instructions for Entering and Editing Registrant/ Enrolled Participant Data

Many of the terms included in this User Manual section are included in Appendix A. Glossary of Terms. Please review the glossary to clarify questions about the definition of key terms.

These terms are also included in the PRS using Help Boxes next to the term that is being defined.

Note: Paper-based forms for all major participant data entry activities included in this section can be found in Appendix D. These forms are for optional use by HPOG programs.

1. Logging into the PRS

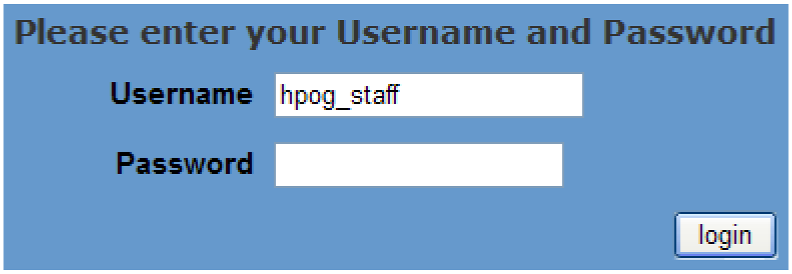
Note: these instructions are repeated in Section III and Section IV.

Save the login screen of the PRS as a favorite or bookmark website in your computer's browser.

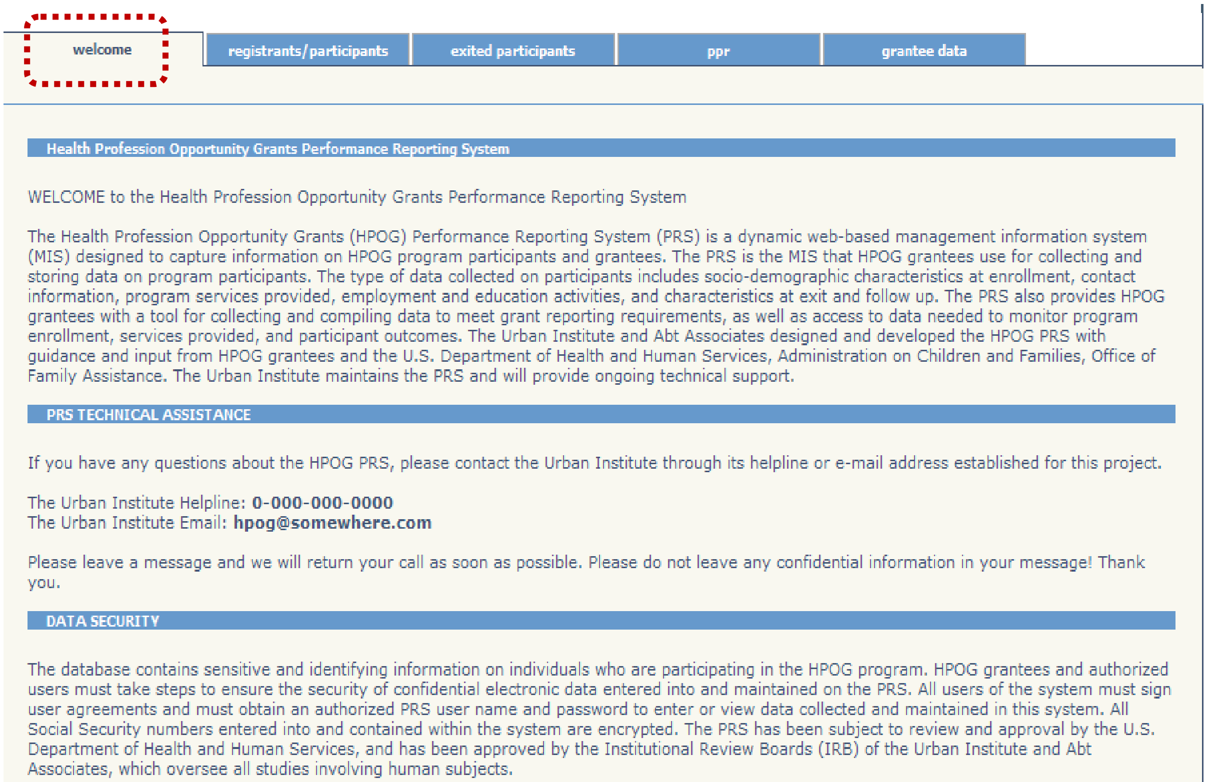
Step 1: Enter the PRS web address into your web browser address bar.

Step 2: Enter your username and password.

Step 3: Select the HPOG PRS **login**.



Step 4: You will be taken to the PRS **welcome** tab. The **welcome** tab includes information about HPOG, the PRS, contact information for PRS assistance, and good data practices information.



Users with Category I access will see the following tabs to choose across the top of the screen: (1) **welcome**; (2) **registrants / participants**; (3) **exited participants**; (4) **reports**; and (5) **search participants**. *Note sections 4 and 5 will be added at a later date as available features.*

Additional tabs will be available to users identified in the Category II including: (1) **PPR;** and (2) **grantee data**.

2. Navigating to the Registrant / Enrolled Participant Summary Tab

The registrant/enrolled participant module is where all information about individuals is stored. Users will select the **registrants / participants** summary tab to complete the following actions:

- Enter a new HPOG registrant into the PRS
- Edit, update, or review information in the PRS about an existing active HPOG registrant or enrollee

Definitions connected to these steps:

Registrant: Programs identify individuals in various ways. Often the term registrant is used to indicate a person has applied for, or registered for, a particular program or service. For the purposes of the PRS, an HPOG registrant is defined as an individual who is being considered for HPOG. Once an individual's name, date of birth, and SSN are entered in the PRS, the person is considered a registrant in the PRS. Most, but not all of the registrants will proceed in the program, receive services, and be officially enrolled if the program has official enrollment procedures. The PRS records services provided to all registrants, even those services that may be provided before the person is officially considered enrolled "in" HPOG. See the "pop up" explanations on PRS screens.

Enrolled Participant: Enrollment generally means a person is considered to be "in" a particular program. In HPOG, enrollment status is defined by each HPOG program. In some programs persons are considered enrollees when they start a class or program; in other programs persons are considered enrollees when they are determined eligible for HPOG or when they first receive a service that is funded by HPOG. In the PRS, enrollment date is when a person is considered to be enrolled in HPOG, as defined by the HPOG grantee. See also

Step 1: Use your mouse to select the **registrant/enrolled participant** summary tab.

All active HPOG individuals appear alphabetized by the first letter of their last name. For example, if you are seeking to enter or update information on a person with the last name, Scott, you would navigate to the **S** icon, select it, and all the participants with "S" as the first initial to their last name will appear.

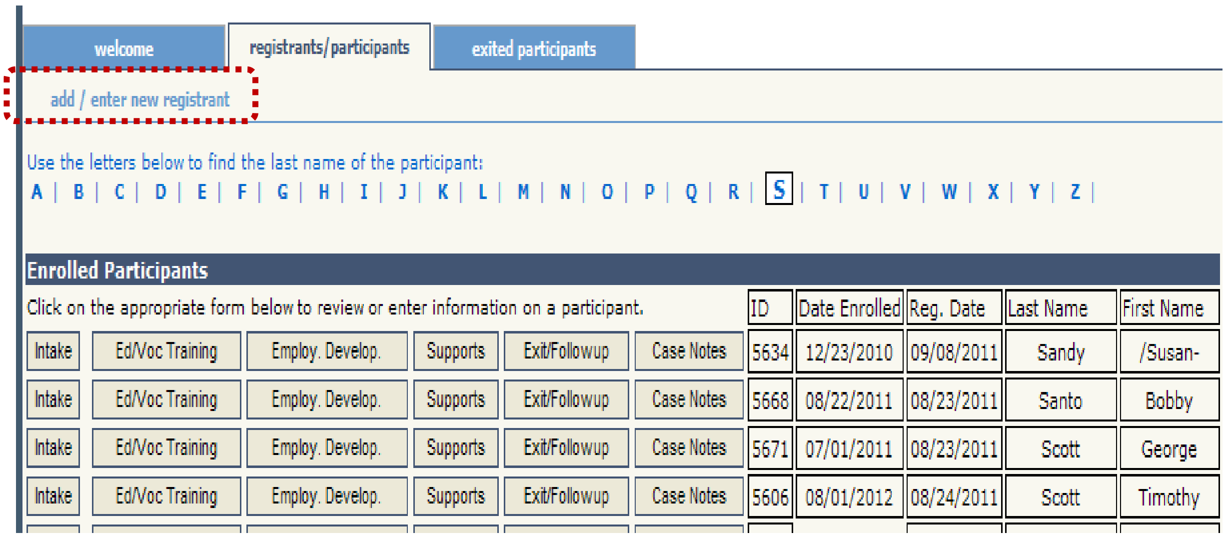
If you do not know the last name of an existing HPOG registrant or enrolled participant, you may search for the person using the Search Tab. See Section III for instructions on searching.

A core set of information about each person including name, date of birth (DOB), HPOG client ID number, and registration and (if relevant) enrollment date appear on the right side of the screen. The left side includes a group of buttons where information is stored for each registrant/enrolled participant. All available screens for data entry/updating of registrant/enrolled participant demographics, services received, exit, and outcomes data are available to the left of each registrant/enrolled participant's name

3. Starting a Record for a New Registrant in the PRS

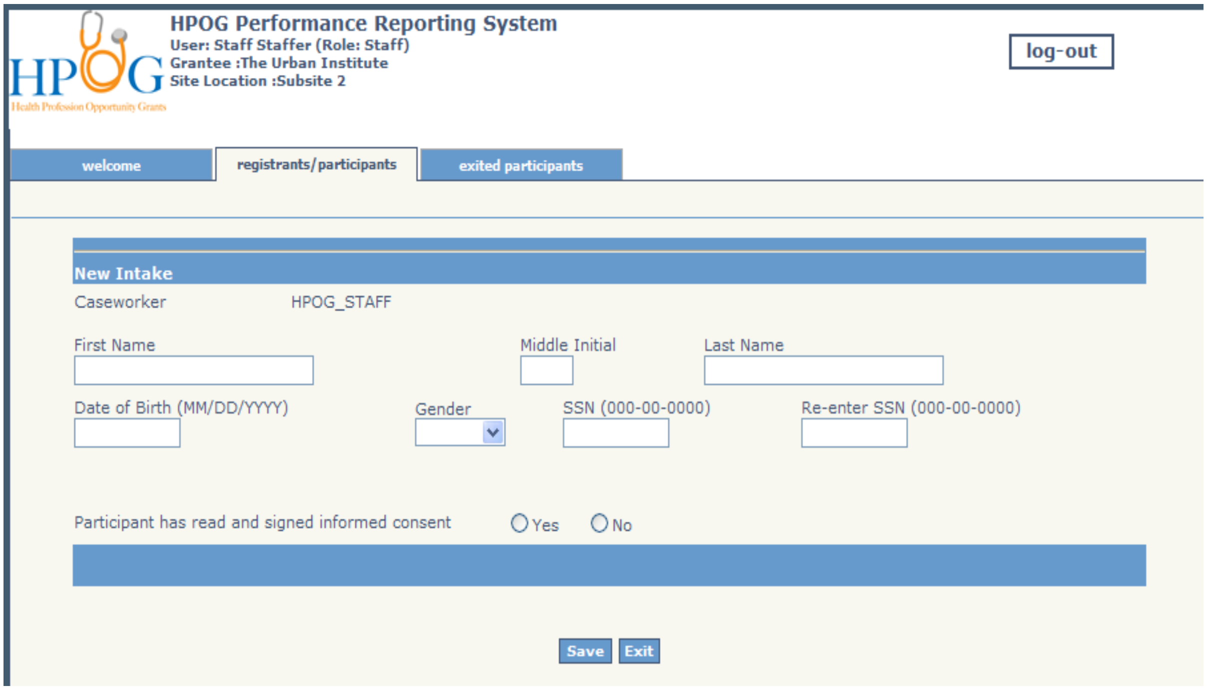
The following are the steps for entering a new HPOG registrant into the PRS.

Step 1: On the **registrants / participants** summary tab, select the icon for **Add / Enter New Registrant** into the upper left corner of the screen.



Step 2: A core group of data items appears on the screen. Completing all data items on this screen is required to successfully register a new HPOG registrant.

All data items that require a date will automatically include the forward slash (/) or dash (-) symbols. Please do not enter the / as you enter data or the PRS will indicate an error in data entry.



Step 3: Once all the data items have been completed in the new registrant screen, select **<u>Save</u>**. *If you do not select **<u>Save</u>** before leaving the screen, the information you entered will not be saved and available at a later date.*

Once the data items have been saved, you will not be able to return to this screen for the registrant. All information entered will be incorporated into the Intake Screen module (steps provided in the next section).

4. Entering and Updating Intake Data for a HPOG Registrant/Enrolled participant

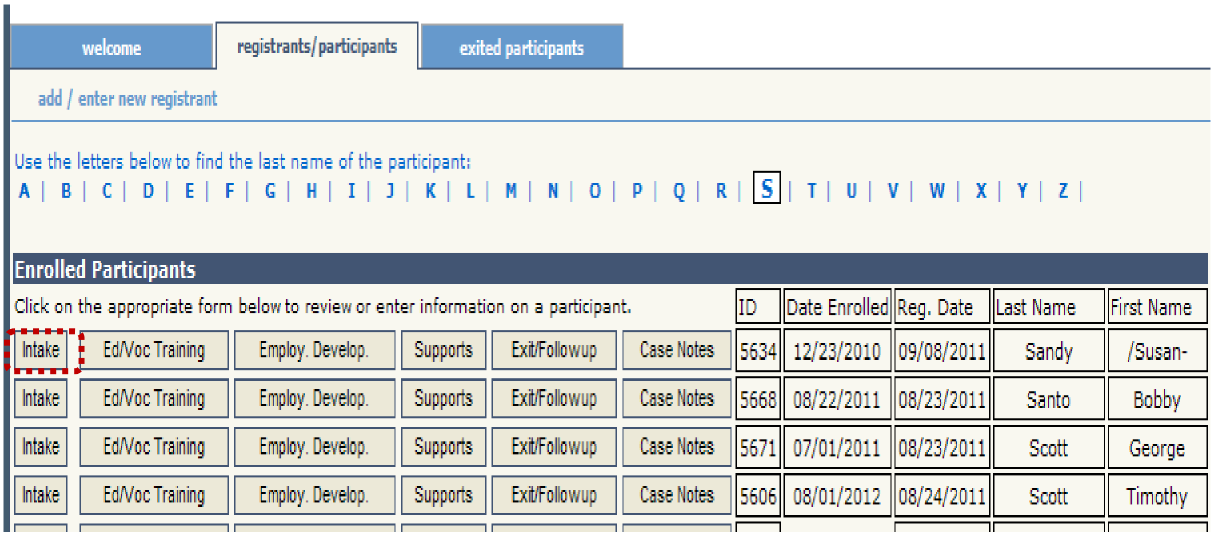
Once an individual has been entered into the PRS as a registrant or an enrolled participant, you will enter their characteristics at intake.

Step 1: Select the **<u>registrant / enrolled participant</u>** summary tab. Identify the person by the first letter of the *last name*. Select the appropriate letter in the alphabetical bar listing on the top of the screen.

If you are seeking to enter or update information on an individual with the last name, Scott, you would navigate to the **<u>S</u>** icon.

Step 2: Select the **<u>Intake</u>** button to the left of the registrant/enrolled participant's key characteristics to enter demographic, education/employment history, and contact information.

The data items entered onto the screens called Demographics and Employment/Education History are entered only <u>one time during intake / enrollment</u> and should not be changed. For example, an individual may be single at the time of registration/intake and may get married after. While the marital status has changed, the code on the **marital status** demographic section of the Intake screen should remain "single" since that is a record of the person's characteristics at the time they entered the program.



The exception to this rule is for data items on the contact screen. These contacts should be updated throughout a person's participation in HPOG if there are any changes.

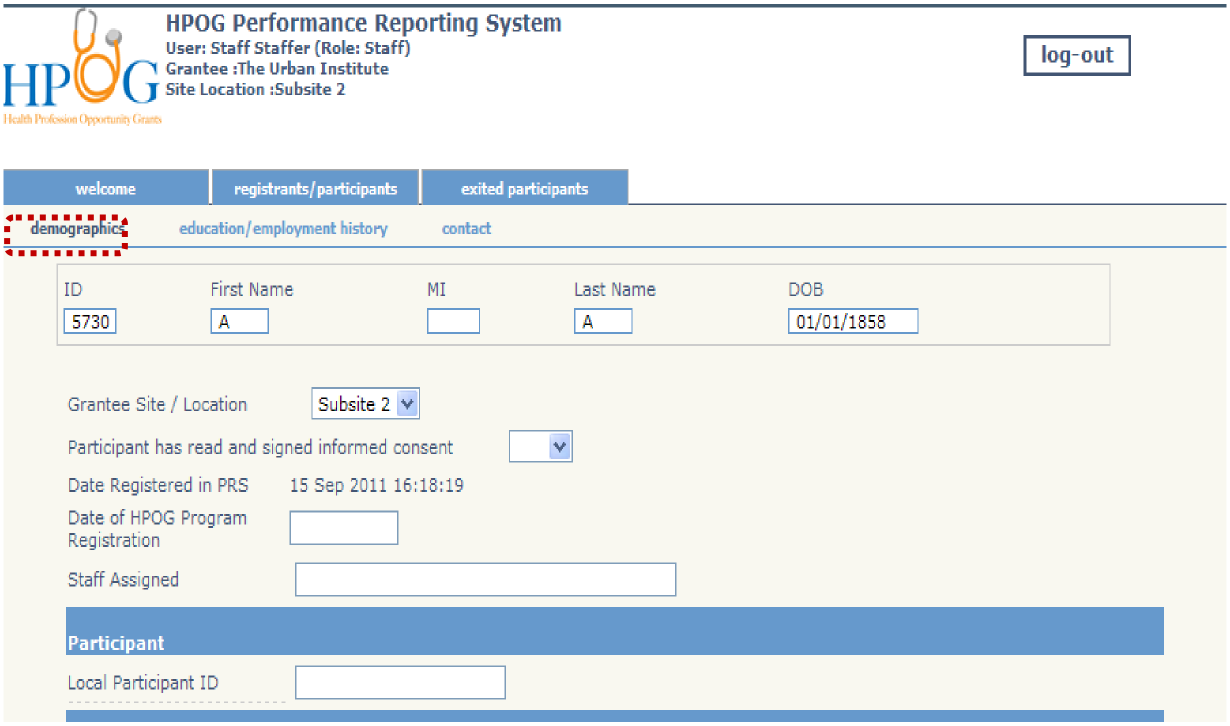
Step 3: Once you select **Intake**, you will be taken to the first of three sub- screens: demographics, employment/education history, and contact. The **Demographic** screen will open automatically when you select the **Intake** button.

> Remember, you may move from each response field option by either using your mouse to activate and move to the next field of interest. You may also use 'tab' on your keyboard to move from one section to the next.

Step 4: Enter each data item on the demographics subscreen. The screen includes information about participant demographic characteristics, household characteristics, public assistance/TANF receipt, and other characteristics.

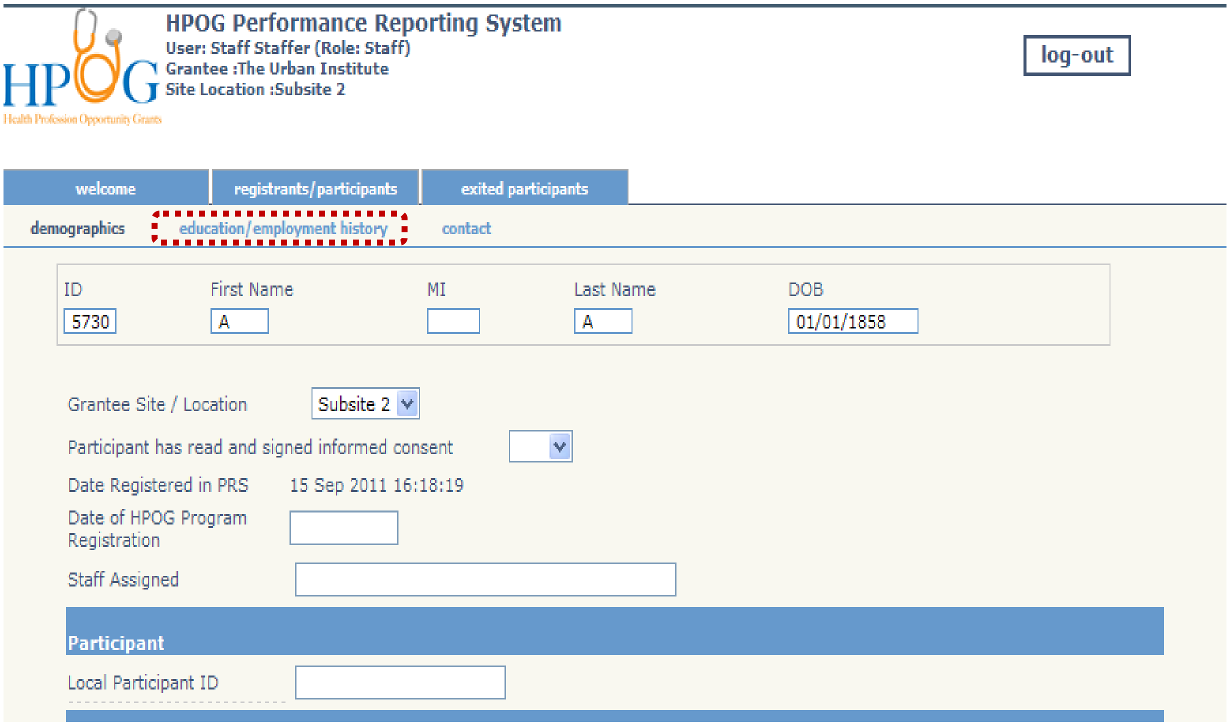
> Provide an entry for each item. Any data item for which you do not know the answer, please select 'unknown'. If additional information becomes available about this data item, please update the form to reflect correct information.

The enrollment date data field found at the bottom of the Demographic screen is very important. Using the e*nrollment date definition* that your HPOG program uses, enter the enrollment date for each participant. Once the enrollment date is entered and saved, the person will be counted as enrolled in the HPOG program. This data item will then also appear in the top right corner of each form for a given HPOG participant. The date will also automatically be listed under the enrollment date field located on the **registrants / participants** summary tab.



Step 5: Once you have entered all the information into the form, select **Save**. *If you do not select **Save** before leaving the screen, the information you entered will not be saved and available at a later date.*

Step 6: Return to the top of the screen and use your mouse to select the **employment/education history** icon.



Enter responses to each data item into the education/employment history subscreen. The screen includes information about current and/or prior education and employment and current literacy and numeracy ability.

Provide data for each item. For any item for which you do not know the answer, please select 'unknown'.

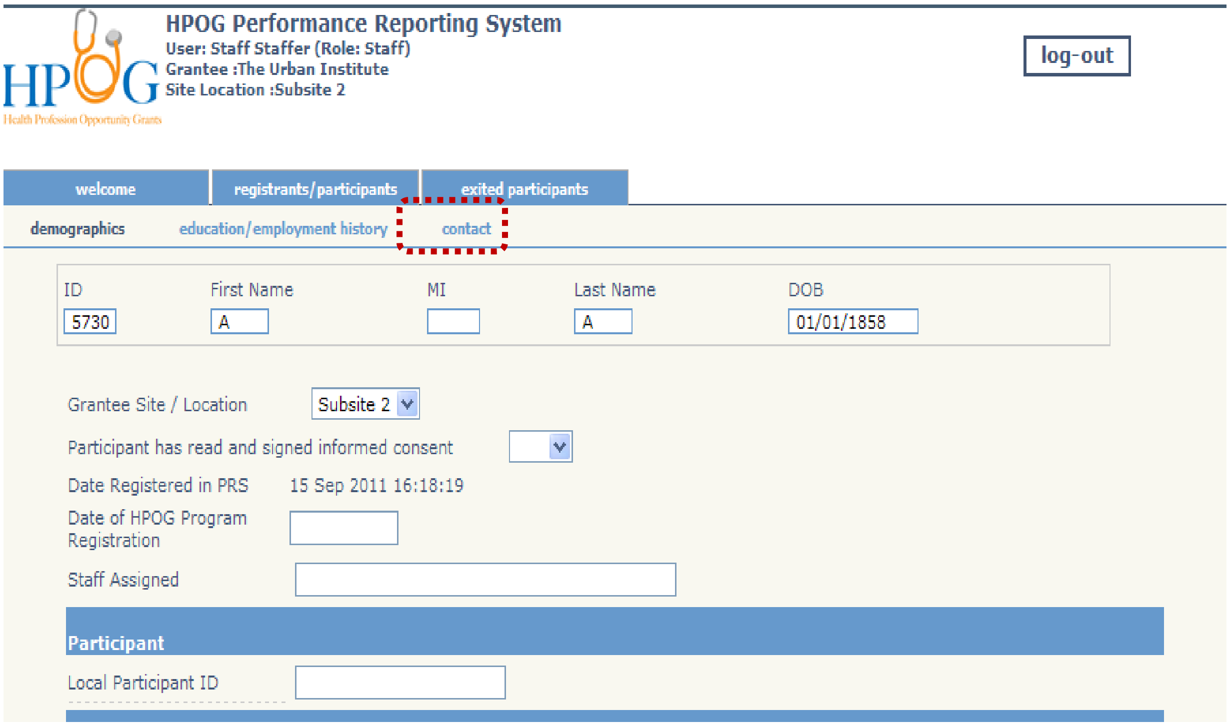
Step 7: Once you have entered all the information into the screen, select **Save**. *If you do not select **Save** before leaving the screen, the information you entered will not be saved and available at a later date.*

Step 8: Return to the top of the form and use your mouse to select the **contact** icon.

Enter each data item into the contacts subscreen. The screen includes current contact information for the person and contact information for up to three alternate contacts. Alternate contacts should be individuals with whom the participant maintains close and ongoing communication.

Remember, data items on the contact screen should be updated throughout the entire HPOG participation.

Step 9: Once you have entered all the information into the screen, select **Save**. *If you do not select* ***Save*** *before leaving the screen, the information you entered will not be saved and available at a later date.*



You have now completed all elements of the initial registrant/enrolled participant intake.

5. Updating Intake Information for Registrant/Enrolled Participants

Information collected at the time of enrollment about may require editing and updating data. Users may update some information by entering the PRS Intake module to add or modify data items.

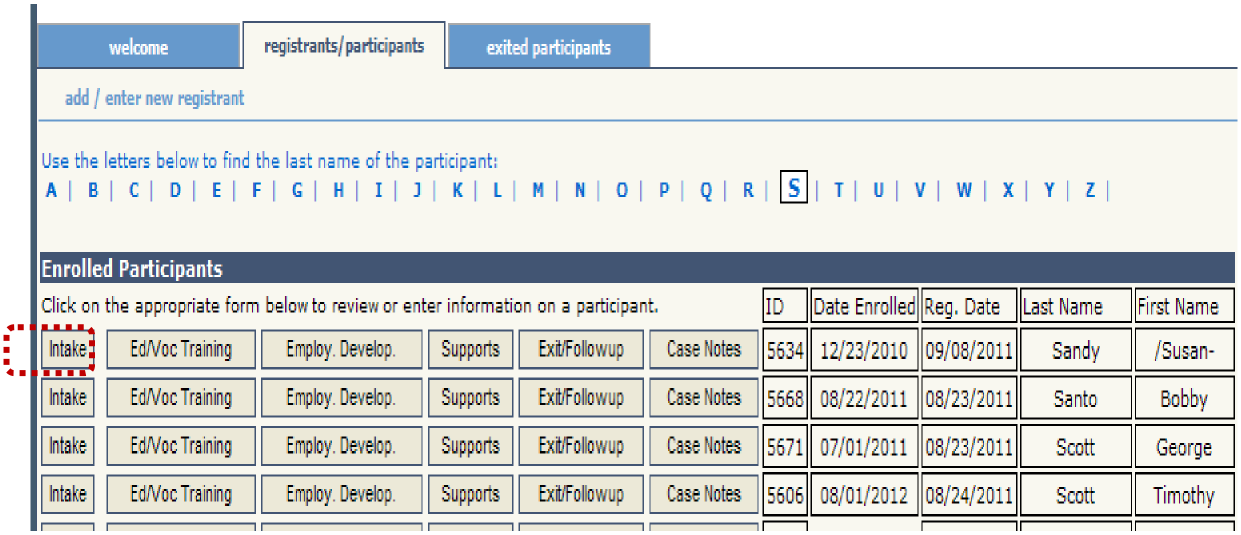
Step 1: Select the **enrolled participant** summary tab. Identify the registrant/enrolled participant by the first letter of the *last name*. Select the appropriate letter in the alphabetical bar listing on the top of the screen.

Step 2: Once you've located the appropriate registrant/enrolled participant. Select the **Intake** icon to the left of the registrant/enrolled participant's key characteristics.

Step 3: Use your mouse to select the appropriate subform where the data item of interest is located.

Step 4: Once on the appropriate screen, identify the data item of interest. Enter or select the appropriate and updated response.

Step 5: Select the **<u>Save</u>** button at the bottom of the screen.

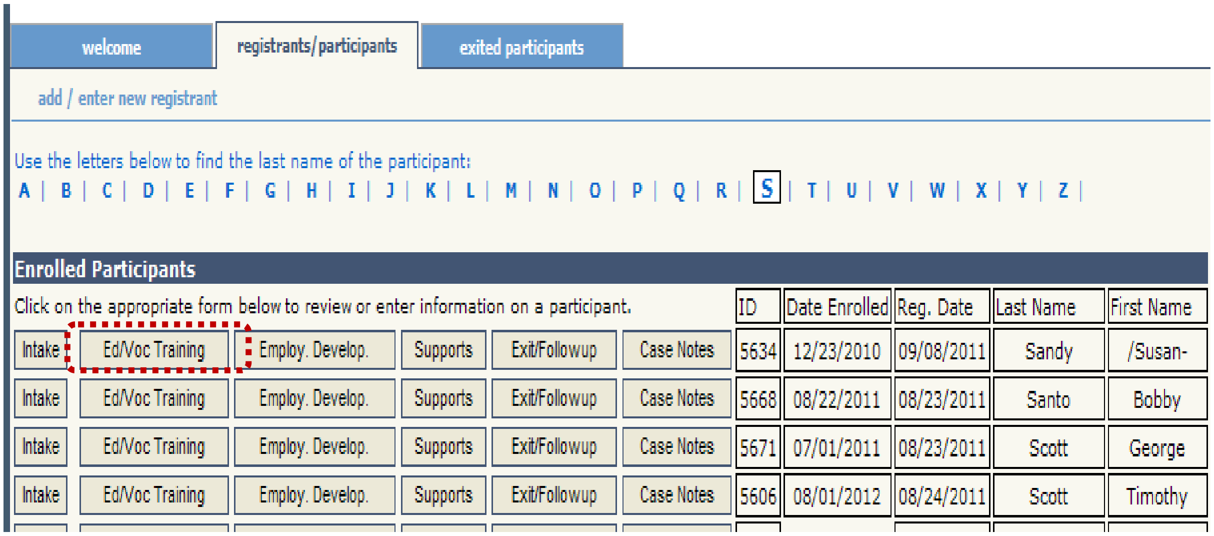


6. Entering Remedial/Pre-Training Activities

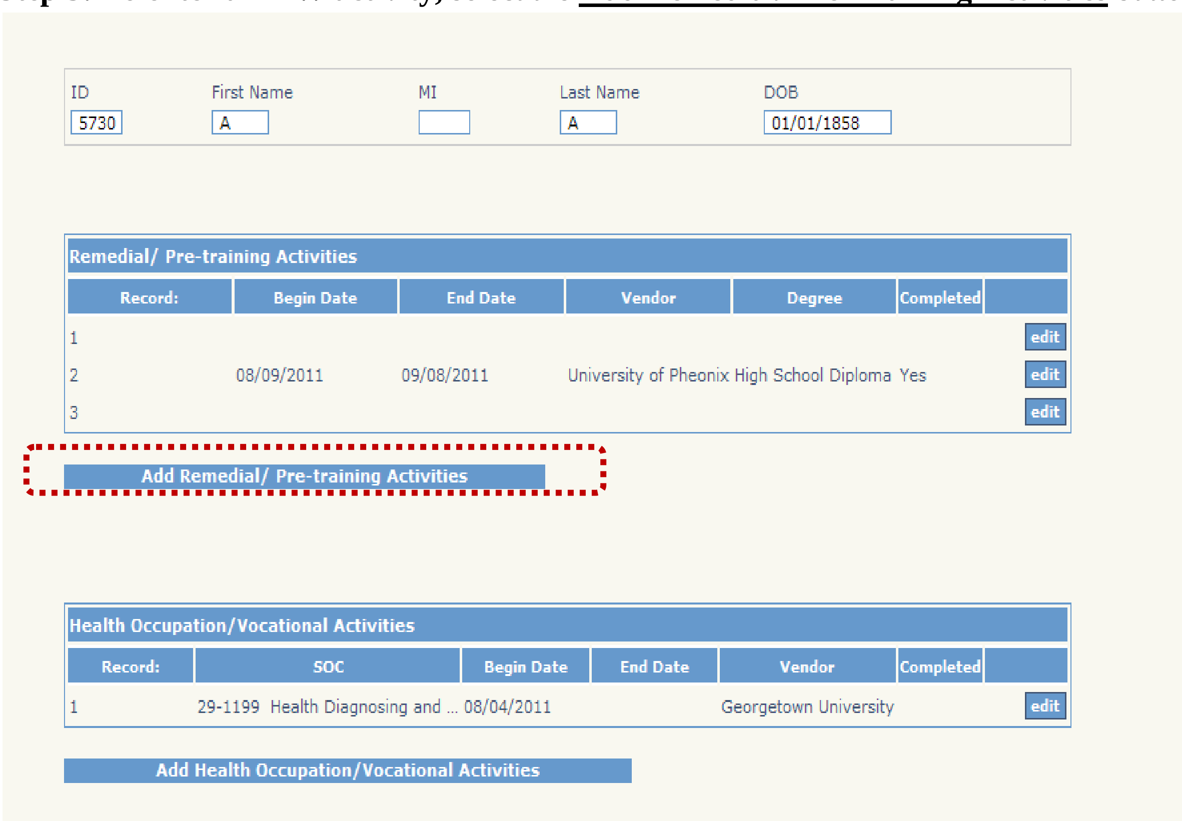
Enter *each* remedial/pre-training activity in which a person participates into the Education/Vocational Training module. It is very important to record all activities and services an individual receives from the first point when they are registered, even if that is before they are officially considered enrolled into the program.

Step 1: Select the **<u>registrants / participants</u>** summary tab. To identify the enrolled participant by the first letter of the *last name*, select the appropriate letter in the alphabetical bar listing on the top of the screen.

Step 2: When you've found the appropriate participant, select the **<u>Education / Vocational Training</u>** icon.

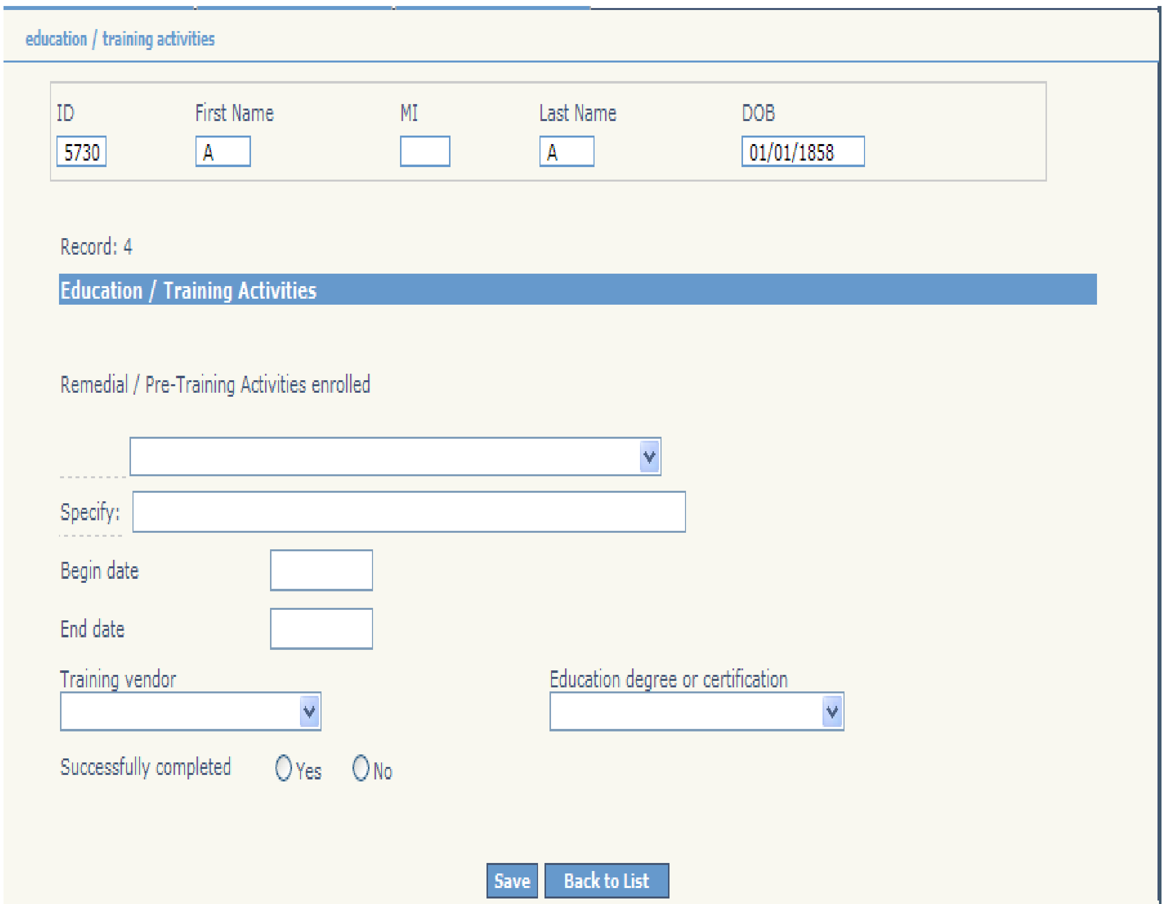


Step 3: To enter a NEW activity, select the **Add Remedial/ Pre-Training Activities** button



Step 4: Complete each of the following:

- **a.** Use the pick list to select the activity into which the participant is enrolling. Note that if you select 'Other remedial or basic skills education training' option, you must specify the type of activity completed.
- **b.** Enter the <u>Begin date</u> of service.
- **c.** Use the pick list to record the training vendor.
- **d.** Enter the <u>End date</u> if the activity has been completed. If the activity has not been completed, leave this field blank and *return to the screen later when the activity has been completed, or the individual has dropped out of the activity.*
- **e.** At the time the end date is entered, indicate if the activity was **<u>Successfully completed</u>**.
- **f.** Use the pick list to record any degree or certificate received.



Step 5: Select **<u>Save.</u>**

Step 6: You will remain on this form after selecting **<u>Save</u>** and you can enter other programs for this person. When you have completed entering all the programs, use your mouse to navigate away from the screen by selecting the **<u>Back to List</u>** button.

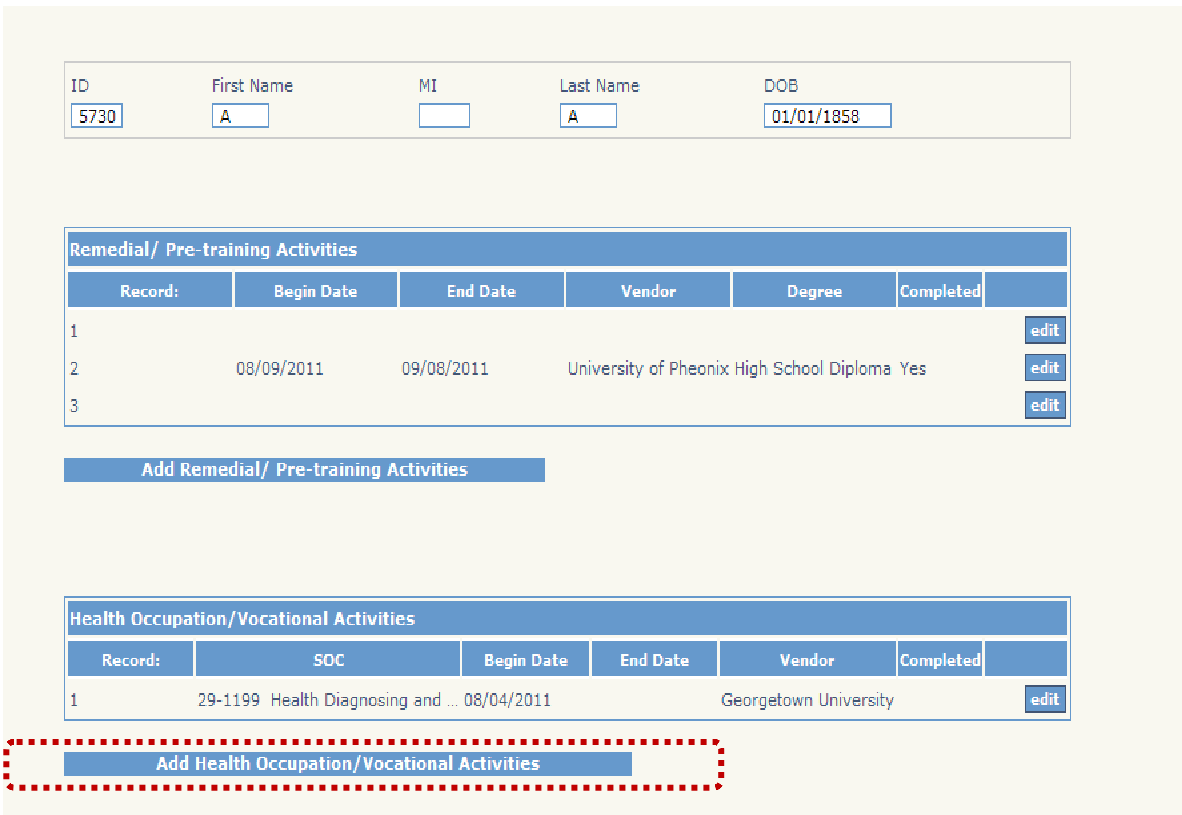
You will return to the summary form where all remedial / pre-training activities are listed in the table.

Return to a record to by selecting **Edit** on the right side of the screen. Enter additional information or edit information entered for the specific record.

6. Entering Health Occupation /Vocational Training Activities

Enter *each* health occupation/vocational training activity in which a participant enroll into the Education/Vocational Training module.

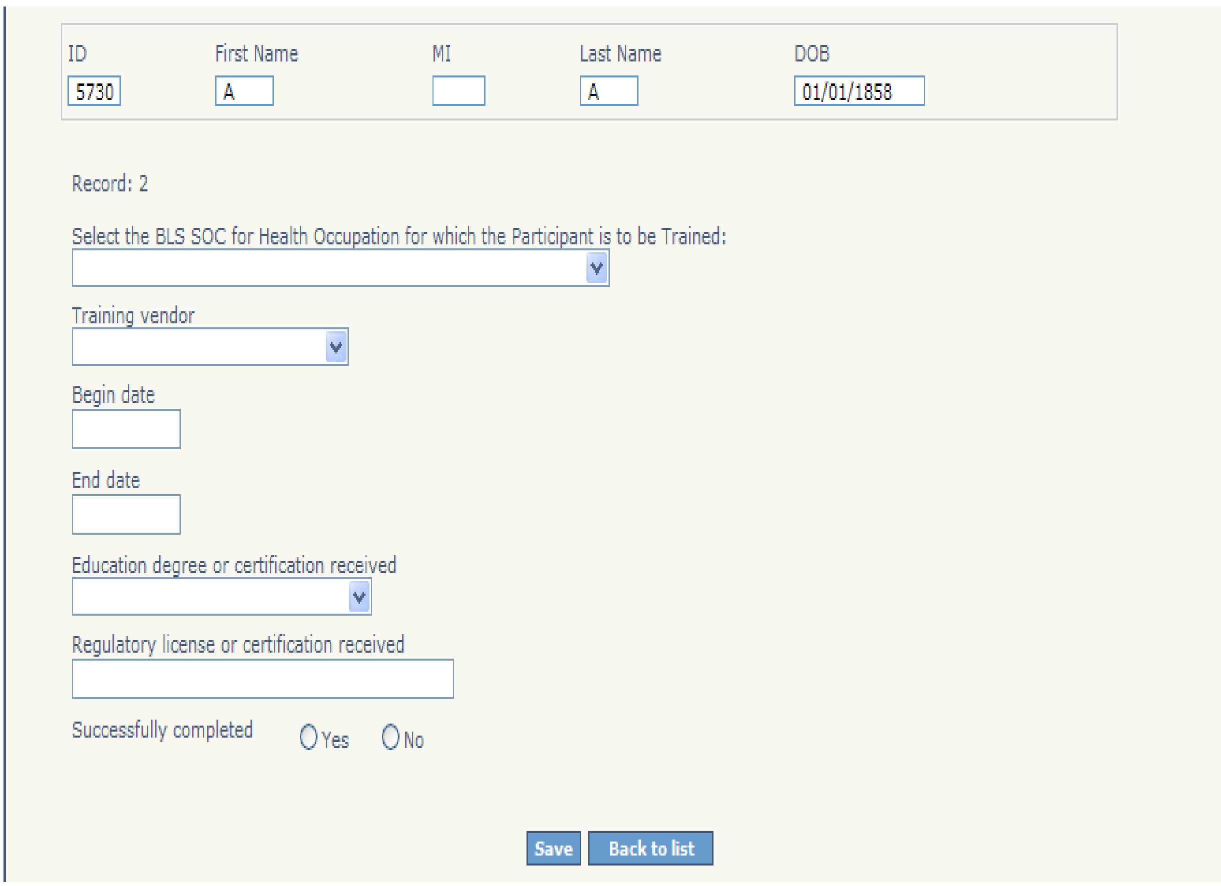
Step 1: To enter a NEW activity, select the **Add Health Occupation/Vocational Activities** button



Step 2: Complete each of the following:

a. Use the pick list to select the SOC code for the health profession associated with the program. Note that if you select 'Other', you must specify the profession in the text box below.

b. Use the pick list to record the training vendor.
c. Enter the Begin date of service.
d. Enter the End date if the activity has been completed. If the activity has not been completed, leave this field blank and *return to the screen later when the activity has been completed, or the individual has dropped out of the activity*.
e. Use the pick list to record any degree or certificate received.
f. Use the narrative field to enter and regulatory license or certification received after completing the training program.
g. At the time the end date is entered, indicate if the activity was **Successfully completed**.



Step 5: Select **Save.**

Step 6: You will remain on this form after selecting **Save** and you can enter other programs for this person. When you have completed entering all the programs, use your mouse to navigate away from the screen by selecting the **Back to List** button.

You will return to the summary form where all health occupational/vocational training activities are listed in the table.

Return to a record to by selecting **Edit** on the right side of the screen for each entered activity. Enter additional information or edit information entered for the specific record.

Step 7: Once a training program has been saved, enter the record by selecting **Edit** on the right side of the screen for each entered activity. Enter all courses REQUIRED by the program. Use the narrative field at the bottom of the form to report each course title and date of course completion. Select **Add Class** and the course will be moved to the summary table in the bottom most portion of the form.

Step 8: Select **Save.**

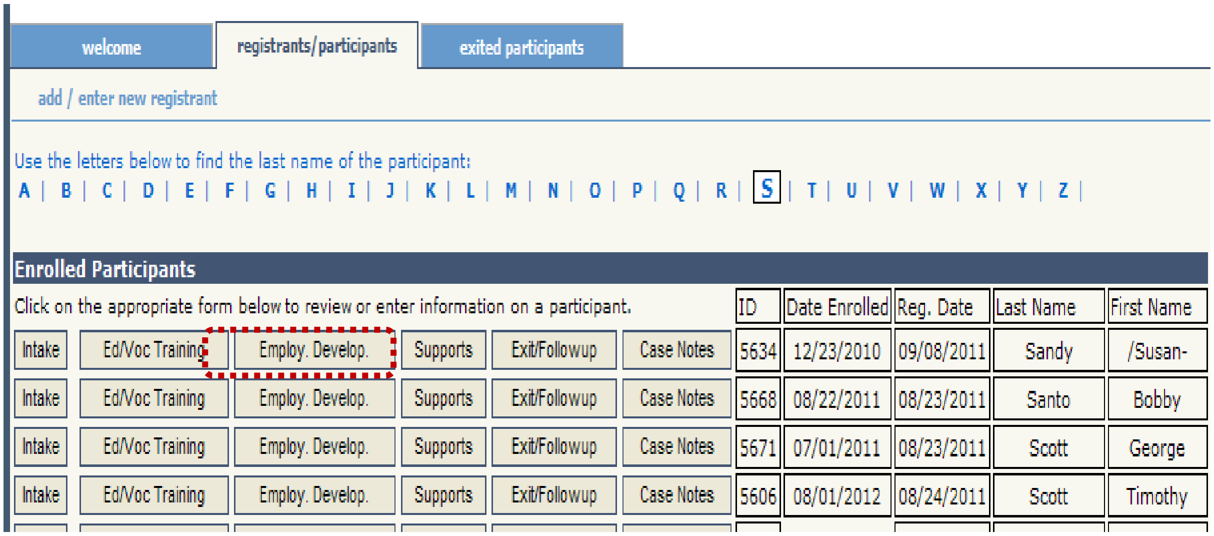
Step 9: You will remain on this form after selecting **Save** and you can enter other courses for this person. When you have completed entering all the courses, use your mouse to navigate away from the screen by selecting the **Back to List** button.

8. Entering Employment Development Activities

Enter *each* employment development activity for an individual.

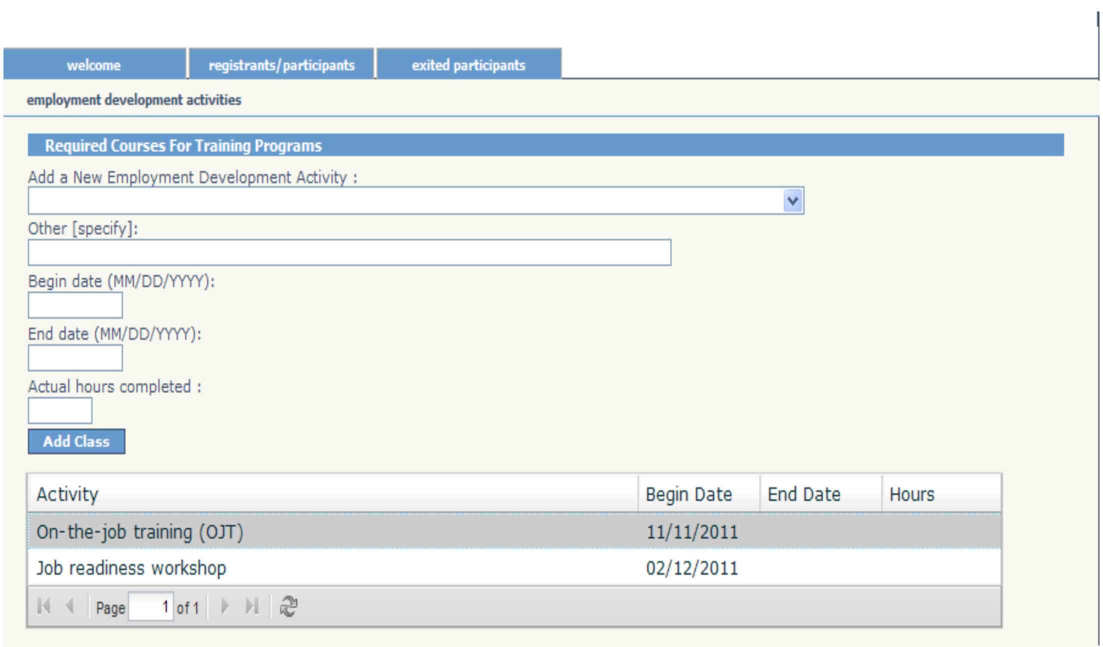
Step 1: Select the **registrants / participants** tab. Find the individual by the first letter of the *last name,* by selecting the appropriate letter in the alphabetical bar listing on the top of the screen.

Step 2: Select the **Employ. Develop.** button.



Step 3: Complete each of the following fields:

- **a.** Use the pick list to select the type of employment development activity completed. Note that if you select 'Other employment development activity', you must specify the activity in the text box below.
- **b.** Enter the Begin date of service.
- **c.** Enter the End date if the activity has been completed. If the activity has not been completed, leave this field blank and *return to the screen later when the activity has been completed, or the individual has dropped out of the activity.*
- **d.** At the time the end date is entered, indicate if the number of hours completed.



Step 5: Select **Save.**

Step 6: You will remain on this form after selecting **Save** and you can enter other employment development activities for this person. When you have completed entering all the activities, use your mouse to navigate away from the screen by selecting the **Exit** button.

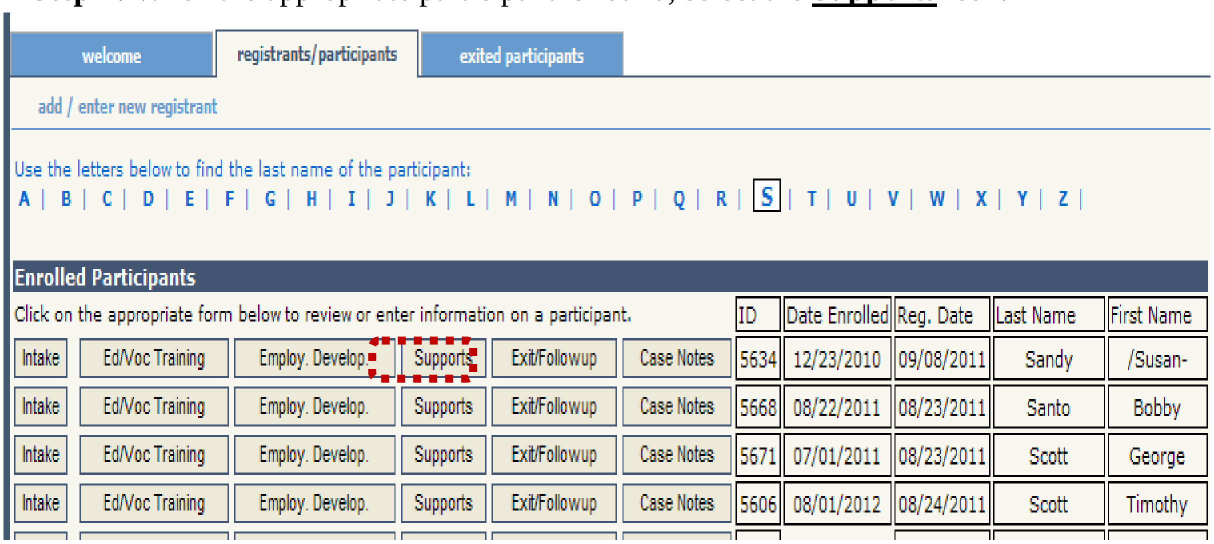
Return to a record to by selecting **Edit** on the right side of the screen for each entered activity. Enter additional information or edit information entered for the specific record.

9. Entering Supportive Services Received

HPOG participants receive a range of support services; in some programs services are received even before a person is considered official enrolled in HPOG. For each person, enter all support services received. Support services are grouped by major category.

Step 1: Find the individual by the first letter of the *last name*, by selecting the appropriate letter in the alphabetical bar listing on the top of the screen.

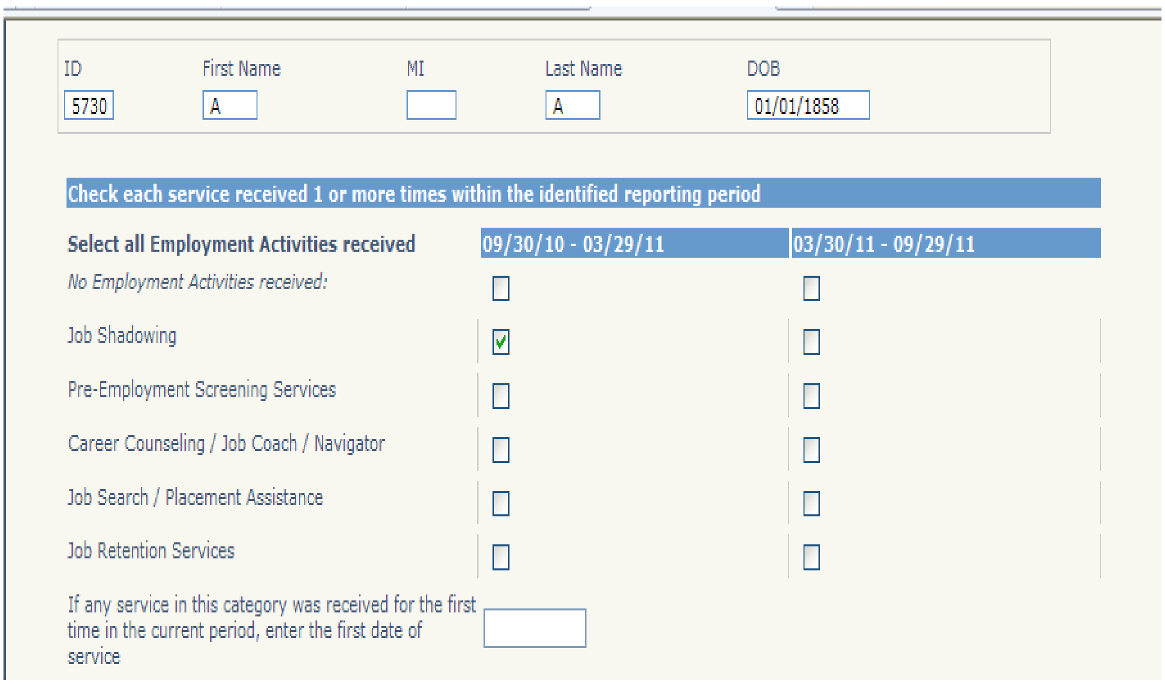
Step 2: When the appropriate participant is found, select the **Supports** icon.



Step 3: The form will appear for the *current* grant year period and two columns of check boxes will appear. Each column is associated with a semi-annual period within the grant year. ***This is how grantees must report to the federal government.***

To enter or review support services received for a different grant year period (not the current year), scroll to the bottom of the screen and select the year of interest.

Step 4: To the left of the two columns, all support services are listed and grouped under major categories (i.e., employment activities, counseling services, and support services). Select all services under each support service category received by the person within the 6 month period.



Use your mouse to highlight and select each service received by the person at least one time during the identified 6 month reporting period.

Within each group of supportive services, if a person did not receive any support service listed within the group during the 6 month period, select the check box that states **<u>no service in this group received during the 6 month period</u>**.

Within each group of supportive services, if a person received any support service listed within the group during the 6 month period, for the FIRST time, enter the first date when that service was received. **Note that once a date has been entered into a field, the information will appear in subsequent year periods and does not need to be completed again.**

At any time during the 6 month period, enter the information about supportive services received. Waiting until the end of the period to identify all the services received at least one time may result in selecting the wrong services or forgetting to select a service that was received.

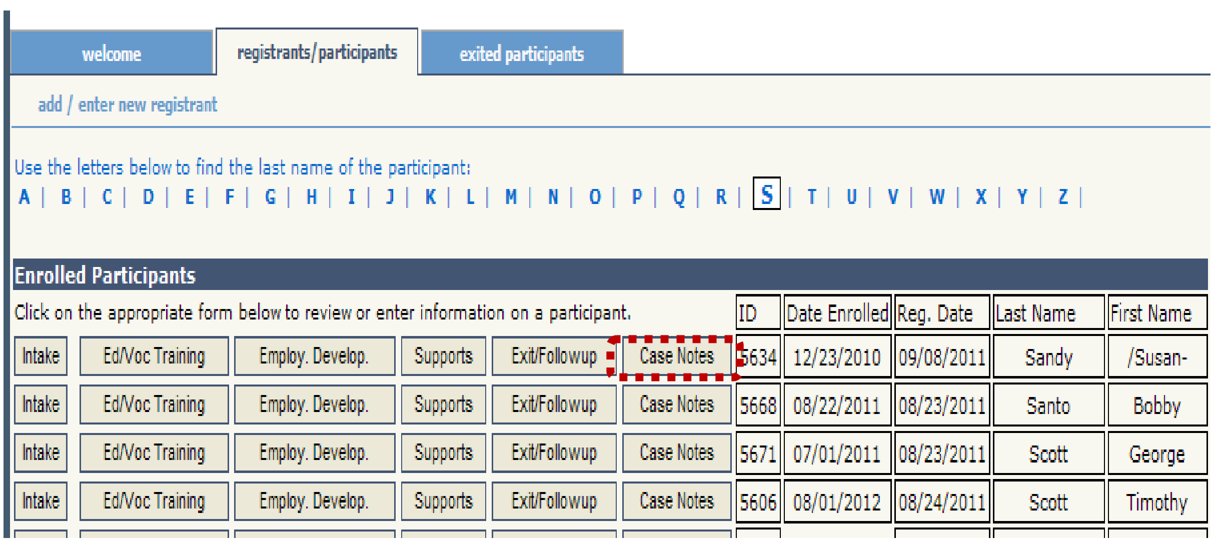
Step 6: Select **Save** on the bottom of the screen often each time you review or enter information into the form.

10. Entering Participant Case Notes

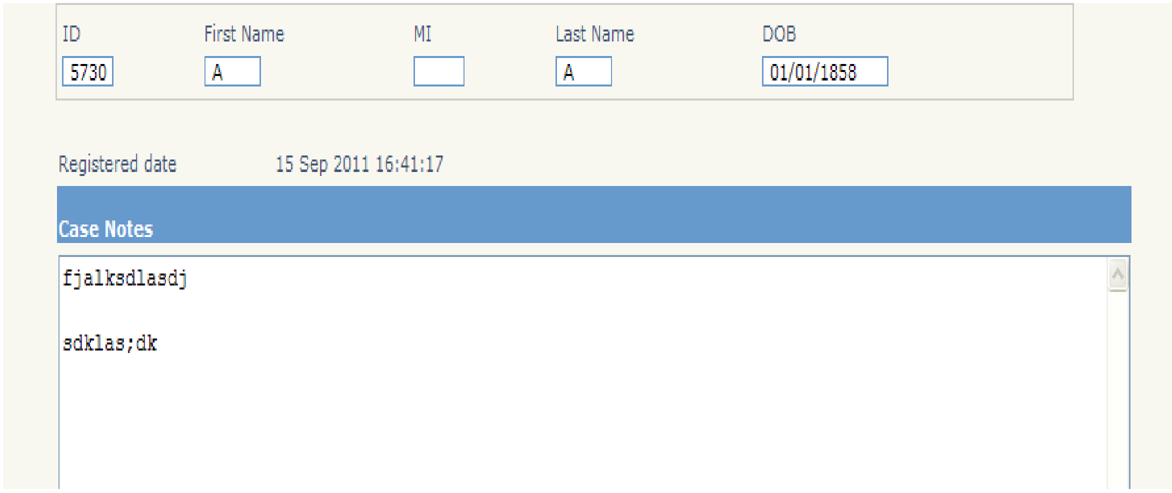
Some staff may want to enter ongoing case notes into the PRS. Case notes can be entered into text boxes that are in several places in the PRS that can be updated over time. The national PRS team does not require a specific format for entering case notes. Please talk to your colleagues and supervisor about the format for entering case notes into the PRS.

Step 1: Select the **registrants / participants** summary tab. Identify the person by the first letter of the *last name*, by selecting the appropriate letter in the alphabetical bar listing on the top of the screen.

Step 2: When you have located the appropriate participant, select the **Case Notes** icon.



Step 3: Use your mouse to make the large text box field active.



Step 4: Type in your case notes.

Step 5: Select **<u>Save</u>** when you have completed your notes.

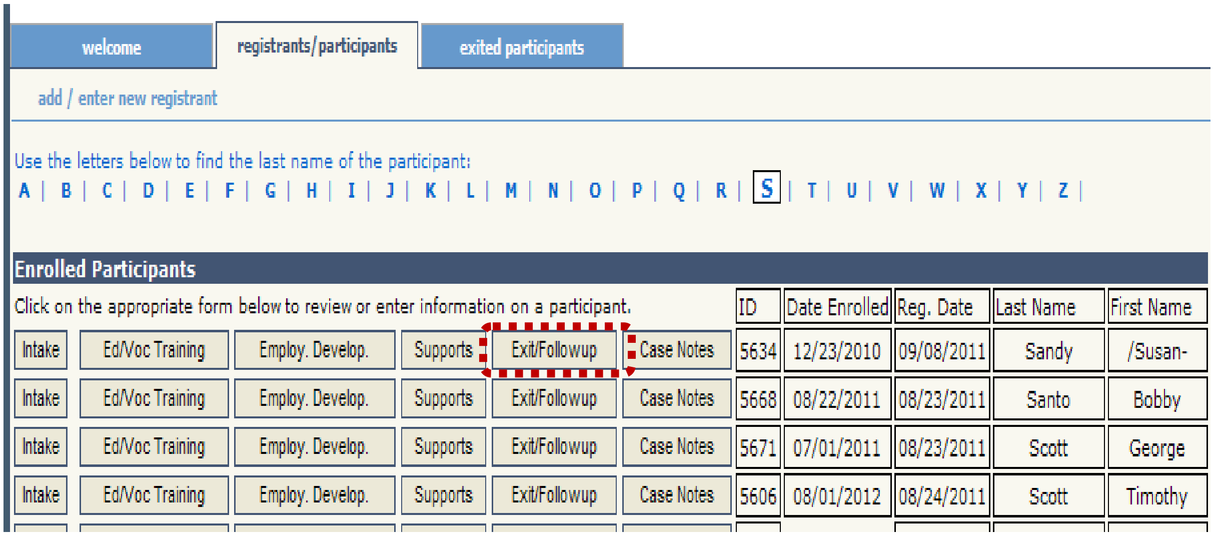
Each time you enter a new case note, include the **date** you entered the case note and your **name** as the author of the case note with the information you entered in the case note text box field.

11. Exiting a Participant from HPOG

The PRS HPOG exit date is the date on which the last service funded by the program or a partner program is received by the participant. If a participant has not received any HPOG services by the program or a partner program for 90 consecutive calendar days and is not scheduled for future services, the Exit Date is the last day on which the individual received a service funded by the program or a partner program. When a participant has exited the HPOG program complete the following steps.

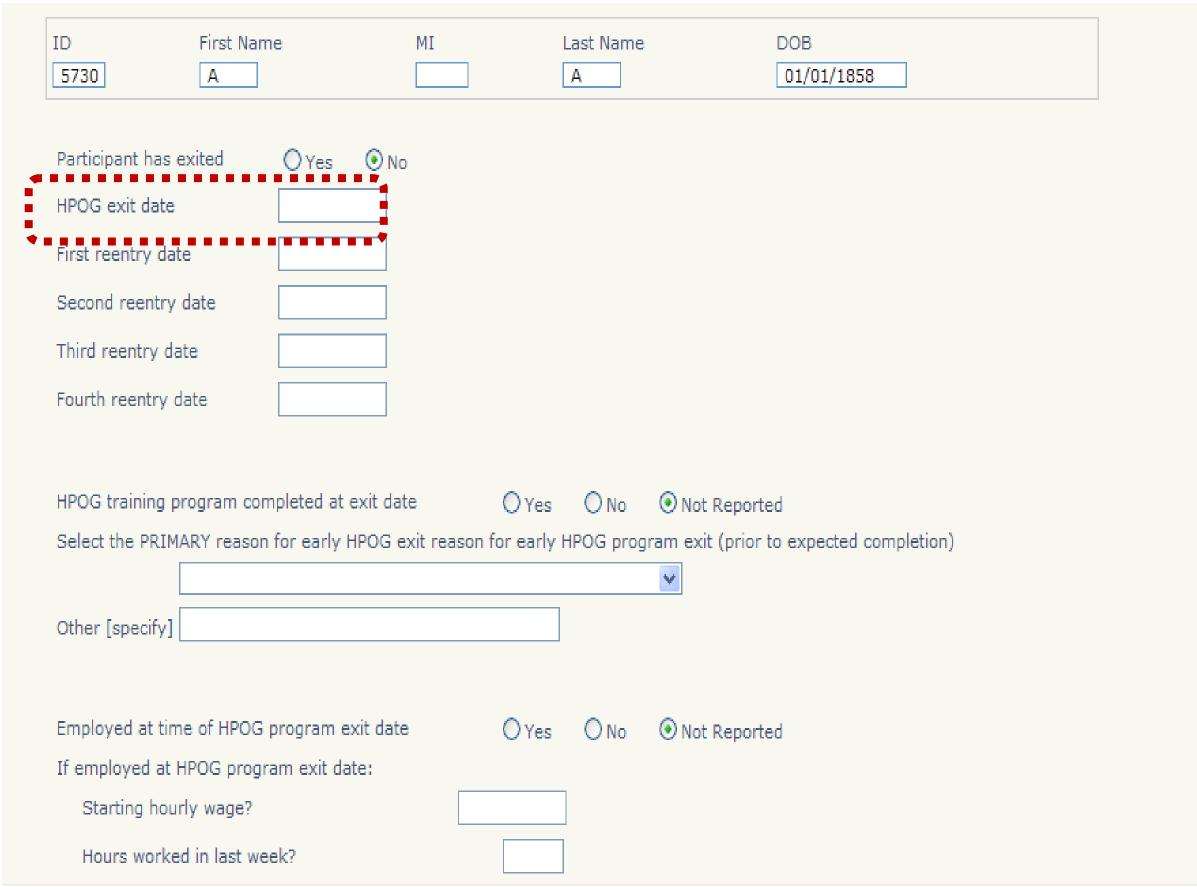
Step 1: Select the **<u>registrants/participants</u>** summary tab. Locate the person by the first letter of the *last name*, by selecting the appropriate letter in the alphabetical bar listing on the top of the screen.

Step 2: Upon identifying the appropriate person, using the key characteristics listed (enrolled participant name, enrolled participant ID, DOB), select the **<u>Exit/Followup</u>** icon to the left of the person's key characteristics.



Step 3: Enter the date of the person's exit from the HPOG program in a MM/DD/YYYY format.

You do **not** need to include backslash symbols (/) when you enter the exit date. The PRS will enter the / symbol for you.



Step 4: Complete all the questions as appropriate.

Some data items may not be appropriate to complete depending on the specific HPOG person. For example, if a person is not employed at the time of exit, you will select **no** for the question about current employment status. Choosing "no" will result in all other fields about current employment turning to grey and you will not be able to enter information into these fields.

Step 5: Select **Save** once you have completed entering all characteristics about a person at exit.

12. Re-Entering a Participant (for participants in the Exit status)

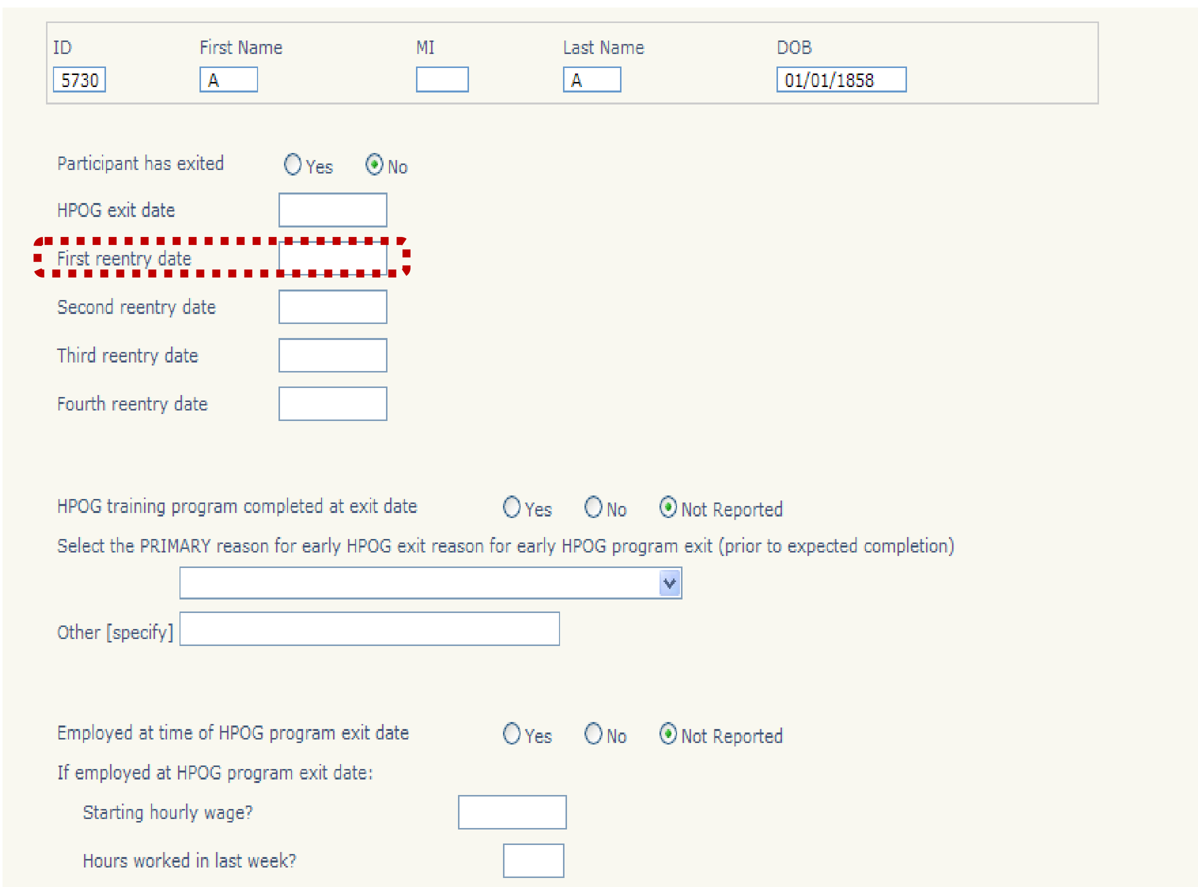
Each person should have only *one* record in the PRS. It is possible in some HPOG programs that a person could exit the program and then reenter the program. This exit may be planned or unplanned. For example, the person may become disengaged due to family issues and will exit the program. The HPOG program may consider the person as having exited the program and not completing the program successfully. They may then reengage a few months later and want to continue their course of study. The person may be "reentered" into HPOG program.

Use the definition of exit and reentry as your HPOG program defines these terms.

Step 1: Select the **registrants / participants** summary tab. Find the person by the first letter of the *last name*, by selecting the appropriate letter in the alphabetical bar listing on the top of the screen.

Step 2: Upon identifying the appropriate person using the key characteristics listed (enrolled participant name, enrolled participant ID, DOB), select the **Exit/Followup** icon to the left of the person's key characteristics.

Step 3: *Delete* the listed date of enrolled participant exit from the HPOG program.



Step 4: Enter the date the person reenters the HPOG program in a MM/DD/YYYY format.

You do not need to include backslash symbols (/) when you enter the reentry date. The PRS will enter the / symbol for you.

Step 5: Once the exit date has been removed and a reentry date is entered, all questions on the form will be blanked out.

Step 6: Select **Save** once you have completed entering the reentry and date.

Step 7: You will return to this form to complete the information at the *new* date when the enrolled participant exits the HPOG program (for up to 4 times).

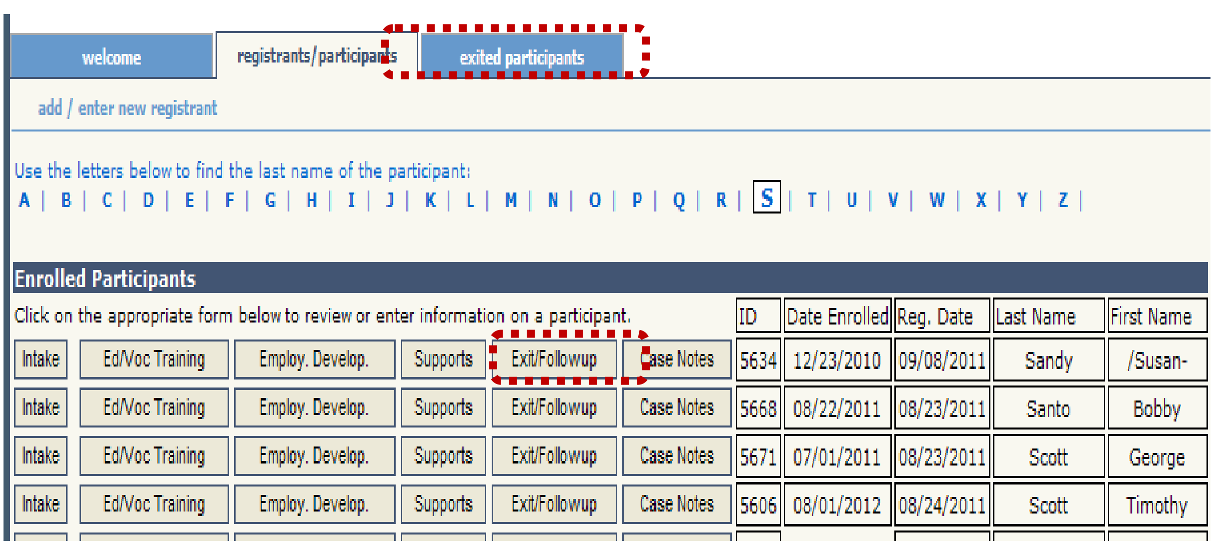
13. Entering Participant Six-Month Follow Up

Each exited participant must be contacted by HPOG staff at 6 months following the last date from HPOG exit.

Please see the manual section "Reports" for information about how the PRS notifies your that a person is due for their 6 month follow up contact.

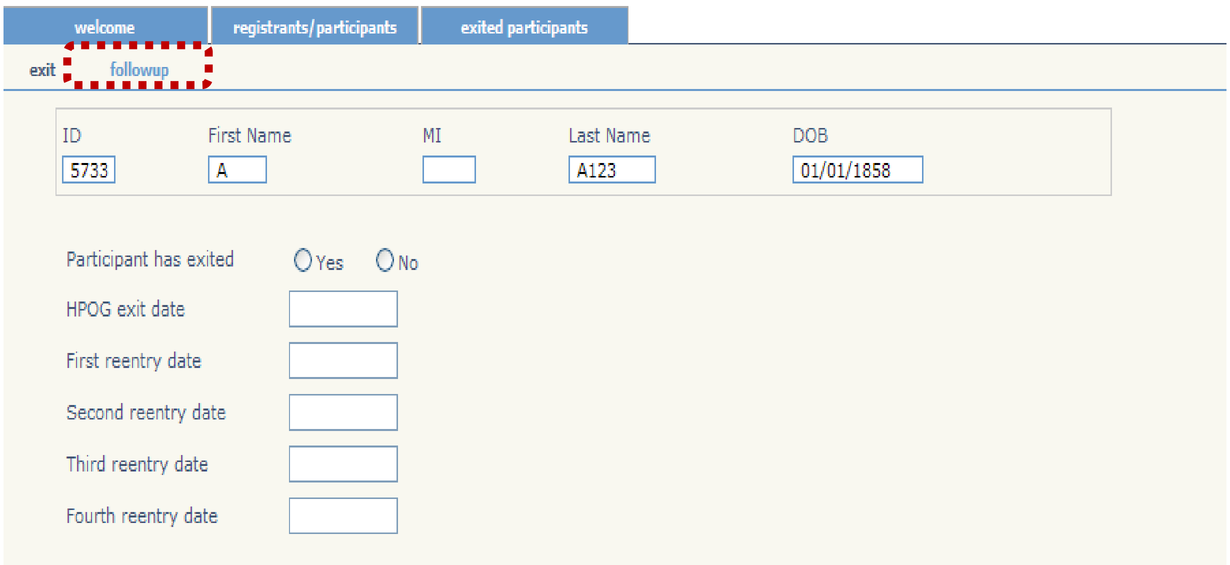
The 6 month follow up contact is made using contact information entered into the **Contact** subscreen on the **Intake** section. Make sure the contact information is kept up to date to ensure that correct information is available to complete the follow up contact.

Step 1: Select the **exited** summary tab. Find the person by the first letter of the *last name*, by selecting the appropriate letter in the alphabetical bar listing on the top of the screen.



Step 2: Select the **Exit/Followup** icon to the left of the person's key characteristics.

Step 3: Use your mouse to select the **Exit/Followup** icon at the top left side of the screen. Once the icon is selected, the follow-up form will appear.



Step 4: Complete all the questions as appropriate.

Some questions may not be appropriate to complete depending on the specific person. For example, if a person is not employed at the time of 6 month follow up, you will select 'no' for the question about current employment status. Choosing no will result in all other fields about current employment turning to grey and you will not be able to enter a response into these fields.

Step 5: Select **Save** once you have completed.

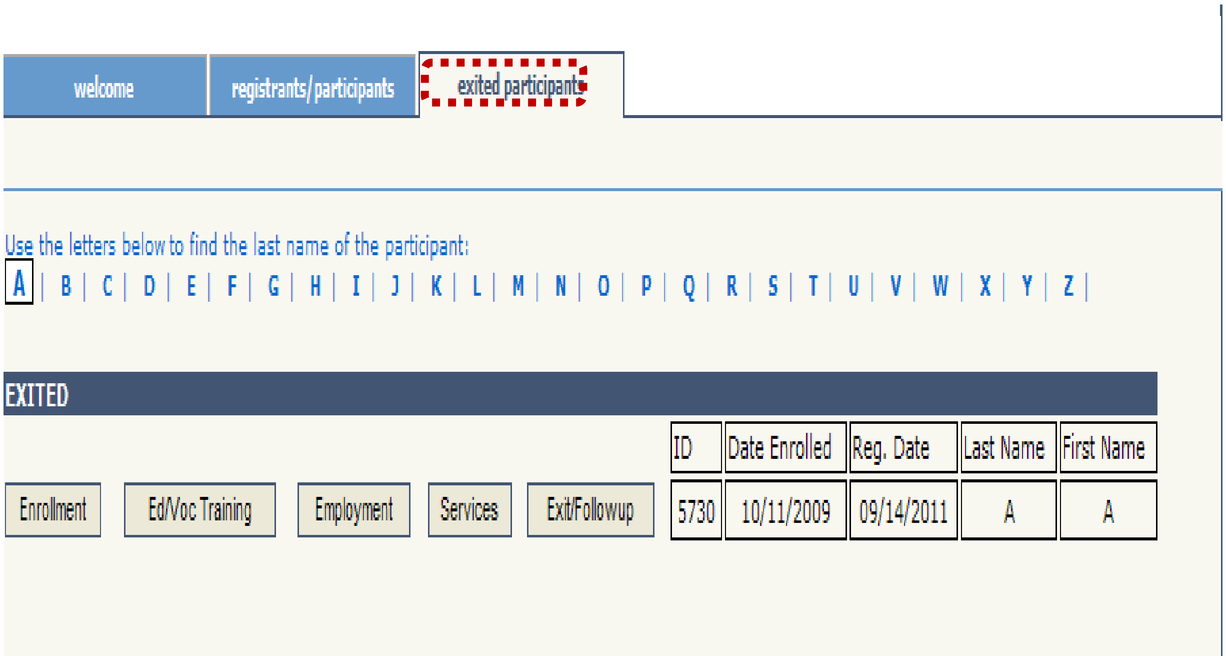
13. Accessing Data for Exited Participants

Once a person has a date entered into the HPOG exit field and the user has selected 'yes' participant has exited on the **Exit** form, they will be listed on the Exited Tab. Users may locate exited persons and review and edit their records.

Step 1: Select the **exited participants** summary tab. Find the person by the first letter of the *last name*, by selecting the appropriate letter in the alphabetical bar listing on the top of the screen.

Step 2: Select the form button you would like to review and/or edit.

Step 3: Review the appropriate section of this User Manual for support entering and editing information on the form of interest.



Section VI. PRS Management Reports

The PRS includes several management reports. Reports are available to both Category I and II PRS users, although a wider range of reports is available to Category II users. The available reports will be expanded over time based on the needs of the grantees and the stage of program implementation.

This chapter provides an 1) overview of the reports by report type and the PRS users able to access the reports and 2) step-by-step instructions for accessing the reports. As new reports are added, overview and access information will be provided to each grantee.

A. Overview of Reports Available Through the PRS

There are two categories of management reports programmed into the PRS: 1) HPOG Program Activity Reports, and 2) Semi-Annual Program Performance Reports (PPR). The HPOG Program Activity Reports are:

HPOG-01: HPOG Grantee Summary Enrollment Report

HPOG-02: HPOG Grantee Participant Characteristics Summary Report

HPOG-03: HPOG Grantee Active Participants Report

HPOG-04: HPOG Grantee Exited Participants Report

HPOG-05: HPOG Grantee Exited Participants Due for Follow-Up

The semi-annual PPR that grantees must submit to HHS-ACF is also programmed into to the PRS. All past PPRs are pre-loaded into the PRS and grant directors can complete the narrative sections and all tables of future PPRs in the PRS.

B. HPOG Program Activity Reports

Several reports summarize program activity levels, participant characteristics, activities, and services. The reports are available to users in Category I and Category II. Category I users can view reports about their own site or local program. Category II users can view the reports about all programs under the grantee and for the grantee program overall. First, the instructions for accessing the management reports are provided here, followed by a description of the reports.

The HPOG Management Reports are available on the Reports Tab in the PRS. Category I and II users who enter the PRS should complete the following steps to access reports.

Note: Users will be able to view only those reports that are associated with their respective user access permissions. For example, Category I users will be able to view a more narrow group of reports and will be able to review reports only for the location / site for which they are associated within the PRS.

1. **Accessing Reports** (screen shots for this sections will be provided at a later date)

Step 1: Use your mouse to select the **Reports** tab.

Step 2: Select the specific report you would like to review listed by title.

Step 3: You will be taken to the report for the current reporting period.

Step 4: You may print the report in PDF format.

Step 5: You may export the report by selecting:

- File →
- Export →
- Select the document format you in which you would like to save the report (e.g., excel 2010, excel 97-04) →
- Save the report to your computer in the new saved format
- You are now ready to use the report as exported

There are currently five HPOG Management Reports (excluding the PPR reports which are described in the next section). Note: Other reports will be added to the PRS and grantees will be notified when they are available and if there are any special instructions for accessing them.

HPOG-01: HPOG Grantee Monthly Summary Enrollment Report

This report includes a monthly summary of total enrollment for the grantee's program and all local sites if the grantee has local operating programs. In this report, the activity is for HPOG enrollees, as defined by the grantee. The report is run automatically by the PRS by the end of the first week of every month, summarizing activity for the prior month. The report includes a) new enrollments each month, and b) cumulative enrollment for the federal fiscal year.

HPOG-01: HPOG Grantee Monthly Summary Enrollment Report by Grantee and Local Sites													
HPOG Local Program Site	Month-Year												Annual Cumulative
	Oct 2011	Nov 2011	Dec 2011	Jan 2012	Feb 2012	Mar 2012	Apr 2012	May 2012	Jun 2012	Jul 2012	Aug 2012	Sept 2012	
Site 1													
Site 2													
Site 3													
Total Grant													

HPOG-02: HPOG Grantee Participant Characteristics Summary Report

The report provides a cumulative summary of participant characteristics for the current six-month period and the current fiscal year. Characteristics reported include: gender, age, race, ethnicity, family structure, special client characteristics, public assistance receipt, employment history, and education history. The report includes characteristics for all participants for the grantee as a whole and for each local program site if the grantee has local sites. The report will be run automatically from the PRS by the end of the first week of each month for the period up to the end of the prior month.

Participant Characteristics (At Enrollment)	Number	Relative Percentage
Sex		
Male		
Female		
Total		
Missing		
Ethnicity		
Hispanic		
Non-Hispanic		
Total		
Missing		
Race		
White (Only)		
Asian (Only)		
Black/African American (Only)		
Native Hawaiian/Pacific Islander (Only)		
American Indian/Alaskan Native (Only)		
Hispanic (Only - No Other Race Category Selected)		
Mixed Race (More than One Race Selected)		
Total		
Missing		
Marital Status		
Married		
Separated		
Widowed		
Never Married		
Divorced		
Total		
Missing		
Number of Children		
None (Pregnant/Expectant)		
One		
Two		
Three		
Four		
Five or More		
Total		

Missing		
Employment Status (at Intake)		
Yes		
No		
Total		
Missing		
Hourly Wage (Employed)		
Under $8		
$8-$9.99		
$10-$12.49		
$12.50-$14.99		
$15-$19.99		
$20+		
Total		
Missing		
School Status at Program Entry		
In School		
Not in School		
Total		
Missing		
Highest Level of Education Completed		
No Education		
1st-6th Grade		
7th-8th Grade		
9th Grade		
10th Grade		
11th Grade		
12th Grade		
1 Year of College/Technical School		
2 Year of College/Technical School		
3 Year of College/Technical School		
4 Year of College/Technical School		
Education Beyond Bachelor's Degree		
Total		
Missing		
Highest Level of Education Completed (Grouped)		
8th Grade or Less		
9th-11th Grade		

12th Grade (High School Graduate)		
1-3 Years of College/Technical School		
4 Years or More of College		
Total		
Missing		
Degree or Certificates Received (Could Be More Than One)		
Attained High School Diploma		
Attained GED or Equivalent		
Attained Associates Diploma/Degree		
Attained Other Post-Secondary Degree/Certification		
Attained 4-Year Bachelors Degree		
Total (of those receiving a degree/certificate)		
Missing or No Degree/Certificate Received		

HPOG-03: HPOG Grantee Active Participants Report

This report provides a list of all active participants on a specific date. Category II Users can access the report, indicate the date they want the report to cover and view or print the report.

Detailed List of Active HPOG Participants
HPOG Grantee or Site: *ABC Grantee*
Date of Report: *February 14, 2013*

Participant Name	HPOG ID	Enrollment Date	Sex	DOB	Hispanic	Marital Status
Adams, James	23	8/2/2012	1-Male	8/5/1972	1-Yes	1. Married
Baines, Joanne	221	5/12/2012	2-Female	4/5/1971	2-No	3-Separated
Dood, Harold	181	12/12/2011	1-Male	6/15/1982	1-Yes	4-Never Married
Emerson, Judy	25		2-Female	9/12/1972	2-No	
Haynsenworth, Elizabeth			2-Female	8/13/1972	2-No	
Lawren….			1-Male			

HPOG-04: HPOG Grantee Exited Participants Report

This report provides a list of all participants who have ever exited the program as of a specific date. Category II Users can access the report, indicate the date they want the report to cover and view or print the report.

Detailed List of Exited HPOG Participants
HPOG Grantee or Site: *ABC Grantee*
Date of Report: February 14, 2013

Participant Name	HPOG ID	Exit Date	Sex	DOB	Hispanic	Marital Status
Adams, James	23	8/2/2012	1-Male	8/5/1972	1-Yes	1. Married
Baines, Joanne	221	5/12/2012	2-Female	4/5/1971	2-No	3-Separated
Dood, Harold	181	12/12/2011	1-Male	6/15/1982	1-Yes	4-Never Married
Emerson, Judy	25	4/10/2011	2-Female	9/12/1972	2-No	
Haynsenworth, Elizabeth	21	10/1/2011	2-Female	8/13/1972	2-No	

HPOG-05: HPOG Grantee Exited Participants Due for Six-Month Follow-Up

This report will include a list of all participants who have exited the program and require follow-up information to be collected. The report will be provided at the overall grantee and each site / location. The data items will include the participant name, HPOG PRS client ID value, date of exit, due date of follow-up data collection, and an indication if information is present in the follow up portion of the PRS. The report will be grouped by grantee as a whole and by local site if that the grantees has local sites.

Tickler Format: This list will be available to **Category I and Category II users** who will receive a tickler listing of all exited participants coming due for the 6-month follow-up call. The tickler will appear each time the user logs into the PRS beginning one month prior to the 6-month follow-up call due date. The listing will include the number of days remaining until the 6-month follow-up call due date. Once the 6-month follow-up call due date has passed without any data entry into the follow up PRS form, the number of days remaining will show a negative value indicating the number of days overdue. Category II users who receive the tickler listing will be responsible for instructing the appropriate staff to complete data entry.

List of Exited HPOG Participants Due for Follow-up Interviews
HPOG Grantee or Site: *ABC Grantee*
Date of Report: January 30, *2013*

Participant Name	HPOG ID	Exit Date	Interview Date	Home Phone	Cell Phone	E-Mail	Altnerate Contact #1	Alternate Contact#1 Phone	Altnerate Contact #2	Alternate Contact#2 Phone	Altnerate Contact #3	Alternate Contact#3 Phone
Adams, James	23	8/2/2012	2/2/2013	202-432-1081	232-210-2222	jadams@aol.com	Bill Johnson	232-210-2233	Ted Williams	232-210-2622	Diane Jones	292-210-2222
Baines, Joanne	221	8/6/2012	2/2/2013	312-234-1999	312-222-2321	abc@gmail.com	Tom Childs	312-222-2341	Mark Hopkins	412-222-2321	Tom Avery	312-262-2351
Dood, Harold	181	8/11/2012	2/11/2013			befg@hotmail.com						

C. Semi-Annual Program Performance Reports (PPR)

The semi-annual Program Performance Report (PPR) that each grantee is required to submit to HHS/ACF has been programmed into the PRS. PPR's submitted before September 30, 2011 have been entered into the PRS. Grantees should prepare and submit their PPR for the period ending September 29, 2011 as they have in prior periods. Then beginning with the PPR covering the period September 30, 2011 through March 30, 2012, the PPRs can be prepared on the PRS.

Category II PRS users or their designees will be able to enter information into the PPR until the end of the designated period. The finalized report will be generated and printed by the grantee for submission to ACF. The step by step instructions for completing the PPR and submitting the material to ACF are included in Section III of this User Manual.

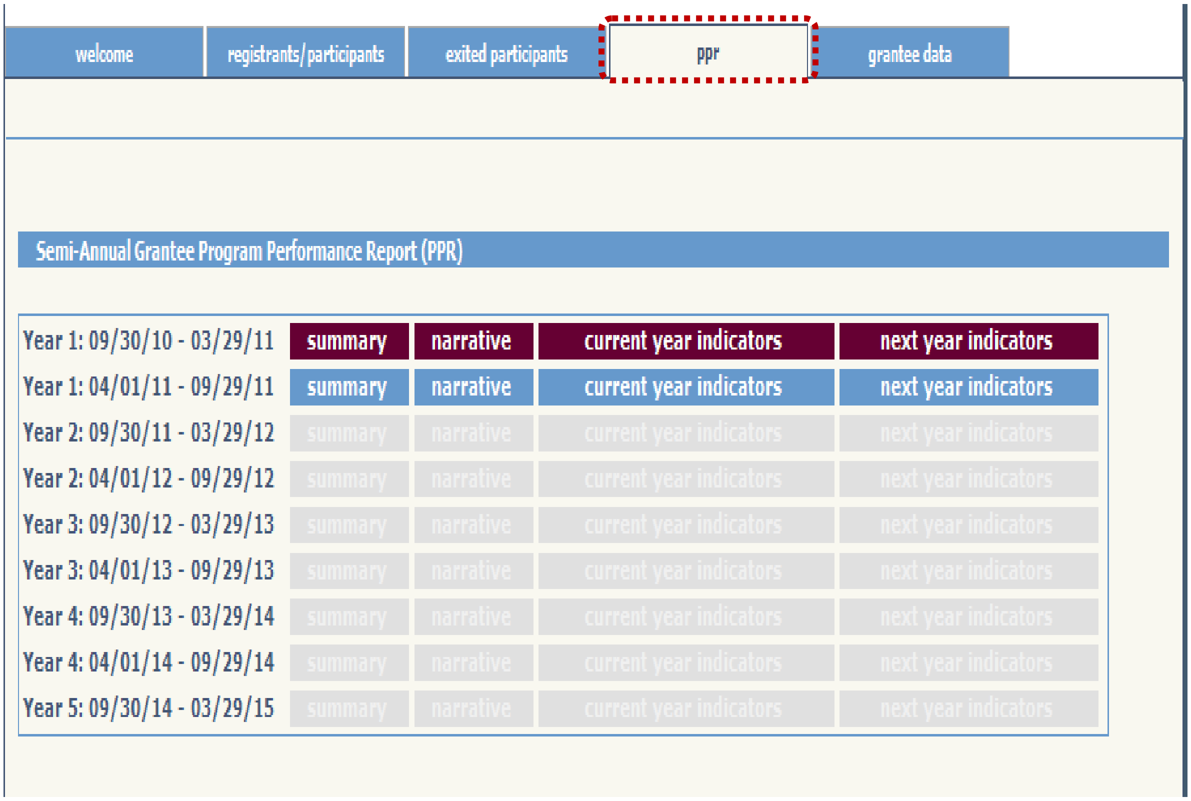
The specific semi-annual reporting periods by grant year are included below.

- **Year 2:**
  - 09/30/11 – 03/29/12
  - 04/01/12 – 09/29/12
- **Year 3:**
  - 09/30/12 – 03/29/13
  - 04/01/13 – 09/29/13
- **Year 4:**
  - 09/30/13 – 03/29/14
  - 04/01/14 – 09/29/14
- **Year 5:**
  - 09/30/14 – 03/29/15
  - 04/01/15 – 09/29/15

1. Completing the PPR

The PPR must be completed on a semi-annual basis and submitted to ACF by predetermined deadlines. Grant Directors and/or their designees will complete the PPR for each period. The PRS supports entering the narrative and quantitative information and generating the PPR. The grantee will print and submit the completed PPR.

Step 1: Use your mouse to select the PPR Tab.

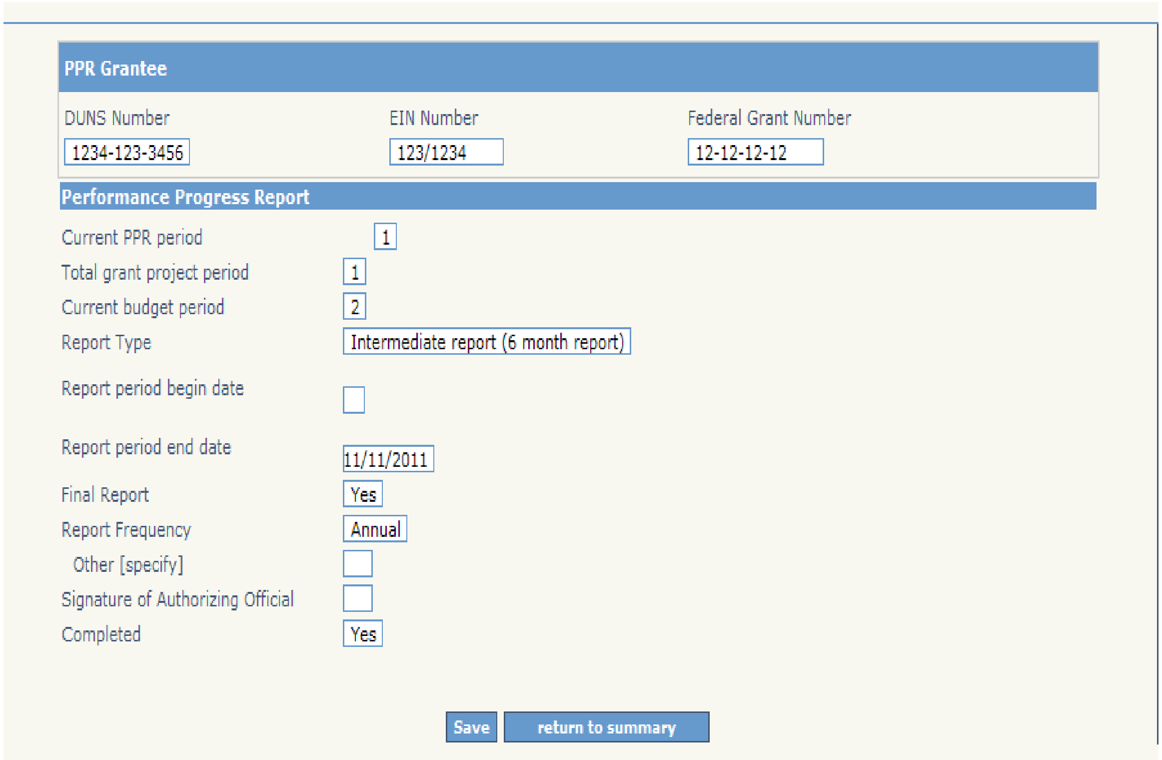


1a. Creating a New PPR (we're finalizing formatting and the screen shots will be included with the grantee copy)

Step 1: Use your mouse to create a New PPR by selecting **summary** for the appropriate semi-annual period in the summary table.

Step 2: Enter all required information into the form using your mouse and/or the tab function to move from each field to the next.

Step 3: Save all the information you have entered by selecting the **save** button. Select **return to summary.**



Step 4: Use your mouse to select the **<u>Narrative</u>** icon at the top left side of the screen.

Step 5: Enter all required information into the form using your mouse and/or the tab function to move from each field to the next.

Step 6: Save all the information you have entered by selecting the **<u>save</u>** button. Select **<u>return to summary.</u>**

Step 7: Use your mouse to select the **Indicators** icon at the top left side of the screen.

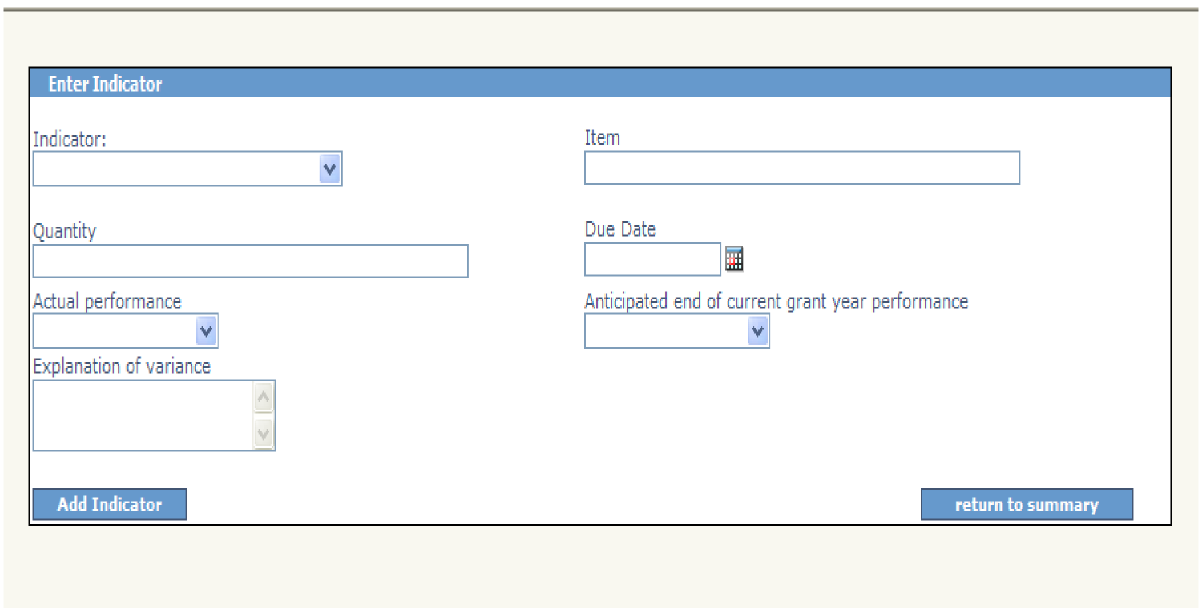
Step 8: Enter all required information into the form using your mouse and/or the tab function to move from each field to the next. Each of your indicators will be entered using the fields provided. Select **Add Indicator.**

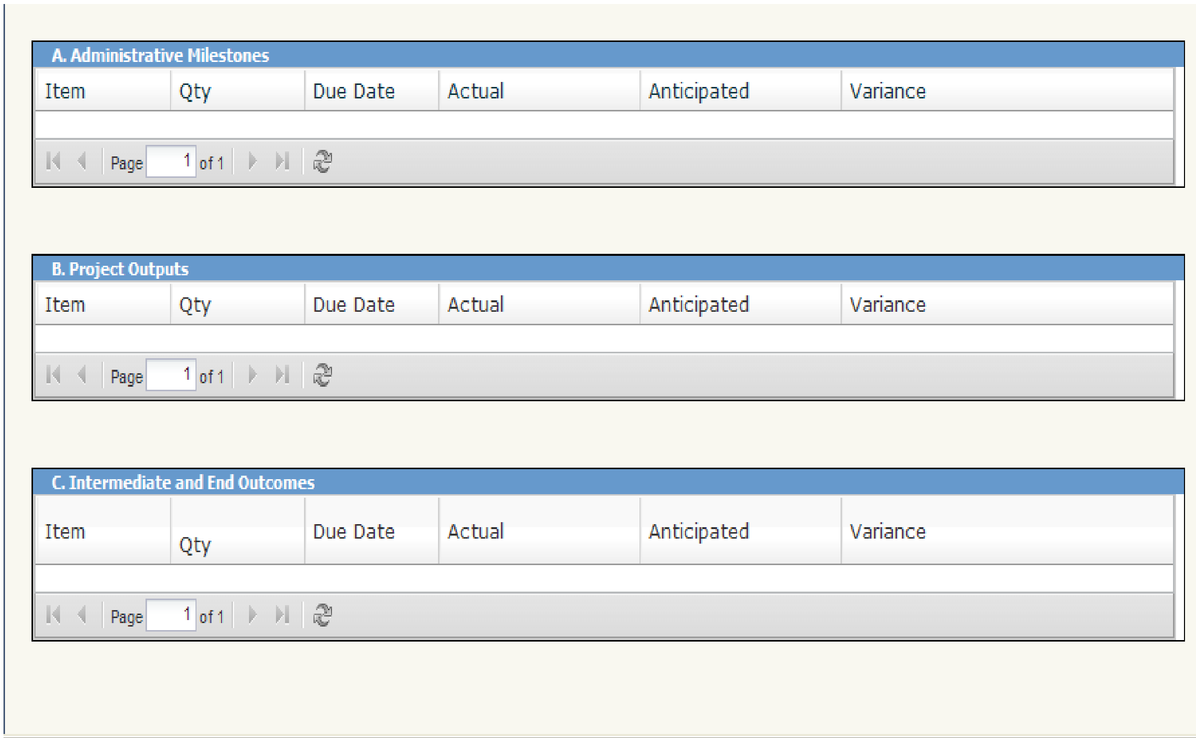
Once the indicator has been added, it will appear on the appropriate table below (Table A. Administrative Milestones; Table B. Project Outputs; or Table C. Intermediate and End Outcomes).

Once entered, you will be able to enter and update or edit each indicator as needed.

Step 9: Save all the information you have entered by selecting the **save** button. Select **return to summary.**

Note: Once a PPR reporting period has been completed and the PPR has been identified as 'complete', you will be able to enter the PPR and view the information. You will not be able to modify any information that has been entered past the final semi-annual period due date.





1b. Updating a PPR which has been Initiated

Note: Additional information will be forthcoming following the PRS implementation to assist grantees in completing and updating the PPR.

1c. Printing and Submitting a Complete PPR

Note: Additional information will be forthcoming following the PRS implementation to assist grantees in completing and updating the PPR.

Section VI. Requesting Changes and Technical Assistance

A. Requesting Changes to Entered Data and PRS Users

Note: function will not be available at the initial PRS implementation.

Some individual data cannot be modified after the initial entry by users. For example, if you enter the spelling of the last name or enter the date of birth incorrectly, you are not able to change this information yourself. To request that this information be corrected, please complete the following steps.

Step 1: Select the **Change** tab.

Step 2: Enter the following information into the identified narrative fields:

i. Your name, title, and contact information
ii. Your supervisor
iii. The HPOG program you represent
iv. The specific change requested
v. The reason for the change requested

You and your supervisor will receive an email confirming the change has been completed.

B. Requesting PRS Technical Assistance

PRS users may contact the PRS support team to receive support for the following needs:

- Questions about entering participant data
- Questions about entering grant and program data
- Errors received while entering data
- Understanding how to use reports provided by the PRS
- Registering and/or removing PRS users

Two primary options have been created to contact the PRS support team:

1. **Toll Free Number**

During business hours, the PRS support team is available by phone to receive questions and requests for support. In some cases, answers will be provided at the point of the phone call. In cases that require further research before providing a solution or answer, the information will be collected and the user will be called back once the need has been addressed.

Users may call, 1-866-341-9089 during business hours. During non-business hours, callers may leave a message and the PRS support team will return the call within 2 business days.

2. Email

The PRS support team is available by email to receive questions and requests for support.

Users may email, PRSSupport@urban.org at any time. Within 2 business days, the PRS support team will acknowledge receipt and provide the length of time expected to provide a answer for the item(s) raised.