

**RAD FAQ #1: Common Technical Assistance Questions  
For ARRA High Growth and Emerging Industries (HGEI) Grants  
November 22, 2010**

The following list of questions identifies common participant reporting issues grantees experience in tracking and reporting participant information in the Recovery Act Data (RAD) system. This document should be viewed as a supplemental document to other technical assistance materials that have been and will be disseminated to ARRA High Growth and Emerging (HGEI) grantees.

**Process for Submitting RAD Questions or RAD Action Requests**

As of November 22, 2010 all emails regarding RAD technical assistance questions or RAD action items should be sent to the EBSS Help Desk at [appsupport.ebss@dol.gov](mailto:appsupport.ebss@dol.gov). Previously, RAD emails were sent to the Green Jobs mailbox. Please be sure to send all of your RAD questions to the EBSS Help Desk at the email address listed above, as this will help us ensure questions are received and responded to in a timely manner.

**RAD Log-in Issues**

If you are experiencing issues logging into RAD with your password, please ensure you are logging in on the correct login page. Grant Signatories, Administrators, and Case Managers have unique login pages specific for their account access type. Please refer to the original email you received with your link to access RAD.

Further, ETA is only able to re-issue RAD pins and passwords to the Official Grant Signatory. All other grantee RAD access accounts are set-up and maintained by the grantee. ETA does not have access to these accounts. If you are not the Official Grant Signatory and are experiencing issues with your pin and password, please contact your grant Administrator or Official Grant Signatory.

**RAD Auto-Exit Process**

**Why are participants being Auto Exited?**

In accordance with the Office of Management and Budget (OMB) approved requirements and definition, an exiter is a participant that has gone 90 consecutive days without receiving a grant funded service. Therefore, participants are auto-exited in RAD after 90 consecutive days have passed from the end date of a participant's latest service. Exit is reported for all participants, successful in program completion or not. Once exited, a participant's status changes from "Active" to "Exiter."

The RAD auto-exit process runs every evening and identifies and exits any participants that have reached more than 90 days from the end date of their latest service. For example, if a participant has a grant-funded activity reported in RAD with a start date of 6/10/2010 an end date of 8/15/2010, and no other grant-funded services are added to the

participant's file, the participant would be exited automatically by RAD 90 days after 8/15/2010 end date.

### **How do I prevent exit in RAD?**

All participants that have not received a grant-funded service for 90 consecutive days will be auto-exited in RAD.

If appropriate, grantees can prevent auto-exit in RAD by either adding a grant-funded service, or adding a Gap in Service.

#### *Adding a Grant-Funded Activity*

Add an education/training activity, or other grant funded service to a participants file within 90 days of the latest service, if appropriate.

#### *Add a Gap in Service*

Adding a Gap in Service to a participant's file, if appropriate, will put a hold of up to 180 days on a participant's status and prevents exit. A Gap in Service is optional and is dependent on a participant's intent to continue services after the gap has ended.

In order to use a Gap in Services, a participant must meet one of the three Gap in Service criteria listed below, **and** intend to return to grant-funded activities once the Gap in Service has ended:

1. Delay before beginning of training
2. Health/Medical reasons or Family Care
3. Temporary Move from Area

Please refer to the Gap in Service Fact Sheet for additional information.

### **How do I unexit a participant?**

If a participant was incorrectly auto-exited in RAD, due to a grant-funded service or Gap in Service not added in a timely manner to a participant file, the participant status can be temporarily reactivated for updating.

To temporarily reactivate a participant(s), send a list of participant ID numbers, identifying the change requested, to the EBSS Held Desk at [appsupport.ebss@dol.gov](mailto:appsupport.ebss@dol.gov).

**Do not send Social Security Numbers, as they are personally identifiable information.**

### **Editing Participant Information in RAD**

Grantees have the ability to change a start date and/or end date for active participants for: "Date Began Program," "Education/Training Activities," and "Other Grant-Funded Services."

### **How do I edit a participant name and/or Social Security Number?**

Due to security procedures, once a participant file is saved some information in RAD becomes encrypted and cannot be accessed for editing. This includes participant names and Social Security Numbers, which cannot be accessed for editing.

For participant files with participant name or Social Security Number errors, currently the only way to correct that information is to delete the participant file. Once deleted, the grantee will need to re-enter the participant file in RAD. To have a participant files deleted, send a list of participant ID numbers, identifying the change requested, to the EBSS Help Desk at [appsupport.ebss@dol.gov](mailto:appsupport.ebss@dol.gov). **Do not send Social Security Numbers, as they are personally identifiable information.**

**How do I delete or change an activity start date or end date?**

Currently, grantees do not have the ability to delete a grant-funded service or to edit the start date and/or end date for “Date of Participation.” To delete a grant-funded service or change “Date of Participation” for a participant, send a list of participant ID numbers, identifying the change requested, to the EBSS Held Desk at [appsupport.ebss@dol.gov](mailto:appsupport.ebss@dol.gov). **Do not send Social Security Numbers, as they are personally identifiable information.**

**How do I select “Yes” for “Has the participant successfully completed the program?”**

In accordance with OMB-approved reporting requirements and definitions, a “successful completer” is a participant that has successfully completed an education/training program. The “Yes” option for successful completion will not become available for a participant until an education/training activity has been added to their file and that activity has been completed (this is accomplished by entering an end date for the education/training activity).

If you are trying to report that a participant has successfully completed and the “Yes” option is not available, verify that an education/training activity been reported for the participant and that an end date has been entered for that education/training activity.

**How do I bypass the required “email address” and “phone number” fields?**

Currently, the email address and phone number fields are required fields in RAD when enter a new participant’s information. For participants that do not have a valid email address or phone number, we recommend that grantees use a placeholder email or phone number, such as your organization’s email address or phone number. Participant email addresses tracked in RAD are for grantee use only and are not accessible by ETA.