The Older Workers Unit (OWU) has implemented a SCSEP Technical Assistance Support Desk (TASD) that will provide comprehensive technical assistance to SCSEP grantees, regional FPO, and other SCSEP stakeholders. The TASD will enable the SCSEP Program Office to effectively and efficiently provide technical support to grantees and regional offices in a timely, accurate, and consistent manner.

Send the following technical assistance inquiries directly to your Federal Project Officer (FPO)

Grant Management	Financial Management
• Grant notice of award/notice of obligation • Annual grant submission process and questions • Grant modification • Performance Outcomes and Improvement • Program Monitoring	• 9130 • Year-end close out • Budget modification • Fiscal Monitoring • Activities that require Departmental approval

Send the following technical assistance inquiries directly to SCSEPtechnicalassistance@dol.gov and copy your FPO

Program Management	SCSEP Policy	General Inquiries & Miscellaneous

• Performance Measures
• Service Delivery
• Participant services
• Optional Special Requests
  ✓ Change to 48-month individual durational limit (IDL) policy
  ✓ Additional Training & Supportive Services
  ✓ Administrative Cost Increase
  ✓ On the Job Experience
  ✓ Rotation Policy
  ✓ Increase in Average Project Duration
  ✓ Cross-border agreement
• Discretionary Transfers of 5 or more participants
• Slot/Position swaps
	• Statutory & Regulatory Questions
	• Compliance concerns
	• TEGL/TEN/OWB inquiries
		• Service Locator
		• Grantee contact information
		• Sub-grantee information
		• WKGPS inquiries
		• NEOWW activities and other SCSEP/Older Worker activities

Submit SPARQ technical assistance inquiries to SCSEP Help at https://scsephelp.zendesk.com

SCSEP Performance and Results QPR System (SPARQ)	

✓ Password reset
✓ QPR
✓ WDCS –data entry
✓ Data Validations
✓ Rejects & Errors
✓ Management
    reports
	✓ SPARQ Account
	✓ Transfers
	✓ Access Issues
	✓ All SPARQ
	    related inquiries

FOR REGIONAL OFFICES

Regions 1 & 5

Send technical assistance inquiries directly to Irene Jefferson @ jefferson.irene@dol.gov and copy the TA email box @ SCSEPtechnicalassistance@dol.gov.

Region 3

Send technical assistance inquiries directly to Kendrick Chery @ chery.kendrick@dol.gov and copy the TA email box @ SCSEPtechnicalassistance@dol.gov.

Regions 2, 4 & 6

Send technical assistance inquiries directly to the TA email box @

SCSEPtechnicalassistance@dol.gov

SCSEP Training and On-Site Technical Assistance Request

Training and on-site technical assistance requests for all regions must be submitted by the FPO and sent directly to SCSEPtechnicalassistance@dol.gov and LaMia Chapman @ chapman.lamia@dol.gov.