

KRISTEN MAHONEY: Good afternoon. It's 2:00 PM and I want to welcome you to the JustGrants and ASAP webinar with the Bureau of Justice Assistance and the Consortium of Forensic Science Organization. My name is Kristen Mahoney, I'm the Deputy Director here at BJA and we are recording today's session and if you have any questions please use the chat function and we look forward to working with you today and answering some of your questions and giving you some background about our new system. I'm joined by Brenda Worthington, the Associate Deputy Director of the Programs Office here at BJA and she's going to go over some specific issues and troubleshooting that we have seen with the JustGrants System. I want to thank Matthew from the association, it has just been wonderful catching up with him last week, hearing about some of the issues that the labs are having and we really are happy to be here this afternoon to facilitate this dialogue and discussion generally about some big ticket items for JustGrants and the JustGrants enrollment. So Brenda, I'm going to turn it over to you.

BRENDA WORTHINGTON: Sure. Good afternoon everyone. As Kristen said my name is Brenda Worthington and I'm the Associate Deputy Director for the BJA Programs Office. For some of you that have been around for a long time, you may recognize my name, I worked at NIJ many moons ago and I managed the Convicted Offender Outsourcing Program. So first I want to welcome you all to the BJA family. We're very excited to be working with you all on all of these forensic capacity enhancement programs in BJA. So I also would like to introduce our policy colleague in BJA, his name is Vince Davenport and he is the Associate Deputy Director in the Policy Office that's overseeing the law enforcement division, and specifically he oversees the forensic team over there. So I'm going to pass it to him so that he can also introduce himself.

VINCE DAVENPORT: Thank you very much Kristen and Brenda, and welcome everybody to the call, I can't tell you what a—what a thrill it is to be part of this team which led by Dr. Angela Williamson, and Andrea Borchardt, and Thurston Bryant, they're just a terrific team and Angela just does a fantastic job in leading our forensics program, we're very proud of the work that she leads and that you accomplish as our partner. So JustGrants as you know is it's new to all of us and so we're all kind of learning our way through the system and so I'm excited to be part of this call and it seems like with every passing day and every passing week, even internally, we're learning more and more about this system. So I think you'll learn a lot today, I think it would be a great call and I appreciate being invited to be part of the call, thank you very much Brenda.

BRENDA WORTHINGTON: Thank you Vince. Okay. So just some quick background, as you know we rolled out the new JustGrants System on October 15th of this year. This system was an effort to combine all of the DOJ grant-making systems into one centralized grant system and to also utilize a shared service at the Department of the Treasury known as ASAP. Previously we were using the OJP Grants Management

System which was our very original electronics grants management system. So with the age of that system which was built in the late '90s, early 2000s, the system was just not in—it was not in the cards to continue to maintain that system. It was very old. It was very difficult, and very expensive to maintain, and to make updates too. In addition, we were operating our very own grant payment system which was also costing the taxpayer dollars additional funding. We—so as a tech dollar-saving measure, part of the plan was to change over to this ASAP system in the Treasury which did not cost us any additional money. So the goal with this system was to, of course, improve user experience, and this would include having all of your grants in one place whether you have grants at the Office of Violence Against Women within OJP or at the COPS office. We want to have the one place to have your awards and your entity information, and also as I stated, to leverage the shared service for your grant payments. So we do understand that this rollout of the new system has had several challenges, and I do want to note that one of the challenges that we've experienced internally was that this new system was rolled out to you all at the very same time that it was rolled out to us internally with our staff. So while we are trying to learn about the system and get used to using it, and kind of figure out all of the quirks, you all are doing the same thing. So we recognized that there's some issues with assigning roles, some issues with transitioning with GMS to the new payment systems, there's also some issues with the GAM approval process. Some hold time issues with the Helpdesk because they were extremely overwhelmed and continue to be overwhelmed during the transition process. So what I'd really like to do as we work through this presentation is to really go and work on some heavy hitters that we found that I thought would be the most helpful for you all to triage some very significant issues that we've seen users experiencing, and these are issues that mostly have to do with enrollment into the systems, and also with submitting grant adjustment modifications or Grant Award Modifications, excuse me, it's very hard for us to get used to going from Grant Adjustment Notices to Grant Award Modifications, going from GAN to GAM. So I'm going to walk through with some screenshots that hopefully this will be able to help and then we are also going to include information on who you can contact for additional assistance as you work through some of these issues and we really hope that this will be helpful moving through the process for you. Okay. So the first step is getting enrolled in JustGrants and ASAP. So these invitations were all sent out, I guess it was back in July or August, so the invitation in ASAP was sent to what's called your E-Biz Point of Contact in the System for Award Management, that's called SAM.gov. So the E-Biz Point of Contact, that may be someone that's in your—if you're in a state that may be way in your state finance office somewhere, you might not even know that person at all. So you'd want to get in touch with that person, you can easily see that person's name and their contact information on SAM.gov, figure out who that person is because that is the person that's going to be your entity administrator in JustGrants to get started. If they did not receive the email or if—even if

they did, it would've expired by now because the SAM email or the ASAP email that was sent to them expired in 45 days. So one of the initial issues that we were having is in order to get that email re-sent for those that either did not receive it or it expired was that we had to send you all to the ASAP Helpdesk which they had very long hold times, very long wait times, we were hearing reports that if you—if you got a hold of them on the phone, they would say, "No, I'm sorry, you have to hang up and send us an email." People were very frustrated but thankfully in the last three or four weeks, we were able to get our finance staff linked up with ASAP to enable us to be able to send out the invitations again. So now we're able to do that by having you contact our Ask.OCFO@usdoj.gov, which this will all be in the slide, don't worry. And they can send the re-invitation for you, and they can usually do that very quickly. So that's been something that's been a real sticking point that we've been able to resolve. So I'm really happy to report that. So, of course I've already gone through this, make sure—this was from a previous slide, any request to have the invitation email sent, make sure you go to this Ask.OCFO@usdoj.gov email address. Now for JustGrants, for that invitation, that has to go to the JustGrants Support Desk. I understand that they've also had long hold times and long response times on tickets, however, if you need your information re-sent to—in order—in order to receive a username and password for JustGrants you will have to go through them. So that is the process on that. Now this graphic, I'll be talking through all of this in detail, but this is very, very important to show kind of how the whole process works with the Entity Administrator assigning roles and then assigning all of the users to the awards and then you can get started on how to—or to manage your award. So the Entity Administrator has the keys to the castle here. The Entity Administrator is pretty much the gatekeeper that manages all the users for your organization. The good news is even though the Entity Administrator is automatically your E-Biz Point of Contact initially, that can actually be changed. So—and I'll—and I'll go through that in, I believe it's the next slide. So the first step is that the Entity Administrator must determine who the users are going to be in JustGrants and those are the users that are going to be, you know, an Authorized Representative, a Grant Award Administrator, the Financial Manager, you can also have a alternate Grand Award Administrator, and an Application Submitter. So then they must invite these users to be a part of the entity in our DIAMD System, which is basically our role assignment system for JustGrants. Then once those invitations are sent, the recipient, the invitee must take that invitation and then log in to JustGrants in order for that invited user to become that role. No actions can take place on the award including acceptance until all of those users successfully log into JustGrants and then the Entity Administrator will need to actually go in and assign those users to a particular award. So I know it sounds like quite a bit but I'm going to—I'm going to show you the screenshots on how this is done, but again, just to reiterate, the Entity Administrator invites users and it assigns what role that user is going to have. So for example the Entity Administrator is going to say Joe Jones is

going to be my Authorized Representative. Joe Jones logs in and becomes an Authorized Representative. And then the Entity Administrator goes in after Joe Jones logs in and then selects the award for which Joe Jones is going to be the Authorized Representative for. Because that Entity Administrator might have 30 awards in OJP that are under that entity or they might have one, it just depends on the situation. As I mentioned, this is definitely a great feature for those that have Entity Administrators that they do want to replace, in the Manage Entity tab, and this is only available for the Entity Administrator. You can have them go in and replace that member as you can see in the green here. I know you're probably wondering, "Well, how do we replace it if they're the only ones that can replace it?" So, my suggestion is to find that person, go sit down with them, talk them through this, and just have them go in, and reassign someone else, if they're not going to be the person that you think or your organization thinks is going to take on this role for your entity moving forward. Now as far as inviting users, this is where the Entity Administrator enters in the user information. As you can see they just go ahead and enter their name and their email address, and then they go ahead and select which roles they're going to add. And that's going to prepopulate in the dropdown list. For example, it will say "Authorized Representative," "Grant Award Administrator." And which by the way, "Grant Award Administrator" is the same role that we had prior to this in GMS. It's pretty much synonymous to the Point of Contact. So, they'll have to go in and type in this information. Very important, the invitation to the user expires within 30 days. So, if that user does not go in and will log in after—or within 30 days, the invitation will have to be re-sent, which can easily be done by the Entity Administrator also in DIAMD by going in and selecting this "re-invite member button." But I definitely would recommend that you stay on these invited users to just sort of get this process done because this also will enable you to get your awards accepted and begin taking other actions on your awards. Now, this is not the best screenshot series, I apologize. I had to do a screenshot from a video demonstration. But it kind—it still gets the point across. So, this is where the Entity Administrator assigns the users to an award. So, the first thing that they'll do is go into an Awards tab in JustGrants. And then, under Awards, so once they click the "Show and hide roles" section and select the "Grant Award Administrator, Financial Manager, and Authorized Rep" to show whether somebody has been assigned or not. And then, once that's selected, they can click on the "Award." As you can see in this screenshot. And then choose a role, as you can see in the screenshot the "Financial Manager" is being chosen. And then, click the "Assign to" and dropdown to a name that is already assigned to that type of role under their entity. And then click "Assign" and move through the process. So, they'll have to do this individually for each person in each role. But it's important to note that multiple people can be assigned to the same role. So, for example, you could have the same person as the Authorized Representative, as the Grant Award Administrator, and as the Financial Manager, that's totally fine. Okay. I understand that the Grant Award

Modifications have also been a bit of a pain point. I'm happy to report that some of the issues associated with those GAMs have been resolved and are in the process of being resolved. But I'm hoping this section will be extremely helpful for you. As far as the GAMs, there's currently three types of GAMs with several categories. We still issue actions to remove special condition withholdings, but those are no longer considered GAMs. Those are removal of special conditions. We deal with all of those internally. But the key is that we only modify GAM—or we only issue GAMs to do true modifications to the award such as the Scope and Extensions, the Programmatic Cost, Budget, and Sole Source for example. And you can see by these graphics that these are the people that can initiate these types of GAMs. Now, as far as Grant Award Modifications, only the Grant Award Administrator or alternate Grant Award Administrator can initiate GAMs. And that's a really important note. The GAMs can only be created within the actual award. So, you would have to go to the Awards tab and actually click on the Award to be able to initiate a GAM. Back in the GMS days, we could just go in a GAMs tab, and then, select the award and—or select GAMs, and then, create a GAM for whichever award we wanted. But now, we have to go into the actual award to accomplish this. Now, if you listen to one thing I say in this whole PowerPoint and you take one thing home with you, where you might be home because of the pandemic. But if you—if you take one thing, it's this "Begin" button. This "Begin" button has caused so much pain and caused so many people so much pain, but it's so very important. This is the key to doing pretty much everything. So, until you click this "Begin" button you are in a read-only status in your grant. So, you probably gone in, many of you, to try to create a GAM and it's greyed out, and it says, you can't do it if you don't understand what's wrong. We've done it, too. We don't—we don't understand what am I doing wrong? It's because of this Begin button. This is where you start the process to come out of read-only. So, just please, please, please take that information and just write it down, remember it, etch it in your brain because that's been the biggest help for us internally, too. Because the initial training documents did not have this "Begin" button addressed. And I know that our JustGrants team is working on updating those documents to address this. But, yes, Begin button, Begin button, Begin button. So, after clicking the ever elusive Begin button, this is where you can start to get the—again the GAM, I still say GANs—GAM going. So, this is where you go under your Award Information. You click the "Grant Award Modification" section, then you can go to GAMs selection. Select one of the three types. And then you can select your subtype and click "Create New GAM." And then, you are getting started. But, wait, there's more. There is a known issue, and I actually just—so, when I'm in—when I'm in presenter view, I only see little pop-ups come up from the chat and I just saw, as I was transitioning in the slide, it's like, "Has the attachments issue been resolved?" So, we do know that there's a known issue regarding the "Attach" button. So, for some users, not all, there's the "Attach" button that's missing for GAMs. So, if you are one of those

users that the "Attach" button is missing, go ahead and email the attachments to your Grant Manager until the fix is deployed. I know they're actively working on that. But if the "Attach" button is not missing, I'm pretty sure, because we experienced this internally, that you may be experiencing a file upload error. Unfortunately, JustGrants isn't telling you what the upload issue is, but we have found that the upload error is due to an invalid file type. So, right now JustGrants is only accepting Microsoft Word, Microsoft Excel, and Adobe PDF attachments. Now, as far as Excels, it's only macro disabled Excel workbooks that can be accepted. So, if it's a macro enabled workbook, you'll have to save it as in—you have to disable the macros, and then save it as a different workbook in order to attach it. But then, the quirk is the file name character length is very tricky. So, if you know that you're using the correct document type, and you know that you've disabled macros in Excel, and you've—you're still experiencing that error, go ahead and try shortening the file name, that's usually helpful. And if you think you shortened it, shorten it again. I mean, I don't know exactly what the characters—what the character limitation is. We haven't quite figured that out yet on the BJA end, but we're still doing trial and error just like you all are. But just go ahead and give that a try. But I do know that we're working with our JustGrants team very hard on getting the known issues with the GAMs resolved. Okay. The next topic is Performance Reporting. So, for the time being if you previously reported in the PMT or if you're in a grant program that previously reported in the PMT, and you'll know this by looking at your special conditions or in your solicitation document, you're going to continue to report in the PMT until JustGrants is configured to accept the performance data directly. You will be notified well in advance of this. But just keep reporting in PMT, and then you'll download your attachments in PMT and attach that to your Performance Report in JustGrants just like you did in GMS. For grantees that did not previously report in PMT, you will report your performance information in JustGrants. This slide—this—I updated this, I guess, it was this morning. It says that we are in the process of uploading the performance questionnaires for each of the forensic solicitations in JustGrants. However, I did just get confirmation that those programs that don't report in PMT have all been updated in JustGrants. So, you should be able to go in and view your performance questionnaires in JustGrants for that first reporting period. As far as Federal Financial Reports, I'm going to go a little backwards here. So, the important piece—and this is a notice that's in JustGrants right now. We understand that there are still a number of issues that people are experiencing with the Financial Reporting Module. So, as such, the report is still due on this extension date of December 30th for that reporting period that ended on September 30th. But we are not going to be suspending any funding if the report is not submitted by December 30th. So, we understand, we get it, so while we fix it, we're not going to hold up your funds. Just a quick note here, that only the assigned Financial Manager can submit the Federal Financial Reports in JustGrants. This is very similar to how it was in GMS

where only the Financial Point of Contact can submit the reports. This was a big change during the cutover. The quarterly data is now reported cumulatively each quarter. So, please keep that in mind while you're collecting your information to submit your first financial report. There are some known issues with financial reports. Some of the FFRs are stuck in what's called Pending UFMS status, that's basically after they're submitted, they're just waiting to be processed into our financial system. That fix is scheduled for deployment this week, but that's not going to hold up your funds. That's just some quirky thing that our system's people are working on. This I just learned with fix this morning, so that's exciting. The FFRs were disappearing when the Financial Manager

hit the continue button. So that wasn't fun. But we're happy to see that that was fixed over the weekend. So, here's another question, "Who do you turn to for help?" As I mentioned early in the presentation, we've heard—we've heard a lot of feedback on Helpdesk wait times, but we also want you to know that we're here in the program office in BJA to help you too. You know, there are certain things we can't do. We cannot send you the ASAP Invitation again. We can't send you your username and passwords. But, we can—we can help you figure out how to accept your award. We can help you work through how to designate roles, how to manage your award, figuring out issues with attaching items to GAMs, doing work around on that. Now, real technical issues, we still have to go to the JustGrants Helpdesk on that because just like myself, our staff, we are not IT people, but we do want to do our best to make sure that we get you all taken care of. We know that this has been a challenging time. Any system switch-over like this is very challenging. But we do want to make sure that we're providing you the best customer service possible, and we are here for you. And we're—also, we do want to encourage you to reach out to us regarding your outreach with the support desk. Let us know what's going on and, you know, let us know if we can be of any help. So we've also have a staff directory. So this is for the Programs Office. And I'm sure many of you knew Alan Spanbauer when he was at NIJ. We are so pleased that he joined us in BJA after the Forensics Capacity Enhancement Programs moved down to—excuse me. To BJA. Sorry. I got distracted. And then we also have a wonderful, wonderful team of state policy advisors that are within Alan's team, Lauren Troy, Kathy Manning, Shelia Jackson—or, Shelia Anderson. Excuse me. Monte Evans, Christine Torres, and Mila Hago. They are all wonderful and we are just so happy to have them as part of our team. —And then in the Law Enforcement Division in the P—BJA Policy Office, led by Vince Davenport who you heard from earlier, we also have another very wonderful team with Angela Williamson, Andrea Borchardt, who we also were able to steal from NIJ, and Thurston Bryant. So we have a great team of people that are very happy to help you in—help you get all set up and taken care of. Just to reiterate where our contacts are on the IT systems and on the finance side, we have the JustGrants service desk, we also have the ASAP help desk, and then the OCFO Customer Service desk. And that's

the key right now for getting that ASAP resent. I know it's a little confusing that you're going to contact someone else for ASAP getting resent, but the fastest way to get that ASAP invitation email resent is to contact the OCFO Customer Service desk. We also have quite a bit of self-guided trainings. And they're recorded. We have so many trainings and documents on the website. If you want to dig through any of the other topics, please do so. Our goal today was to really hone in on some of the current, you know, hot ticket items that people are experiencing, that we're hearing all the time. But we do have plenty of other support documents that are available. And, of course, here are the social media items for BJA, our website, email, and the main line for BJA. But you can always feel free to call any of us. We're happy to help you. All right. So I'm going to take it out of presentation though because I have not been able to see anybody's chat.

KRISTEN MAHONEY: That's fine, Brenda. Thank you so much. This is Kristen. And I just want to give you a couple of summaries of some of the issues that are happening in the chat boxes as you went through the presentation. One of the things that we hope that you would all get from today is where to go with these problems, because, you know, obviously, we weren't going to be able to solve your particular grant issues with a hundred and ninety-five people on the phone. But what we're hoping is, you know, we can quickly review and diagnose some of the main issues that you're chatting about and get you directed to the person specifically that will help you. So, Brenda, I'm going to just start off with a couple of things that I see in the chat box. One is the issue of—and—well, I'm going to start from the bottom. Somebody is trying to get their name changed to the Entity Administrator for several weeks. The information changed in the E-Biz Contact in SAM but they can't do anything because the original Entity Administrator's on disability leave. So how does someone go about getting names changed to the Entity Administrator in this system?

BRENDA WORTHINGTON: Okay. So this is—the Entity Administrator is already in DIAMD, is that correct? Kristen?

KRISTEN MAHONEY: Can you—this is from—this is I think a chat from—a question from—sorry. Keshia Singleton. So, Keshia, can you let us know? Can you unmute Keshia so she can tell us? Keshia Singleton.

KESHIA SINGLETON: Can you hear me?

KRISTEN MAHONEY: Yes. Go ahead, Keshia. Tell us about...

KESHIA SINGLETON: Yes, hi. This is Keshia.

KRISTEN MAHONEY: ...tell us about—go ahead.

KESHIA SINGLETON: Yes, so I originally was not the Entity Administrator as—or I was not originally our E-Business Contact in SAM. And so the person who was originally our E-Business Contact in SAM received the email as the Entity Administrator, and she is on disability leave. So I cannot have her go in and assign me as the Entity Administrator. And this has been going on for six plus weeks where I can't get into the

system at all other than an application submitter because I've been trying to get my information updated so I can be the Entity Administrator.

BRENDA WORTHINGTON: So when people have questions like that...

KESHIA SINGLETON: So I was able to...

BRENDA WORTHINGTON: Sorry. Go ahead.

KRISTEN MAHONEY: Okay.

BRENDA WORTHINGTON: So for something like that, that's more of a special case that we would be able to help you with internally and work with some of our senior IT folks on that. So if you could send, let's see, one of our contacts an email—actually the most—hmm, you can send me an email directly. I'm at brenda.worthington@ojp.usdoj.gov, and I can help you with that.

KESHIA SINGLETON: Okay. Thank you. I appreciate it.

BRENDA WORTHINGTON: I think we could...

KRISTEN MAHONEY: Brenda, I think we could do a quick one. Go ahead. Sorry.

BRENDA WORTHINGTON: If you could please include your DUNS number in the email that would be awesome.

KESHIA SINGLETON: I will. Thank you. I appreciate it.

KRISTEN MAHONEY: What's the role of DIAMD and how is it connected to ASAP and JustGrant?

BRENDA WORTHINGTON: So DIAMD is our entity and user management system. So DIAMD doesn't really have any connection with ASAP but it is the way that you assign your roles in JustGrants.

KRISTEN MAHONEY: Thank you, Brenda. Some people have questions about their GAMs and they're project period extension, budget modification GAMs, and just wondering if there's pending approval, if they've been accepted. Who's a—who's a person for them to email or call when they have those specific questions about GAMs extension and budget modification?

BRENDA WORTHINGTON: So for those, you can email your Grant Manager directly. However, I will say that there has been quite a backlog initially for project extensions and GAMs within our financial office. They are working hard to unbury themselves, and they're doing—they're making progress. So you will receive a notification from JustGrants when it's been approved. But we in BJA, we're doing all we can do to follow up and bug people, but definitely your Grant Manager is your primary point of contact for outreach on those types of items.

KRISTEN MAHONEY: Brenda, would you mind sharing your screen and—with the contact information of the—of the program staff so we have that available? Thank you. Let's see. So I know that people have questions generally about accepting their awards. They're having trouble accepting awards. Brenda, who is the—who's the resource for people to call when they're having trouble accepting awards?

BRENDA WORTHINGTON: So if you're having trouble accepting your award at this point I would recommend contacting your Grant Manager. So our goal right now is to get our Grant Managers up to speed so that they can help you with these types of issues. And I would recommend—you know, we are going to share these slides. To go ahead and, you know, look through the items that I shared. Make sure all of the entity roles are assigned and everyone has accepted their roles, because that's the usual item that's missing in order to accept the award is that not all of the roles have been assigned correctly in JustGrants.

KRISTEN MAHONEY: Thank you, Brenda. Also folks have written about the budget tab being blank for each of their awards or not having correct budget information in their awards. Can you tell us a little bit about why that might have happened and who they should contact regarding that?

BRENDA WORTHINGTON: So I am not too sure about that one. So as far as the budget information, my guess is that was just something that happened during the migration of the old awards. But I would have to look into that one.

KRISTEN MAHONEY: So that's a question that—for folks that are having that issue, they should report that directly to you. We kind of consider Brenda as our tiger team for these special instances. Another person wanted to talk about incorrect DUNS number. I know we've address that a lot in the past. Tell us about how to get your DUNS number corrected.

BRENDA WORTHINGTON: So it depends. So if there was an issue—that really depends. So if your DUNS number was correct, you know, and you submit—you submitted your grant documents with a certain DUNS number and you want to change it, that's something that's problematic. But if there was a—there was a migration issue that, for some reason, you submitted with a certain DUNS and then somehow our system—our error in our system migration changed it on you, that's something totally different. So if there was an error in the migration, definitely reach out to us so that we can put you in touch with our senior folks in our IT department. But as far as the issues where you had one DUNS and you just prefer to change it that would actually result in the need to deobligate the award and issue a new award which is a very, very lengthy and not an advisable process.

KRISTEN MAHONEY: Brenda, some—we have a question about some people that have had their FFR pending, UFMS, since 11/23. Is that to be expected?

BRENDA WORTHINGTON: Yes. That's an item that—that's a known issue, that we discussed in the presentation. It's—the fix is hoping—or, the fix is on schedule to be deployed this week, but that's not going to impact your access to funds or anything. That's just—it's waiting to be processed in our financial system and they're just—the technical term that our IT team has shared to us is they're stuck.

KRISTEN MAHONEY: Okay. Thank you for that. I think that I have gone through for you while you were talking and given you most of the big picture items that I've seen in the chat. At this point, let's see if there are any other questions. I see Neal has...

BRENDA WORTHINGTON: So, Kristen, I think...

KRISTEN MAHONEY: Go ahead. Go ahead.

BRENDA WORTHINGTON: Oh, that must have been Neal that just popped up. How—the correct—the incorrect Award Administrator.

KRISTEN MAHONEY: Yes.

BRENDA WORTHINGTON: So that's something your Grant Manager or Entity Administrator can do. The Entity Administrator can go in and reassign the roles to any award at any time. So you would just work with your Entity Administrator to go—to go in and remove that person or reassign that role to someone else.

KRISTEN MAHONEY: Brenda, someone asked a question about GAMs and how long—what the—what is the process to approve a GAM. Is there any chance a GAM can be approved before the end of the week if submitted today? What's our—I mean, I think it depends on what the GAM is asking us to do, but can you tell us about how long it takes?

BRENDA WORTHINGTON: Sure. It definitely depends on what the GAM is. So we have, for example, a programmatic GAM. Those only have a couple levels of approval, but we have—for example, project period extension GAMs require, you know, very—hmm, probably like six or seven levels of approval. So that's something that would be...

KRISTEN MAHONEY: Right.

BRENDA WORTHINGTON: ...a little difficult to get through this week, especially if—for example, if the GAM is something that's an exception to our internal policy on extending awards. For example, if it's a second-time extension, because that requires the approval of our Chief Financial Officer. So I think that the likelihood of having something like that approved within this week, especially given the holidays, is—would be pretty aggressive.

KRISTEN MAHONEY: Thank you, Brenda. If—just so people know on the line, the Staff Director that you see here, you know, you have your state policy advisors, and then Alan is the Division Chief, and, of course, Alan reports to Brenda. So if anyone is having trouble getting response from their state policy advisor, you know, obviously give Alan a call, or email Alan, or email Brenda. And, of course, if Brenda is being nonresponsive, you can give me a call. I think what you'll find is that since the staff is learning this at the same time, you are sometimes—you know, they're waiting for the help desk to get back to them on an issue, though we have implemented some things in-house with some help desk office hours now where staff can call in the JustGrants Helpdesk with you and you can share your screen with your policy advisor, and the JustGrants team can be there and look with you live and see what's going on and have the policy advisor see that as well. So then they can see what the fix is because a big

part of this—for my staff is being able to diagnose the issues and then getting you to the place that can help you fix the issues. So we're hoping that our state policy advisors and Alan and Brenda are getting to the point—at this point that they're—they are able to diagnose the issues. Fixing the issues is often a second—a second issue—a second step in that process. So let me see if there's any other new questions here from folks. Anyone else want to hit us up with a—so if it was a GAM, removing \$20,000 from one line item to another, Brenda, would you consider that to be a complicated GAM or would that be something that could be resolved quickly?

BRENDA WORTHINGTON: That all depends. So it depends on what the cost category movement is. It also depends on the—where the—or the amount of the award to, because we also...

KRISTEN MAHONEY: Right.

BRENDA WORTHINGTON: So, for example, if any funding is moving in and out of the indirect cost category, that requires an actual budget modification GAM. So the answer to that is it depends.

KRISTEN MAHONEY: Okay. Right. I can see that because if it's—the grant—if the grant is only a \$50,000 grant, moving \$20,000 is a big deal. So it's hard to tell.

BRENDA WORTHINGTON: Right. Right.

KRISTEN MAHONEY: I think we covered this, but if we have the incorrect person assigned as the Grant Award Administrator, is that something that the state policy advisor can help with—can help? And, in addition, you know, they're just not seeing the grant. They think something has been awarded but they can't see the information on it so they can't be sure. It seems to me that this is something that a state policy advisor could probably help with. Is that right, Brenda?

BRENDA WORTHINGTON: Yes. And I will say this, usually if you cannot see a grant, it's because you don't have the role needed. So...

KRISTEN MAHONEY: Right.

BRENDA WORTHINGTON: ...I just want to bring up an example. This came up about two weeks ago. There was someone that was logging in and couldn't see their grants. But the only role that person had assigned to them was the application submitter role. So they could not see any of the grants because they technically didn't have the right to see the grants. You know, I think...

KRISTEN MAHONEY: It seems like there are a lot of issues with these—the roles. You know, someone says, "Where did the—where did the authorized reps information migrate from? Our Board of Commissioners Chairperson used to be on the previous grant awards, now our County Executive is listed in JustGrants. So, you know, how—it just sounds like they've got the wrong person there. So, you know, again, reaching out to the help desk is great, but I think that having your state policy advisor or Alan and Brenda engaged in helping fast track those issues is the way to go. Is that correct, Brenda?

BRENDA WORTHINGTON: And then also—that is correct because also the Authorized Representatives—those changes might be a result of just part of the transition from NIJ to BJA. I know BJA, we—during the award process, we tend to make changes in the Authorized Representatives to make sure that they are the highest-ranking official. And that typically is done as an administrative change. In the past, that was something that if the grantee didn't quite agree with it, you could simply submit a GAM, change the authorized rep, attach it to the award acceptance and send it in, no big deal. But, unfortunately, that process has been causing some issues with the way the system was migrated so it's not as easy to fix. So we do apologize for that. I know—I talked to one grantee that I personally am the one that made that administrative change during the application review. So I was, "If I had known all of the problems that this would cause you, I probably would have done something differently." But—so that could be part of it. But, you know, the other way you can change it is just to have your Entity Administrator send the correct person, that Authorized Representative, an invitation, have them respond to it, and then they can log in, and move forward from there.

KRISTEN MAHONEY: Thanks, Brenda. I think this one you might be able to help answer pretty quickly. Someone asked, "Do we now upload documents?"—oops. Shoot. I—sorry. I hit the wrong—don't you hate it when you—there it is. "Upload documents to clear special condition issues or just work with—directly with our Grant Manager? So if you have a special condition that you want to clear, how—tell us about the process for clearing special conditions on these grants."

BRENDA WORTHINGTON: So for right now, still go ahead and work with your Grant Manager. The idea is that in the future, you're going to be able to just upload documents. But from what staff are reporting, that functionality isn't quite up and running yet. So, for now, just go ahead and email documents to your Grant Manager.

KRISTEN MAHONEY: And one thing that I might suggest is email some of these questions to your policy advisor, and then see if you could set up a time to go over the questions together. If they don't know the answers, they might be able to get Brenda or Alan on the phone with them. I think it is hard for the policy advisors to, you know, hear these questions and then quickly, you know, try and solve them. They generally do need to do a little research. So emailing them and setting up an appointment might be helpful. Brenda, here's another question about the role for one grant. Can each role be assigned to more than one person?

BRENDA WORTHINGTON: Yes. Except for that Authorized Representative.

KRISTEN MAHONEY: Great. We have successfully accepted our award in JustGrants but the funds are not in ASAP. How do we—who do we contact for assistance? Brenda, I think you talked about this earlier.

BRENDA WORTHINGTON: Okay. So that one is probably a me question. So there—so there are certain cases, and I was just working through one of these cases this morning with our finance folks, where there was an error where the funds were not

transferred to ASAP correctly. So—where they did everything they were supposed to do to set up ASAP but, for some reason, there was like a broken link and—you know, as you can probably tell, I am not an IT person. I am just a person that's learning about the system and not going to be able to help you all out, but—so that's something that needs extra special triage. So you can feel free to email me about that and I can get somebody on the case.

KRISTEN MAHONEY: Thanks, Brenda. I really do appreciate the lively chat going on. We're doing our best to monitor it live and getting these questions to Brenda. Angela Miller indicates that the JustGrants job aids are a huge help. Where are those located, Brenda?

BRENDA WORTHINGTON: So those are located on the JustGrants website on the OJP webpage. Let's see. I'm going to...

KRISTEN MAHONEY: Might be the next slide. Yeah.

BRENDA WORTHINGTON: There we go.

KRISTEN MAHONEY: There are a lot of job aids but there are also some YouTube videos and other resources. But now that we've had this discussion today, it might provide better context for you all as you begin to start to problem solve and initiate some of the work for your localities in JustGrants. So we've got about five minutes left. Matthew, can I—can I call on you and see if there is anything that we might have missed that you were hoping that you would've heard from us this afternoon?

MATTHEW: Certainly. I just really appreciate both of you for being willing to jump on at such short notice. I mean, this came together late last week, and I just really appreciate the willingness of BJA, not only to give us your email addresses and your contact information, but let us know if we're having an issue here, direct it to this individual. So just our thanks as a community. I know that's—that would be a message reiterated by everyone on this call. We appreciate your willingness to listen to our concerns and address them directly in a timely manner. So, again, just our thanks. And we'll continue. I've offered—for the folks on the line, I've offered to BJA to get information funneled to you in any way that would be helpful, so look forward to more communications from us on this topic. And, again, thanks everybody for joining us at short notice.

KRISTEN MAHONEY: Our pleasure. We appreciate everything that you all do. And, you know—and we appreciate your patience. You know, everyone says that this is like learning a foreign language, and, you know, Brenda's the best translator we have right now. So I appreciate her, and Elizabeth who's been kind of working this behind the scenes. We are happy to get together again with you in the new year, follow up whatever you need. Brenda, any closing comments from your end?

BRENDA WORTHINGTON: I just wanted to thank you all for joining us today. And, again, I just want to reiterate two things. Welcome to the BJA family and Begin button.

KRISTEN MAHONEY: That's right. And as Elizabeth notes, she's collected everyone's questions and we'll do our best to respond to them. You know, we may not be able to solve the question in—you know, in our response, but we will be sure to let you know who we think you can contact to work towards resolution. So it's a process, and thank you for being on the journey with us. And have a happy holiday and a fantastic new year. Thank you.