

## STEP FY24 Frequently Asked Questions

**Q: How will we submit our STEP Applications?**

A: Grant applications will be submitted through the [Electronic Grants Administration Management System \(EGrAMS\)](#). The application must be completed and submitted by the application deadline of 5:00 pm, March 20, 2023. Contact the Program Contact identified below if you have any issues accessing or completing these documents.

**Q: Our agency has never used EGrAMS before. How do we register our agency?**

A: From the EGrAMS homepage, please click “Register your Agency” from the menu on the left. Next, complete all the information that has an asterisk next to it. Once finished, click OK on the lower right-hand side of the screen.

Next, you must create a user profile by clicking “Create User Profile” from the EGrAMS home screen. Complete all the information that has an asterisk next to it. It is best to use your first initial and last name as your login name. If that isn’t available, use one that you will never forget. Next, click the “Show Security” radio button to create a security question to answer should you forget your password. You will only need to select one question.

Once the account is created, contact the Program Coordinator or Grant Administrator to activate your account.

**Q: How do I create an application in EGrAMS for the new fiscal year?**

A: Make sure you have a profile in EGrAMS. Sign in to EGrAMS, then select Grantee/Administration/Project Director Request. Confirm your agency. Next, select the grant category you wish to apply for (in this case, please choose State Training & Employment). For Grant Program, select STEP24. Click OK, and the application will be submitted to the AWIB for approval. We will approve as quickly as possible.

**Q: We have individuals listed that are no longer part of our agency. How do we remove them from EGrAMS?**

A: EGrAMS does not allow the removal of individuals. We can only have them deactivated. Please get in touch with the Program Coordinator or Grant Administrator to assist.

**Q: What types of reporting and data collection are there?**

A: The Alaska Workforce Investment Board (AWIB) requires grant recipients to submit monthly reports on the progress of the training project. Reimbursement requests are also submitted monthly. In addition, grant recipients must enter participant data into the Division’s case management database.

**Q: Can you review our application before we submit it?**

A: No, we cannot review your application before you submit it. We can only assist you if you have problems or specific questions about portions of the application.

**Q: What type of data is collected in the case management database?**

A: Generally, grant recipients are required to enter demographic data and about participants. This includes such items as contact information, gender, ethnicity, and so on. Information is also required to be input on the type of training provided and the associated costs.

Participant data is required to be entered monthly before the submission of the progress report.

**Q: What data needs to be collected to determine eligibility, specifically to verify that the person has contributed to unemployment insurance?**

A: Prospective participants self-attest to the eligibility requirements. If at any time the grant recipients are in doubt, they should ask the participants to provide a pay stub, W-2, or other approved documents that show proof of paying into unemployment or a program with similar provisions during the previous five years. Additional questions about eligibility can be directed to the STEP program coordinator.

**Q. When will I be notified about the status of my application?**

A: The AWIB will contact you via email after the Commissioner has made the final decision. If approved for an award, the AWIB will contact you to begin the negotiation process. If your request is denied and/or you request your application to be reconsidered, the applicant will have five business days from the date of notification to appeal. Appeals should be addressed to the Department of Labor & Workforce Development, Commissioner's Office, PO Box 111149, Juneau, AK 99811.

**Q. I am having problems submitting the application in EGrAMS. What do I do?**

A: Have you validated the application to check for any errors? It is helpful to validate each tab of the application after completing it. If there is an error, click the "Error" radio button. A list of the errors will appear. Click on the error, and it will take you to the page where the error occurs. Correct the error and start the process again to ensure all errors are clear. Remember: Click on each application tab to locate the error quickly.

**Q. Whom do I contact if I still need help with the application?**

A: Please get in touch with the Program Coordinator, Xavien Phillips, at (907) 269-4562 or [xavien.phillips@alaska.gov](mailto:xavien.phillips@alaska.gov). You can also contact the Grant Administrator, Jonathan Thompson, at (907) 269-4660 or [jonathan.thompson@alaska.gov](mailto:jonathan.thompson@alaska.gov).