**Annual Performance Outcome Report (APOR) Training**

**3 – 4 p.m. ET**

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Operator: Operator: Ladies and gentlemen thank you for standing by and welcome to the annual performance outcome report 2015 webinar. During the presentation all participants will be in a listen only mode. Afterwards we will conduct a question and answer session. At that time if you have a question please press the star followed by the one on your telephone. You may also answer questions at anytime throughout the webinar by using the chat feature located in the lower left corner of your screen. If you need to reach an operator at any time please press star zero. As a reminder this conference is being recorded January the 28th 2015. I would now like to turn the conference over to LaWanda Hawkins program integrity manager please go ahead LaWanda.

LaWanda Hawkins: Thank you Therese. Hello everyone, I hope everyone is having a good afternoon. We are very pleased to have this time to spend with you today to talk to you about the annual performance out coming report also referred to as the APOR, or the APOR for the period of January 1st 2014 through December 31st 2014. So we have a few goals today our goals at the conclusion of this training will be that you will be able to recognize your responsibilities regarding the APOR, complete the question there using the Survey Monkey link and interface. And completely answer each question on the report prior to submitting the report in Survey Monkey. So what is the APOR here on this lab we do give a definition of the APOR every year or annually the social security administration initiates the APOR requirement, every EN is required to provide information to the operations support manager on outcomes achieved with respect to services provides the beneficiaries during the previous year.

 Now this is a step recording process and some of the information provided by the EN is used along with results from the beneficiary satisfaction survey to populate the EN profile. So this is a very important requirement and as I just said the APOR is a requirement, completing and submitting the APOR is mandatory for every employment network, as per the ENRFQ part 3 section 10B and everyone should have a copy of the RFQ for reference. And if the RFQ states and EN shall provide the operational support manager on no less than an annual basis in a prescribed format by this administration and APOR. So let’s talk about the APOR framework, you have 30 days to complete the APOR the APOR timeframe for 2015 will be today January 28th to February 27th 2015. The APOR will be posted on the Ticket to Work website to the end immediately following this webinar and again you have 30 days to complete it. You must submit only one APOR response the OSM or the operations support manager will be sending out mass reminders each Monday until the submission deadline. Its’ important to note that these are not customized emails, these are only reminders.

 So if you receive a reminder and you’ve already completed the APOR please disregard again it’s very imperative that your agency completes the APOR at a timely manner. Failure to do so will constitute a violation of your EN’s BPA and could result and the social security administration limiting your agencies ability to assign tickets and receive pay. When you receive the email from the Social Security today in addition to the encore being posted on the Ticket to website. You will get in this message instructions on steps to take to complete the APOR so in other words you’ll get two notices you’ll have a notice posted of a Ticket to Work website and each EN will receive an email from a social security administration noting that the APOR is available. In this message the instructions will be step-by-step information on how to complete the APOR.

 This year we posted the APOR questions on the Ticket to Work website to give you the ability to look and read and review the APOR questions prior to entering Survey Monkey. It’s very imperative that you review the questions and prepare direct responses prior to entering Survey Monkey. When you go to Survey Monkey and you first open the APOR this is the first page you will see, the intro page, the intro page on the APOR in Survey Monkey includes instructions for completing the APOR. We will review these instructions next this year the APOR consists of 34 questions it is recommended that you review the questions in advance and research and prepare direct responses as needed. Again the questions are posted on the Ticket to Work website you also will receive a link in your email today on with the APOR questions included.

 Once again you must complete all questions in one setting, if you, if your answers will not be saved I mean excuse me your answers will not be saved. So if you do not complete the Survey Monkey in one setting when you return to complete it your questions will not be there you’ll have to start all over again. So only one submission is allowed for EN if we receive multiple submissions we will only record the first submission, once we have received your submission here at the operations support manager, you will receive a confirmation email from SSA’s EN APOR at yourtickettowork.com. Confirming that we have received your APOR and you should receive that confirmation within 24 hours. If you have any questions regarding the APOR as we review the questions and review the frequently asked questions in the terms definition and you still have questions. Then please send your questions directly to SSA EN APOR yourtickettowork.com. We will respond to your questions as quickly as possible our goal is to respond to your questions within 24 hours.

 All right so I’ve previously mentioned we have 34 questions on the APOR this year the questions fall under four categories similar to last year’s APOR general questions, staffing questions, ticket quite related questions and EN service related questions. So there are 10 general questions and these questions simply seek information related to the ticket requirements for the informant network. So questions like your dance number your business model those type of questions, we have found in the past where previous responses that there is some confusion regarding the current business model.

 So what we have, have provided for EN if it’s termed, sheet or resource that’s available on the Ticket to Work website. That provides clarification on what is meant by partnership for us. Or assume with director services, for example business models so if you have a question related to your business model, please refer to the resource that is posted on the Ticket to Work website. Also you can refer to your BPAs because you should have designated your EN business model on your AMDPA. All right in addition we have had questions related to liabilities issuance to the ability, banned registration we have FAQs that address from the most common questions we get in reference to these systems.

 So please refer to the FAQs for answers to your questions, and if the FAQs do not address your questions please then contact us we’ll be happy to help you. Staffing questions are next there are nine staffing questions and these questions seek information relating to your staffing at your employment network, questions such as your number of staff have your staff had social security awareness training, have you complied with suitability requirements. So those are the type of questions that you’ll get in the staffing questions, again some of the questions that are most common are addressed in the FAQs that are posted on the Ticket To Work website. Next on the ticket clients related questions and there are five of these questions, these questions seek information regarding your ticket clients.

 For example how many of your ticket clients are working full time what is the average wage and employment of your ticket clients. So these are questions that are similar to the questions that we had on last year’s APOR so no surprises there. Next up our EN service related questions there are 10 EN service related questions and these service related questions seek information regarding information like what type of services do you provide to your beneficiaries. And if you have certified employees there with what is considered knowledge of training do you have employees there with veteran expertise or specialization or experience relating to those services. Much the same as what you see when you complete an IWP, right so that is really sums up the APOR for 2015 again 34 questions and we have resources posted for you on the Ticket To Work website you will receive an email today confirming that the APOR is available to you with questions that are on the APOR and linked for the FAQs in terms and definitions.

 Once you complete the APOR you will just simply hit the done button and we will receive your responses and again you will receive a confirmation. If you do not receive a confirmation that within the 24 hours no more than 48 hours please email those immediately so that we can address the issue and look for your responses. That is all I have today on the APOR you can open up the lines for questions. (Therese).

 Operator: At this time I would like to remind everyone if you would like to ask a question you may do so by pressing star one at this time, that is star one for any questions you may have. And you also may use the chat feature which is located in the left corner of your screen and we’re just pausing for a moment for the first question. And the first question comes from Susan Webb.

Susan Webb: Hello LaWanda

LaWanda Hawkins: Hi Susan.

Susan Webb: Hi I actually have two questions one is on the FAQs thank you for getting those out to us in advance those are very helpful. But there’s one question on there that we know that we’ve grappled with every year having to do with the definition of mental impairments and which fits where. And on this FAQ it says mental impairments mean cognitive impairments but then when you go down into the APOR question 28 and 29 it asks if you have resources to serve people with cognitive impairments and the next it’s mental impairments. So those don’t fit and I think what you mean is cognitive impairments is people with intellectual disabilities and then mental impairments would include people who have psychiatric conditions. Am I correct on that?

LaWanda Hawkins: Yes.

Susan Webb: Ok well you might want to fix the FAQs on that because it’s (inaudible) can take that yes.

LaWanda Hawkins: Went back and forth last year which psychology and you remember that so we do, yes so we adjusted it so we’ll go back and make that adjustment on the FAQ.

Susan Webb: So my second question is that when where it talks about how the data is going to be used it mentions the report card and of course the statute used the term report card as a requirement. But you changed that to the EN profile and I am; I want you to clarify if the report card is something different than the EN profile and is it the well go ahead.

LaWanda Hawkins: No it’s the same thing.

Susan Webb: OK then in if that’s the case then we also talked about what data was going to be on there and you did not ask us this year for our number of tickets. So I am going to assume that you’re going to get that from an administrative data because I know you know that right.

LaWanda Hawkins: Yes we do.

Susan Webb: And then the other thing is for several years we and you’ll have met our requests and that is not to publish the average wage because the average wage is misleading because we have people making all kinds of, all across the board. And if somebody who’s lower wage sees our average wage and says you know our average is $15 an hour and they say wow I can make $15 an hour and then they’re disappointed when their qualifications only gets them $11. And on the other hand when a ticket user a potential ticket user looks at it and says $15 an hour I am not going to call those people I am worth a lot more than that. So it’s unfortunate that average wage does get looked at that way and I can tell you just recently that the number of tickets and the average wage are very important information for our consumers but they do tend to misinterpret that average wage if that shows up on there. So you’ve been really good the last few years do you know yet whether there is a plan to put that on the profile or not again this year, and I hope not.

LaWanda Hawkins: I do not know Susan. What we do with the results of the APOR is that we put we analyze and put it all together as per SSA direction and we send it to SSA. And they make determination of what they want to go in the EN profile.

Susan Webb: Right I figured you didn’t really know at this point. OK that’s it thank you happy new year everybody.

LaWanda Hawkins: Happy New Year.

Operator: Thank you. Your next question comes from Al Muntag.

Al Muntag: Good afternoon I just became an employer network late in 2014 and I took my first ticket a few weeks ago so I don’t really have anything to report. Do I still need to fill this out?

LaWanda Hawkins: Yes you do because you are considered an active EN and I will tell you that if you need assistance filling that out just give us a call here and we’ll walk you though it since you’re a new EN not a problem. And we will know that you’re a new EN when you send in your report we tracked new EN’s progress and that kind of thing so that won’t be a problem for you.

Al Muntag: OK also what’s your number there that you’re referring to, if I need help?

LaWanda Hawkins: Well get us send us your email and we’ll send you who you need to contact we’ll send you your account specialist directly. And we will send you the systems helpdesk information as well so just post your, do you have chat with you right now, capability?

Al Muntag: Yes I can see the chat you asked.

LaWanda Hawkins: OK, yes can you enter your email address in there?

Al Muntag: You know I have my technical representative is should I just call her then?

LaWanda Hawkins: Absolutely.

Al Muntag: OK and then also you referred, this is a question I didn’t think to ask when I first asked my first question, you are referring to some it’s seemed like you’re referring to some PowerPoint information and I don’t see any here. And of course I am a new guy are you viewing something that the rest of us should also be viewing such as our PowerPoint presentation or something.

LaWanda Hawkins: Yes you should see a PowerPoint presentation.

Al Muntag: OK I’ll talk to my (inaudible) looked about that.

LaWanda Hawkins: Ok we will also post the PowerPoint presentation on the website so that if you didn’t see it today you can always go on the website and pull it up.

Al Muntag: Ok thank you.

LaWanda Hawkins: You’re welcome.

Operator: Thank you. Your next question comes from Sandy Smith.

Sandy Smith: Hi yes good morning that good afternoon my question was answered because I also am a new EN I started in December actually and didn’t complete security and training till January. So I’ve looked through the 34 questions and I’ve answered them but I had a question on a 11 and 12 when you talked about full time and part time staff. Because I have other duties but I am a full time staff working part time on EN so which is the right answer.

LaWanda Hawkins: It would be working part time on Ticket to Work.

Sandy Smith: Ok and then the other two questions are 20 and 21 because I haven’t offered a service is there an NA option or should I put zero in and I just know a zero to look bad. It’s just that I wasn’t completed with my training and certification.

LaWanda Hawkins: Yes there’s a zero option.

Sandy Smith: OK all right that’s my question thank you very much.

LaWanda Hawkins: Welcome.

Operator: Thank you your next question comes from Brandon Galloway.

Brandon Galloway: Hello.

LaWanda Hawkins: Hi.

Brandon Galloway: Hello hey the first question that I had it was already answered though so thank you though.

LaWanda Hawkins: Do you have another question Brandon.

Brandon Galloway: No ma’am well I am new to the been an EN here in Tennessee and I was wondering exactly do we get a grade or is it like a any feedback on the results from our APOR.

LaWanda Hawkins: No you don’t get a grade, it’s just FSA’s process to have you separate for your progress.

Brandon Galloway: Ok great.

LaWanda Hawkins: And the previous year, so if you’re new.

Brandon Galloway: Yes ma’am.

LaWanda Hawkins: Your information will really be more generic towards the service related questions and the general questions. So maybe some of those staffing questions as well, and I would if you’re a (inaudible) I would highly encourage you to call your account specialist and get some guidance or you can call send your email questions to FSA EN AFOR at your Ticket To Work dot com. So you know I want to put that on a million questions we’ll answer each one of them as best we can.

Brandon Galloway: Yes ma’am thank you.

LaWanda Hawkins: You’re welcome.

Operator: Thank you your next question comes from Kimberly Napier.

Kimberly Napier: Oh hi, I have I have a few questions where a new EN we only have like two people signed up for tickets. And we gave them services and as soon as they received a job we basically said oh you know well they received they kind of just dropped off, and we’ve been calling them to try to. You know we call them quarterly to do you know follow up and give guidance but they’re not getting back to us because as far as they’re concerned I have a job now, I don’t need you anymore. So my question is how are we supposed to I know that there’s two people because it shows that in the portal database but how can I tell like exact I can’t tell when they got the job how much they’re making they’re not giving me that information. So what do I do with that as far as the questionnaire?

LaWanda Hawkins: Well you ask the questionnaire as best as you can based on what you know, I would have to have you call your account specialist. Because what I would typically advise is that when you do the IWP that you would have the beneficiary let you know where they’re working have some contact information because we have a statement on the IWP that addresses that. But definitely call contact your account specialist this is your new EN, and they can give you some guidance or and some tips on how to work around that.

Kimberly Napier: Ok and then the other question I had where it says the number of offices that you have, where are the kind of EN where were in administrative EN we just handle like the administrative part. And then we are two career centers actually work with the people. So are the career centers considered office locations or is it just the administrative actual EN location.

LaWanda Hawkins: Well that’s a good question for administrative ENs and I can’t rightly tell you the answer to that to be honest with you. I would right off the cuff would say wherever you consider your service providers to be would be your office locations but it’s not defined. So I would have to follow up with you and give you an answer on that one.

Kimberly Napier: Ok.

LaWanda Hawkins: So Kimberly, what’s your last name?

Kimberly Napier: Napier.

LaWanda Hawkins: Ok, we’ll follow up with you on that one.

Kimberly Napier: Ok great thank you.

Brandon Galloway: Thank you.

Operator: Thank you your next question comes from Pam Walker.

Pam Walker: Thank you hi LaWanda and thanks everybody for putting together the instructions and going into such detail especially on the way to figure out average time before placement. I do have a question on questions 23, 24 and this comes up every year and everyone seems to calculate it differently based on what their perception of what you’re looking for is. So my question is are those calculations to be based only on tickets that were assigned in 2014 or only for people who went to work in 2014 regardless of the assignment date. Or is SSA looking for a response based on tickets assigned at anytime and who went to work at any time and continued to work in 2014.

James: Right can I ask you question this is (James) (inaudible) accounts specialist and I helped out with the FAQs on this one. The average number of months so this is for number 20 between the start of services and ticket holder obtaining an employment that is for all that’s all tickets all times, and not just for 2014. Does that answer your question?

Pam Walker: If that’s the same for 20 to 24 then I suggest something you know be published so that everybody knows that’s all time and not as the instructions say the top just for 2014. Because otherwise there’s going to be calculated differently and you know the information will be meaningful if we all do it the same way.

LaWanda Hawkins: Right we’re speaking to it should be all year your total number of ticket holders we’re speaking to 20 and 21 just as the instructions give you in the FAQs. And 22, 23, and 24 will address the period for what you were reporting which is January 1st, to December 31st. So Pam go to the FAQs and see if that doesn’t provide you a little bit of clarification first and if not then can you shoot me an email?

Pam Walker: Yes it does and I’ve already reviewed it but I will send you an email with this question so that we can get clarification.

LaWanda Hawkins: Ok not a problem.

Pam Walker: Thank you so much.

LaWanda Hawkins: Thank you Pam.

Operator: Thank you, your next question comes from Elise Macy.

LaWanda Hawkins: Hi Elise.

Elise Macy: Hello actually it was answered but I do have another one I just want to make sure on the training question. Is that current attendance in training?

LaWanda Hawkins: Which question is that, give me the number.

Elise Macy: Hang on, hang on, hang on I just closed it up. 24.

LaWanda Hawkins: Well question 24 how many of your ticket clients attend schools or participate in educational or employment training program yes that for the ticket reporting period of January 1st through December 31st 2014.

Elise Macy: Ok so even if they complete it.

LaWanda Hawkins: All right yes.

Elise Macy: Ok thank you.

Operator: Thank you your next question comes from Deborah Taylor.

LaWanda Hawkins: Hi Deborah.

Deborah Taylor: Hello actually my question was answered it was related to when you’re trying to contact a beneficiary and they don’t follow through. And when we’re done the IWP and I know you referred to the contract when they sign and agree to remain available to give information sometimes they don’t follow through with that.

LaWanda Hawkins: Right.

Deborah Taylor: So we do have that problem I am dealing with that with a couple of people right now, and that was already answered I need to email and discuss that with my account manager is that correct?

LaWanda Hawkins: Yes with your account specialists they can talk to you and reference to some tips, tips on how to remain in contact and that will tell you that we’ve had this questioned many a times in the past in relation to the certification of services which no longer exist to an extent. And if you’re making the attempt then that’s really the best you can do if you’re doing the newsletters if you’re doing the letters, you’re doing the phone calls that really is the best you can do. Now if you know their cell phone number and you’re doing like new stuff like texting them or something like that then that works as well. So those attempts are not held against you we’ve heard that many a times that you know once they get a job they can’t be contacted.

Deborah Taylor: Ok, so there are things in place for us to explain that thank you.

Operator: Thank you your next question comes from Mark Marsh.

Mark Marsh: Hello and good afternoon my question relates to the profile as a result of the surveys that come back from the ticket beneficiaries. I believe in the past it was 25 if you didn’t get 25 respondents to reply back then you would not be able to come up with a statistically valid grade compared to a national average. So and I do believe there is a requirement where we’re supposed to provide a ticket beneficiaries with the profile or the report card since we don’t have enough ticket holders to respond back to that and meet the 25 minimum requirement would we then be required to provide the APOR in lieu of the profile report.

LaWanda Hawkins: No the APOR is a separate requirement so it would not be in move of the beneficiary satisfaction survey responses or whatever you’re referring to the ticketholder amount for the EN profile. So this, this is a separate requirement so whatever information they pool from the beneficiary satisfaction survey to populate the EN profile if you don’t have that information I really can’t tell you at this moment how the social security administration will address that.

Mark Marsh: Ok.

LaWanda Hawkins: Ok.

Mark Marsh: Thank you.

Operator: Thank you your next question comes from Kanesha Humphrey.

LaWanda Hawkins: Hi Kanesha.

Kanesha Humphrey: I have a question we’re actually going through the process to become an EN network and I just started with my company I’ve been with my company for two weeks. So I know that the report is due on the 27th of next month. Does that apply to us even though we just started and we haven’t gone though the security clearance so we haven’t been issuing any tickets or anything?

LaWanda Hawkins: Right, so no it will not apply to you because you’re not considered active as of yet.

Kanesha Humphrey: Ok, I just wanted to make sure.

LaWanda Hawkins: Ok.

Operator: Thank you your next question comes from Kim Connely.

Kim Connely: Hi I am can you hear me. My question’s already been answered thank you.

Operator: Ok thank you your next question comes from Steven Georgi.

Steven Georgi: Hello.

LaWanda Hawkins: Steven.

Steven Georgi: Hi you know I had really kind of one and a half questions first one is regarding earlier in the conversation they were talking about cognitive issues do you, you know do you work with that do you have expertise in that area. So you know I’ll work with people that have lesser issues such as attention deficit you know maybe some learning disabilities but I really don’t work with Down’s syndrome and dementia. So you would I answer that question yes and then just qualify them as they call and that’s what I’ve been usually been doing.

LaWanda Hawkins: Yes that works.

Steven Georgi: That will work and then the second question is I have a kind of an administrative office. And then I meet people at two other locations those two other locations are with workforce centers so they provide me with, with space. So technically I won’t own those offices but I do work meet people at them so I would just put, put those two locations down.

LaWanda Hawkins: No sir.

Steven Georgi: No I would not put those locations down?

LaWanda Hawkins: No you would not you’d need a phone number that type of thing for those locations.

Steven Georgi: Oh just put.

LaWanda Hawkins: 1800 phone number, if you had 1800 phone number and you looked at those as your locations then you could count them. But since that was just office space that you used then they would not be considered office locations.

Steven Georgi: Ok thank you.

LaWanda Hawkins: You’re welcome.

Operator: Thank you your next question comes from Jim Watson.

Jim Watson: Yes I had two questions last year when I did the APOR I submitted on Survey Monkey and I got a call back from my accounts manager and saying that I had he hadn’t received it. And then we actually I sent him I had to email him a copy and he said he would they had been overwhelmed by the number of surveys that they had received and it just happened to many people and just go ahead and do it and sent it to him as an email. I hope that was kind of a little disheartening because if you know I forwarded all the procedures is there going to be problem processing this year and tallying the number of folks who completed on time or in using the Survey Monkey. Is there or are we going to experience a similar situation?

LaWanda Hawkins: We don’t anticipate any issues with Survey Monkey.

Jim Watson: But you are familiar with that situation happening last year correct?

LaWanda Hawkins: Everybody in the room simply who are shaking their head yes and some people are shaking their head no. Hopefully we’ll, we don’t anticipate any issues we have our systems people here and we also have our communications people here so. We were not anticipating any issues.

Jim Watson: And in the second part of, yes second part of my question it does have to do with customers who have you provided a service here they’ve done a job you receive payment. They lost that job found another job and as they hoped around they got frustrated with you and unassigned their ticket now they’re still working do you count that individual and do you do the best you can to put their salaries. So I’ve a (inaudible) list on that part of it (inaudible).

LaWanda Hawkins: Yes there were tickets; there were Ticket Holders that was under your EN during this year.

Jim Watson: Yes it was during this period and they are still working, they just decided that you know they wanted to go ahead and then assign their ticket for some for whatever reasons but anyway. OK that’s all my, those were my questions thank you.

Operator: Thank you your next question comes from Colleen Moynihan

Colleen Moynihan: Yes Colleen Moynihan here. My call pertains to question 24 we happen to specialize in self employment. And we have been presuming that if our folks are working at their business they are fully employed working full time is that a valid, excuse me, question 23 is that a valid approach to take with self employment.

LaWanda Hawkins: Yes ma’am.

Colleen Moynihan: Thank you very much.

LaWanda Hawkins: We have a question on the chat line in reference to question eight which states. Go ahead oh one moment.

Male: Yes question eight have you registered with the Office of Federal Contract Compliance Programs OFCCP travel three directory.

Colleen Moynihan: Yes and that is, is the answer no that will not be held against you for voluntary actions, not mandatory. So next question.

Operator: Thank you, your next question comes from Janet Steve Lee.

LaWanda Hawkins: Hi Janet.

Janet Steve Lee: Hi there can you hear me OK?

LaWanda Hawkins: Yes we can hear you so long as you’re on cell phone but we can understand you.

Janet Steve Lee: Ok I was just wondering that the offices office locations, so like I have a subcontractor working out of a different office location but I wouldn’t want, I wouldn’t want that person like phone number or address advertised. So they want initial calls to come through me so should I just not list them?

LaWanda Hawkins: I would not list them.

Janet Steve Lee: Ok so just one other comment is this on the, the timings that you know the number of days between particular assignment placement is because it always seems skewed people are in school for a long time. Or in some kind of training so at some point we need to just separate that out somehow.

LaWanda Hawkins: Right and that was a question I asked you about training in school as well.

Janet Steve Lee: OK but it’s still is that number of days to placement.

LaWanda Hawkins: Yes.

Janet Steve Lee: OK and not where I can look at it so.

LaWanda Hawkins: There’s a question that asked you do you have any of your ticket holders are in school or a participating in some training, type of training programs.

Janet Steve Lee: Ok.

LaWanda Hawkins: Would you separate the (inaudible) questions about the number of days between assignment and employment.

Janet Steve Lee: Yes so I mean, what people aren’t really looking for employment and (inaudible) out of school being (inaudible) based that on, on (inaudible) they’re assigned. Or when they were actively starting to work?

LaWanda Hawkins: Right I understand what you’re saying so you’re saying that it looks like there’s a large gap between that around the time they get the ticket assigned and the time they get employment or understand right, I am following you.

Janet Steve Lee: I guess people just got to figure that out.

LaWanda Hawkins: Well is well when we look at the information we don’t look at the information as it counts against you. We just want to know the information so that we can get a good snapshot of what’s actually going on in the Ticket to Work program. So your responses don’t count against you.

Janet Steve Lee: OK thanks.

LaWanda Hawkins: You’re welcome.

Operator: OK thank you, your next question is a follow up question and it comes from Pam Walker.

LaWanda Hawkins: Ok, hi Pam.

Pam Walker: Hi again this is just a follow up question about question number eight and that’s one the for profit companies registered with the OFCCP. But because we are for profit they will not put us on the directory.

LaWanda Hawkins: Right.

Pam Walker: So do we mark yes.

LaWanda Hawkins: That you register for OFCCP?

Pam Walker: Yes.

LaWanda Hawkins: I would say you register forums and.

Pam Walker: Well we provided the information but they’re saying you can’t you can’t, you can’t be on the list even though you’re heavily involved in Bravo three. If you’re a for profit we’re not going to put you on the list.

LaWanda Hawkins: Right, right.

Pam Walker: So as long as we registered and they told us you know we can’t do it we can mark that question yes.

LaWanda Hawkins: I will be hearing that, because you do, you do complete the action that’s requested.

Pam Walker: Ok thank you.

LaWanda Hawkins: And you’re welcome.

Operator: Thank you your next question comes from Susan Webb.

Susan Webb: Hello again this has to do with the location question that seems to be stymieing some people we also have multiple locations in our other locations are our own. They’re not one stops and they’re not subcontractors but all of our locations are networked together with the same phone systems so we don’t really need to publish different phone numbers, and so should I list one or all.

LaWanda Hawkins: Do you when you have that 800 number Susan I am here nationally and.

Susan Web: No we’re not a nationally and we’re a locally and only and our we publish a local number and an 800 number. And they called the same number but it can be directed to any of our locations it does, you know they’re all networked together.

LaWanda Hawkins: And you’re meaning…

Susan Webb: But there are different locations and we do provide services in all locations.

LaWanda Hawkins: Well this builds, this builds locations then.

Susan Web: Do list them Ok we’ll do thank you.

LaWanda Hawkins: Oh we’ll do we’ll post a clarification for that on the FAQs so each one will update the FAQs and we’ll post the clarification on from the questions that we couldn’t answer today. So we’ll provide a clarification on the office locations question, but if you’re meeting clients there then and the clients on a regular basis then when you ask it that way then I think that you could tell that location. But we’ll (inaudible) of social security and we’ll post the response.

Susan Web: Thank you very much.

LaWanda Hawkins: You’re welcome.

Operator: Thank you and your next question is in another follow up question and it comes from Deborah Taylor.

Deborah Taylor: Hello, hello.

LaWanda Hawkins: Hi Deborah.

Deborah Taylor: Hi yes I just had a kind of a clarification question from a previous question that was asked, a gentleman asked about tickets that during the year of 2014 that may have been assigned but for whatever reason are now unassigned. Do we consider those people that are unassigned before the year ends in this survey?

LaWanda Hawkins: Yes there were people there were how many particular (inaudible) do have within a year I want to exclude that.

Deborah Taylor: Ok I just wanted to clarify on that thank you.

LaWanda Hawkins: Yes.

Operator: Thank you your next question comes from Mary Chen.

LaWanda Hawkins: Hi Mary.

Mary Chen: Hi so I have two questions regarding question number 22 how many ticket holders are currently working. What if they worked for like most of the year in 2014 and then they were just laid off in December. Are they still currently working?

LaWanda Hawkins: No ma’am.

Mary Chen: Ok and for number 23 like for some of my beneficiaries are like their hours fluctuate. So sometimes they’re over 32 hours and then sometimes they’re under. Do I count those people as well?

LaWanda Hawkins: So question number 23 how many of your ticket holders are currently working full time. So that means 32 hours or more and you’re saying that the number is sometimes the number is less than 32.

Mary Chen: Right so their hours fluctuate all the time.

LaWanda Hawkins: I would say those working on a consistent basis of 32 hours.

Mary Chen: Ok thank you.

LaWanda Hawkins: You’re welcome.

Operator: Thank you and I am not showing any further audio questions do you have any chat?

LaWanda Hawkins: Ok we’re taking a quick look at the chat to see if there’s anything that wasn’t asked answered that was tagged that can’t be found on the FAQs. And that’s observed through (inaudible). And we don’t see anything that needs to be addressed at the moment that wasn’t addressed already, if you have further questions please email your questions to the email address that was provided. Every EN will received a email notice today with the link the questions and the definition terms for your review and again I hope that not to confusing we’ll take the FAQs every week for any updates that we may have to the FAQs, so thank you very much.

Operator: And I just had a question coming in do you want to take it?

LaWanda Hawkins: Yes we’ll take it.

Operator: Ok and it comes from Alexis Denik.

LaWanda Hawkins: Hi Alexis.

Alexis Denik: Hi can you confirm the questions email one more time please.

LaWanda Hawkins: Where to email your questions?

Alexis Denik: Correct.

LaWanda Hawkins: Yes it’s ssaenapor@yourtickettowork.com.

Alexis Denik: Great thank you and then also we don’t have an account specialist will we get assigned one or is there one designated for our agency?

LaWanda Hawkins: You’re a new EN?

Alexis Denik: Correct.

LaWanda Hawkins: And you just came into the program and you haven’t made contact as of yet.

Alexis Denik: Yes we have but we are a new EN.

LaWanda Hawkins: Ok, and you’ve gone through the Suitability process?

Alexis Denik: No not yet. We’re in that process.

LaWanda Hawkins: Ok so if you have not gone through suitability process you’re not considered in active EN and that’s why you don’t have a account specialist as of yet. You have an EN specialist I will assume but not a account specialist as of yet.

Alexis Denik: Will we be required to fill out the APOR.

LaWanda Hawkins: No you’re not required to fill out the APOR unless you’re considered to be an active EN so you’re not considered an active EN until you passed the Suitability.

Alexis Denik: Ok thank you.

LaWanda Hawkins: You’re welcome.

Operator: Thank you and there are no further audio questions.

LaWanda Hawkins: Well I just want to say thank you everyone for joining us today for the webinar and we hope that we’ve answered all your questions if you still have questions like I previously have mentioned please contact us right away we’ll be glad to help you. We’ll update the FAQs on a weekly basis and please, please, please submit your responses before the deadline. Have a good day thank you.

Operator: Ladies and gentlemen thank you for joining today’s conference thank you for your participation; that does conclude the conference. You may now disconnect.

[Call ended]