**All State Vocational Rehabilitation Call**

**Effective Practices with Virginia DARS**

**3 – 4 p.m. EDT**

***The OSM provides transcripts in a rough draft format created via Live Captioning which was performed to facilitate Communication Accessibility. These transcripts are not verbatim records of training sessions, webinars or conference calls.***

Nate Arnold: Good afternoon, everybody. Thank you for joining us and taking time out of your day to make this an important part of what we do. I think you know from agenda that we had been looking forward to having another Effective Practice. One of many seminars. Today we're fortunate to have with us, the folks from Virginia, and voc rehab services and their EN. They have been operating one of the most effective partnerships that we have in the country and I'm thrilled they're going to share that experience and what they found works and what not with you this afternoon. With that, I'm going to turn it over to Gregory Bell, senior account manager at OSM who will introduce the seminar and speakers. Gregory.

Gregory Bell: Thank you, Nate. Good afternoon and thank you everyone for joining the webinar with Virginia and our partner Employment Networks. I'm the senior account manager working with Virginia. I'll facilitate this webinar.

Today we have several presenters including David Leon, the Ticket to Work coordinator and Dr. Joseph Ashley, the assistant commissioner for grants and special programs. They've joined us today here at OSM. We will also be hearing from Amy Wallish; Lauren Parker, the program director; and Sherman Gifford. If you have statistics for Partnership Plus handoffs, discuss the partnership agreement and discuss practices and efforts for the network and Virginia DARS. To give perspective, I would like to share with you statistics - Virginia has 307,000, not 110 eligible Ticket Holders, 520 tickets are in use with VR. 893 tickets are assigned to ENs.

Virginia has 26 ENs, 76 percent of those are VR vendors and I'll say David has done a very good job of working with our vendors here in Virginia, to get them to be network signed. And 20 percent of ENs are networks. We have 128 traditional handoffs and 24 ticket handoffs that are in process. Moving along to the map -- the circles represent the actual ENs in that locality.  
Having said that, I will turn the call over to David Leon. 

David Leon: Thank you, we're going to start by talking about our Partnership Plus model. It has benchmark, and ticket process and the tool Workworld for the web and the WISA services. What are benchmark payments, these are job retention payments from DARS and they're offered in addition to the payments from SSA, these were added to provide inventive to participate with DARS in the partnership plus model? These payments will be made when an Employment Network works with a client to reach important milestones in their continuing long-term employment efforts.   
The payments reflect DARS’s commitment to support long-term work experiences for the client and they're also there to offset the loss of phase one milestone payments to ENs. I'm pleased to see six of these payments come back to our agency. The next key feature in our program is work incentive specialist advocate services. One of the things we do differently than a lot of states is pay for the outcome of various work incentives. We will pay a WISA to help one of our clients with a WorkWorld analysis, get their BPQY, receive income exclusion and past subsidies, and 1619 b, our Medicaid buy in or help with an overpayment. Another of the things that has been part of the program is the expedited ticket handoff. Beauty it helps engage the client right when they're excited about going to work and it helped our partnership ENs because they're able to receive payments so much quicker that those that received the first handoff are doing more. We have had partnership ENs that received handoffs and 50 percent were from DARS and 20 percent were assigned from networks as of August.   
Workworld for the web helps people find employment paths to higher net incomes through incentives and benefits, provides individualized recommendations and recognizes the interactions of earnings, benefit programs and work incentives. It includes alerts to possible problems and has a help section for federal and state benefit information with Virginia specific information. We're allowed to show the client four side by side comparisons -- that help people make a decision about going to work and the benefits that provides. In terms of capacity building for these services, we started slow in fiscal year 2010, and had 51 authorized services through eight providers, as you could see on this list over the past several years, the number of providers and services has continued to grow and this has been in line with the growth we've seen in our cost reimbursement. In addition when our clients use WorkWorld for the web and other WISA services, we've identified that our clients have a 75 percent successful closure rate as compared to 41 percent for the same population when no work incentives are used. This percentage rate has remained consistent through the growth and authorization. And that's a really key thing to what we're doing. Work incentives are critical. We just started looking at how to get more involved with section 503. As an agency we're getting inquiries from federal contractors that need to expand their hiring rates of persons with disabilities to meet the 503 compliance regulations. As the leads come in they'll be send to our partnership-plus and we have other avenues to tap into this resource as we develop it.

Gregory Bell: Thank you, David, we'll now hear from Amy Wallish. 

Amy Wallish: Great, thank you. Hello, everybody. Thank you for allowing me to be on today. I wanted to just start by letting you know a little bit about what we do. We're different than most ENs. We started in 2011, we're a small for-profit Employment Network specializing in work incentives and benefits counseling. We have five current coordinators on staff. Three of them are also trained as work incentive advocate specialists in Virginia. So we really provide that benefit, that work incentive counseling piece to everybody who comes through our door through our employment network. Our strategy is all about partnership. Next slide, please. And so this slide is showing, we serve nine different states, in Virginia. We serve the entire states. These circles here indicate areas where we have formalized partnerships with other agencies and maybe employment networks, they may be just other service providers of DARS. So we -- we work with them through ticket to work for the employment network, through partnership-plus, through expedited handoff to serve individuals in these areas, next slide, please.   
And so we really partnership with really anybody who is interested in the ticket program. So other employment networks, sometimes -- some of the agencies who are employment networks or were core performing or lower performing employment networks or didn't have the staff capacity to be able to devote to building their ticket program. And so we're able to partner with them, as well as other service providers that are not ENs and then of course we partner with DARS and other voc rehab agencies.   
Really we found we're able to build our capacity a lot quicker and provide specialty support to some of the other agencies that we partner with, and have their own special team, and so when they come together with us regarding benefits and counseling and other agencies providing their specialties, we're offer to provide more services to the individual. And there's that transition from VR when they get ready to close the case and to do Employment Network. We work really closely with those folks and with the -- with the individual counselors when they're getting ready to -- to close cases for -- successfully for people who are employed. Next slide. So really, Full Circle, we have really three different types of models that we work under with our partners and the first one is an administrative en where we ask the employment network on record. We provide just the administrative support. This would be when we have an agency who doesn't want to go through the whole process of becoming an employment network themselves but they want to take advantage of the revenue that is generated and the services they could provide through -- through the ticket to work program. So we can come in, behind the scenes and provide the administrative support doing the -- the IWC uploading where the intermediary between them and the individual agencies. We also have -- our work incentives model where we provide the benefits and work incentive counseling to individuals that are supported by the partner agency. And so with this model -- this is the one that we -- we use most -- most of our agencies use this model where we come in and we provide the work incentive counseling, the assistance with how to report wages, helping with overpayments, if that's an issue and the agencies -- partner agencies providing the other additional support, such as job coaching, job placement. The other, follow-along services. And then our third model, we have a couple of agencies right now in this model, it is our mentor model. And this is where we are supporting agencies that with not Employment Networks who want to become an employment network within a time frame. And so we have usually a two to three-year time frame. We just started working with another agency where they're doing it for 16 months. We help them navigate the system in filling out the paperwork, how you get disability. Anything that goes with becoming an Employment Network we're able to share how you support, we do training with them, as well as showing them resources through this -- through this model. Next slide, please. So of course partnership with VR, we have informal and informal partnership in several states. In Virginia DARS, we're part of the expedited.

Before ticket closure. This is really valuable, because individuals who are working and they're connected to the VR, but they're getting ready to have -- to leave VR for the counselor, plus myself or someone from the employment network talking to that individual about how we c continue to assist them and with other needs they might have.   
We work very closely through that partnership. We're able to serve more customers through these partnerships. It has allowed us as an agency to work with other service providers throughout Virginia who are serving large numbers of our customers and being able to support them through this partnership. Then of course we also will look at and help track, when we know someone is ready for that cost reimbursement, I'll say hey, David, these are the folks that -- that you should probably look at. You probably already -- he's really good at that -- but we have open communication with our VR partner. It is a win-win for everybody. So to give you a quickly an idea, we started in 2011 and had 11 tickets assigned. As of may there was 130 ticket assignments and we tracked cost reimbursement and we were able to show for people that we serve, 53700 -- 996 -- 537,000 and 996 dollars for 22 people in the last fiscal year. But if you look at the bottom number, that speaks to our partnership model where we help bring revenue of the other agencies we worked with. Where we have paid out to one of our partners so far this year, January through July, 8, $896 and change that's their percentage, we also have our own percentage. When you're looking at your customers and other service providers, I'm sure there are other agencies out that who would love to be able to partake in this and we would be happy to work with them. This is one example of how that can be done. Thank you.

Gregory Bell: Thank you, Amy, for that wonderful presentation. I know Full Circle is doing progressive things here in Virginia. Again thank you for taking time out to present. We will hear from Lauren Parker. She's the Ticket to Work program director.   
Lauren?

Lauren Parker: Hello everyone, thanks for having me on. I'm going to jump in. I know we're limited on time. The SkillSource Group is part of the investment board. If you go to the next slide, it has a map of our web area. You could see in northern Virginia just outside of Washington, DC, we're one of 15 in Virginia and one of eight participating in Ticket to Work.   
SkillSource is the agency of our web, we oversee northern Virginia and we contracted with one of those to be our one-stop operator. However, under the Ticket program we serve the whole commonwealth of Virginia, Maryland and DC. We have been workforce since 2010. Next slide. I was going to go over our program model. You'll see I have four bullet points up there, before I do that, I just want to note that job seekers find us in a number of different ways, referrals from the one stops, partnerships and direct outreach. No matter how they find us they have access to our ticket services regardless of enrollment and WRA. That goes both ways, they have access to our one stop services without assigning a ticket. What is important and I like to note, this means we could be a resource to the job seekers who receive social security disability insurance which is counted toward income purposes for WIA and can make them eligible for intensive services for the one stop.   
Moving on to the first bullet, we have services integration. As many of you may know, that's soon going to be changing. It is going to be workforce innovation opportunities act. I guess we'll pronounce it differently. There's really two parts of this. The first part is -- is that we consider our -- our ticket program an expansion of core services. Our one stops f ticket customers. That includes case management up front that they otherwise wouldn't receive. And this includes one-on-one source, tailored job leads, benefits counseling. Information on disclosure, etc. On all of this information, in addition to whatever else is offered at the core level when you walk into a one stop. The second part is the role we play in the customers navigating the workforce system. This is especially in accessing intensive services under WIEA. We really act as an advocate for our customers by helping them understand the process and work with staff and management and break down any barriers that may exist. This is a valued resource by our one stop staff. The second bullet is work incentives counseling. I can tell you, I realized really -- really early on when we started this program how important it is to get our customers connected to that work incentives counseling. It is critical information and often the first question asked -- in the beginning we built a strong relationship and then later through a strong relationship with DARS, they gave us a great opportunity to person pate in work incentives training through Cornell, this allowed us in-house expertise but given us the opportunity to work with DARS and provide the WISA services.  
And then recently we had the opportunity to take part president BCU training too. This third bullet is support after employment and as you've -- you've seen through today's presentation, there's different models in which ENs can operate. I highlight this because as workforce agency, the follow-up with the customer typically ends one year after exit. Our ticket customers continue to get that follow along support well beyond the period which can be up to the life of the ticket. The last bullet expanding services, it is important to note that because Skillsource is the Employment Network, we're a nonprofit. So it uniquely positions us to go after additional funding streams to compliment our core intensive services for ticket customers. So we could go after different grants and such, next slide, please.   
I have two graphs on there. The one on the left is ticket to work program totals and the one on the right is snapshot of the revenues. Both graphs represent data from when we started the program in 2010 through last year. The graph on the left, you could see the numb of job placements ticket assignments. Our replacement rate has been steady over the years between 45 and 50 percent. Last year we had a placement rate of 48 percent, with hour my wage of $14. So with the graph on the right, represents an increase in payments that we've received since participating in ticket to work. And you could see in 2011, we had payments from six tickets in 2012, it was based off of 14 tickets and 2013, it was based off 26 tickets. And when I say tickets, this really is actually an individual beneficiary that has gone to work. And all of these pages were received only when our customers went to work at a certain amount per month.   
So you can see in the graph there, between 2012 and 2013, we had a big jump in revenue. We went from 25,000 to 141,000. And obviously this was a -- a pretty exciting jump for us. And I attribute it completely to the -- to the opportunity we had as a workforce en to participate in e-pay as of last month our current ticket revenues are at 260,000. And this is exciting for us, because we've been able to reinvest the money back into the program. So some examples of that include transportation assistance, workplace assistance technology assessment and energy closing and a staff position is our most recent hire and moving to the last slide. So I've highlighted four key areas that I think contributed to our success as a workforce en, first is marketing strategy. It is key we align to both core and intensive. This might seem obvious. I mention it because our ticket staff are employees. And not a one stop operator.   
Making sure that the staff and even employers are extension of the services has been key. The second is disability community.   
Knowing our disability community is really important. We have some pretty big players obviously at our centers that include DARS, have been a great partner, as well as some other community partners. Having a program within the one stop that is actively working with customers with disabilities and reaching out to partners and other organizations on behalf of those customers has created a more integrated experience for everyone. That includes one-stop staff. The third bullet is growth strategy.   
We take in steadily, fully but steadily -- we started in 2010. We have -- you know we started out with a part time contractor who was working three days a week and then moved into full-time.   
After that, we hired two part time ticket customers to -- to support the program administratively. Then back in march, three years into the program, we were able to bring on our second full-time staff person which is another case manager. I want to note that having that administrative support from the two ticket customers was really important to our ability to grow the program steadily, without it there was no way to assign additional tickets and help more customers go to work. The final bullet up there, is one stop presence. Since our tickets, as I mentioned before are employed by the nonprofit, it is important to have a strong presence at the centers. We increased it with the second full-time case managers that had dedicated days at the center. This helped the services with the one stop, not only for ticket customers but also on site as resource for center staff that may work with customers that have disabilities but don't receive benefits from social security.   
So overall, ticket to work has been a great experience for us.   
And we've seen success and the benefit of being able to serve more customers in our community. I'm looking forward to seeing -- to grow in ways that we could reinvest our ticket revenues to expand ticket services but also services for all job seekers with disabilities. Thank you. That's it for me.

Gregory Bell: Thank you, Lauren, Skillsource has grown tremendously over the past few years and you continue to do a great job.   
Thank you for the presentation and the work you do here in Virginia. Next we will have Sherman Gifford, the vice president of Choice Group. Sherman?

Sherman Gifford: Thank you. The choice group has offices in Richmond and Charlottesville, Virginia. We have communities throughout most of the state. Next slide please. We serve about 1700 cases and these are referrals from various state agencies, primarily the department of rehab services. Our ticket participation actually started with a handoff case in 2009 and we've been, like the others we've been growing it slowly since then. I currently serve on the board of the National Employment Network Association and learned a tremendous amount from them. We wouldn't be where we are today, without the support of Ashley and NENA. Could I have the next slide? We're a small EN, we serve about 58 beneficiaries and have about 25 split almost evenly between job development and ongoing support. Of those working, eight are partnership clubs and four are traditional ticket to work clients. Our revenues so far have been about 70,000. I anticipate the clients served will grow significantly this year and I continue to be excited about the possibilities that the program offers. Could I have the next slide? The collaboration we enjoy with DARS has been one of the most exciting parts of our ticket involvement. The commitment that DARS has shown for the WISA program has been amazing. And in a few short years as David discussed, it has gone from a little used or recognized resource to one well recognized and readily available to DARS counselors around the state. It has been exciting to be part of that growth. We also collaborated with DARS in the expedited handoff pilot. The goal there of course was seamless service delivery. Given the potential for any of our job coaches to have DARS clients become partnership plus clients, we have put more than 50 employees through the suitability determination process so far that is required by social security. You've heard about the Workworld program. I had the unique opportunity to watch that grow and develop for the last decade and it is really exciting to see where it is now and that it will soon be web based and better able to offer critical guidance to beneficiaries. One of the challenges for us all is to identify those clients who are interested in achieving and maintaining earnings high enough to become independent of cash benefits.   
These are VR clients. The project is a success when we have an opportunity to talk with them before their case closes with DARS. The clients already have a working relationship based on trust with their DARS rehab counselors. We're familiar with these counselors in the various offices around the state. So we're able to identify appropriate handoff clients in advance and that gives us a chance to arrange a team meeting and handle it really like a transition case. For a smooth handoff.   
Finally having ongoing supports from an en helps the DARS client overcome obstacles that may result in the loss of a job and need to repeat more intensive or extensive services. So we're all working toward the same end here. To add more support so clients will achieve long-term success and DARS will have more cost reimbursement opportunities. Could I have the next slide, please? This slide actually shows we have four work incentive specialists, WISAs, by actually increased this to five recently and are working on adding another in the near future. WISAs have a unique opportunity to inform beneficiaries and referral sources about the ticket to work partnership plus program. It can be a natural part of the discussion about benefits, work incentives and available supports. It is my goal to train all of our WISAs regarding ticket to work, so they'll be able to discuss the program with referral sources, identify an appropriate partnership-plus client and complete the individual work plan and other required documents to get the ticket assigned. While WISA services often start the process, it is also one of very important services we continue to provide to both partnership plus and traditional ticket to work clients once the ticket is assigned. And the importance of -- of reporting wages, and the -- the access to Virginia's Medicaid buy-in program are two examples of that. The next slide, please. We have all talked about partnership and have all modeled it on numerous occasions. We presented to clients and their advocates, other DARS vendors and local DARS offices. The message has been that a rising tide floats all boats. We still have work to do in this regard though. I was recently asked how DARS feels about our competing with them for clients. I don't think any of us on the call would consider our relationship with DARS as competitive. Helping those who serve ticket beneficiaries around the state to better understand the opportunities and support available to the ticket program can only help DARS achieve successful outcomes, grow strong vendors and ENs and ultimately help beneficiaries reach their goals.   
Toward that end, we also offer admin en agreements to community partners that are interested in the ticket to work program but not as an EN. We have offered incentive to any job coaches who are able to identify a potential partnership plus candidate if that individual is determined to be appropriate and is accepted into our ticket program for ongoing supports. And finally, Ticket to Work clients are sometimes unable to maintain their eligibility for ticket to work services. Typically the reasons for this are health related. Under the ticket to work purchase agreement, we have an obligation to unassign the ticket when a client thinks they can no longer commit to a goal of staying off cash benefits. In these situations, we're able through our established working relationships to facilitate an introduction to the clients’ local DARS offices so services can continue with minimum introduction. We collaborate closely with David Leon and the client in these cases to promptly unassign the ticket from us. So it is available for DARS. I appreciate the opportunity to share our experiences here today and now turn it back to you, Greg.

Gregory Bell: Thank you, Sherman. The quality of services and dedication that this crew has displayed is impressive. I want to thank you for your work here in Virginia as well. Having said that, I want to turn the call over to Dr. Ashley.

Joseph Ashley: Thank you, Greg, I appreciate the opportunity to be talking with you all today. I do want to say that -- as Sherman was just mentioning, partnership is the key here. And in 2008 when the regs changed and we were able to embark on Partnership Plus, we started down this road and we went very specifically and strategically and we do get asked by other vocal rehabilitation -- vocational rehabilitation agencies, all of them see the value in pushing partnership plus in their states. I would say for us in Virginia, it was a strategic decision. We were trying to grow the availability of long-term employment supports and we were targeting specifically folks with -- with support employment and other kinds of clients that we thought had the ability to go to work full-time. We saw this as an opportunity to increase our cost reimbursement revenue and support our people with disabilities, our job seekers who were going to work in the long-term. We saw it as a win for us and we felt like we needed to bring along some folks. I will say that we didn't get a lot of takers when we first started down this road. We literally -- our commissioner had to go to an advisory group of our -- our community rehab programs and ask for six people to step forward and work with us on this process and Sherman was one of that group. And we entered into another partnership a strategy partnership with the social security administration, some of their contractors, MAXIMUS on how you work with the whole program to make sure that this thing can work for all of us. And as -- we were able to very strategically grow with six individuals and learn how to work this process and do the partnership plus. We're now at about 22 partnership plus en partners. We think it is helping us in achieving our goals of helping support people who choose to go to work. You also saw that we very strategically grew our work incentive specialist advocates. We used the Cornell program and the BCU program to do that with CWICs. We think having a person that understands the work incentives is critical. David has done a great job of making sure that process is in place. We have supported that effort so that now although we do vend a lot of work incentives, we believe we're getting the resources back that we're putting into it. It is increasing number of people who we have been able to help get to work. So we think that's critical. It is something that is a benefit to the agency. We believe our en partners are benefiting from this and most importantly our clients are choosing to go to work above SGA are benefiting the most. I think it is truly the partnership and it takes all of us to make the system work, so the opportunity we want to thank MAXIMUS and SSA for helping us on this. There have been times it hasn't always been pleasant. That's how you move things forward. You got to be direct and be willing to change things on all sides. That's how it has taken and we're very pleased.   
Moving forward we'll look at asset development as another step in this process. It is something that we believe will help. We think when you help people understand assets and how to manage them you create the expectation there will be assets to manage.   
With that expectation, it takes -- it requires employment. So we see that as one of the strategies that we will also be putting forward as we move. So we would just say that's one of the steps we're going to take in the future and we hope to continue to grow our work incentives and other services we provide. Thank you, Greg, for this opportunity.

Gregory Bell: Thank you. I want to take time to thank the entire panel. Nate, we do have a few questions on the chat, would it be okay to take those questions now?

Nate Arnold: Absolutely. Just try and save a few minutes at the end so we could have cost reimbursement updates here.

Gregory Bell: Excellent. The first question is for David, where does the money come from for the initial retention payments to employment networks and do these ENs have to be vendors to participate in the initial payment?

David Leon: The payments become from -- from case service dollars, we open the cases in post employment services, that's the mechanism that allows us to add that to our cost reimbursement claim, and yes, these are to partnership plus groups that are already vendors with the agency.

Gregory Bell: Thank you. The next question is either for Joe Ashley or for David. Since the state agency is a one stop partner, how does the agency determine whether they could take a ticket and work with the beneficial rather or refer them to the agency for more substantial services?

David Leon: Unfortunately many of us on the call are familiar with times where categories are closed. And we all hate when that happens. Especially when category 2 is closed. One of the great thing about partnership plus is that folks don't have to wait and there's somewhere they could go for services today.   
With our partnership plus employment networks, most of the time it is as well as a phone call to discuss, hey, this case is ready to be open opened. That's one of the way Lauren and I worked together the most is around cases like that. On the other side of that, what we've tried to set up is a situation where if that case gets unassigned we're able to refer those work incentives services back to maintain the connection and contact. We really don't see this as competition as much as doing whatever we need to make sure every person in Virginia that needs our services gets them.

Gregory Bell: Thank you. Those are only two questions that we have in the chat.

Michelle Laisure: Nate, do you want to add anything about the updates on cost reimburse?

Nate Arnold: I would be glad to do that. I want to add my thanks to Gregory and the whole panel for their presentation. I thought that was excellent. I must tell you, I feel a little bit like a proud foster parent or something. It is -- I remember in one of my many prior lives back in 09 and 10 when I was working with the partnership plus tiger team, and we were out trying to spread the gospel of partnership plus and get those seeds planted, it is very -- very rewarding to hear that in -- like for example, the California best practice, we heard, Wisconsin and now Virginia, that you know, those results are really starting to come in and it really is as we used to say and they say, it is a win-win-win process. And truly the biggest win in the whole thing of course is the -- the customer. And the fact that they're able to get good jobs, keep good jobs. And ultimately improve their standard of living. In terms of cost reimbursement, I got a few quick updates and then we'll take any questions anybody may have over the phone on that stuff too. July as you would expect continued to be a very busy month here. We paid out a little over 13 million last month, which is a lot of money. Hopefully some of it made it to your agencies. The spending continues to stay steady, because you send in a lot of work. We had 200 new claims last month. I'm pleased to say that everything that came in by July 30th got input before the end of the month. So all of -- anything you sent us, pretty much in July, is actually reflected in all of the -- of the pending numbers that you should see out this. The -- the technicians are currently working February cases. I think we're pretty well done with January. Can't imagine that there are any stragglers still out there. But we're working February and hope to get those wrapped up in the next week or so. But one other item, you know, there's more to what we do here of course than just work the claims and one of the other big parts of that is the -- is the VR help desk where we try to help you with other questions and problems that you're having. Believe me they run the gamut. I will apologize in advance for the last couple of months. Our responses have not been as timely as I like them to be or that anybody on my staff wants them to be. And one of the reasons for that is one of our primary analysts who monitors and responds to those inquiries was Linda Custus and Linda was out for the better part of the last two months having some new bionic parts put her in body. But I am pleased to say that she's been back with us now for a couple of weeks and she’s flogged me pretty good for letting the help desk not be as cleaned up as it should be. But just so you all know, she is in fact back and I think she has a little message she wanted to add about the help desk. So Linda, you want to say hello to everybody?

Linda: Hi, everyone, it is great to be back and great to be back on the first conference call for me in three months. Just to let you know that even though we may have been a little slow in the past, please be patient with us. Because we're working hard to make sure that those requests that you send in to the help desk will get answered in a timely fashion. I'm evening hoping to try to reduce it down to 24 or 48 hours. Sometimes it is difficult because sometimes it involves us contacting other resources. We may have to contact MAXIMUS or our finance department in helping to resolve your issues. It is great to be back and also I wanted to let you know that fleece contact us to let us know when you have a change in your contact information.   
Very important, it saves us time in processing your request.   
And the last thing I wanted to say was when you send your -- just please to continue to secure the handoff for us. Personal identification information. It is real important.

Nate Arnold: Thank you Linda. It is really good to have you back and I know they'll all appreciate that too. I think we still have about ten minutes or so, that we could take questions over the phone.

Operator: Thank you. Ladies and gentlemen, if you like to register a question, please press the one followed by the four on your telephone. Our first question is from the line of Annie Saffron. Please go ahead.

Annie Saffron: I'm from Texas. We want to know when the last determinations were sent out for July. We usually have them in hand by the sixth or seventh of the month. Since this is our closing fiscal year, we're getting panicky, because we don't have them yet. What was the latest date they went out?

Nate Arnold: Don't panic, we were literally almost a week late in getting that stuff started this month. A couple of key analysts that run those reports were out. The first fell on a Friday and one thing leads to another. But they were, I think, done yesterday or today. So you should get them shortly.

Annie Saffron: Terrific. I just wanted to make sure they weren't lost.

Nate Arnold: Hopefully not. If you don't get them, let us know.

Annie Saffron: Okay. Will do.

Operator: As reminder to register a question, please press the one followed by four on the phone. We have a question from the line of Gina Hop.

Gina Hop: My question is very similar. Do you know if the year to date report of clearance for July has gone out? My supervisor that normally gets it has not got it yet. She went through her e-mail and we got it close -- we usually get it the first or second of the month and we have not gotten. It comes out via e-mail.

Nate Arnold: I think that went out yesterday. If you don't get it, let me know and we'll certainly make sure to resend it or send something directly to you.

Gina Hop: Okay. She forwards it to me because she doesn't know what to do with it and I've been watching for it. All right. Thank you.

Nate Arnold: Put it this way, and I got my copy of it and it looked like the other addressees were on there too. Let me make sure of that and we'll get it out to you.

Operator: There are no further questions at this time.

Nate Arnold: I see on the chat line, that Eugenia was hoping to see something about the portal. Unfortunately Katy was not able to make it this afternoon. We'll have more up to minute information on next month's call. I'm not sure if there's anything urgent between now and then, we'll get anything important out to you. I want to thank you all again. Keep up the good work and we'll talk next month.

[Call ended]