**Quarterly All EN Call**

**3 – 4:30 p.m. EST**

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Operator: Thank you for standing by and welcome to the Quarterly EN Conference Call. During the presentation all participants will be in listen only mode. Afterwards we will conduct a question and answer session. At that time please press star followed by the 1. This conference is being recorded Thursday, February 18, 2016. I’d now like to turn the call over to Rob Pfaff, go ahead, sir.

Rob Pfaff: Welcome, everyone, welcome to our first 2016 All EN Call. This is a new process for us, we're excited to change the format and I want to talk a little bit about that before we get started.   
As you can see from the agenda, we have met as a team and we have made a couple of tweaks, important changes to the format of this call and I'll go over these.   
First of all, what we have decided as a team to do is to conduct these calls on a quarterly basis. We are switching from a month to month to a quarterly approach. We feel that this gives us time to prove business topics and areas of concern that we can discuss with you. In addition to that shift in paradigm, we are also going to change somewhat of the outward appearance which used to be more, I guess, maximus-led through the topics that our executives previously would identify as areas where presentations would occur on select topics for dissemination among ENs to a more direct approach. So this is an approach that we're taking to communicate more directly with our EN community.   
As such, we will rely more on your feedback as we go along with this process in terms of things that you want us to cover, areas that you are interested that we discuss and that can include business items or it can include areas for presentations moving forward.   
So we're open to a more direct dialogue in that regard. And the calls will be led by and participation will be received from our internal staff here in ORDES, so we're excited about that change as well. We look forward to moving into 2016 with this new approach and in terms of the format of the call itself, what we will ask of you is that you hold your calls -- I’m sorry, hold your questions until the end of the call and then we will open it up for questions that you have and we ask that you identify the topic that you would like to raise or the question you would like to raise and our folks in the room here will weigh in to give you those answers.   
So without further ado, I want to turn this over into our next segment and that is to introduce our Ticket program manager, which is familiar to most of you, if not all of you.   
As you are aware, this past fiscal year we were in the process of conducting a new search for program manager as the previous contract had expired. And maximus received the award of the contract. They were previously referred to as the operations support manager. However, when we drafted and consolidated contracts for marketing and operations aspects the Ticket to work program we decided to refer to our new contract as the Ticket program manager contract, so we will use the TPM acronym, or Ticket program manager euphemism moving forward. So we want to welcome the folks at maximus, they have been valuable partners to us throughout the implementation of the Ticket program and the management of the Ticket program, and so what I’d like to do is without further ado kick it over to Sabra Gardner to talk about some roles and contact information as well as areas of responsibility. So, Sabra, if you would, take it over.

Sabra Gardner: Thank you so much, Rob, and hello everyone.   
As the title, Ticket program manager describes very clearly for you with the combining of the two former contracts under OSM and bas, the scope of the TPM is all-encompassing. So I wanted to provide for you a little overview of really what our focus is, how we are aligning things in order to support you and then share with you some of the changes to our essential personnel that are the folks you would deal with for various issues.   
So the purpose of the Ticket program manager really and in combining the two former contracts into one, SSA's purpose is coordinating and merging into a seamless effort all beneficiary and EN marketing, outreach, training support and performance monitoring. So the specific tasks that we are focused on is conducting outreach through broad based targeted marketing to beneficiaries, facilitating beneficiary access to ENs, recruiting experienced highly qualified ENs, assisting SSA in facilitating and monitoring active EN participation in the Ticket program, facilitating in the Ticket assignment and EN payment processes and assisting SSA to ensure the quality and integrity of EN Ticket services.   
So those are the main goals of focus for us and we do that through a variety of means with a large staff team.   
In terms of a timeline, Rob mentioned we have gone through a transition period that ran October through December and we are still actually we do have a little bit of the former BASS contractor, they are still involved to a small extent through the end of March helping us facilitate the virtual job fair that you will hear more about later next month, and also providing a small component of support for the help line based on a large increase on mailings from the agency, which you will also hear about later so FYI on that for you.   
With the Ticket manager the way we have aligned things, we think of essentially 3 spokes and as you know from before we were focused on maximus specifically was focused on operations of the OSM and dealt largely with service providers and systems-related things and the bas contractor focuses on beneficiaries. In combining into one the way we have aligned things is a little bit different. We still have our systems team and they are integral to how everything operates and they work very closely with SSA, and then we have two separate areas that overlap quite a lot. We have all of our program operations which includes both beneficiary support, provider support, our payments group and program integrity that assists SSA in auditing and things like that. And so that is sort of essentially one-half of how we have aligned things.   
And then we have a program development side of the house and that is where our EN development team comes in on recruitment, where our training team comes for Ticket training and then we have program outreach efforts and community outreach efforts. So that is how we have chosen to align things so that the same teams, if you will, are working together to support activities whether that be an audience of employment networks or an audience of beneficiaries.   
The personnel that you will deal with so that you are aware, of course, Sabra Gardner, project director, my deputy director is Lawanda Hawkins, the person in charge of all of our operations is Debbra Tennessee who many of you know from working in the payments arena, nobody better to handle operations than Debbra Tennessee.   
Managing our program side of the house for TPM is Tammy Liddicoat who came to us about a year and a half ago, I think, from an EN and brings with her of course a wealth of knowledge about how ENs function and what's needed and a lot of interaction with ENs to be able to help us formulate strategies and move things forward.   
In terms of the call center we have launched a beneficiary call center, the help line, which is housed in Texas. Lori Armstrong who many of you worked previously on timely progress is our beneficiary support manager with ultimate oversite of the call center operation. Adelle Barr, who many of you knew through Ticket assignment work, is our training manager, managing program outreach for TPM is Karen Davidson and then provider support, many of you know because you speak with her regularly, Janet cousins. And I did want to let you know the EN development role previously held by Michelle Laisure, Michelle transitioned to a new position with maximus so we'll be filling that position shortly.   
In terms of contact information, though we are calling ourselves the Ticket program manager there is no change to the contact. So the Ticket help line phone numbers are exactly the same. Those have transitioned over to our ownership. The operating hours for the Ticket help line remain the same, 8 am to 8 pm standard time. I will give you that Ticket help line just so you have it, even though you all probably have it memorized. 1-866-968-7842 or the TTYP number, aupb-866-833-2967.   
The web sites remain the same so your provider web site is the same and then of course choose work ptw.net for beneficiaries. We still of course receive email, support @ choose to work dot net, some changes there, and we still operate a payments help desk for changes and systems help which is at the same phone number with the same hours, 1-866-949-3687 and that team operates Monday through Friday on 9 am to 5 pm eastern. You can also email them at EN payments help desk at your Ticket to work dot com for payments questions or [ENsystemshelp@yourtickettowork.com](mailto:ENsystemshelp@yourtickettowork.com) for systems related questions that our team with help you with.   
That is the TPM, here to support your every need. I will hand it over now to Cara Caplan.

Cara Caplan: I’m going to reiterate a little bit what Sabra just said. All of your EN business concerns should be addressed to your EN specialist at SSA if you do not know who that is please send an email to [enservice@ssa.gov](mailto:enservice@ssa.gov) and we will let you know. You will no longer have a representative that you should be contacting at maximus, you should be contacting your EN social security representative. The only issue that you should be going to maximum in us for, as Sabra stated, are portal issues which are at EN issues help at your Ticket to work dot com. Payments and assignability issues should go to the EN payments help desk at your Ticket to work dot com. Assignability can also be checked in the portal, which we recommend. In the near future the portal is going to be mandatory for all ENs so if you have not already registered we strongly recommend that you do.   
You should also go to your social security EN specialist for issues. Some things have changed recently with suitability, so now when you send your equip applicant listing we would like you to send a copy of that to EN service at SSA.gov. It will allow us to help manage your request with our suitability office and there's a new feature with the e tip applicant that it says click to sign for signature forms so you don't have to send any more printed, the signature form printed information.   
And that is it. I will turn it over to Gary for proof of concept.

Gary Rauch: Hello, everyone, this is Gary with outreach support, I want to talk to you about the 3 proofs of concept one of which we have well underway and the other two are in the process of launching.   
The first one is the benefit planning inquiry, or BPQY project. We have been involved with this since approximately March of last year, so almost a year. And we had, the concept behind the proof of concept is that we wanted to see if we could provide a faster and more consistent level of service from a centralized base. So with the help of approximately 38 (inaudible), 14 employment networks, 13 WIPA's and two agencies that are both WIPA and be two VR's, a couple of them very large, we have generated in that time frame nearly 8,200 BPQY's in an average processing time of fewer than 4 business days.   
So I think we have pretty much demonstrated that this is a viable option and we have presented that to our executives and we are now, with their approval, seeking additional resources to modify the structures of the BPQY itself to put it on a stable platform and our plan is to continue to proof of concept until that's complete and if at all possible we may expand it just a little bit to a few more agencies and eventually we hope to have a completely revamped and revised BPQY that would be, that would be provided by SSA rather than through the field service centralized location.   
So that's the plan and that's where we are with that process.   
The second is the, I've been referred to it as the wage reporting proof concept, wage verification. So we are in the planning development phase of this proof of concept and what we are going to do is to facilitate the transmission of verified wage information that are presented to employment networks by our beneficiaries and reported to our payment staff at maximus and what we're going to do is change the internal process within SSA as to how that information gets transmitted to the field office in such a way that we are going to improve the process of getting those wages entered into our system and hopefully -- and we are going to prevent, hopefully eliminate, overpayments with this particular subset of reporting.   
So this is involved quite a bit of behind the scenes action on our part. We had hoped to start it a couple of months ago but it is moving along and we hope that sometime in March we will be able to proceed with this. We're going to start with a small number of ENs and then we hope to expand it to a larger group as quickly as we possibly can.   
The third proof of concept is what we call the marketing proof of concept. And that is one that has to do with a broader EN marketing issue that in part came about when we stopped sending out the CDs. And for, because of concerns about PII and SSA's role in protecting our beneficiaries' information, so what we have done, we've sent out to a small number of agencies the possibility of us at SSA coming up with records that are targeted to marketing needs and this is also proven to be quite an involved process but I will tell you that we are planning to try this out, we could do, see if it all works, all the tech any logical and the other aspects involved in this process. If everything plays out we hope to have a rollout schedule to those individuals that are involved in this sometime in the next month. So that pretty much gives an update of where we are with regard to this. At this point I’m going to turn this over to Mark Green to talk about other marketing issues.

Mark Green: The most interesting thing I think are the Ticket mailings that we've been discussing for a while. The mailings are coming in essentially 3 buckets, you can think of it that way, it's the same letter.   
The first bucket is the sort of notice you are familiar with, it comes to beneficiaries shortly after entitlement, it's the one we stopped in 2011 and started in February, I think.

Unknown: I think it was April originally.

Mark Green: Well, call it the start-up notice. That depends on the number of beneficiaries every month and applications have been trending downward the last couple of years, that number has averaged around 20,000, 20 to 23, and we should expect that.   
Second big bucket, we talked about this before, we send out anniversary notices. It's the same notice on one year and three year anniversary of the beneficiary's entitlement, this is basically direct marketing theory, you tell them and keep telling them. That's around 70,000.   
And the third bucket is the catch up, we are sending notices to ought beneficiaries who would have received them from July 27 to March 2015 but didn't receive them. That's been averaging, that will average around 65,000 except for February and April we're sending out some more notices those months because we started these late. The idea is the catch-up notices will be done by the end of the fiscal year and then when October and November rolls around everybody is going to be on the same (inaudible), you get an initial notice, then one year and three years. We're very pleased to send the notices again, it's a powerful marketing tool. If your calls, you can tell me from your call metrics if your calls pick up when you get these notices I’d appreciate hearing from you.   
The second item is the IVR or auto dialer calls that bas was making that we suspended as we were transitioning to the TPM contract, they are going to start up again sometime in mid-March. If you recall, or if you don't, we were making 25,000 calls to basically newly entitled beneficiaries and we are going to start that up again soon. Also calls to beneficiaries who have had a successful closure through the EN agency, those calls are basically called roughly partnership calls, congratulations for successfully closing your VR case but there's more work to be done and there's ENs who can help you with your follow along services. You should look for those the middle of March. Again, I am really interested in hearing from you a response as well as the notices so please get in touch with me personally.   
The last item before I turn it over to Rob today, we have two work groups you are probably familiar with. One was the BASSs work group, which focused on marketing, and the BASS ran, I participated in all those and frankly they were disappointing, the participation and number of ENs who called in and the participation during the calls really didn't justify having those calls.   
We're going to try entertain questions along those lines, during these calls, they are quarterly now, and they are not 90 minutes, therefore a great opportunity to cooperate back and forth. If you think the BASSs calls are worth starting up on their own, at the end of this present we have a question answer, if you can get in and address this issue then. If not send your opinions to en operations at your Ticket to work dot com. That applies also to a second group that Sabra was running, the operations group, we're just not sure it's worth all the time we were investing in it. EN operations at your Ticket to work dot com. I hope that's somewhat good news and will turn it over to Rob for a brief update.

Rob Pfaff: Thanks, Mark, and to piggyback on mark's comments, as we move forward we can carve out pieces of the agenda for future quarterly EN calls for specific elements such as mark hitting topics or operations issues. Best practices regarding each or whatever the case may be, but again please give us your input so we can conduct a planning and outreach necessary to get those things on the calendar. So we'd like to hear back from you.   
Regarding the marketing summit follow-up, as you are aware we had two sessions last year before the end of the fiscal year wherein a new fiscal situation this year, the budget situation, this won't sound like a surprise to many people because it sounds like we are a broken record but we are in a dire budgetary situation and there are extenuating circumstances for that that I won't get into, but suffice it to say flexibility for things such as travel are going to be very tight this year. That's what we've been told. We are waiting to find out exactly what our fiscal situation will be, all those things are being decided right now by our office of budget. So more information regarding that.   
You are also aware that we transition contracts this year so we had to sort of put some of the activities identified through your feedback from the marketing summit on the shelf because we had to transition things such as the call center and other fundamental operating aspects of the program over to maximus.   
So there's been a lot of work in getting people hired and suitability and so forth and so on, I won't get into that as well, but we've been really busy trying to successfully transition timely some fundamental aspects of our program. And so some things as a result have had to take a back seat. I will tell that you a lot of the items that were mentioned from a result of the marketing summit were things relating to the need to conduct training for field office staff and how they communicate or discuss the Ticket to work program with beneficiaries and how they interact with service providers and other stake holder members. We, as a result of the Dallas summit, one thing that moved forward that we can share with you is that the Dallas area work incentive coordinators work together to help us develop what is going to be a video on demand or a presentation for all field staff, which is basically going to consist of two parts that will walk through how to discuss the Ticket to work program with the public that are interested in finding out more about going back to work. We're excited about this. That is in the works and we project that to be released out to the field in March. We're hoping that that will improve the dialogue currently in place among the field components and the public on Ticket to work. So that is one piece we were able to achieve. The other elements, the marketing is underway, we're moving forward with that. We will follow-up with you in the next call or more specific pertaining to the things you identified would be helpful from the marketing summit and give back to you one.   
So without further ado I’m going to turn it or to Laura who will talk to you about virtual job fairs.

Laura York: Hi everyone, this is Laura York. We are pleased to announce we will be having a second virtual job fair. That will take place from 1 to 5 pm eastern. This will target jobs specifically in DC, Maryland, New York, West Virginia and Puerto Rico. Although the jobs themselves are located in this areas any beneficiary who has a Ticket assigned and was job ready at the time of the event is free. Find a job that they are interested in and would be offered or telecommute, whatever applies to the beneficiary. This applies to whose Ticket is signed and has signed the necessary consent form and registered for the event. That consent form and the register can be found on choose work dot net and you should have been receiving information about that via GovDelivery and will also contain information about some of the employers she anticipate having on board.   
Talk to you a little bit about our as a social security (inaudible) help your beneficiaries to find gainful employment but also for yourself ultimately been paid by them becoming employed. We know it's a long process but it is a really great opportunity for you and we're hoping that you look at this as an opportunity to further yourself as well as to help your beneficiary.   
In light of that we're asking that you not only assist them in the registration process, but as you are able to please make yourselves available to be with them as they navigate the environment and will help them interface many with employers answer those interview questions and make the best showing that you possibly can. He is really looking forward to that.   
Some of the employers we anticipate, right now this is a partial list, some of them are merrimack, tv bank, anthem, pepsi, maximus, con net, terminal bbc, hyatt hotels, those are a few, we anticipate more. Again, their jobs are located in the state I mentioned but any beneficiary who is job ready can participate as long as they register and have their consent form signed and are willing to move if that's necessary for them to do the job.   
In order to help your beneficiary make the most out of this event we are offering training for service providers and those obviously would include ENs and VRs and those are beginners. The first event took place yesterday and that was help beneficiaries learn more about section 503 and there are opportunities to find, work with a federal contractor. Again, all of these employers are federal contractors so it's a really good tie-in and we would also encourage you to (inaudible) that why so you are aware of what your beneficiaries are learning about section 503. The next event will be March 2nd and that one will be about virtual job fair readiness, we will be having a demonstration and how to train in to that event.   
The last session will be on March 9, your beneficiaries will provide you with some tips on helping them make the most of your event.   
Information will continue to go out as they learn more about the employees and the jobs that they offer. So we encourage you to if you have job ready Ticket assigned -- encourage you to have them participation on March 16th from 1:00 to 5:00 pm   
now we'll turn it over to Katie for information about the Portal.

Katie Striebinger: Before we do that, there's a question in chat. (inaudible) .

Renee Clark: At this point we will need to reregister and assign a new (inaudible) for each job.

Katie Striebinger: Hi, this is Katie. We had information out earlier about how you can use the find help and verify that the information on the web site is correct that you want displayed for beneficiaries when they search the tool. If there's a change to the content on that site for your ENs, you need to send an email to [enservice@ssa.gov](mailto:enservice@ssa.gov) and be as specific as possible.   
Another feature that is on the find help tool is that your employment network can have a description of up to 250 characters giving the beneficiary some information about your EN this description just came back not too long ago and if you had a description on the web site before we transitioned to the new contract, that description is on the woeb site. Descriptions have remained static while we've been transitioning contracts and if in the time we transition you have submitted to us a new description or an update to your current description that will be visible on the web site starting March 1st. I encourage you to take the time now to go write up a description to have displayed on the web site, this is a great marketing tool to provide information about your EN, it's visible by what's displayed on the screen. To make a change either email your description to endescrev@ssa.gov and we'll put that up on the chat so you see the whole address. Once it's been vetted it will be posted to the web site under the find help tool. This will all appear starting March 1st and that's all I have, I’m going to send it to Desiree.

Desiree Fitzgerald: Thank you, Katie. Hello, everyone. I wanted to recap for you where we are with e pay, actually go over where we've been over the 6 months since we first started. And this could make the point of the impact it's had on payments, causative impacts as you should be aware, and also to revisit the topic of which we believe they stole the performance of e pay and the fact that we have the portal we won't need to bring it back for the sake of Ticket payments. But I'll go ahead and share with you what's happened over the past 6 months.   
Last august we did our first e pay file and it was basically a test file. We paid out about three million under that file.   
The second e pay file, we completed that one in December, in late December, and we actually paid out almost 20 million under that file. And the big difference was that we made all the payments that we could make based on the information in our records historically. We fixed the logic to fix everything possible.   
The TPM started working on that in February. We think it may be representative of a typical ep file and so far we've paid out 2.5 million under that and we are more than halfway through with that file and will probably be complete with that file by the end of next week.   
Now, we don't have, we can't give you a schedule yet for e pay, we're still looking at the performance, we've done these 3 files and some of the files represent having received data, the quarterly beta, which would give us a lit of hits, and some may not.   
For example, when we finish this file we want to run amuck but we know we would need the oxy data so we won't expect to get many hits on that. But then we'll run the file in data, we want to see how the file is performing before we stet a schedule of whether it would be monthly or every other month. Meanwhile you have still been requesting the portal, which is great. The first 4 months of the fiscal year we've made a total of 38,911 payments. This is a 43 percent increase over the payments we had made last year this time. Remember last year we were, had universal auto pay, some epayings that were targeted for certain parts of ENs and with the full e pay that we've been doing we have paid out flea percent more -- well, actually made 43 percent payments. And I just wanted to fepx that the breakouts on a 38,900, over 30,000 was from e may and 8,700-some were from the portal, which we think is really good, folks have gotten into the portal. It's still an option and I want to remind you whenever you feel like, maybe just go there, remember it has a feature where you may not have to submit evidence of earnings to do so.   
I also wanted to mention the dollar amount of payment too because we've paid out twice as much as we had in the first four months of last year. We paid out 29 million so far this year and last year there time we had paid out 14 million.   
So I mentioned that we want to go forward and continue to look at whether we should be doing it at certain intervals versus other intervals, but at this point we don't think that we would be able to bring the QBER back, even if we wanted to based on a response we got from ils about the data we had programmed to use. But I think we're in good shape, 91 nonetheless. This is a good model and we wanted to let you know where we stand with that I’m handing it over to Katie.

Katie Striebinger: ’m not doing the portal.

Desiree Fitzgerald: Wait a minute, to Shawn. Shawn?

Shawn Walcott: Thank you, Desiree. Good afternoon, everyone, today I will discuss the 2016 Ticket payment rates. These rates are associated with title ii and title 16 beneficiaries.   
First we'll start with the title trial work level SGA allowance for 2016. The trial work level amount is $810, the SGA nonblind is 1,130, the SGA number is 1,820.   
Now we'll turn over to the title ii rate, which is $781, the title 16 rate is $451. I will now move over to the milestone outcome payment system for 2016. For phase I milestones under the title ii rate it would be $1,958. For the phase ii in relation to title 16 for phase I milestone, the rate would be 1,398, phase ii milestones for title 16, the rate would be 214, outcomes for title 16, the rate would be 242 dollars. And that conclude the information related to the 2016 Ticket payment rates.

Debbra Tennessee: Just one little correction. This is Debbra. Was title 16, phase ii payment rate is also $242.

Shawn Walcott: Okay.

Debbra Tennessee: I know you know it's 242, but when you gave the right -- you said 214. I just want to make sure everyone knows it's 242.

Shawn Walcott: Thank you, Debbra, I appreciate that.   
I would also like to discuss the All EN payments call that was canceled in January due to the snowstorm has been rescheduled. Our next quality payments call is scheduled for Tuesday, February 23, and that's on Tuesday. That's the information I have for you. I will now turn it over to Katie.

Katie Striebinger: We're going to talk about the portal. I want to start by reiterating what Cara said earlier. The Ticket portal is going to be mandatory so please take the opportunity now to go through the steps necessary to register to get into the portal.   
When we first launched the portal back in June of the 15 we had a total of 387 users. Today we are up to 927 the original ENs we had when we started were 187, we are up to 478. All this is on February one. There is a lot of great functionality in the portal and as we go we are trying to make easier and better for you. We are trying to make these enhancements available.   
When we started in June we had a thousand payment requests come into the portal. As of February 1st, 22,000 payment requests have been submitted to the portal. We are saving trees, people, we are. Print out, upload it to a screen, it is going directly from what you can to someone aggies work queue.   
I want to tell you about some recent enhancements since the last time we talked. There is now a kicker way to perform access in the panel. You no longer have to, you used to go in there, find a specific beneficiary you wanted to take an action on and then take an action. If you know the beneficiary's SSI you can go and the link checks assignability. If you type in an EN, you will see an actions menu. Right there you can get within a click or two to the specific beneficiary. We hope this makes things easier for you if you had not noticed this was available, please start using it now.   
Another change that was requested was many of you wanted to know the beneficiary's state for a beneficiary currently assigned to you. If you down loan the list of beneficiaries currently assigned to an email, there's a column for the beneficiary state. That is all the beneficiaries.

Mark Green: I realize this may not be the best way to end this call because it's a bit of a scold, but not for you, our cooperative friends listen to go this call, but not everybody is on par with you and many of them do not send in the APOR every year. I send like a broken record, every year we end up terminating and in my opinion this is just plain foolishness, assign everybody every Ticket that's assigned to these ENs that we have to evaluate. Maximus makes the resources available for you on the web site, document each in itself is not that difficult to do. You answer 3 questions, responding to it should not be easier, open the link on survey monkey. It cannot be more than an hour of your time so our friends, tell them we will not be chasing them around for months as we have in previous years. We're just going to put them on hold and get the APOR report. Spread the word, we do not want to terminate anyone and unassigned Tickets because of this unassigned activity.   
Sorry for the downer, I’m going to turn it over to Rob.

Rob Pfaff: Thank you, Mark, before we get a question and answer session I just want to reiterate to please get your APORs completed, it's not that lengthy of a task and as Desiree mentioned, the program now is humming in terms of the amount of dollars that we're paying out for the services provided. This new e pay process has been tremendous, so far year to gate it sounds like we've doubled the money we've paid out, if this isn't an incentive I didn't imagine what mroer they could do.   
Before I take over to the questions part I want to thank all the staff and managers that are here today and on the phone for their help and support with this call. We have a large portion of the essentials to work program in this room so god forbid if something were to happen, it's like the state of the union peach. They all put a lot of effort into this, they have been convening to get you responses to your questions. The one response that I wanted to give I believe it was two days asked me with regard to the training video and if we could share that. I will check with our office of learning after completion of the production and I will get back to you with regards to what we can facilitate for you. Bear in mind and one thing I do want to clarify is that that training is, the audience for that training is our field office staff. So, yeah, I think it would be nice if we could share it or find a way to share it with you. More to come on that.   
Without further ado I will turn it over to the operator for whatever calls we have.

Operator: Ladies and gentlemen, if you'd like to register a question, please press star followed by the 1 on your telephone key pad. If you with like to withdraw your question, please press pound.   
Your first question comes from the line of Stephanie Steels.

Stephanie Steels: Hello, can you guys hear me?

Rob Pfaff: Yes.

Stephanie Steels: Okay, I have a couple questions. One in regards to the suitability process. What is the current mailing address?

Cara Caplan: We're going to go get that for you. We don't have that with us right now. We'll have it in a couple minutes.

Stephanie Steels: Along with that, would it be possible for a blanket email to go out to everyone along with the e quip sheet, the one that was sent out in July still has --.

Cara Caplan: That comes from the office of suitability. We can't change somebody else's form but we can certainly send something out communicating that.

Stephanie Steels: That would be great. Also, you…

Cara Caplan: Who is your EN?

Social Security: Who is your EN?

Stephanie Steels: Disabled workers.

Cara Caplan: What was the question?

Stephanie Steels: We had a site visit this fall.

Cara Caplan: Yes, that's with me. You will be seeing that shortly.

Stephanie Steels: Okay, thank you. Sorry, one last question. For the portal access is the time frame still the two day turnaround from our EN specialist to get our employees access to that?

Cara Caplan: You are saying you have everything in order like your --.

Stephanie Steels: The suitability, the access.

Cara Caplan: And you asked to access it and it's been 48 hours and you don't have access.

Stephanie Steels: Correct.

Cara Caplan: Okay, who is if for? Email it to EN service or you can email me, [cara.caplan@ssa.gov](mailto:cara.caplan@ssa.gov) and I'll make sure that person gets enrolled. What state are you in?

Stephanie Steels: Iowa. Okay, that's all my questions, I appreciate your time.

Operator: Your next question comes from the line of Jeffery Barrett.

Jeffery Barrett: I have two questions. The first is when I've gone online to request payment at one time I believe I was able to upload digital pay stubs, then that disappeared in favor of the fax cover sheet and to upload the pay stubs I have to kind of cut and paste everything together and send in pa by fax, much more difficult than simply uploading the pay stubs. What happens to that link where you can upload any documents that need to be –

Katie Striebinger: Are you faxing them?

Jeffery Barrett: I send them through the portal and then at the end when you are going to submit pay stubs, it gives a fax cover sheet.

Katie Striebinger: We have a different portal here, this is social security's portal and actually it's really better because with this process you have to actually do your submission of your documentation separate but the creation of that fax street that you get or that cover sheet gives you, I'll call it a case, where your documents are associated with your payment request immediately. So in that respect everything does come together, it keeps your case together. Prior to this as you mentioned before under the old system you uploaded it all, but there were many steps that happened after that upload process and I think there were 3 or 4 people who can still -- if you do that upload, send the case right away, minutes after that your case will be in the system.

Jeffery Barrett: That all sounds wonderful from your perspective but I receive most pay stubs electronically and they are PDF, I have to cut and paste the PDF to a word document in order to be able to enter that number and I have to make sure that the first page of the word document is the fax cover sheet, then the number, then the sluged in pdf of the stub and then another one.   
Also online you have to separately enter each pay period instead of doing an entire month. There's no axhee daition to enter two pay stubs in one submission, you have to do it twice. So there's a lot of extra work going into it for us, which may be saving you a lot of work but it makes it difficult for ENs and especially if you run a large practice where you lupb a diverse practice as I do it's time-consuming and I try to avoid paper in my files because that makes PII vulnerable. I guess that's kind of feedback, we need a simpler information into the documentation as a package and to enter the documentation. When I get a month of pay stubs entering it once would be very nice and there may be two pay stubs, there may be 4 pay stubs. So instead of entering and then sending it, entering again and sending it, then getting the fax cover sheet and messing around with that and create document that you can fax as a single document. It's a lot of work, very very time consuming.   
The second question I have --.

Katie Striebinger: This is Katie. If you don't mind, if I could just give a little bit of the thought behind the way it's set up. The reason first of all that was make you do it at a month at a time.

Jeffery Barrett: No, you are making us do it a pay stub at a time.

Katie Striebinger: Let's talk about how you select a payment, you go in and the sometime is checking behind the scenes to see if we have earnings in our system that will prevent you from have being to submit the pay stubs. It is doing a check behind the scenes, if you put in January 2016 and we have enough earnings, it already knows what payment is next, if somebody has the earnings in our system you don't have to submit the pay stubs. If it's not in our system, you have to submit the pay stubs. We're trying to save you work where we can.

Jeffery Barrett: I like the idea that you are checking behind the scenes, but I had one where I had submitted a phase I milestone 1 pay stub which I thought was marginal to trial work level and didn't hear anything and when I got the next pay stubs, which were fully at trial work level, I submitted that as phase I milestone 1 and the payment on that was rejected because they had already paid on that phase I, milestone 1 which I received the following day. So it did not automatically go to the second month, it made me resubmit entirely using the correct milestone 2 instead of milestone 1. So it was not by any means automatic.

Katie Striebinger: Could you please send your inquiry for that to our EN payments help desk at your Ticket to work dot com? Because that's --.

Jeffery Barrett: I've done that. They suggested I go online to this meeting and discuss it.

Katie Striebinger: Okay.

Social Security: Specific payment related questions would go to the help desk, just for point of clarification.

Jeffery Barrett: Okay. I have a second question, if I could, and this has to do with a particular individual. I've got a guy who is self-employed as an uber driver. Yes, he submitted, he went to his social security office and said, hey, I’m working and I’m not sure where I stand.   
Now, they explained to him the Ticket to work thing and he got himself assigned to me but what they did was they took his gross pay, knowing that he's self-employed and has all the expenses of running his vehicle in order to earn anything, but they just took the gross pay and they counted milestones against him. In fact, he's at SGA now. So we have a problem because his expenses would probably eliminate two of those milestones, but we don't have any procedure to go back and correct the determination by that social security office.

Rob Pfaff: So this is Robert Pfaff. Let me interject. You want to direct those specific types of questions to our payments help desk, okay?

Jeffery Barrett: Okay.

Rob Pfaff: This is a national call so we want to keep the calls sort of broad and general in nature, programmatic sort of questions, specific questions we have help desks available to help you sort through those issues. Okay?

Jeffery Barrett: Okay, they were not sure what to do with it either.

Rob Pfaff: We will route the question to the appropriate party and get you a response.

Jeffery Barrett: I appreciate it.

Operator: The next question comes from the line of Tripp Carter.

Tripp Carter: Hey, everybody. I just had a quick question. I was wanting to find out, you guys weren't going to start TPR selection again until after the first of this year. Do you guys have an eta on when that's probably going to kick in again?

Mark Green: This is mark. Slowly starting up in April, we will test how it works with the new system function so you can see it probably flourishing the second half of the calendar year.

Tripp Carter: Okay, I just wanted to make a note of it.

Operator: The next question comes from the line of Linda.

Linda: Hi, good afternoon. I had a question with regard to e pay. I had an individual that was in the outcome phase and the auto payments were coming monthly. Now I realize that you had a first, a second, and now you're working on a third run in e pay and he has not been kicked off in any of those months. Should I still, I mean is there something on here or will I eventually get paid through e pay?

Debbra Tennessee: That again is a question for our EN payments help desk. You can submit your inquiry to the EN payments help desk, it could be a situation of his pay status or something changed that you are not aware of, but that specific question please submit your inquiry to the EN payments help desk, they will check on that and get back to you.

Linda: Well, thank you, I appreciate your answer. However, six months ago I asked the same question and they told me to be patient because there was going to be another run on the e pay. So you just keep referring, I mean they refer me to you and you refer me to them and I still don't have an answer.

Debbra Tennessee: Okay, you can send that inquiry to me. I can give you my email address, send it to me, it's Debbra e as in elephant Tennessee at maximus dot com and I will check that specifically for you and get back to you with an answer. I will not refer you to someone else.

Linda: Alright, thank you so much, Debbra.

Operator: Your next question is from the line of Antonia.

Antonia: Yes, hi. This is Antonia from America Works. I have a question about, this relates to the direct marketing and this pilot program that you are going to be doing. We utilized the cd when we had availability to it, we were able to target thousands of people and receive thousands of answers back and really target where we could help and we found it very helpful. As you know, we are eager to have something back.   
We have reached out to Mr. Green about what the pilot program is and I know you mentioned certain ENs would be in that pilot program to receive another cd or a list of individuals that we can target, but we don't know if we're one of these ENs or if we've -- we want to sign up for that but we've never received a response. Is there a way to find out if we're going to be one of the ENs that receives this or a way to get on a list for that, how are you determining who is receiving this pilot program?

Cara Caplan: This is Cara. Did you say that you had sent something to Mark?

Antonia: Yes, we sent multiple emails, one as recent as a few days ago.

Cara Caplan: Okay, so you have not been contacted by us.

Antonia: We have not. We have expressed interest consistently in this since you mentioned the pilot program.

Cara Caplan: First of all, we will get back and get you a specific response and we will explain we have to work through this first part but we are interested in interested en's that have a need for it, so we will, as we move forward we will try to take that into consideration for sure.

Antonia: Yeah, because we found it, you know, we understand you guys are doing this work but we can, I mean, we have seen since we were, since we stopped using this, we saw a significant drop off in interest. People were interested in signing up with the ENs when we sent them the information we received a desperate response from people. Since then we have seen a very significant decrease and as we expand our Ticket to work services for a national EN we know that we would definitely be able to reach people and really target our outreach and it would obviously alleviate the burden for you guys. We were curious when we would hear.

Gary Rauch: That's a perfectly legitimate question. We are not going to be sending a cd out again, we have a different process, but you are right, you understand the basic of it and if you want to send me a copy of that last email mark and I will get together and we'll make sure that we get a response to you promptly.

Antonia: Your address?

Gary Rauch: My email address is my name, [Gary.rauch@ssa.gov](mailto:gary.rauch@ssa.gov).

Rob Pfaff: This is Rob. Just to add to Gary's response, the good news is as Gary indicated in his earlier update, we are moving forward. This is something that we are continuing to work on. We have had some behind the scenes technical issues that we have had resolve dealing with data bases and so forth, but we will have more information on this for everyone shortly.

Antonia: Right. And I’ve got one other question. We are, as I've mentioned, a national employment network soy we have offices throughout the country. Even though we have, we receive payments from the portal we used to be able to view in the portal where the person was located and this was very helpful for us for determining which office it was coming from.   
That column has been taken away so we see a name, we no longer see a location and it's become very confusing for us to be able to see in the portal what the location is. Is there any option to have that put back? Is there a way to have that added into the portal again so we actually know where these people are located that we're being paid on?

Katie Striebinger: This is Katie, you are talking about the beneficiary's state appearing somewhere?

Antonia: Yeah, when we received payments in the portal we used to see a column that had --.

Katie Striebinger: You mean the only EN payments status report?

Antonia: Correct. Now with the new system we don't see that any more.

Katie Striebinger: Correct. That report has been discontinued. We are now using solely the portal for reports.

Antonia: Tight, but in the portal is there ever going to be a way for us to see a location to see where people are located at because the information we are given is just a name, really, and the milestone. We have no idea looking in the portal where this person is located.

Katie Striebinger: You can get the beneficiary's resident state if you go to the screen, list beneficiary's currently assigned to me and you download the excel spreadsheet there is now a column for residence state, that will give you the beneficiary's state.

Antonia: Okay, but there's no way looking at it there on the payment status.

Katie Striebinger: No, we have nothing, that field is not part of the payment already made to me screen or the report, no.

Operator: Your next question comes from the line of Jan Williams.

Jan Williams: More of a comment than a question. I just wanted to take the opportunity to thank you folks for the improvements that have come with the program over the past year and to let you know that those are appreciated.

Rob Pfaff: Thank you, we appreciate that.

Jan Williams: You are very welcome. That's all I had, guys.

Operator: Your next question comes from the line of john duplessis

John Duplessis: Hello, guys, how you doing today? I also want to commend you guys, I really appreciate the changes that have been implemented in the portal as well as with the payment system, with e pay. I wanted to commend you on that.   
One of the questions, I normally participate in a lot of job fairs and community fairs. I’m try to go see how can I get some promotional material for the Ticket to work program, not necessarily the choose work cards but something in addition to that.

Sabra Gardner: Sure. Annually there is a call for ENs for printed materials that the program manager will print and then get out to ENs or get camera ready art work. That will happen again later this year. In the meantime if you want to send a specific email to [ENOperations@yourticketowork.com](mailto:ENOperations@yourticketowork.com) we can reach out to you and see what kind of things we have just in storage that we could get over to you until that next call for information, the next call for materials is out.

John Duplessis: Yes, would it be like posters? Posters would be great unless you have posters available.

Sabra Gardner: Yeah, I think we have, there's a variety of things available. There are things actually that can be downloaded currently available at choose work.

John Duplessis: Yeah, I have been on that site but I was looking maybe for posters or something like that.

Sabra Gardner: Shoot an email to the operations email and we'll get in touch with you.

John Duplessis: Okay, thank you.

Operator: There are no further questions at this time. I will turn the call back to you.

Rob Pfaff: Okay, thank you all for your input and your comments. We appreciate your participation and the services you are providing to the beneficiaries. We look forward to moving forward with the next quarterly call. If you have additional questions or comments make sure you are in contact with your EN services branch and, again, if you have specific topics that you would like for us to cover on upcoming calls please forward that information to the EN service branch as well.   
With that we thank you very much and wish you all a good rest of the day. Thank you.

Operator: Ladies and gentlemen, that does conclude the conference call for today. We thank you for your participation and ask that you please disconnect your line.

[END OF CALL]