TODAY IS FEBRUARY 10, 2016. PLEASE STANDBY. YOUR EVENT WILL BEGIN SHORTLY.
>> GOOD AFTERNOON LADIES AND GENTLEMEN THIS IS THE OPERATOR. TODAY 'S SESSION IS SCHEDULED TO BEGIN MOMENTARILY. UNTIL THAT TIME YOUR LINES WILL AGAIN BE PLACED ON MUSIC HOLD. THANK YOU FOR YOUR PATIENCE.

PATIENCE.
[MUSIC].
>> LADIES AND GENTLEMEN THANK YOU FOR STANDING BY. WELCOME TO THE ANNUAL PERFORMANCE OUTCOME REPORT SESSION. DURING THE PRESENTATION ALL ADVERTISE TENTS 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.
IF YOU NEED TO REACH AN OPERATOR AT ANY TIME PLEASE PRESS STAR ZERO. AS A REMINDER THIS CONFERENCE IS BEING RECORDED WEDNESDAY FEBRUARY 10, 2016. I WOULD NOW LIKE TO TURN THE CONFERENCE OVER TO ADELLE BARR.
PLEASE GO AHEAD.
>> THANK YOU VERY MUCH TAMMY AND THANK YOU EVERYONE FOR JOINING US TODAY. HELLO AND WELCOME TO THE ANNUAL PERFORMANCE OUTCOME REPORT WEBINAR. DURING OUR TIME TOGETHER TODAY WE WILL EXPLORE HOW TO SUCCESSFULLY COMPLETE THE ANNUAL PERFORMANCE OUTCOME REPORT ALSO REFERRED TO AS THE APOR. AND THIS IS FOR THE PERIOD OF JANUARY 1, 2015, THROUGH DECEMBER 31, 2015. AS TAMMY INDICATED MY NAME IS ADELLE BARR AND I WILL BE LEADING TODAY'S SESSION. SO THANK YOU AGAIN FOR JOINING US.
AT THE CONCLUSION OF THIS TRAINING YOU WILL BE ABLE TO RECOGNIZE YOUR RESPONSIBILITIES REGARDING THE APOR. YOU WILL BE ABLE TO ACCURATELY AND COMPLETELY ANSWER EACH QUESTION ON THE REPORT BEFORE SUBMITTING IT AND FINALLY YOU WILL BE ABLE TO COMPLETE THE QUESTIONNAIRE USING SURVEYMONKEY. THIS WILL BE OUR GOALS AND OBJECTIVES FOR TODAY'S SESSION. NOW EVERY EN IS REQUIRED TO PROVIDE INFORMATION EACH YEAR TO THE TICKET PROGRAM MANAGER OR TPM ON OUTCOMES IT ACHIEVED WITH RESPECT TO SERVICES IT OFFERED TO BENEFICIARY. SOME INFORMATION PROVIDED IN THE ANNUAL PERFORMANCE OUTCOME REPORT IS USED ALONG WITH BENEFICIARY SATISFACTION DATA TO ACTUALLY POPULATE THE EN REPORT CARD. COMPLETING AND RETURNING THE APOR TO THE TPM IS MANDATORY FOR EVERY EN AS HETEROCLOEON THE EN RFQ STATEDIN PART III SECTION 10B. AN EN SHALL
PROVIDE TO THE TPM ON NO LESS THAN AN ANNUAL BASIS IN A FORMAT PRESCRIBED BY THE SOCIAL SECURITY ADMINISTRATION. HENCE HERE WE HAVE THE APOR. THE APOR WILL BE SENT OUT TO ENS LATER TODAY SO YOU WILL HAVE 30 DAYS TO COMPLETE IT AND TO SUBMIT TO A TPM BY MARCH 11, 2016. YOUR EN MUST ONLY SUBMIT ONE APOR.
THE TPM WILL BE SENDING OUT MASS REMINDERS EACH MONDAY UNTIL THE SUBMISSION DEADLINE. NOW IF YOU KNOW THAT YOU HAVE COMPLETED AND SUBMITTED THE REPORT PLEASE DISREGARD THE WEEKLY E-MAILS.
IT IS IMPERATIVE THAT YOUR AGENCY'S APOR IS COMPLETED IN A TIMELY MANNER. FAILURE TO DO SO WILL CONSTITUTE A VIOLATION OF YOUR EN'S BPA AND COULD RESULT IN THE SOCIAL SECURITY ADMINISTRATION LIMITING YOUR AGENCY'S ABILITY TO ASSIGN TICKETS AND TO RECEIVE PAYMENTS.
FOLLOWING THIS TRAINING YOU'LL RECEIVE AN EMAIL FROM SSAENAPOR@YOURTICKETTOWORK.COM. THIS EMAIL WILL INDICATE THAT YOU NEED TO BEGIN SURVEY WHICH IS THE APOR QUESTIONNAIRE. NOW BEFORE YOU CLICK BEGIN SURVEY WHAT YOU WOULD WANT TO DO IS REVIEW THE QUESTIONS INCLUDED IN THE APOR AND THE QUESTIONS WILL BE AVAILABLE IN THE RESOURCE DOCUMENTS UNDER INFORMATION CENTER ON OUR WEBSITE AT YOURTICKETTOWORK.COM. JUST A LITTLE REMINDER MAKE SURE THAT SINCE WE'RE SENDING OUT AN EMAIL FROM SSENAPOR@YOURTICKETTOWORK.COM THAT YOU CHECK YOUR SPAM.
EITHER ADD THAT ADDRESS OR JUST CHECK THAT JUST IN CASE TO MAKE SURE THAT DOESN'T GO INTO YOUR SPAM SO THAT YOU CAN COMPLETE AND BE IN COMPLIANCE. OKAY NOW WHEN YOU FIRST OPEN THE APOR THIS IS THE FIRST PAGE THAT YOU WILL SEE. THE INTRO PAGE INCLUDES INSTRUCTIONS FOR COMPLETING THE APOR. WHAT WE WILL DO IS WE'LL GO AHEAD AND REVIEW THESE INSTRUCTIONS NOW.
NUMBER ONE REVIEW THE RESOURCES FOR YOUR ASSISTANCE AT WWW.YOURTICKETTOWORK.COM THAT'S OUR WEBSITE. AND YOU WANT TO GO TO THE INFORMATION CENTER AND THEN TO RESOURCE DOCUMENTS.
NUMBER TWO, PLEASE REVIEW THE 35 APOR QUESTIONS. IT IS HIGHLY RECOMMENDED THAT YOU REVIEW THE APOR QUESTIONS POSTED ON THE WEBSITE PRIOR TO COMPLETING THE ACTUAL APOR. THREE, YOU WANT TO PREPARE YOUR RESPONSES.
PREPARING YOUR RESPONSES AFTER YOU REVIEW THE APOR QUESTIONS AND PRIOR TO ENTERING THE ACTUAL APOR QUESTIONNAIRE WILL ALLOW YOU TO RESEARCH AND GATHER THE DATA NEEDED TO EASILY ANSWER THE QUESTIONS ON THE APOR. NUMBER FOUR, COMPLETE THE APOR. ONCE YOU HAVE PREPARED YOUR RESPONSES ENTER IT INTO THE QUESTIONNAIRE AND RECORD YOUR RESPONSES.
NUMBER FIVE, SUBMIT YOUR RESPONSES. EACH EN IS ALLOWED TO SUBMIT ONE COMPLETE RESPONSE.
USE THE FREQUENTLY ASKED QUESTIONS TO ASSIST YOU AS YOU COMPLETE THE APOR. NOW IF YOU HAVE ANY QUESTIONS WHAT YOU WOULD WANT TO DO IS EMAIL SSAENAPOR@YOURTICKETTOWORK.COM AND IN THE SUBJECT LINE PLEASE WRITE APOR ASSISTANCE. THIS WAY WE CAN NOTE THIS QUICKLY AND REPLY SO YOU CAN MEET YOUR DEADLINE. AGAIN THAT EMAIL IS SSAENAPOR@YOURTICKETTOWORK.COM AND YOUR SUBJECT LINE PLEASE WRITE APOR ASSISTANCE. NOW THE 35 QUESTIONS INCLUDED ON THE APOR ARE CATEGORIZED INTO FOUR SECTIONS. THE FIRST SECTION IS GENERAL QUESTIONS, THE NEXT SECTION WILL BE STAFFING QUESTIONS, THE THIRD SECTION TICKET CLIENT RELATED QUESTIONS AND THE FINAL SECTION IS EN SERVICE RELATED QUESTIONS. SO AGAIN THERE ARE 35 QUESTIONS ON THE APOR FALLING UNDER FOUR CATEGORIES. THERE ARE 11 GENERAL QUESTIONS. THESE QUESTIONS SEEK INFORMATION RELATING TO PARTICULAR REQUIREMENTS FOR AN EMPLOYMENT NETWORK. IN THIS SECTION THE EN BUSINESS MODEL IS REQUESTED.
WHAT WE HAVE FOUND IN THE PAST FROM PREVIOUS RESPONSES IS SOME CONFUSION BY THE TERM BUSINESS MODEL AND/OR HOW TO PROPERLY RESPOND TO THE QUESTION. SO WE'LL TAKE A LOOK HERE AT NUMBER THREE. WE HAVE A TRADITIONAL EN AND THIS EN USUALLY PROVIDES EMPLOYMENT SERVICES AND OTHER SUPPORT SERVICES DIRECTLY TO THE TICKET HOLDER. UNDERNEATH THAT IS CONSUMER DIRECTED SERVICES.
THIS EN REIMBURSES TICKET HOLDERS FOR THE TICKET RELATED SERVICES PURCHASED BY THE BENEFICIARY. THE THIRD OPTION HERE FOR BUSINESS MODEL IS EMPLOYER EN. THIS IS WHERE THE EN PRIMARILY EMPLOYS TICKET HOLDERS FOR WHOM IT HAS ASSIGNED TICKETS. AND THE FINAL MODEL LISTED HERE IS AN ADMINISTRATIVE EN. THESE ARE ENS THAT SERVE AS THE EN OF RECORD FOR A NETWORK OF SERVICE PROVIDERS WHO COMBINE THEIR RESOURCES TO PROVIDE SERVICES TO TICKET HOLDERS. SO HOPEFULLY THIS WILL HELP MOVING FORWARD TO ANSWER THIS PARTICULAR QUESTION FAN YOU'RE NOT SURE YOU CAN CHECK YOUR BPA TO SEE WHAT YOUR ORGANIZATION WAS LISTED UNDER. NOW IN ADDITION TO THE BUSINESS MODEL THERE ARE ALSO QUESTIONS RELATING TO LIABILITY INSURANCE, SUITABILITY AND A SYSTEM FOR AWARD MANAGEMENT WHICH IS SAM, THE REGISTRATION FOR THOSE PARTICULAR AREAS. THESE WILL BE THE QUESTIONS YOU WILL SEE UNDER GENERAL QUESTIONS. NOW FOR THE NEXT SECTION UNDER STAFFING QUESTIONS THERE ARE NINE STAFFING QUESTIONS. THESE QUESTIONS SEEK INFORMATION RELATING TO THE STAFFING AT THE EN. THE NUMBER OF STAFF FOR TICKET AND VERIFICATION OF SSA SECURITY AWARENESS TRAINING.
THESE WILL BE QUESTIONS ALL ABOUT YOUR STAFF. THERE ARE FIVE TICKET CLIENT RELATED QUESTIONS AND THESE QUESTIONS SEEK INFORMATION REGARDING THE TICKET CLIENTS THAT THE EN SERVES. FOR EXAMPLE INFORMATION REGARDING THE NUMBER OF TICKET HOLDERS WORKING FULL-TIME, AVERAGE WAGE AND EMPLOYMENT TRAINING ARE SUBJECTS OF SOME OF THE QUESTIONS. THESE WILL BE QUESTIONS ABOUT YOUR TICKET HOLDERS. NOW IN THE EN SERVICE RELATED QUESTIONS THERE ARE TEN.
THESE QUESTIONS SEEK INFORMATION REGARDING SERVICES PROVIDED BY THE EN TO THE BENEFICIARY AT ALL EN LOCATIONS. COMPLETING THE SURVEY. WHAT YOU WILL DO IS YOU'LL CLICK THE DONE BUTTON TO SUBMIT THE APOR TO TPM. BUT PRIOR TO HITTING DONE PLEASE ENSURE YOU HAVE PRINTED EACH INDIVIDUALS PAGE TO OBTAIN A RECORD OF YOUR RESPONSES. YOU CAN CLICK THE PREVIOUS BUTTON TO GO BACK WITHOUT LOSING YOUR RESPONSES. NOW REMEMBER THIS NEEDS TO BE SUBMITTED BY MARCH 11 TO REMAIN IN COMPLIANCE. THERE ARE SOME RESOURCES ON-LINE IF YOU WANT TO VISIT THE RESOURCES DOCUMENT PAGE UNDER THE INFORMATION CENTER TO ACCESS THE APOR QUESTIONS, THE FAQS AND TODAY'S POWERPOINT. NOW WHAT WE WILL DO IS WE'LL OPEN UP THE LINES FOR ANY QUESTIONS THAT YOU MAY HAVE.
TAMMY IF YOU CAN HELP US OUT WITH THAT, PLEASE.
>> THANK YOU AGAIN EVERYONE.
TAMMY IF YOU CAN HELP US AND OPEN UP THE LINES FOR ANY QUESTIONS THEY MAY HAVE. WE DO GSH GO AHEAD.
>> AS A REMINDER IF YOU WOULD LIKE TO ASK AN AUDIO QUESTION PLEASE PRESS STAR ONE ON YOUR TELEPHONE KEYPAD. WE'LL PAUSE FOR JUST A MOMENT TO COMPILE THE Q & A ROSTER. YOUR FIRST QUESTION COMES FROM THE LINE OF PAM WALKER.
>> HI PAM HOW ARE YOU?
>> I'M DOING GREAT. HI EVERYONE. THIS IS PAM WALKER WITH ALLIANCE PROFESSIONAL SERVICES AND I HAVE A COUPLE OF QUESTIONS. THE FIRST ONE IS REGARDING QUESTION EIGHT UNDER GENERAL QUESTIONS ABOUT HAVE YOU REGISTERED WITH THE OFFICE OF FEDERAL CONTRACT COMPLIANCE PROGRAMS. FOR PROFIT COMPANIES ARE NOT PERMITTED TO REGISTER WITH OFCCP OR BE INCLUDED IN THE 503 DIRECTORY.
>> RIGHT.
>> AND SO IF WE HAVE TRIED TO REGISTER DO WE MARK YES? MY CONCERN IS IF WE MARK NO SOMEONE ALONGTHE WAY MAY THINK THAT WE ARE NOT PARTICIPATING IN 503 OR IT COULD NEGATIVELY IMPACT INFORMATION PROVIDED ABOUT OUR ORGANIZATION, YOU KNOW, AT ONE OF THE WEBSITES OR SOMETHING.
SO HOW IS THE BEST WAY FOR PEOPLE IN THAT SITUATION TO RESPOND TO THAT QUESTION?
>> HI THIS IS LAWANDA TALKING.
IT'S A YES OR NO QUESTION SO YOU WILL HAVE TO ANSWER NO. AND TO ADDRESS YOUR CONCERNS IN REGARDS TO EN PROFILE OR IF YOU PUT NO THAT SHOULDN'T BE A CONCERN. WE ARE WELL AWARE OF THE REQUIREMENT THAT YOU HAVE TO BE A NOT FOR PROFIT SO IF YOU MARK NO TO THIS QUESTION THEN IT'S NOT AGAINST YOUR AGENCY AND IT WON'T BE SOMETHING THAT'S NEGATIVE OR VIEWED AS NOT PARTICIPATING. I THINK SSA'S GOAL IS TO GET AN IDEA OF HOW MANY ENS ARE ACTUALLY REGISTERED 503. SO THEY'RE NOT LOOKING TO POSE ANY TYPE OF NEGATIVES ABOUT AN EN IN REGARDS TO THE 503 COMPLIANCE OR 503 DIRECTORY.
>> OKAY. AND MY OTHER QUESTIONS ARE ALL RELATED TO THE TICKET CLIENT QUESTIONS AND WE REALLY APPRECIATE THE INFORMATION THAT'S BEEN GIVEN THROUGH THE TRAININGS AND THE METHODS, COMPLETING THE APOR WHICH HAS RIGHTLY IMPROVED OVER THE YEAR BUT NINI AND OTHERS ARE EXPRESSED CONCERN YEAR TO YEAR BECAUSE THERE'S NO SPECIFIC DIRECTION ON HOW TO CALCULATE SOME OF THE INFORMATION REQUESTED. AND THAT HASN'T CHANGED THIS YEAR. SO BECAUSE THE GUIDANCE HASN'T BEEN PROVIDED ABOUT HOW TO CALCULATE THE NUMBERS THE METHODS USED AND THE RESULTS REPORTED ARE GOING TO BE DIFFERENT DEPENDING ON HOW EACH EN THINKS SOCIAL SECURITY WANTS THOSE NUMBERS CALCULATED.
SO JUST AS AN EXAMPLE QUESTION 21 WHAT IS THE AVERAGE NUMBER OF MONTHS BETWEEN THE START OF SERVICES AND THE TICKET HOLDER OBTAINING EMPLOYMENT. WELL WE ALL KNOW THAT THE APOR RESPONSES ARE SUPPOSED TO DEAL WITH WHAT HAPPENED FROM JANUARY THROUGH DECEMBER OF 2015. SO TO ANSWER THIS QUESTION ARE WE COUNTING ALL TICKET HOLDERS WORKING IN 2015 REGARDLESS OF THE TICKET ASSIGNMENT DATE OR ARE WE LOOKING ONLY AT THOSE WHO WERE
PLACED IN JOBS IN 2015 OR ARE WE LOOKING FOR THOSE ASSIGNED AND PLACED IN 2015? UM, YOU KNOW, AND THAT APPLIES TO QUESTION 22 AND 25 SPECIFICALLY AND THEN IT'S KIND OF THE SAME THING WITH NUMBER 23 AND 24 EXCEPT THE WORD CURRENTLY COULD MEAN A LOT OF DIFFERENT THINGS. I MEAN THAT COULD MEAN THE DATE WE'RE COMPLETING THE REPORT OR IT COULD BE FOR THOSE ASSIGNED AND PLACED IN EMPLOYMENT IN 2015. THOSE WHO WERE PLACED IN EMPLOYMENT AT ANY TIME IN 2015 REGARDLESS OF ASSIGNMENT DATE.
UM, MAYBE ONLY THOSE WHO WERE WORKING AS OF DECEMBER 31. YOU KNOW? IT COULD MEAN A LOT OF DIFFERENT THINGS AND UNTIL WE GET SOME CLARIFICATION ON WHAT WE'RE SUPPOSED TO BE COUNTING EVERYBODY'S GOING TO BE DOING IT DIFFERENTLY. SO CAN YOU GIVE US SOME GUIDANCE ON THAT?
>> YOU KNOW WHAT I THINK THAT WE WILL ADD SOME MORE DETAIL TO THOSE QUESTIONS BECAUSE EVERY YEAR WE HAVE QUESTIONS AND WE HAD THE SAME QUESTIONS IN THE MORNING SESSION AS WELL. I THINK YOU'RE RIGHT EVEN THOUGH WE HAVE SOME INFORMATION AND FAQS I THINK WE NEED TO BE MORE SPECIFIC ABOUT WHAT EXACTLY ARE WE LOOKING FOR AS FAR AS THE TICKET HOLDERS, THE ONES IN 2015 OR THE ONES YOU CORRECTLY HAVE.
I GET IT. SO WE WILL LOOK AT THAT AND MAKE SOME MODIFICATIONS. WE'LL POST THOSE. BUT TO TRY TO ADDRESS YOUR QUESTION SO WHEN WE ARE TALKING ABOUT WHAT IS THE AVERAGE NUMBER OF MONTHS BETWEEN THE START OF SERVICES AND THE TICKET HOLDER OBTAINING EMPLOYMENT SO WE ALL KNOW THE START OF SERVICES MEANS THAT FOR EACH INDIVIDUAL TICKET HOLDER START OF SERVICES IS WHEN YOU GOT THE TICKET ASSIGNED AND THE AVERAGE BETWEEN THAT -- YOU KNOW THAT START OF THAT IWP OR TICKET ASSIGNMENT TO WHEN THE INDIVIDUAL GOT EMPLOYED AND WE ARE TALKING ABOUT ALL YOUR TICKET HOLDERS NOT JUST THE ONES THAT YOU STARTED IN 2015 BUT ALL YOUR CURRENT TICKET HOLDERS THAT YOU ARE WORKING WITH AND WHO ARE WORKING. SO THAT WOULD BE CALCULATION EACH INDIVIDUAL, YOU KNOW, AVERAGE OF THE TIME FRAME FOR EACH INDIVIDUAL CLIENT AND AS WE HAVE EXPLAINED ON FAQS.
AND THAT WOULD BE THE SAME FOR 23 AND HOW MANY OF YOUR TICKET HOLDERS ARE CURRENTLY WORKING.
THAT PERTAINS TO ALL OF YOUR TICKET HOLDERS YOU'RE CURRENTLY WORKING WITH. NOT JUST THE ONES ASSIGNED IN 2015. OKAY? AND THE SAME WITH 24. AND 22 WHAT IS THE AVERAGE IS THE SAME AS WELL. ALL THE CURRENT TICKET HOLDERS THAT YOU ARE CURRENTLY WORKING WITH NOT JUST THE ONES
THAT WERE ASSIGNED IN 2015. SO I GET IT. WE NEED TO PROVIDE SOME CLARIFICATION FOR TICKET CLIENT RELATED QUESTIONS.
>> AND ESPECIALLY CURRENTLY WORKING BECAUSE THAT CAN MEAN THE DATE I'M FILLING OUT THE REPORT OR IT COULD MEAN DECEMBER 31 OR ANYTIME DURING THE YEAR. BUT NOTHING AFTER 2015, DECEMBER 2015. >> CORRECT.
>> THAT WOULD BE HELPFUL AND HOPEFULLY THAT WILL BE ABLE TO GET OUT TO ANYBODY BEFORE ANY OF US START MAKING THOSE CALCULATIONS.
>> OKAY.
>> THANK YOU SO MUCH.
>> WE'LL GET RIGHT ON THAT AND POST SOME ADDITIONS TO THE FAQS.
YEP.
>> YOUR NEXT QUESTION COMES FROM THE LINE OF PETER.
>> HI PETER HOW ARE YOU TODAY?
>> HI. PRETTY GOOD. THANKS FOR PUTTING ON THIS TRAINING SESSION AND PAM THANK YOU FOR ASKING THE VERY QUESTIONS I WAS GOING TO ASK REGARDING DETAILS ON HOW TO CALCULATE SOME OF THE QUANTITATIVE QUESTIONS ASKED ABOUT TICKET HOLDERS. THANK YOU. GOOD ANSWERS ON THAT AND YES I AGREE WITH PAM. WE'LL ALL LOOK FORWARD TO THAT AND AFTER SEVERAL YEARS IN A ROW OF RUNNING INTO THESE QUESTIONS MAYBE THAT CAN BECOME A PART OF THE PROCEDURE IN THE FUTURE.
>> WELL THANK YOU FOR YOUR PARTICIPATION TODAY PETER.
>> THANKS VERY MUCH.
>> ALL RIGHT THANK YOU.
>> YOUR NEXT QUESTION COMES FROM THE LINE OF PAUL.
>> HELLO PAUL HOW ARE YOU TODAY?
>> HI. BETTER THAN MOST PROBABLY. I'VE GOT QUESTIONS ABOUT HOW TO COUNT STAFF.
ELEVEN AND 12. WHEN YOU'RE TALKING ABOUT HOW MANY FULL-TIME STAFF IS THAT FULL-TIME ON TICKET OR FULL-TIME HERE BUT WORK PART OF THEIR TIME ON TICKET?
>> OKAY YEAH WE GOT THAT QUESTION THIS MORNING AS WELL.
AND IT'S QUESTIONS 12 AND 13 HOW MANY FULL-TIME STAFF MEMBERS DO HAVEYOU. SO THE EXAMPLE I GAVE IS IF YOU HAVE SAY 24 FULL-TIME EMPLOYEES AND 12 ARE PART-TIME THE OTHER 12 ARE FULL-TIME YOUR ANSWER WILL BE 12 AND 12. MORE SPECIFICALLY HOW MANY OF YOUR STAFF MEMBERS DO YOU HAVE WORKING FULL-TIME. A LOT OF ENS HAVE OTHER SERVICES OTHER THAN TICKET TO WORK SO WE UNDERSTAND THAT. BUT IF YOU CONSIDER THEM A FULL-TIME EMPLOYEE THAT HAS TICKET TO WORK RESPONSIBILITIES THEN I WOULD CONSIDER THEM TO BE FULL-TIME WORKERS. IF YOU HAVE PART-TIME EMPLOYEES AND THEY WORK LESS THAN 30 HOURS A WEEK OR 32 HOURS A WEEK AND THEY WORK ON TICKET THEN I WOULD SAY THOSE ARE YOUR PART-TIME EMPLOYEES.
>> OKAY. OKAY. THAT'S GREAT.
AND ANOTHER TWIST ON THE EARLIER QUESTION ABOUT WHO TO COUNT. WE HAVE A NUMBER OF PEOPLE WHO WE'VE TOTALLY FINISHED BILLING FOR. THEY STILL WORK FOR US, WE STILL PROVIDE SOME SUPPORT, WE'RE A COMMUNITY REHAB PROVIDER AND I'M WONDERING IF WE SHOULD STILL COUNT THOSE PEOPLE BECAUSE WE'RE STILL KEEPING THEM OFF THEIR BENEFITS OR IF WE HAVE TO STOP COUNTING THEM BECAUSE, YOU KNOW, WE SERVED THEM FOR THE FIVE YEARS AND THEY'RE -- DOES THAT REMOVE THEM FROM THE LIST?
>> IS THEIR TICKET STILL ASSIGNED TO YOU?
>> WELL WE FINISHED BILLING.
WE'RE DONE. THERE'S NO -- I GUESS THERE'S NO TICKET ANYMORE THEN THEY WOULDN'T COUNT.
>> NO BUT CONGRATULATIONS. THEY WOULD NOT COUNT.
>> THAT'S UNFORTUNATE. THAT'S WHY I THOUGHT I WOULD ASK.
BECAUSE WE'RE STILL WORKING WITH THEM. ALL RIGHT. REAL GOOD.
THANK YOU.
>> THANK YOU.
>> YOUR NEXT QUESTION COMES FROM THE LINE OF GALE THOMAS.
>> GOOD AFTERNOON I HAVE TWO QUESTIONS.
>> HI GALE.
>> FIRST QUESTION 15 UNDER STAFFING. BENEFITS ADVISOR QUESTION. OUR AGENCY HAS A BENEFITS ADVISOR WHO WORKS WITH PEOPLE WHO ARE NOT ON THE TICKET PROGRAM AND THEY JUST COME IN FOR A FEEL ON THE BENEFITS OR TO GET BENEFITS ADVICE BUT SHE DOES MAINTAIN AVAILABILITY TO ADVISE PEOPLE ON THE TICKET PROGRAM.
WOULD WE THEREFORE SAY WE HAD A BENEFITS ADVISOR ON STAFF FOR THE TICKET PROGRAM?
>> YES.
>> THANK YOU. QUESTION 18. >> OKAY.
>> IT IS MY UNDERSTANDING THAT I AM REQUIRED TO SIGN AND SUBMIT A SECURITY AWARENESS CONTRACT PERSONNEL CERTIFICATION EVERY YEAR. WHERE DO I SCAN IT AND EMAIL THAT TO?
>> YOU SCAN AND EMAIL THAT TO ENSERVICE@SSA.GOV AND JENNI IS GOING TO PUT THAT IN THE CHAT.
>> CERTAINLY. THIRD, SOMETHING THAT YOU'LL PROBABLY HAVE TO TAKE OFF LINE BUT I AM STILL -- I HAVE HAD SOME AVAIL OF ME SWITCHING THE PROGRAM FROM CELL PHONAK SAYS INSTEAD OF ON THE WEB. IS THERE SOMEONE I CAN CALL AND BE TALKED THROUGH HOW TO DO THIS? WITHOUT TAKING TIME FROM THIS CHAT. A NAME AND NUMBER, PLEASE.
>> I'LL GET YOUR NAME AND NUMBER AND PUT YOU IN CONTACT WITH YOUR REPRESENTATIVE.
>> YEP.
>> AND THAT'S THE EASIEST WAY.
>> YEP. YOU WANT ME TO GIVE THE INFORMATION NOW?
>> SURE.
>> GAIL THOMAS. (562)427-1000 EXTENSION 19. >> THAT WAS 19? NINETEEN?
>> NINETEEN. YES.
>> WE'LL TAKE CARE OF THAT GAIL.
>> THANK YOU.
>> THANK YOU.
>> YOUR NEXT QUESTION COME FROM THE LINE OF KANASHA.
>> HI.
>> HI.
>> HI MY QUESTION I WAS CURIOUS IS THERE A WAY WHERE LET'S JUST SAY YOU'RE WORKING ON THE APOR REPORT THEN YOU REALIZE THAT YOU NEED ADDITIONAL INFORMATION, PROBABLY NEED TO GO THROUGH THE FILES AND DIG FOR IT BUT IS THERE A WAY YOU CAN SAVE IT THEN COME BACK TO IT OR YOU JUST HAVE TO FULLY DO THE REPORT OR IS IT BETTER JUST TO FILL OUT THE APOR SAMPLE QUESTIONS FROM YOUR TICKET TO WORK WEBSITE, FILL THEM OUT JUST ANSWER EVERYTHING ALL AT ONCE?
>> YEP. SO THE REASON WE POST THE HARD COPY OR THE APOR QUESTIONS ON THE WEBSITE IS SO THAT YOU CAN GO THROUGH THOSE QUESTIONS AND COMPLETE THEM.
THEN DIRECT YOUR ANSWERS SO WHEN YOU GO INTO THE LINK TO COMPLETE THE APOR IN SURVEYMONKEY YOU HAVE ALL YOUR INFORMATION RIGHT THERE AVAILABLE FOR YOU AND YOU CAN JUST TAKE CARE OF THAT IN TEN MINUTES.
>> NOW ARE THESE QUESTIONS UPDATED FROM LAST YEAR OR ISIT THE SAME QUESTIONS FROM LAST YEAR?
>> NO THEY'RE UPDATED SO THESE ARE NOT THE SAME QUESTIONS.
THEY'VE BEEN SLIGHTLY MODIFIED.
YOU NEED TO USE THE QUESTIONS THAT WE POSTED THIS YEAR.
>> OKAY. OKAY. PERFECT.
>> OKAY BUT YOU CAN WORK FROM -- IF YOU HAVE SOME THAT HAVEN'T CHANGED FROM LAST YEAR YOU CAN WORK FROM YOUR LAST YEAR'S RESPONSE IF YOU HAVE A COPY OF THOSE BUT THESE QUESTIONS FOR 2015 HAVE BEEN SLIGHTLY MODIFIED.
>> OKAY. OKAY THANK YOU.
>> YOU'RE WELCOME.
>> YOUR NEXT QUESTION COMES FROM THE LINE OF STEVEN.
>> HEY STEVEN. HOW ARE YOU TODAY?
>> I'M DOING ALL RIGHT. I'M FIGHTING A COLD HERE SO BEAR WITH ME.
>> OKAY.
>> I'LL TRY TO BE SOMEWHAT COHERENT. BUT PAM HELPED WITH SOME OF THE QUESTIONS I HAD.
BUT I DID HAVE A COUPLE MORE SO IN TERMS OF FOR EXAMPLE CALCULATING AVERAGE GROSS WAGES THE QUESTIONNAIRE THAT WAS SENT OUT SAID CALCULATE THE AVERAGE YOU WILL NEED TO KNOW THE GROSS WAGES (EARNINGS) BEFORE ANY DEDUCTIONS AND THE NUMBER OF MONTHS THAT CROSS WAGE REPRESENTS. SO I JUST WANT THAT DEFINED A LITTLE BIT MORE. MY IDEA FROM IT WOULD BE FOR EXAMPLE SOMEONE THAT THEY WORK SAY SIX MONTHS IN 2015 THEIR LAST CHECK AT THE END OF -- THEIR CURRENT CHECK WOULD BE THEIR GROSS WAGES FOR THAT PERIOD OF TIME AND IT WOULD BE SIX MONTHS. UM, IS THAT WHAT YOU'RE TALKING ABOUT?
>> YEP. YOU'RE RIGHT. YOU'RE RIGHT ON POINT.
>> OKAY. SO IF YOU DON'T KNOW EXACTLY FOR WHATEVER REASON WHAT THAT NUMBER IS BUT YOU DO KNOW WHAT THE GROSS WAGE IS AND KNOW THEY'RE WORKING FULL-TIME CAN YOU GUESS?
>> OH YES YOU CAN.
>> OKAY. AWESOME. THEN LET'S SEE IN TERMS OF QUESTION NUMBER 22 IS THAT STRICTLY PEOPLE WORKING FULL-TIME MORE THAN 32 HOURS A WEEK OR FORGET ABOUT THE PEOPLE WORKING PART-TIME FIGURING THE GROSS WAGE?
>> NO THAT'S EVERYBODY.
>> PART-TIME OR FULL-TIME?
>> YES.
>> OKAY JUST ONE LAST QUESTION.
NUMBER 15 IN TERMS OF BENEFITS ADVISOR. I AM NOT CERTIFIED OR ANYTHING LIKE THAT. I'VE BEEN DOING IT A LONG TIME IF I CAN GET BEYOND MY EXPERTISE AM I CONSIDERED TO BE A BENEFITS ADVISOR BASED ON YOUR DEFINITION OF WHAT QUALIFIES TO BE ON MY STAFF WHICH WOULD BE ME?
>> THAT'S A GOOD QUESTION. WE WILL HAVE TO GET A CLARIFICATION FROM SSA ON THAT ONE BUT I WOULD SAY WHEN I THINK OF THE BENEFITS ADVISOR IF YOU'RE VERSED IN BENEFITS AND THAT'S A ROLE YOU SERVE I WOULD ANSWER YES.
>> YOU KNOW IT'S ONE OF MY ROLES. I'VE BEEN THROUGH THREE OR FOUR OF THE TRAININGS AND I'VE WORKED WITH IT A LONG TIME BUT I DON'T HAVE A CERTIFICATE OR DEGREE OR ANYTHING SO... . >> OKAY.
>> BUT I DO GIVE THEM A LOT OF INFORMATION. I SPEND A LOT OF INFORMATION GIVING THEM THAT INFORMATION SO I DO DO THAT ROLE. SO I COULD SAY YES WITH A PROVISO.
>> UH-HUH. YEP.
>> OKAY THANK YOU.
>> AGAIN TO ASK AN AUDIO QUESTION PLEASE PRESS STAR ONE ON YOUR TELEPHONE KEYPAD. AND YOUR NEXT QUESTION COMES FROM THE LINED OF LINDA.
>> HI LINDA.
>> HEY, HOW ARE YOU?
>> GOOD.
>> I KNOW THIS QUESTION IS IN THE CHAT. I POSTED IT AND SEVERAL OTHERS. JUST A CLARIFICATION ON ONE OF THE GENERAL QUESTIONS NUMBER FOUR.
WE HAVE OUR MAIN OFFICE WHICH ALL OF THE CALLS ARE FILTERED THROUGH THE OFFICE AND WE DO SEE INDIVIDUALS AT THIS LOCATION BUT WE ALSO HAVE TWO FULL-TIME -- I HAVE TWO FULL-TIME STAFF AT THE WORK FORCE LOCATIONS. SO WITH THAT IT'S LOCATIONS THEY ACTUALLY MEET WITH INDIVIDUALS WOULD I COUNT THREE OR WOULD I COUNT ONE? AS FAR AS HOW MANY LOCATIONS?
>> ARE THESE LOCATIONS YOU'VE ACTUALLY INCLUDED ON YOUR -- IN THE BPA AND WE HAVE THEM ON THE WEBSITE? YOU SAID THERE'S THREE OF THEM?
>> THEY'RE NOT LISTED AND THE REASON WE DO THAT IS BECAUSE I DON'T WANT INDIVIDUALS CALLING EVERY ONE OF THOSE. THEY'LL GO THROUGH AND THEY'LL CALL. SO IF WE LIST ALL THREE OF THEM THEY'LL BE CALLING ALL THREE, THE SAME INDIVIDUALS. AND THAT CAUSES SOME CONFUSION AND EXTRA WORK. SO I USUALLY JUST LIST ONE LOCATION. SO THAT'S WHAT I WANT TO KNOW. WOULD I ACTUALLY AS FAR AS THE REPORT GOES PUT THREE LOCATIONS OR WOULD I LIST JUST ONE?
>> OKAY SO AT THOSE OTHER LOCATIONS YOU HAVE STAFF THAT SITS THERE ALL DAY?
>> YES.
>> YOU HAVE THREE LOCATIONS.
>> SO I WOULD ACTUALLY HAVE THREE LOCATIONS WITH THOSE OTHER TWO. OKAY. LIKE I SAID IT'S NOT GOING TO BE LISTED ON THE WORK SITE OR ANYTHING LIKE THAT.
MY STAFF ARE LISTED, THEY ALL HAVE THE CLEARANCE AND SO FORTH BUT THAT'S SOME OFTHE THINGS WE NEED CLARIFIED. I KNOW SOME INDIVIDUALS THEY DO VIRTUAL, NOT OUR AGENCY BUT WITH NINA I KNOW WE WORK WITH A LOT OF ENS AND PEOPLE WORKING FROM HOME OR A LOCATION THAT'S VIRTUE WOULD THEY COUNT THAT LOCATION IF THERE'S NO INDIVIDUALS BEING MET AT THOSE LOCATIONS?
>> NO I WOULD NOT SAY THAT.
>> SO THEY WOULD JUST NEED THEIR MAIN OFFICE, RIGHT? OKAY THAT'S WHAT WE NEED CLARIFIED. THAT'S ALL I HAVE.
>> OKAY.
>> YOUR NEXT QUESTION COMES FROM THE LINE OF KATHERINE MARTIN.
>> YEAH, HI HOPE YOU ALL ARE DOING WELL THIS AFTERNOON. I HAVE A COUPLE OF QUESTIONS. WE WERE JUST GRANTED THE EN CONTRACT AT THE END OF 2015 AND WE'RE STILL IN THE PROCESS OF TRAINING AND HAVE NOT SERVED ANYBODY THUS FAR. WOULD WE HAVE TO DO THIS PARTICULAR PERFORMANCE OUTCOME FOR 2015?
>> HAVE YOU GONE THROUGH THE SUITABILITY PROCESS AND ACTUALLY ARE ABLE TO WORK THE PROGRAM?
>> NO.
>> OKAY. THEN NO YOU WOULD NOT BE CONSIDERED AN ACTIVE EN.
>> OKAY THANK YOU. AND I HAVE A FEW MORE QUESTIONS. NUMBER SIX IT SAYS DO YOU HAVE A WRITTEN PARTNERSHIP AGREEMENT -- PARTNERSHIP PLUS AGREEMENT WITH VOCATIONAL REHABILITATION. WELL WE HAVE A CONTRACT WITH VOCATIONAL REHABILITATION BUT I DON'T KNOW WHAT PARTNERSHIP PLUS AGREEMENT MEANS.
>> SO IF YOU DON'T HAVE A WRITTEN PARTNERSHIP PLUS AGREEMENT THEN YOU ANSWER NO TO THAT ONE.
>> OKAY.
>> SHOULD WE?
>> I'M SORRY?
>> SHOULD WE? LIKE WHAT IS THE ADVANTAGE OF THAT?
>> HAVING A WRITTEN AGREEMENT?
>> WHAT IS PARTNERSHIP PLUS AGREEMENT ADDRESS?
>> LET US GET YOUR NAME AND NUMBER AND WE WILL CALL YOU INDIVIDUALLY BECAUSE THAT'S A CONVERSATION.
>> OKAY. OKAY.
>> AND WE WILL BE GLAD TO, YOU KNOW, GIVE US SOME INFORMATION ON THAT OR YOU CAN CONTACT ENENSBAT AND THEY CAN GIVE YOU INFORMATION ON PARTNERSHIP PLUS.
WE'LL BE GLAD TO GET YOUR INFORMATION SO WE CAN GET A START.
>> OKAY A LOT OF THIS IS JUST NEW TO US SO SOME OF THE TERMINOLOGY IS NEW AS WELL.
>> RIGHT.
>> THIS IS UNDER STAFFING QUESTIONS FOR MAXIMUS, COMMONWEALTH OR DEPARTMENT OF LABOR. I DON'T BELIEVE WE'VE DONE ANY OF THOSE AND IS THAT SOMETHING THAT IS REQUIRED AND HOW DO WE GO ABOUT FINDING OUT GETTING REGISTERED FOR THOSE TRAININGS IF THEY'RE REQUIRED?
>> YES SO WE NEED YOUR CONTACT INFORMATION BECAUSE IT SOUNDS LIKE YOU'RE A NEW EN AND HAVEN'T GOT YOUR TRAINING.
>> CORRECT.
>> SO LET US GET YOUR CONTACT INFORMATION AND WE'LL GET YOU SQUARED AWAY.
>> OKAY.
>> WHAT'S YOUR NAME?
>> KATHERINE MARTIN. MY PHONE NUMBER IS (904)674-6400. >> OKAY THANK YOU.
>> I'M SORRY ONE MORE TIME 904. >> 674-6400. >> I'M ACTUALLY MISSING A NUMBER.
>> (904)674-6400. >> I APPRECIATE THAT. I HAVE IT NOW.
>> OKAY THANK YOU.
>> THANK YOU.
>> AND THERE ARE NO FURTHER AUDIO QUESTIONS AT THIS TIME.
>> I HAVE TO CHECK TO SEE IF WE HAVE ANY QUESTIONS IN THE CHAT.
WE'VE ACTUALLY ANSWERED ALL THE QUESTIONS IN THE CHAT.
>> GREAT. WELL AGAIN WE THANK EVERYONE FOR JOINING US THIS AFTERNOON. A MINDREER YOU HAVE 30 DAYS TO COMPLETE THE APOR MAKING THIS DUE ON MARCH 11 AND BY THE CLOSE OF BUSINESS TODAY YOU SHOULD RECEIVE YOUR LINK FOR THE APOR. THANK YOU AGAIN EVERYONE AND HAVE A GREAT REST OF THE DAY.
>> LADIES AND GENTLEMEN THIS DOES CONCLUDE THE SESSION FOR TODAY. WE THANK YOU FOR YOUR PARTICIPATION AND ASK THAT YOU PLEASE DISCONNECT YOUR LINES.