**Title –**

**Topic Name**

**3 – 4:30 p.m. EDT**

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Operator: Ladies and gentlemen. Thank you for standing by. Welcome to the all employment network call.
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 star followed by the one on your telephone. If you need to reach an operator at any time please stress star zero. As a reminder this conference is being recorded Thursday, July 9, 2015. I would now like to turn the conference over to Michelle Laisure. Please go ahead.

Michelle Laisure: Thank you operator. And welcome everyone to our Thursday, July All EN Call. I’m your training manager and we are happy you were able to join us today. We will have an update on a marketing summit that took place last month already in Texas. We have two announcements we would like to make before we go into our ticket portal update then we have our second effective practice partnership plus presentation from Iowa. So I would like to first turn it over to rob deputy associate commissioner on the marketing summit recap. Rob.

Rob Pfaff: Thanks Michelle. Good afternoon everybody and thanks very much for joining us. I wanted to talk a little bit about the summit that we held in Dallas. As we indicated several months ago when we discontinued the marketing CD David sent a message out to all ENs to indicate we would hold a marketing summit or several summit as need be to discuss maximizing partnerships to increase marketing efforts for employment networks. The first summit did occur on Wednesday, June 24th. We were able to procure space in the Dallas regional office to conduct the meeting which coincided with the Dallas regional directors and DDS meeting. We had a nice turn out. We had about 45 attendees which included representation from 25 employment networks and those 25 employment networks were a cross-section of the EN community. There were some big, there were some small. We had representation from different parts of the country which was nice to see. We had -- I guess really to summarize we had a really lively interaction.
There was a lot of energy in the room and almost from the beginning we were behind schedule because there was just so much commenting and questions and so forth energized from the crowd that were raised. The presentations during the summit were from NENA. BASS folks talked about marketing tools that are available for employment networks and I thought that session went very well. We had our national training center from Virginia Commonwealth. We had a presentation from them. We had a local WIPA present to the group as well. We had a member from the Texas patch present and talk about the services that they provide in partnering as well and we also had the Dallas regional area work incentive coordinators participate and I believe that all of the Dallas regional AWICs were there but we had at least seven or so AWICs present and as a matter of fact one EN commented to me after the session that it was the first time she had ever had a chance to meet her AWIC face-to-face and that was a very strong session to close the entire meeting out with the AWICs talked about the things they can do to help the employment networks and to improve communication with the local field offices. We really had a lively mix of discussion. We took away a bunch of action items which we have captured and we will go over. Just to give you -- as part of this we also provided evaluations for the participants to provide feedback and really what we wanted to get at was this something that you felt was beneficial as an EN. We didn't want to continue to engage in these unless we were confident and sure that we had a productive session where we had specific goals and action items solicited and collected from the participation of all members. And really the overwhelming response was very positive. We received in general a response that the attendees felt the summit was extremely worthwhile. As a matter of fact many of the EN participants had expressed a wish or thought that they had hoped that we could have even more time perhaps an additional day to continue our discussions.

 Some of the specific or general things are benefits that we were able to get out of the meetings were a better understanding of the various players or stakeholders in attendance and best ways to collaborate and work together moving forward.
We confirmed the direct marketing using secure access to beneficiary information is important for ENs for connecting beneficiaries to employers offering jobs and we discussed at length the things that we are doing internally and that's to say to work through the issue of providing that information and we are still working through that every day. We are working towards finding a way to facilitate a transfer of some kind of information in the safest possible manner. But more to come on that. We also learned about existing tools, materials and outreach strategies which can be used right now that don't involve fee type p iii being transferred. We developed some new ideas for tools and materials and outreach strategies which are part of the action items that I mentioned previously. We made -- and a big part of this was it was an opportunity for those participants from various stakeholder groups and employment support providers to meet each other face-to-face and share, you know, the thoughts and the issues that they are facing in their day-to-day interactions which is really a big part of it. They also, you know, we had a big robust question and answer session which we had to kind of curtail in order to get all the speakers time and make that available for the speakers that were there.
And finally the ENs requested SSA have more meetings similar to this and really keep the conversation going. So in summary I would like to thank all of those who gave their time and, you know, really, you know, took on the expense to attend, to fly in and attend the summit.
There were so many folks who helped make this happen. In addition to thanking all the stakeholder attendees I want to thank the awesome staff for providing the planning and facilitation of the event. So with that I will take it back over to Michelle.

Michelle Laisure: Thank you for that overview. Boy it sounds like you guys were very, very busy and we're looking forward to hearing and seeing the next steps on this effort. I know there was a lot of good conversation and the outcome report looks really good. And most of all thank you for taking your time out to be part of the planning as well as attending the session. I’m sure you received a lot of thank you for being there. So perhaps the planning committee thank you for your participation. Moving on then to the two updates. One from Desiree Fitzgerald and the second from Cara. The first one has to do with the ticket portal payment faction cover sheet requirement and the second deals with the pin. So Desiree.

Cara Caplan: This is actually Cara. Everybody should have received a
mass message by now. The portal has been shut down. We're using the ticket portal now and in conjunction with that your password that you use for the portal in sending secure e-mails that was associated with that is no longer going to be in effect.
As the blast states you're going to use your contract number instead. But we have abbreviated it. So what people will be using is TTWE which is for ticket to work and your e number which is your EN number.

 So TTWE and then the last four digits of your specific contract number. If you don't know your contract number it is on your award letter. It's the last four digits. It should have an e then four numbers. If you don't know where your award letter is you can contact ENService@ssa.gov, provide us with your DUNs number and we can let you know what the last four digits of your contract number are. And that is it from my side. Desiree.

Desiree Fitzgerald: Okay, I’m sorry in case we have some VRENs on the call your new number will be a four digit code that you will receive since you don't have contract numbers. We will communicate a four digit number to you all individually. It will be that number along with your state abbreviation and then after that it would be either VR or BL.

 VR would be for general agencies and BL would be for blind agencies. The other announcement that we wanted to make is regarding technical bulletin. And the other thing I did want to mention is that the PIN communication is actually coming out this afternoon. But you did receive a communication prior to this meeting that was a technical bulletin about the ticket portal payment fax cover sheet requirement. We just wanted to reiterate that if you are sending in your evidence through the portal that you must use the portal generated fax cover sheet which has the fax phone number on it and that you must use that cover sheet and that phone number together. If you use a different cover sheet with that phone number it will not be routed to us and we will not have received the evidence which means your pending payment request would expire after nine days because we have not received the evidence. So we do urge you to make sure that you use the portal generated fax cover sheet.

Michelle Laisure: Thank you Cara and Desiree for the updates. Let's now move into the Ticket Portal questions, answers and updates that you and Katie have. Thank you.

Desiree Fitzgerald: Okay I’m going to be giving you updates on behalf of me and Katie. We're doing really good with things. We have 613 users and growing. And we have users that represent 330 EN as and 55 VR agencies. Those are great numbers because that's half or more than half of the users -- of the agencies for both VR and ENs. In terms of the usage of those who are in the portal we've had 2365 single ticket assignments and unassignments and we've had 3783 payment transactions. So these are key numbers because these are the major transactions in the portal. We also wanted to make sure that you are aware that you can do -- you can check assignability in the portal or you can check batch assignability and you can make batch ticket assignment transactions in the portal. So these features are available to you and so you would begin using those and I will be happy for you to let us know if there's a problem with any of those but we are so far getting good numbers in terms of those using those features I just mentioned. And I think that's really probably all we needed to say today is just give you status of where we are with the portal usage. And we look forward to having others of you enroll and join us.
We're continuing with the Wednesday sessions. They only last through the end of July.
But there is plenty of guidance.
There's a wonderful ticket portal user guide and we have some really great on-line training that's interactive and these documents will be updated, you know, even as we get timely progress in the mix and if we have to make some final changes the documents will be updated.
As it stands timely progress is the final piece that we need to make available to you. So we'll keep you up to date on that.

Michelle Laisure: Thank you Desiree. I was going to double check to see if we had questions on the chat line. Do we have any?

Keitra Hill: We have a few questions in reference to the pin.

Michelle Laisure: Cara are you still there?

Cara Caplan: Yes.

Michelle Laisure: Oh good we have a few questions for you then.

Keitra Hill: Okay. TTWE plus last four digits of the contract number.
I’m not clear as to what to use this for. Please repeat.

Cara Caplan: Okay that should be used for all encrypted e-mails. Anything you need to encrypt to send to either the OSM or Social Security that would be your encryption password.

Michelle Laisure: Okay, perfect. Do we have another question on the chat line?

Keitra Hill: No.

Michelle Laisure: Okay. I’m going to ask the operator just to open the line to see if we have questions about the two updates and the ticket portal. Operator will you open up the phone lines and see if we have any questions from our callers.

Operator: You have a question from the line of Susan.

Susan Webb: Hi. I have a couple questions. On the marketing piece are the tickets still being mailed out? How many are being mailed out?

Rob Pfaff: Hi Susan this is Rob. So the average mailing -- so we are mailing notices. We call them the good news notice and it's essentially a letter that informs the beneficiary about the ticket program that they can participate and so forth and they also get a pamphlet, the ticket to work pamphlet and the good newsletter refers them to the call center. So we've been mailing about 35,000 of those each month and I believe that started in April and that is still continuing and will continue. Now we are working to increase the number of mailings.
That is in the works right now.
And hopefully this fall. So what we are hoping to achieve is we -- instead of -- right now what we're currently doing is mailing a notice to essentially new beneficiaries coming under the roles. We also plan to mail the same notice at their one year anniversary and three year anniversary. Okay? So we don't know exactly the magic point for, you know, when that beneficiary might be ready to consider returning to work but we're going to continue to notify them of their eligibility to participate in the ticket program. We think this is the more that we remind them of this the more beneficial it will be.

Susan Webb: Each mailing is to different people. Right?

Rob Pfaff: Correct. They're new beneficiaries. They do get the automated calls as well in addition.

Susan Webb: Um, thank you for that. Um, my second question has to do with an email you sent out on the second about the e-pay that's going to be in place.
And it says on here all your active tickets will be considered and the process involves an automated process, et cetera. You discontinued the QBER. What about the tickets no longer assigned to us. How will we get those payments?

Desiree Fitzgerald: If you have a split payment agreement that would cover you on those case that is are unassigned from you. But other cases that are unassigned from you -- yeah other cases unassigned from you I don't think that's covered. I mean what was done in the past is if the ticket is no longer assigned to you need to send in the ticket request.

Susan Webb: We use the QBER to know when to send it in and now we don't have the QBER anymore.

Desiree Fitzgerald: Okay yeah we'll think about what we need to do in that instance.
We are still working out -- we're trying to perfect the file and cover areas like this. So we don't have it all figured out yet.

Susan Webb: Okay. Good thank you. I’m glad I asked the question.
That's it.

Michelle Laisure: Thank you Susan. Operator we'll take one more call. Also Desiree -- go ahead. Operator do we have another call?

Operator: At this time there are no further questions.

Michelle Laisure: Okay. Thank you for that. Did you have any closing remarks Desiree on the ticket portal update? Just want to make sure.
No? All right. Thank you for that. We're now ready to move into our effective practice presentation and we're really excited about receiving this presentation from Iowa on their partnership plus program and their relationships with their community providers. At this time I would like to turn it over to Leslie Barrett our lead for Iowa and she's going to introduce the speakers and the presentation. Leslie.

Leslie Barrett: Thank you very much Michelle. Good afternoon everyone. My name is Leslie Barrett and I am an account specialist with the operation support manager and it is my distinct honor to enthusiastically welcome you to today's effective practices presentation titled Iowa and partnership plus. If you build it they will come, field of teams. We have a packed presentation for you this afternoon. There are three state partners from Iowa. We'll discuss common goals and collaborative processes that they have built in Iowa to create a field of teams to develop a successful win/win partnership plus strategy for both the agencies and employment networks in Iowa. You will learn about how their agreement was developed, how state agency coordination occurs and what post VR services are provided including the crucial component of benefits and work incentive planning. At the end of the presentation we will certainly give all the participants an opportunity to ask any questions to our speakers. Without further ado I would like to briefly introduce you to our speakers today. Next slide.

 Lee Ann Russo is at Iowa rehabilitation services where she has been employed since 1988. Our second speaker is the vocational rehabilitation program supervisor at the Iowa department for the blind and brings 13 years of experience to our partnership plus model and third speaker is Shelia Stoke who works with Iowa work force development through DOL and is project coordinator f and brings 33 years of experience.
Today's objectives for this presentation are to learn how partnership plus coordination occurs between Iowa vocational rehabilitation services, Iowa department for the blind and Iowa work force development.
Our second objective is to specify post VR services provided to the beneficiary and our third objective is to highlight growth and results for IVRS, IWD and the beneficiary.
This map shows where the EN work force activity is centered in Iowa. It's concentrated in the center of the state in Polk County. Next slide. The data on this slide shows a couple things. There are currently 1006 tickets assigned to seven different employment networks since the inception of the partnership plus model in Iowa.
The number two thing it shows is that the Iowa partnership plus model has generated over a million dollars in EN payments since it started and the third thing this snap shot shows is in fiscal year 2015 these seven ENs have generated almost $352,000 in payments. And now I would like to go ahead and turn the call over to Lee Ann Russo and Keri Osterhaus. Take it away.

Lee Ann Russo: This is Lee Ann and I want to thank everyone for having the Iowa team on the call today. I will give you historical information so you know we have been in building mode for at least five years with regard to ticket to work and different social security initiatives.

 Our administrator David Mitchell reached out to current ENs in early 2012 since we only had three established partnerships in Iowa. And administrator Mitchell began to ask all Iowa ENs to have partnership plus agreements with Voc Rehab. The goal was to increase the number of beneficiaries entering the work force which is the same goal of every VR agency across the nation to help those with disabilities get to work. So we worked out to the ENs and the objective was to expand options for ticket it work beneficiaries. We sent letters and talked at provider meetings and did some marketing and we did this knowing that ENs help keep clients engaged and achieve optimal employment. That's everybody's goal. So we know helping a beneficiaries gets to work helps everyone and most importantly the beneficiaries themselves. Iowa was encouraged by the success in other state VR systems in addition to federal partners who wanted Voc rehabs to address ticket to work and there are also federal initiatives that influence our work today and that of the department for our blind which is our sister agency. So here’s Keri.

Keri Osterhaus: Thank you Lee Ann. I just want to share that prior to last fall or fall of 2014 the department for the blind did not have any Partnership Plus agreements in place and IVRS reached out to IDB to create the partnership plus agreements and we now have two agreements in place with employment networks.
Our goal in addition to what Lee Ann has said is to ensure that individuals we're serving receive the follow along services, benefits, counseling, and assistance with reporting earnings as well as to ensure that they have supports in place once we close their vocational rehabilitation case. And back to you Lee Ann.

Lee Ann Russo: I do want to acknowledge the role that the operation support manager has played in Iowa to help develop and improve our partnership plus activities. I specifically want to note that Leslie has been great to work with. Both she and Ann came to Iowa last august. They met with state staff, they met with current and potential EN partners. Prior to that Leslie facilitated a Voc rehab EN partners conference in June last year. This was a statewide call that helped us build some bridges between the partnership plus ENs and Iowa VR and during that call we discussed our issues and talked about successes and also we provided updates to each other so keeping with communication minds open we reviewed the handout process to make sure beneficiary was not dropped after the Voc rehab closed. We also talked about how to improve our processes.
So the teleconference, the face-to-face visit has been very beneficial. I do want to say too the current staff provided almost immediate answers to questions or concerns that we have. So any roadblocks that we might encounter or just any inquiries we might have are very easily and readily answered at OSM. It's really been a great support and it provides assistance to all stakeholders.
You know, both the state agency reps and our partners alike. My role as the ticket coordinator at Voc rehab is to help establish the partnership plus agreements and these can usually be established within a month if a community partner is interested. We try and market our partnership plus activities and ticket to work initiatives to the ENs and around the state.
Of course we develop and track numbers and we want to make sure handouts are occurring so we don't leave a beneficiary handing once they leave the Voc rehab system. So as a note I would say that we've handed off 91 cases between October 1 and march 31st of this year. So October 14 to march of this year 91 hand offs. We have a website we try to maintain both for an internal intranet and external website is for partners to keep in touch and abreast of issues and the burgeoning partnerships that we're developing and we also want to keep our staff apprised of what we're doing with regards to ticket to work because we've had turn over and staff need to be updated with regards to anything related to social security. So I will confirm that voc rehab wants to be an active and responsive partners to ENs in Iowa. We have goals established and these are to increase our hand offs to an EN to increase the ticket assignments and increase ticket payments. I mentioned his recruitment and partnership plus roundtable that OSM and work force and the ENs participated in last year and this was probably the most valuable piece I would like you to take away from my conversation. Bringing the players in for this two day event really resulted in many advantages. This meeting was very well attended. It helped voc rehab increase our six partnership plus partners to 12 within a year. Leslie provided the tangible on-site and step by step training on completing the RFQ and walked through the process of becoming an EN with potential partners and, you know, she provided updates from social security, talked about the technical assistance that was available and really helped to build collaboration and
momentum in Iowa. All right next slide. Okay. Go back. All right. Within the voc rehab system IVRS ensures every beneficiary coming receives benefit services. So we trained our internal staff on benefit planning, counseling and also to have access to other entities when a case is too complex for us to assist with. We've p benefited from ongoing conversations supported by OSM with current and potential EN partners. I mentioned we've
expanded our current pool of ENs and we want to make sure we hand off these closed cases prior to closure. So we talk about the selling points for a partnership plus agreement and having a job candidate continue to work with an EN partner. Of course those benefits include protecting the beneficiary and the support services that an EN provides like the follow along, the benefits counseling, the ongoing support services, job retention, job coaching, even transportation and education and training. So I just wanted to reiterate what social security says about Partnership Plus.

 Partnership Plus benefits everyone involved. First the ticket holder who will work with the agency to receive initial service s and support including job placement services. Once the state VR agency provides these services and the ticket holder is stabilized in employment for 90 days the case is closed. At this point they can assign the ticket to an EN in order to retain job retention services and other ongoing support to maintain an advance in employment. So we've changed our system truly in Iowa to address this because we believe what social security says about partnership plus too we want to provide a beneficiary with ongoing support service toss make sure once they're placed on a job that they will continue to have whatever support may be needed to retain that job. Voc rehab staff use a cheat sheet to make sure they follow the process laid out to inform a job candidate about ongoing support.
We have our data person send a ticker out. We also provide informational materials to internal staff and external partners about ticket to work on our website. Prior to closure voc rehab staff help coordinate a hand off. We provide information about the 13 different ENs that a job candidate can opt for services from and then we make a phone call to introduce that job candidate to the EN of their choice. And finally to help cement VRs commitment to planning our counselors are evaluated. So this has been written into the performance evaluation within our system. All righty. Next slide. I've talked about the 13 agreements that we currently have and we appreciate these. They help make our process as seamless as possible for a beneficiary. As far as the data goes you can see the closure numbers and individual ticket holders both increased since we really began to address and enhance our processes for beneficiaries. We want these numbers to continue to grow and are always interested in refining our processes for the benefit of a job candidate. 147 of the 2205 successful closures in fiscal year 14 who were SSI or SSDI beneficiaries achieved successful activity. So in Iowa we do strive to approach this as a partnership versus a competition. What we've built requires us to keep in mind the following and that's that we can't do it alone. We have to make our processes easy for us.
Especially the beneficiary. And when you establish a good foundation that's built on partnerships and not competition if you build that they will come.

Keri Osterhaus: Shelia are you there?

Shelia Stoeckel: Yes I am here. Sorry. I put the phone on mute and everything. I just want to talk a little about the Iowa Workforce Employment Network. We have been an employment network since 2007. We have three work force centers then we have 14 that are part of the Iowa partnership network. So those ticket requests and paper work and everything are all done by the state, not by the individual centers. But we provide a variety of services.
We can do job searching, job matching, on the job support, continued education classes, computer classes. Other services are provided too. We have an integrated work force center. So everyone that comes in the door is entered into WIA core services. We have another group for more intensive services. One of the things we do a little different in Iowa too is we run a report every quarter that tells how many people have a disability which helps us identify the customers that might possibly need additional assistance. We take no sir names and we share them with vr and we find out if any of those tickets are assigned to vr. If they're not assigned to vr we'll have a discussion with the individual about assigning the ticket but if they are assigned to vr we just let them know what's available as far as services available to work force center without assigning the ticket to the work force center.
Key services, I believe it's been really helpful, the benefits planning piece to the initiative. We have five pilot region that is have disability resource coordinators or subject matter experts in their centers.
They are all trained and certified. So that's a pretty popular service and there's a lot of providers and other agencies that are referring to the work force center for that disability resource coordinator to discuss the social security work incentives, what services are available for them there and explain about the ticket and see if they want to keep their assignment with the work force center. We also have a very good partnership with our work incentive planning and assistance projects from social security. And they pretty much instead of having to cover the whole state they cover all but those five regions that we have.
They provide the services.
Again voc rehab if it's a more difficult case, more in depth we're going to refer them probably to the wipa. It will take a lot of that person's time and take away from the other services they do. So that close relationship with wipa is great.
It provides a lot of services for our customers. Next slide.
So why partnership plus is so important? After that voc rehab for the blind -- our beneficiaries can receive follow up services and they might just need someone to pop in every once in a while or maybe they are working and they quit their job or lose their job. They can find another job hopefully again. That helps people stay employed longer. We've had some pretty odd reasons for somebody to quit their job. I’m sure you all have too so again we provide those services and its great.
One other thing about the ticket and partnership plus is it helps us maintain and improve our accessibility to the centers.
If we can use those ticket funds to maintain things going on now serving our customers. That's something they put in the regular budget so it's nice to have that pocket of money to provide those items to services.
The other thing with voc rehab and department for the blind -- department for the blind doesn't have a waiting list but if somebody's going on the wait list we can send them to the work force center whether they sign a ticket or not. We can work with them to do the job search, do the resume class, and do the computer classes, things like that. Hopefully they will get employment before they even have to get into vr which is a cost savings for all of our system so it works really good.
It gives them information about services through the work force center. As far as strategies we've probably done it all. We have posters up in the centers.
We have -- most of our centers have a tv screen that posts jobs and announcements and things like that. So we have information about benefits planning and about the disability resources available to folks if they need them. We also do a lot of presentations to get the word out about the services and what we can assist people with. Of course we have a website and tv ads, YouTube ads are out there. We have benefits planning videos from Iowa. So again we give them a lot. We try to go where, you know, people with disabilities are going, you know, the doctor's offices, the bus stops.
You know, that. So we can get the word out there. And it doesn't cease to amaze me how many times we go and we've been around for a long time. We've been doing a lot of this stuff for a long time and people will say nobody ever told me about that or I didn't know I could do that. So obviously we haven't reached everybody in the population we want to reach yet but we're trying to go everywhere. So I think that is it for this section and me. I can't remember who goes next. I’m sorry.

Leslie Barrett: It's actually lee ann. Thank you Shelia. Thank you so much for that really valuable information for work force for providing work force. Now we'll actually turn it back to Lee Ann and talk about results and potential.

Lee Ann Russo: Here I am. I’m pretty sure everyone on the call knows that voc rehab is an employment network and agency -- and our agency puts a ticket in use when we serve SSI or SSDI beneficiary.
Of course assigning the ticket is not mandatory but it does allow our agency to be reimbursed for funds expended and thus helps serve more clientele. For employment networks already working with the individual voc rehab has it written into our partnership plus agreements that the EN will unassign the ticket in order for voc rehab to put it in use.

 Even so there's plenty of tickets to go around Iowa and I imagine that's true in other states. There are over a hundred thousand ticket holders here and from what I understand 13.7 million beneficiaries in the US but Rob can correct me if I’m incorrect. There's 121 employment networks listed on the SSI ticket to work website.
Many of which are out of state.
And voc rehab is currently serving 12500 job candidates over 300 of whom are ticket holders. For partnership plus EN working with voc rehab, voc rehab receives the phase one milestones leaving the phase two and outcomes available to that EN partner. So the most encouraging statistics that I would want to share would be that over 40 percent of the ticket holders want to work. So that's good news. And IX really have to give voc rehab administration a lot of credit for setting the tone and expectation that our staff become well versed in benefit planning services. Everyone who is on the benefit deserves that type of counseling and service provided to them. I also want to acknowledge the 18 staff that Iowa voc rehab trained in benefits planning services and that's one for every office within our state. I’m going to share some perspectives from two of these talented staff. I'll talk first about Lynette. In 2013 three Iowa state students got off their benefits. Here are examples of others who have left the benefit system.
Lynette worked with a software engineering earning money about $50,000. A landscape designer who is earning $2,100 a month, a youth counselor earning $19.30 a month, assembler earning $2,100 a month, production worker earning $2,200 a month. So Lynette does say there's still individuals who want to continue their benefits and the example she provided was the cashier at wal-mart who earns $780 a month and a home health aid earning $800 a month. But she also shared this story and I'll read it to you quickly. I have a good example of a past plan person whole goal would not be achievable. She is working part-time in school but won't be closed. I write path plans with students but this is different to me because of the significant progress she's made and the different tasks made in our ability to progress. It's to cover her car payment, registration and help with tuition. She had poor hygiene and struggled with completing classes and history of losing jobs for a few weeks although she wanted jobs. Once she had it she was comfortable trying work knowing she would have ssi to fall back on. She's maintained the same part-time job ever since almost two years.
Her job is also good experience for her career goals. She has worked hard on manager hygiene and personal issues and made progress with these. While she continues to work on disability management and building personal strategies for success she's gaining work experience and earning credits to continue into her grad school. The plan is for her to get a part-time job out of grad school which will earn enough to go off benefits and gradually increase hours until she's working full-time or as much as possible for her.
Without it she may not have obtained her current job which is building her work experience and confidence in herself. It's been helpful for her to see she can achieve her goal and move out of poverty. And just another person's perspective who works out of our waterloo, Iowa office as a benefit planner.
This is jody. I learned a lot from being a benefits planner and I feel we are doing such a great service to those we provide benefits to. There are times when we may not have the answers however it's come to a point where we are able to feel comfortable with reaching out and contacting others who may have the answers and be of assistance. Even though it's a lot of work it really is great that our agency has decided to move forward with having benefit planners in each office. It's better for the individual that we serve and we are there along the way to become part of their journey into employment. So finally I just want to acknowledge beneficiaries who explore options with us to go to work. It takes a lot of guts to consider doing this.
But they need to know that voc rehab services are available for them and this is across the nation. So I want every beneficiary to know that voc rehab is really committed to providing good and qualified and effective benefit planning services. So that's all for me and now back to Shelia and Keri.

Leslie Barrett: And next slide. For the purposes of time I was wondering if we can email out everybody the resources and the contact information because I want to make sure that we have time to take a few questions and answers from our audience. But I wanted to just take a brief moment and thank you all so much for your excellent, excellent presentation today. We learned so much about the Iowa partnership plus model and I think you can provide useful tips for other states looking to implement a similar model. The beneficiary success stories were especially crucial because at the end of the day it reminds us why all of us on the call are here is to help outcomes for individuals with disabilities.
So at this time I would like to see if we can take any questions from the chat then we'll open up the phone lines.

Michelle Laisure: Leslie thank you and thank you everyone from Iowa. That was an excellent presentation.
I learned so much and we will get follow up questions even probably after this call. We don't have any questions at this time on the chat line but I am going to ask the operator to open the phone lines for any questions from our callers.
Operator.

Operator: Again if you would like to ask a question please press star and the number one on your telephone keypad. We'll pause for just a moment to compile the Q&A register. Again if you would like to ask a question please press star one and at this time there are no questions.

Michelle Laisure: Okay. Leslie do you have any closing comments?

Leslie Barrett: No I think I just want to reiterate and thank you so much for joining us for today's effective practices presentation and thank you again to my three wonderful speakers for providing us with all of your information.
I’m really glad to work with you and it's a pleasure to be on this call with you. And, oh, I’m sorry one last comment. So in case you do want to connect with any of the speakers post call all their contact information is here and.

Michelle Laisure: And the PowerPoint presentation is posted on your ticket to work website. Calendar of events. Thank you for that. Any closing comments from Social Security Administration?

Rob Pfaff: I just had one and that was in regards to I did not mention but we are working with the folks at NENA in regards to a second marketing session at the conference in New Orleans in September. But we are flushing out those plans now so there may be -- once we get something more established we will come forward with additional information.

Michelle Laisure: Thank you Rob. And operator I will check with you one more time before we close out our session today. Do we have any callers?

Operator: You have a question from john.

Michelle Laisure: Please go ahead John.

Zee: Actually it's zee. Listen I am rather new to the new EN portal and I've been trying to get -- obtain the training materials. And for some reason I’m not -- I don't know if I’m just really that dense but O cannot figure out what they're requesting in terms of a username and password on the ticket to work website. So I’m hoping someone can assist me on that on the social security website. I’m sorry.

Michelle Laisure: Yes. Desiree or Keri you still there?

Desiree Fitzgerald: I’m here. Let me just ask you a question because you're saying to get into the training material which is actually on the ticket to work website that OSM has or are you talking about actually getting into the portal itself.

Sabrina: I’m actually in the portal but I want to review the training material. So -- as I’m going back to the t ticket to work website it's asking for a username and password and I’m not sure what username and password they're requesting at this time.

Desiree Fitzgerald: Are you already registered for the portal?

Sabrina: Yes ma'am.

Desiree Fitzgerald: Okay. Is Juhi still on.

Michelle Laisure: Can we get your name again please. We can do a follow up and provide you with the information.

Sabrina: Okay Sabrina.

Michelle Laisure: Last name, please?

Sabrina: Stamps.

Operator: Ladies and gentlemen it that does conclude the webinar. We thank you for your participation and ask that you please disconnect your line.

[Call Ended]