Title: APOR Training Session Start: 1/26/2017 3:00 PM EST

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Title: APOR Training Session Start: 1/26/2017 3:00 PM EST R D I Connected Case ResumeTODAY IS THURSDAY, 26 JANUARY 2017. PLEASE STAND BY, YOUR WEBINAR WILL BEGIN SOON. WE APPRECIATE YOUR PATIENCE..>> LADIES AND GENTLEMEN, YOUR WEBINAR WILL BEGIN SHORTLY. UNTIL THAT TIME YOUR LINES WILL BE PLACED ON MUSIC HOLD. THANK YOU..>> LADIES AND GENTLEMEN, THANK YOU FOR STANDING BY. WELCOME TO THE ANNUAL PERFORMANCE OUTCOME PRESENTATION SEMINAR. IF YOU HAVE A QUESTION PLEASE PRESS STAR FOLLOWED BY THE 1 ON YOUR TELEPHONE. IF YOU NEED TO REACH AN OPERATOR AT ANY TIME PLEASE PRESS STAR ZERO. AS A REMINDER THIS CALL IS BEING RECORDED THURSDAY, JANUARY 26, 2017. I WOULD LIKE TO CALL THE CONFERENCE OVER TO ADELLE BARR, PLEASE GO AHEAD.[PR-RP/].>> DURING OUR TIME TOGETHER TODAY WE WILL EXPLORE HOW TO SUCCESSFULLY COMPLETE THE ANNUAL PERFORMANCE OUTCOME REPORT OF COURSE WHICH IS ALSO REFERRED TO AS THE APOR AND THIS WOULD BE FOR THE PERIOD OF JANUARY 1ST, 2016 THROUGH DECEMBER 31ST, 2016.WHAT WILL HAPPEN AT THE CONCLUSION OF THIS TRAINING, YOU WILL BE ABLE TO RECOGNIZE YOUR RESPONSIBILITIES REGARDING THE APOR, ACCURATELY AND COMPLETELY ANSWER EACH QUESTION ON THE REPORT BEFORE SUBMITTING IT, AND ALSO BE ABLE TO COMPLETE THE QUESTIONNAIRE USING SURVEY MONKEY.EVERY EN IS REQUIRED TO PROVIDE INFORMATION EACH YEAR TO THE TICKET PROGRAM MANAGER, ALSO KNOWN AS TPM, ON OUTCOMES ACHIEVED WITH RESPECT TO SERVICES IT OFFERED BENEFICIARIES. SOME INFORMATION PROVIDED IN THE ANNUAL PERFORMANCE OUTCOME REPORT IS USED, ALONG WITH BENEFICIARY SATISFACTION DATA, TO POPULATE THE EN PROFILE, JUST IN CASE YOU'RE WONDERING WELL WHAT HAPPENS TO THIS DATA THAT YOU PROVIDE.NOW, COMPLETING AND RETURNING THE APOR TO THE TPM IS MANDATORY FOR EVERY EN AS PER THE EN RFQ, PART B. IT IS TO BE SUBMITTED ON NO LESS THAN AN ANNUAL BASIS, SO COMPLETING THIS WILL MEET THAT PARTICULAR REQUIREMENT.NOW, THE APOR WILL BE SENT OUT TODAY AFTER THIS TRAINING. YOU WILL HAVE 34 DAYS TO COMPLETE AND SUBMIT TO THE TPM BY FEBRUARY 28TH. YOUR EN MUST ONLY SUBMIT ONE APORNOW, IF YOUR APOR IS SUBMITTED MULTIPLE TIMES ONLY THE FIRST SUBMISSION WILL BE COUNTED. IF YOUR EN SUBMITS YOUR APOR IN ERROR OR BY MISTAKE PLEASE SEND AN EMAIL TO SSA EN APOR AT YOUR TICKET TO WORK.COM SO THE EMAIL ONE MORE TIME IS SSA EN APOR AT YOUR TICKET TO WORK.COM AND YOU WILL DO THIS SO TPM CAN DELETE YOUR SUBMISSION AND SEND A NEW SURVEY LINK.WE WILL BE SENDING OUT MASS REMINDERS EACH MONDAY UNTIL THE SUBMISSION DEADLINE, WHICH IS FEBRUARY [TWA-EUT/]. IF -- FEBRUARY 28. IF YOU KNOW YOU HAVE SUBMITTED THE APOR PLEASE DISREGARD THE EMAILS. IT IS MANDATORY YOU COMPLETE THE APOR AND SUBMIT IT IN A TIMELY MANNER. FAILURE TO DO SO COULD RESULT IN SOCIAL SECURITY TERMINATING YOUR CONTRACT.AFTER THIS TRAINING YOU WILL RECEIVE AN EMAIL FROM SSA EN APOR AT YOUR TICKET TO WORK.COM. THIS EMAIL WILL INDICATE THAT YOU NEED TO BEGIN SURVEY, WHICH IS THE APOR QUESTIONNAIRE. BEFORE CLICKING BEGIN SURVEY, REVIEW THE QUESTIONS INCLUDED IN THE APOR THE QUESTIONS WILL BE AVAILABLE IN THE RESOURCE DOCUMENTS UNDER THE INFORMATION CENTER. WHEN YOU FIRST OPEN THE APOR, THIS IS THE FIRST PAGE THAT YOU WILL SEE, THE INTRO PAGE INCLUDES INSTRUCTIONS FOR COMPLETING THE APORWHAT WE WILL DO IS REVIEW THOSE INSTRUCTIONS NOW. NO. 1, REVIEW THE RESOURCES FOR YOUR ASSISTANCE AT YOUR TICKET TO WORK.COM. NO. 2, REVIEW THE 38 APOR QUESTIONS. IT'S HIGHLY RECOMMENDED YOU REVIEW THE APOR QUESTIONS POSTED TO YOUR TICKET TO WORK.COM PRIOR TO ACTUALLY COMPLETING THE APORNO. 3, YOU WANT TO PREPARE YOUR RESPONSES. PREPARING YOUR RESPONSES AFTER YOUR REVIEW OF THE QUESTIONS AND PRIOR TO ANSWERING THE ACTUAL APOR QUESTIONNAIRE WILL ALLOW YOU TO RESEARCH AND GATHER THE DATA NEEDED TO EASILY ANSWER THE QUESTIONS ON THE APORNO. 4, COMPLETE THE APOR ONCE YOU HAVE PREPARED YOUR RESPONSES ENTER THE APOR QUESTIONNAIRE AS RESPONSES AS INSTRUCTED BY THE TPM VIA SURVEY MONKEY.FINALLY, NO. 5, YOU WILL SUBMIT YOUR RESPONSES. EACH EN IS ALLOWED TO SUBMIT ONE COMPLETE RESPONSE AND PLEASE USE THE FREQUENTLY ASKED QUESTIONS AS YOU COMPLETE THE APOR IF YOU HAVE ANY QUESTIONS DURING THE PROCESS, PLEASE EMAIL SSA EN APOR AT YOUR TICKET TO WORK.COM AND IN THE SUBJECT LINE PLEASE WRITE APOR ASSISTANCE.NOW, ON THE APOR, AS I INDICATED, THERE ARE 38 QUESTIONS AND THEY ARE CATEGORIZED INTO 4 DIFFERENT SECTIONS. WE HAVE A GENERAL QUESTIONS SECTION, A STAFFING QUESTION, TICKET CLIENT RELATED QUESTIONS, EN SERVICE RELATED QUESTIONS. THESE ARE THE 4 SECTIONS THAT YOU'LL FIND THOSE DIFFERENT CATEGORIES ON THE APOROKAY, SO UNDER GENERAL QUESTIONS THERE ARE 15 QUESTIONS. THESE QUESTIONS SEEK INFORMATION RELATING TO TICKET REQUIREMENTS FOR AN EMPLOYMENT NETWORK. IN THIS SECTION THE EN BUSINESS MODEL IS [KW-ED/].REQUESTED.WHAT WE FOUND IN THE PAST IS THERE'S CONFUSION OVER THE TERM BUSINESS MODEL AND HOW TO PROPERLY RESPOND TO THIS QUESTION. SO I'LL TAKE SOME TIME RIGHT NOW AND GOOD OVER THE DIFFERENT BUSINESS MODELS THAT WE HAVE TO CHOOSE FROM.THERE'S ACTUALLY FOUR. WE HAVE THE TRADITIONAL EN, A CONSUMER DIRECTED SERVICES EN, AN EMPLOYER EN, AND AN ADMINISTRATIVE EN SO I'LL GIVE YOU A LITTLE BIT OF INFORMATION ABOUT EACH ONE.THE TRADITIONAL EN PROVIDES EMPLOYMENT SERVICES AND OTHER SUPPORT SERVICES DIRECTLY TO THE TICKET HOLDER.CONSUMER DIRECTED SERVICES EN'S ACTUALLY REIMBURSES THE TICKET HOLDER FOR TICKET-RELATED SERVICES PURCHASED BY THE TICKET HOLDER.AN EMPLOYER EN IS AN EN THAT PRIMARILY EMPLOYS TICKET HOLDERS FOR WHOM IT HAS ASSIGNED TICKETS AND THE LAST OPTION IS THE ADMINISTRATIVE EN THIS EN SERVES AS THE EN OF RECORD FOR A NETWORK OF SERVICE PROVIDERS WHO COMBINE THEIR RESOURCES TO PROVIDE SERVICES TO TICKET HOLDERS.DIFFERENT THIS YEAR FROM PREVIOUS YEAR IS THAT YOU ARE ABLE TO SELECT MULTIPLE BUSINESS MODELS. HOWEVER, PLEASE ONLY SELECT THE BUSINESS MODEL OR MODELS THAT ARE LISTED IN YOUR EN'S BTA IN ADDITION TO THE BUSINESS MODEL THERE ARE ALSO QUESTIONS RELATING TO LIABILITY INSURANCE, SUITIBILITY AND THE SYSTEM 94 AWARD MANAGEMENT REGISTRATION, ALSO KNOWN AS SAM.NOW WE GO ON TO THE STAFFING QUESTIONS. IN THIS SECTION THERE ARE 7 QUESTIONS. THESE QUESTIONS SEEK INFORMATION RELATING TO THE STAFFING AT THE EN, THE NUMBER OF STAFF FOR TICKET AND VERIFICATION OF SSA SECURITY AWARENESS TRAINING.NOW, HERE IN THE TICKET CLIENT RELATED QUESTIONS THERE ARE 5 WHICH SEEK INFORMATION REGARDING THE TICKET CLIENTS THAT THE EN SERVES. FOR EXAMPLE, INFORMATION REGARDING THE NUMBER OF TICKET HOLDERS WORKING FULL-TIME, AVERAGE WAGE AND EMPLOYMENT TRAINING ARE SUBJECTS OF SOME OF THE QUESTIONS THAT YOU MAY SEE HERE.IN THE EN SERVICE RELATED QUESTION SECTION YOU HAVE 11 QUESTIONS. THESE QUESTIONS SEEK INFORMATION REGARDING AS MUCH ASS PROVIDED BY THE EN TO THE BENEFICIARIES AT YOUR LOCATION.YOU CLICK THE DONE BUTTON TO SUBMIT THE APOR TO THE TPM, BUT PRIOR TO HITTING DONE PLEASE BE SURE YOU HAVE PRINTED EACH INDIVIDUAL PAGE TO OBTAIN A RECORD OF YOUR RESPONSES. YOU CAN CLICK THE PREVIOUS BUTTON TO GO BACK WITHOUT LOSING ANY OF YOUR ANSWERS. AND REMEMBER THIS NEEDS TO BE SUBMITTED BY FEBRUARY 28 TO REMAIN IN COMPLIANCE.NOW, THERE'S A FEW RESOURCES FOR YOU AVAILABLE ONLINE THAT I'VE MENTIONED THROUGHOUT THE TRAINING. WHAT YOU WANT TO DO IS VISIT THE RESOURCE DOCUMENTS PAGE UNDER THE INFORMATION CENTER TO ACCESS THE APOR QUESTIONS, THE FAQ'S AND TODAY'S POWERPOINT. AND NOW WHAT WE'D LIKE TO DO IS WE'D LIKE TO GO AHEAD AND OPEN UP THE LINES FOR ANY QUESTIONS THAT YOU MAY HAVE. SHANIKIA, IF YOU'D LIKE TO HELP US OUT, PLEASE.>> IF YOU'D LIKE TO ASK A QUESTION, PLEASE PRESS STAR FOLLOWED BY 1 ON YOUR TELEPHONE. ONE MOMENT FOR YOUR FIRST QUESTION.>> THANK YOU . DO WE HAVE ANY QUESTIONS IN THE CHAT?>> OKAY, WELL THERE'S NOTHING LIKE GETTING SOME TIME BACK FROM A MEETING OR A TRAINING. I'D LIKE TO THANK EVERYONE FOR THEIR PARTICIPATION TODAY.>> YOU DO HAVE ONE FROM THE LINE OF ROMAINE WEST.>> HELLO, GOOD AFTERNOON, HOW ARE YOU?>> HI, HOW ARE YOU?>> I'M GREAT. I JUST HAVE A QUESTION ABOUT QUESTION NO. 38 IN TERMS OF MATERIALS IN LANGUAGES OTHER THAN ENGLISH, COULD YOU BE MORE SPECIFIC IN TERMS OF WHAT YOU'RE LOOKING FOR?>> SURE. THAT'S JUST ACTUALLY LIKE THE DIFFERENT LANGUAGES SUCH AS SPANISH OR GERMAN, JUST THE GENERIC.>> SO YOU ARE NOT, YOU DON'T WANT TO KNOW WHAT MATERIALS OR DOCUMENTS THAT WE HAVE IN OTHER LANGUAGES, YOU WANT TO KNOW WHAT THE OTHER LANGUAGES ARE THAT WE PROVIDE?>> YES, THAT IS CORRECT. SO YOU'LL JUST CLICK OPTION AND THERE WILL BE AN AREA FOR YOU TO TYPE IN THE LANGUAGES THAT YOU OFFER.>> EXCELLENT. THAT'S ALL I NEEDED TO KNOW. THANK YOU SO MUCH.>> THANK YOU FOR YOUR QUESTION.>> YOUR NEXT QUESTION IS FROM THE LINE OF RANDELL COLT.>> YES, COULD YOU JUST REFRESH ME ON HOW WE WOULD RECEIVE THE APOR OR DO WE FIND IT ON A WEB SITE?>> WE'RE ACTUALLY GOING TO, AFTER THIS TRAINING YOU ARE GOING TO RECEIVE A LINK THAT SAYS BEGIN SURVEY.>> YOU WILL GET A SURVEY FROM SSA APOR AT YOUR TICKET TO WORK.COM. WHEN YOU OPEN THE EMAIL THERE'S A MESSAGE AND A BUTTON THAT YOU CLICK THAT SAYS BEGIN SURVEY.>> THAT HASN'T GONE OUT YET. THAT WILL GO OUT AFTER THE TRAINING. THANK YOU FOR THE QUESTION.>> YOUR NEXT QUESTION IS FROM THE LINE OF BERTHA STREET.>> YES, MA'AM. I WAS WONDERING THE APOR, THE QUESTIONNAIRE, IS THE PREREQUISITE THE ONLY THING WE NEED TO DO, JUST THE QUESTIONNAIRE, THAT'S IT?>> YES.>> OKAY, THANK YOU.>> YOUR NEXT QUESTION IS FROM THE LINE OF CEDRIC JEFFERY.>> I WAS UNDER THE IMPRESSION WE ALREADY HAVE AN APOR, THEN I WAS WONDERING ABOUT THE TIMELY PROGRESS REVIEW ON QUESTION NO. 36. IS THAT SOMETHING THAT WE SHOULD BE PERFORMING REGULAR, THE TIMELY PROGRESS REVIEW?>> HI, CEDRIC THERE WERE TWO QUESTIONS. YOU MENTIONED THAT YOU ALREADY HAVE AN APOR, MAYBE YOU ARE REMEMBERING LAST YEAR WE COMPLETED AN APOR AS WELL AND IT'S THAT TIME OF YEAR AGAIN AND WE'LL GO AHEAD AND COMPLETE ONE FOR THIS YEAR, BASICALLY FOR LAST YEAR'S INFORMATION.>> I'M SORRY, I MEANT I HAVE A COPY, I HAVE A COPY OF AN APOR THAT WAS RECENTLY SENT TO ME OF THE QUESTIONS.>> YES, WE EMAILED THE QUESTIONS USING THE GOV DELIVERY MESSAGING.>> RIGHT. ARE THOSE THE SAME ONES?>> YES.>> OKAY, GOOD. THAT'S THE SAME ONES? OKAY. THEN THE SECOND QUESTION WAS.>> FOR TPR, YOU ARE ASKING IF YOU SHOULD DO THOSE OFTEN, REGULARLY.>> YES.>> WELL THAT DEPENDS BECAUSE ALL YOUR CLIENTS WILL HAVE DIFFERENT TIMES. IT'S ALL DEPENDENT ON WHAT IS PRESENTED TO YOU AND USUALLY THAT'S VIA THE PORTAL. IF YOU GO CHECK THERE, CHECK PERIODICALLY TO SEE IF THERE ARE ANY BENEFICIARIES THAT NEED REVIEWS FROM YOU.>> OKAY, THANK YOU.>> ALL RIGHT.>> YOUR NEXT QUESTION IS FROM THE LINE OF LAUREN WOMACK>> HELLO?>> HELLO, LAUREN>> I JUST WANT TO TRIPLE CHECK, I KNOW I'M BEING PARANOID BECAUSE WE HAD TO FILL IT OUT BEFORE. WE ARE PART OF THE LOUISIANA WORK FORCE COMMISSION, A ONE SHOP CENTER AND AFFILIATED WITH THE AMERICAN JOB CENTERS SO WE'VE ALWAYS HAD TO FILL IT OUT IN THE PAST BUT THIS YEAR IT'S DIFFERENT AND WE DO NOT HAVE TO FILL OUT THE APOR IS THAT CORRECT?>> THAT IS CORRECT, YOU SHOULD NOT HAVE TO FILL OUT THE APOR IF YOU WANT TO TRIPLE QUADRUPLE YOU CAN ALWAYS SEND AN EMAIL TO SSA EMAIL.>> JUST TO GET A CONFIRMATION TO PUT IN MY FILE?>> WE CAN CONFIRM IT FOR YOU.>> WE DON'T THINK YOU'RE PARANOID. THERE'S NOTHING WRONG --.>> I WAS SO WORRIED ABOUT GETTING IT DONE, IT'S A HUGE RELIEF.>> IT'S OKAY, WE RESPECT THAT. THANK YOU FOR YOUR PARTICIPATION IN THE PROGRAM.>> OKAY.>> YOUR NEXT QUESTION IS FROM THE LINE OF JOHN BANUS.>> I THINK MY QUESTION'S ALREADY BEEN ANSWERED. I WAS JUST WONDERING WHETHER WORK FORCE EN'S NEED TO COMPLETE THE APOR AND I GUESS THE ANSWER IS NO.>> THANK YOU FOR YOUR PARTICIPATION.>> YOUR NEXT QUESTION IS FROM THE LINE OF BRIAN VENUS.>> WELL, THIS IS GOING TO BE KIND OF THREE IN A ROW ABOUT THE WORK FORCE EN'S, BUT I DO HAVE A DIFFERENT SLANT ON THIS. WE IN OUR STATE HAVE WORK FORCE EN'S SO WHILE THE E IN.'S ARE LOCATED IN WORK FORCE OFFICES, THEY ARE THEIR OWN STAND APART EN BUT THEY ARE CO-LOCATED IN THE AMERICAN JOB CENTERS. SO I'M NOT THAT SURE IF THESE LOCATIONS WILL BE DOING APOR'S OR FALL UNDER THE AIC UMBRELLA.>> I WOULD SAY SEND YOUR DUNS NUMBER TO SSA AT TICKET TO WORK.COM AND WE WILL VERIFY THAT FOR YOU.>> FANTASTIC. THANK YOU VERY MUCH.>> YOUR NEXT QUESTION IS FROM THE LINE OF ELLIS BIGGERS.>> HI, I WAS WONDERING WHERE I CAN ACCESS THIS INFORMATION, THE POWER POINT. I'M UNDER APOR TRAINING AND TODAY IS NOT UP THERE.>> ARE YOU ON BLACKBOARD RIGHT NOW, THE COLLABORATE LINK?>> NO, WITH MY COMPUTER SYSTEM I'M NOT ABLE TO ACCESS IT.>> OKAY, CAN YOU SEND AN EMAIL TO SSA EN APOR AT TICKET TO WORK.COM AND WE WILL SEND YOU DIRECTLY THE MATERIALS. IT'S SSA EN APOR AT YOUR TICKET TO WORK.COM.>> OKAY, THANK YOU SO MUCH.>> YOU'RE WELCOME.>> YOUR NEXT QUESTION IS FROM THE LINE OF SHEILA STOKILL.>> GOOD AFTERNOON. HI, HOW ARE YOU GUYS?>> GOOD.>> GOOD AFTERNOON. I ALWAYS LISTEN TO THE VERY FIRST CALL LIKE ON TUESDAYS, I SHOULD HAVE LISTENED TO THAT, BECAUSE THEN I HEAR THINGS. I WAS TOLD THAT AS FAR AS SUITABILITY THAT THEY TALKED ABOUT THE AMERICAN JOB CENTERS DON'T HAVE TO DO SUITIBILITY EITHER. WERE THEY CONFUSING THAT WITH JUST THE APOR, OR DO WE HAVE TO DO SUITIBILITY FOR ALL OF OUR STAFF?>> WE DID NOT DISCUSS THAT ON THE TUESDAY CALL.>> I THINK SHE GOT CONFUSED. DANG, I WAS EXCITED.>> SORRY. NO PROBLEM.>> YOUR NEXT QUESTION IS FROM THE LINE OF DAN KUSKY>> HI, CAN YOU HEAR ME?>> YES, DAN, HOW ARE YOU TODAY?>> PRETTY GOOD, HOW ABOUT YOURSELF.>> PRETTY GOOD, THANK YOU.>> I AM A BRAND NEW EMPLOYMENT NETWORK, I JUST GOT SUITIBILITY TODAY.>> CONGRATULATIONS.>> HEY, THANK YOU. I'M EXCITED ABOUT THAT.SO MY QUESTION IS FOR THIS -- I UNDERSTAND THAT I HAVE TO SUBMIT THIS EVEN THOUGH I HAVEN'T WORKED WITH ANYBODY YET, BUT HOW DO I DO THAT? WHAT INFORMATION CAN I PUT IN THERE?>> SO THIS YEAR IT'S A BIT DIFFERENT. IF YOU RECEIVED YOUR CONTRACT AWARD DATE IN CALENDAR YEAR 2016, YOU DO NOT HAVE TO COMPLETE THE APOR>> OH, I DON'T? OKAY.>> SO IT SOUNDS LIKE YOU ARE IN THAT BOAT.>> YEAH, I BELIEVE I GOT THE CONTRACT AWARDED -- I CAN VERIFY MY EMAIL HERE -- I BELIEVE THAT WAS IN 2016.>> AGAIN, IF YOU JUST WANT TO VERIFY THAT YOU DO NOT NEED TO COMPLETE THE APOR, YOU CAN SEND YOUR DUNS NUMBER TO SSA EN APOR AT YOUR TICKET TO WORK.COM.>> AND IF I WAS APPROVED TO BE AN EMPLOYMENT NETWORK IN 2016, THAT'S WHEN MY BPA WAS APPROVED, MY SUITIBILITY, THEN I DON'T HAVE TO DO THE APOR>> THAT'S CORRECT.>> OKAY, THAT WILL DO IT.>> THANK YOU AND WELCOME TO THE PROGRAM.>> YOUR NEXT QUESTION IS FROM THE LINE OF JUDY SANDERSON.>> HI, JUDY.>> HI, HOW ARE YOU. I WAS CALLING, YOU MAY HAVE ANSWERED THIS AND I LISTENED IN ON TUESDAY BUT HAD A BAD CONNECTION SO I THOUGHT I'D CALL IN AGAIN TODAY. LAST YEAR I THINK IN THE OTHER YEARS, TOO, IT WAS POSSIBLE TO START DOING THE REPORT BUT NOT COMPLETE IT, JUST DON'T SUBMIT IT YET AND THEN COME BACK TO IT LATER TO COMPLETE IT. IS THAT STILL GOING TO WORK OR DO WE HAVE TO DO IT ALL IN ONE FELL SWOOP AND BE DONE TO IT.>> WE PREFER THAT YOU DO IT ALL AT ONE TIME BUT YOU SHOULD BE ABLE TO STEP AWAY AND COME BACK.>> OKAY, I JUST WANT TO BE SURE BECAUSE I LIKE DOING IT ALL AT ONE TIME TOO BUT SOMETIMES SOMETHING COMES UP.>> YOUR NEXT QUESTION IS FROM THE LINE OF DRAKE MATTHEWS.>> GOOD AFTERNOON, HOW ARE YOU?YOU SAID THAT THE QUESTIONS HAD ALREADY BEEN SENT OUT, YOU KNOW, I GUESS SO YOU COULD PREPARE FOR THEM IN ADVANCE OR PREPARE ALL YOUR INFORMATION BEFORE GOING ONLINE TO DO THE ACTUAL QUESTIONNAIRE, BUT I DO NOT SEE, HAVE NOT RECEIVED THAT EMAIL.>> OKAY, ARE YOU IN THE CHAT RIGHT NOW?>> YES, I AM.>> OKAY, I'M GOING TO PUT THE LINK IN THERE AND YOU CAN JUST CLICK ON THAT AND IT WILL TAKE YOU TO THE RESOURCE PAGE AND THEN THERE WILL BE A DOCUMENT THAT YOU CAN DOWNLOAD WITH THE QUESTIONS.>> OKAY, EXCELLENT, I SEE IT. THANK YOU VERY MUCH.>> YOU'RE WELCOME.>> YOUR NEXT QUESTION IS FROM THE LINE OF MARK MARSH>> GOOD AFTERNOON.>> HI, MARK.>> HI. THANK YOU. I'M CALLING IN REGARDS TO QUESTION 23, WHICH DEALS WITH THE AVERAGE NUMBER OF MONTHS BETWEEN THE START DATE OF SERVICES AND THE TICKET HOLDER OBTAINING EMPLOYMENT. DOES THIS PERTAIN ONLY TO TICKET ASSIGNMENTS IN THE YEAR OF 2016, IN OTHER WORDS BETWEEN JANUARY 1 AND DECEMBER 31, OR DO WE GO BACK TO TICKET ASSIGNERS PRIOR TO 2016 THAT MAY HAVE ACQUIRED EMPLOYMENT IN 2016?>> YES, IF THEY INCLUDE EMPLOYMENT IN 2016 YOU WOULD USE THAT.>> OKAY, SO IF THEY GOT EMPLOYED IN 2016, REGARDLESS OF WHEN THEIR TICKET WAS ASSIGNED, EVEN IF THAT TICKET WAS BACK IN THE PRIOR YEAR, THAT GETS INCLUDED IN THE FORMULA, CORRECT?>> YES.>> OKAY, WONDERFUL, THANK YOU VERY MUCH FOR THAT.>> YOUR NEXT QUESTION IS FROM THE LINE OF LISA --.>> IS THAT LISA POLIPATANO>> HI, ADELLE. HAPPY NEW YEAR, EVERYBODY.I HAVE A QUESTION, I PUSHED THE WRONG BUTTON AND THE OPERATOR CAME ON THE LINE AND I WAS HEARING A QUESTION ABOUT SUITIBILITY BUT I DID NOT HEAR THE ANSWER.>> OKAY, THAT QUESTION WAS -- IT WAS A QUESTION THAT SOMEONE MISUNDERSTOOD FROM THE FIRST TIME DID AJC'S HAVE TO GO THROUGH SUITIBILITY. WE DIDN'T DISCUSS THAT ON THE FIRST CALL BUT THE ANSWER WAS, YES, AJC'S STILL HAVE TO GO THROUGH SUITIBILITY.>> OKAY, THAT'S WHAT I THOUGHT.I HAVE A QUESTION ABOUT NO. 4. NO. 3 IS WHAT IS YOUR PRIMARY BUSINESS MODEL AND NO. 4 IS WHAT IS YOUR SECONDARY. AND I DON'T REMEMBER HAVING -- I DON'T THINK I HAVE A SECONDARY. WHAT IS THAT?>> YOU DON'T NEED TO HAVE ONE. THERE'S AN OPTION AT THE VERY BOTTOM TO SAY NA, WE DO NOT HAVE A SECONDARY BUSINESS MODEL BUT SOME EN'S DO HAVE TWO LISTED IN THEIR BPA>> I GOT YOU, I WASN'T AWARE OF THAT. SO THEY HAVE THE OPTION OF PROVIDING SERVICES UNDER TWO DIFFERENT MODELS.>> YES.>> I ALSO HAVE A QUESTION ABOUT THE OFFICE OF FEDERAL COMPLIANCE. THIS IS A FINE POINT, BUT BASICALLY I'M LISTED UNDER MY BUSINESS NAME BUT WE DO BUSINESS AS A STATE BRAND WORK FORCE SO MY COMPANY NAME IN THE ER DIRECTORY IS DIFFERENT THAN MY UP FRONT NAME. IS THAT OKAY?>> I WOULD SAY YES.>> OKAY. PERFECT.>> WE HAVEN'T HAD THAT QUESTION COME UP YET.>> IT'S KIND OF A FINE POINT BUT I DIDN'T KNOW IF I HAD TO REGISTER IT TWICE IN THERE AND I DON'T EVEN KNOW IF THAT WOULD BE ALLOWED. GOT YOU.>> WHEN YOU REGISTER A D.B.A. AS WELL, SO IT SHOULD LINK UP.>> GOT YOU. VERY GOOD, THANK YOU.>> YOUR NEXT QUESTION IS FROM THE LINE OF CEDRIC JEFFERY.>> FIRST OF ALL I WANT TO SAY I THINK YOU ARE DOING A GREAT JOB. I'VE BEEN LISTENING. THIS IS ONE OF MY FIRST CONFERENCE CALLS.WHAT AM I MISSING ON TUESDAYS? I'VE BEEN SO BUSY AND TIED UP, I HAVEN'T BEEN ABLE TO ATTEND BUT NOW I DO HAVE SOME MORE TIME.>> THANK YOU FOR THE COMPLIMENT, CEDRIC, WHAT HAPPENED IS THIS IS AN ENCORE CALL. WE PRESENTED THE SAME INFORMATION ON TUESDAY SO YOU DIDN'T MISS ANYTHING.>> THANK YOU.>> NO WORRIES, THANK YOU FOR CARING.>> ONE MOMENT FOR YOUR NEXT QUESTION.YOUR NEXT QUESTION IS FROM THE LINE OF KENISHA HUMPHREY>> I WAS WONDERING, GOING BACK TO QUESTION 23, WHAT IF YOU HAD A CLIENT WHO LET'S SAY FOR EXAMPLE THEY WERE WORKING FOR A SHORT TIME IN 2015 BUT THEY STOPPED WORKING AND THEN THEY OBTAIN, YOU KNOW, OTHER EMPLOYMENT IN 2016, WOULD THAT COUNT?>> YES.>> OH, IT WOULD? OKAY. OKAY. THAT WAS MY QUESTION.>> THANK YOU FOR THE QUESTION, TENISHA>> THERE ARE NO FURTHER QUESTIONS AT THIS TIME.>> OKAY, THANK YOU FOR THAT. THAT WAS WONDERFUL. AGAIN, THANK YOU FOR YOUR PARTICIPATION AND A REMINDER THAT EMAIL FROM SSA EN APOR AT YOUR TICKET TO WORK.COM WILL BE COMING OUT TODAY. YOU WILL HAVE UNTIL FEBRUARY 28 TO COMPLETE. THANK YOU AGAIN AND HAVE A GREAT REST OF THE DAY.>> LADIES AND GENTLEMEN, THAT DOES COMPLETE THE WEBINAR FOR TODAY. WE THANK YOU FOR YOUR PARTICIPATION AND ASK THAT YOU PLEASE DISCONNECT YOUR LINES.

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TODAY IS THURSDAY, 26 JANUARY 2017. PLEASE STAND BY, YOUR WEBINAR WILL BEGIN SOON. WE APPRECIATE YOUR PATIENCE.

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>> LADIES AND GENTLEMEN, YOUR WEBINAR WILL BEGIN SHORTLY. UNTIL THAT TIME YOUR LINES WILL BE PLACED ON MUSIC HOLD. THANK YOU.

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>> LADIES AND GENTLEMEN, THANK YOU FOR STANDING BY. WELCOME TO THE ANNUAL PERFORMANCE OUTCOME PRESENTATION SEMINAR. IF YOU HAVE A QUESTION PLEASE PRESS STAR FOLLOWED BY THE 1 ON YOUR TELEPHONE. IF YOU NEED TO REACH AN OPERATOR AT ANY TIME PLEASE PRESS STAR ZERO. AS A REMINDER THIS CALL IS BEING RECORDED THURSDAY, JANUARY 26, 2017. I WOULD LIKE TO CALL THE CONFERENCE OVER TO ADELLE BARR, PLEASE GO AHEAD.

[PR-RP/].

>> DURING OUR TIME TOGETHER TODAY WE WILL EXPLORE HOW TO SUCCESSFULLY COMPLETE THE ANNUAL PERFORMANCE OUTCOME REPORT OF COURSE WHICH IS ALSO REFERRED TO AS THE APOR AND THIS WOULD BE FOR THE PERIOD OF JANUARY 1ST, 2016 THROUGH DECEMBER 31ST, 2016.

WHAT WILL HAPPEN AT THE CONCLUSION OF THIS TRAINING, YOU WILL BE ABLE TO RECOGNIZE YOUR RESPONSIBILITIES REGARDING THE APOR, ACCURATELY AND COMPLETELY ANSWER EACH QUESTION ON THE REPORT BEFORE SUBMITTING IT, AND ALSO BE ABLE TO COMPLETE THE QUESTIONNAIRE USING SURVEY MONKEY.

EVERY EN IS REQUIRED TO PROVIDE INFORMATION EACH YEAR TO THE TICKET PROGRAM MANAGER, ALSO KNOWN AS TPM, ON OUTCOMES ACHIEVED WITH RESPECT TO SERVICES IT OFFERED BENEFICIARIES. SOME INFORMATION PROVIDED IN THE ANNUAL PERFORMANCE OUTCOME REPORT IS USED, ALONG WITH BENEFICIARY SATISFACTION DATA, TO POPULATE THE EN PROFILE, JUST IN CASE YOU'RE WONDERING WELL WHAT HAPPENS TO THIS DATA THAT YOU PROVIDE.

NOW, COMPLETING AND RETURNING THE APOR TO THE TPM IS MANDATORY FOR EVERY EN AS PER THE EN RFQ, PART B. IT IS TO BE SUBMITTED ON NO LESS THAN AN ANNUAL BASIS, SO COMPLETING THIS WILL MEET THAT PARTICULAR REQUIREMENT.

NOW, THE APOR WILL BE SENT OUT TODAY AFTER THIS TRAINING. YOU WILL HAVE 34 DAYS TO COMPLETE AND SUBMIT TO THE TPM BY FEBRUARY 28TH. YOUR EN MUST ONLY SUBMIT ONE APOR

NOW, IF YOUR APOR IS SUBMITTED MULTIPLE TIMES ONLY THE FIRST SUBMISSION WILL BE COUNTED. IF YOUR EN SUBMITS YOUR APOR IN ERROR OR BY MISTAKE PLEASE SEND AN EMAIL TO SSA EN APOR AT YOUR TICKET TO WORK.COM SO THE EMAIL ONE MORE TIME IS SSA EN APOR AT YOUR TICKET TO WORK.COM AND YOU WILL DO THIS SO TPM CAN DELETE YOUR SUBMISSION AND SEND A NEW SURVEY LINK.

WE WILL BE SENDING OUT MASS REMINDERS EACH MONDAY UNTIL THE SUBMISSION DEADLINE, WHICH IS FEBRUARY [TWA-EUT/]. IF -- FEBRUARY 28. IF YOU KNOW YOU HAVE SUBMITTED THE APOR PLEASE DISREGARD THE EMAILS. IT IS MANDATORY YOU COMPLETE THE APOR AND SUBMIT IT IN A TIMELY MANNER. FAILURE TO DO SO COULD RESULT IN SOCIAL SECURITY TERMINATING YOUR CONTRACT.

AFTER THIS TRAINING YOU WILL RECEIVE AN EMAIL FROM SSA EN APOR AT YOUR TICKET TO WORK.COM. THIS EMAIL WILL INDICATE THAT YOU NEED TO BEGIN SURVEY, WHICH IS THE APOR QUESTIONNAIRE. BEFORE CLICKING BEGIN SURVEY, REVIEW THE QUESTIONS INCLUDED IN THE APOR THE QUESTIONS WILL BE AVAILABLE IN THE RESOURCE DOCUMENTS UNDER THE INFORMATION CENTER. WHEN YOU FIRST OPEN THE APOR, THIS IS THE FIRST PAGE THAT YOU WILL SEE, THE INTRO PAGE INCLUDES INSTRUCTIONS FOR COMPLETING THE APOR

WHAT WE WILL DO IS REVIEW THOSE INSTRUCTIONS NOW. NO. 1, REVIEW THE RESOURCES FOR YOUR ASSISTANCE AT YOUR TICKET TO WORK.COM. NO. 2, REVIEW THE 38 APOR QUESTIONS. IT'S HIGHLY RECOMMENDED YOU REVIEW THE APOR QUESTIONS POSTED TO YOUR TICKET TO WORK.COM PRIOR TO ACTUALLY COMPLETING THE APOR

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NO. 4, COMPLETE THE APOR ONCE YOU HAVE PREPARED YOUR RESPONSES ENTER THE APOR QUESTIONNAIRE AS RESPONSES AS INSTRUCTED BY THE TPM VIA SURVEY MONKEY.

FINALLY, NO. 5, YOU WILL SUBMIT YOUR RESPONSES. EACH EN IS ALLOWED TO SUBMIT ONE COMPLETE RESPONSE AND PLEASE USE THE FREQUENTLY ASKED QUESTIONS AS YOU COMPLETE THE APOR IF YOU HAVE ANY QUESTIONS DURING THE PROCESS, PLEASE EMAIL SSA EN APOR AT YOUR TICKET TO WORK.COM AND IN THE SUBJECT LINE PLEASE WRITE APOR ASSISTANCE.

NOW, ON THE APOR, AS I INDICATED, THERE ARE 38 QUESTIONS AND THEY ARE CATEGORIZED INTO 4 DIFFERENT SECTIONS. WE HAVE A GENERAL QUESTIONS SECTION, A STAFFING QUESTION, TICKET CLIENT RELATED QUESTIONS, EN SERVICE RELATED QUESTIONS. THESE ARE THE 4 SECTIONS THAT YOU'LL FIND THOSE DIFFERENT CATEGORIES ON THE APOR

OKAY, SO UNDER GENERAL QUESTIONS THERE ARE 15 QUESTIONS. THESE QUESTIONS SEEK INFORMATION RELATING TO TICKET REQUIREMENTS FOR AN EMPLOYMENT NETWORK. IN THIS SECTION THE EN BUSINESS MODEL IS [KW-ED/].

REQUESTED.

WHAT WE FOUND IN THE PAST IS THERE'S CONFUSION OVER THE TERM BUSINESS MODEL AND HOW TO PROPERLY RESPOND TO THIS QUESTION. SO I'LL TAKE SOME TIME RIGHT NOW AND GOOD OVER THE DIFFERENT BUSINESS MODELS THAT WE HAVE TO CHOOSE FROM.

THERE'S ACTUALLY FOUR. WE HAVE THE TRADITIONAL EN, A CONSUMER DIRECTED SERVICES EN, AN EMPLOYER EN, AND AN ADMINISTRATIVE EN SO I'LL GIVE YOU A LITTLE BIT OF INFORMATION ABOUT EACH ONE.

THE TRADITIONAL EN PROVIDES EMPLOYMENT SERVICES AND OTHER SUPPORT SERVICES DIRECTLY TO THE TICKET HOLDER.

CONSUMER DIRECTED SERVICES EN'S ACTUALLY REIMBURSES THE TICKET HOLDER FOR TICKET-RELATED SERVICES PURCHASED BY THE TICKET HOLDER.

AN EMPLOYER EN IS AN EN THAT PRIMARILY EMPLOYS TICKET HOLDERS FOR WHOM IT HAS ASSIGNED TICKETS AND THE LAST OPTION IS THE ADMINISTRATIVE EN THIS EN SERVES AS THE EN OF RECORD FOR A NETWORK OF SERVICE PROVIDERS WHO COMBINE THEIR RESOURCES TO PROVIDE SERVICES TO TICKET HOLDERS.

DIFFERENT THIS YEAR FROM PREVIOUS YEAR IS THAT YOU ARE ABLE TO SELECT MULTIPLE BUSINESS MODELS. HOWEVER, PLEASE ONLY SELECT THE BUSINESS MODEL OR MODELS THAT ARE LISTED IN YOUR EN'S BTA IN ADDITION TO THE BUSINESS MODEL THERE ARE ALSO QUESTIONS RELATING TO LIABILITY INSURANCE, SUITIBILITY AND THE SYSTEM 94 AWARD MANAGEMENT REGISTRATION, ALSO KNOWN AS SAM.

NOW WE GO ON TO THE STAFFING QUESTIONS. IN THIS SECTION THERE ARE 7 QUESTIONS. THESE QUESTIONS SEEK INFORMATION RELATING TO THE STAFFING AT THE EN, THE NUMBER OF STAFF FOR TICKET AND VERIFICATION OF SSA SECURITY AWARENESS TRAINING.

NOW, HERE IN THE TICKET CLIENT RELATED QUESTIONS THERE ARE 5 WHICH SEEK INFORMATION REGARDING THE TICKET CLIENTS THAT THE EN SERVES. FOR EXAMPLE, INFORMATION REGARDING THE NUMBER OF TICKET HOLDERS WORKING FULL-TIME, AVERAGE WAGE AND EMPLOYMENT TRAINING ARE SUBJECTS OF SOME OF THE QUESTIONS THAT YOU MAY SEE HERE.

IN THE EN SERVICE RELATED QUESTION SECTION YOU HAVE 11 QUESTIONS. THESE QUESTIONS SEEK INFORMATION REGARDING AS MUCH ASS PROVIDED BY THE EN TO THE BENEFICIARIES AT YOUR LOCATION.

YOU CLICK THE DONE BUTTON TO SUBMIT THE APOR TO THE TPM, BUT PRIOR TO HITTING DONE PLEASE BE SURE YOU HAVE PRINTED EACH INDIVIDUAL PAGE TO OBTAIN A RECORD OF YOUR RESPONSES. YOU CAN CLICK THE PREVIOUS BUTTON TO GO BACK WITHOUT LOSING ANY OF YOUR ANSWERS. AND REMEMBER THIS NEEDS TO BE SUBMITTED BY FEBRUARY 28 TO REMAIN IN COMPLIANCE.

NOW, THERE'S A FEW RESOURCES FOR YOU AVAILABLE ONLINE THAT I'VE MENTIONED THROUGHOUT THE TRAINING. WHAT YOU WANT TO DO IS VISIT THE RESOURCE DOCUMENTS PAGE UNDER THE INFORMATION CENTER TO ACCESS THE APOR QUESTIONS, THE FAQ'S AND TODAY'S POWERPOINT. AND NOW WHAT WE'D LIKE TO DO IS WE'D LIKE TO GO AHEAD AND OPEN UP THE LINES FOR ANY QUESTIONS THAT YOU MAY HAVE. SHANIKIA, IF YOU'D LIKE TO HELP US OUT, PLEASE.

>> IF YOU'D LIKE TO ASK A QUESTION, PLEASE PRESS STAR FOLLOWED BY 1 ON YOUR TELEPHONE. ONE MOMENT FOR YOUR FIRST QUESTION.

>> THANK YOU . DO WE HAVE ANY QUESTIONS IN THE CHAT?

>> OKAY, WELL THERE'S NOTHING LIKE GETTING SOME TIME BACK FROM A MEETING OR A TRAINING. I'D LIKE TO THANK EVERYONE FOR THEIR PARTICIPATION TODAY.

>> YOU DO HAVE ONE FROM THE LINE OF ROMAINE WEST.

>> HELLO, GOOD AFTERNOON, HOW ARE YOU?

>> HI, HOW ARE YOU?

>> I'M GREAT. I JUST HAVE A QUESTION ABOUT QUESTION NO. 38 IN TERMS OF MATERIALS IN LANGUAGES OTHER THAN ENGLISH, COULD YOU BE MORE SPECIFIC IN TERMS OF WHAT YOU'RE LOOKING FOR?

>> SURE. THAT'S JUST ACTUALLY LIKE THE DIFFERENT LANGUAGES SUCH AS SPANISH OR GERMAN, JUST THE GENERIC.

>> SO YOU ARE NOT, YOU DON'T WANT TO KNOW WHAT MATERIALS OR DOCUMENTS THAT WE HAVE IN OTHER LANGUAGES, YOU WANT TO KNOW WHAT THE OTHER LANGUAGES ARE THAT WE PROVIDE?

>> YES, THAT IS CORRECT. SO YOU'LL JUST CLICK OPTION AND THERE WILL BE AN AREA FOR YOU TO TYPE IN THE LANGUAGES THAT YOU OFFER.

>> EXCELLENT. THAT'S ALL I NEEDED TO KNOW. THANK YOU SO MUCH.

>> THANK YOU FOR YOUR QUESTION.

>> YOUR NEXT QUESTION IS FROM THE LINE OF RANDELL COLT.

>> YES, COULD YOU JUST REFRESH ME ON HOW WE WOULD RECEIVE THE APOR OR DO WE FIND IT ON A WEB SITE?

>> WE'RE ACTUALLY GOING TO, AFTER THIS TRAINING YOU ARE GOING TO RECEIVE A LINK THAT SAYS BEGIN SURVEY.

>> YOU WILL GET A SURVEY FROM SSA APOR AT YOUR TICKET TO WORK.COM. WHEN YOU OPEN THE EMAIL THERE'S A MESSAGE AND A BUTTON THAT YOU CLICK THAT SAYS BEGIN SURVEY.

>> THAT HASN'T GONE OUT YET. THAT WILL GO OUT AFTER THE TRAINING. THANK YOU FOR THE QUESTION.

>> YOUR NEXT QUESTION IS FROM THE LINE OF BERTHA STREET.

>> YES, MA'AM. I WAS WONDERING THE APOR, THE QUESTIONNAIRE, IS THE PREREQUISITE THE ONLY THING WE NEED TO DO, JUST THE QUESTIONNAIRE, THAT'S IT?

>> YES.

>> OKAY, THANK YOU.

>> YOUR NEXT QUESTION IS FROM THE LINE OF CEDRIC JEFFERY.

>> I WAS UNDER THE IMPRESSION WE ALREADY HAVE AN APOR, THEN I WAS WONDERING ABOUT THE TIMELY PROGRESS REVIEW ON QUESTION NO. 36. IS THAT SOMETHING THAT WE SHOULD BE PERFORMING REGULAR, THE TIMELY PROGRESS REVIEW?

>> HI, CEDRIC THERE WERE TWO QUESTIONS. YOU MENTIONED THAT YOU ALREADY HAVE AN APOR, MAYBE YOU ARE REMEMBERING LAST YEAR WE COMPLETED AN APOR AS WELL AND IT'S THAT TIME OF YEAR AGAIN AND WE'LL GO AHEAD AND COMPLETE ONE FOR THIS YEAR, BASICALLY FOR LAST YEAR'S INFORMATION.

>> I'M SORRY, I MEANT I HAVE A COPY, I HAVE A COPY OF AN APOR THAT WAS RECENTLY SENT TO ME OF THE QUESTIONS.

>> YES, WE EMAILED THE QUESTIONS USING THE GOV DELIVERY MESSAGING.

>> RIGHT. ARE THOSE THE SAME ONES?

>> YES.

>> OKAY, GOOD. THAT'S THE SAME ONES? OKAY. THEN THE SECOND QUESTION WAS.

>> FOR TPR, YOU ARE ASKING IF YOU SHOULD DO THOSE OFTEN, REGULARLY.

>> YES.

>> WELL THAT DEPENDS BECAUSE ALL YOUR CLIENTS WILL HAVE DIFFERENT TIMES. IT'S ALL DEPENDENT ON WHAT IS PRESENTED TO YOU AND USUALLY THAT'S VIA THE PORTAL. IF YOU GO CHECK THERE, CHECK PERIODICALLY TO SEE IF THERE ARE ANY BENEFICIARIES THAT NEED REVIEWS FROM YOU.

>> OKAY, THANK YOU.

>> ALL RIGHT.

>> YOUR NEXT QUESTION IS FROM THE LINE OF LAUREN WOMACK

>> HELLO?

>> HELLO, LAUREN

>> I JUST WANT TO TRIPLE CHECK, I KNOW I'M BEING PARANOID BECAUSE WE HAD TO FILL IT OUT BEFORE. WE ARE PART OF THE LOUISIANA WORK FORCE COMMISSION, A ONE SHOP CENTER AND AFFILIATED WITH THE AMERICAN JOB CENTERS SO WE'VE ALWAYS HAD TO FILL IT OUT IN THE PAST BUT THIS YEAR IT'S DIFFERENT AND WE DO NOT HAVE TO FILL OUT THE APOR IS THAT CORRECT?

>> THAT IS CORRECT, YOU SHOULD NOT HAVE TO FILL OUT THE APOR IF YOU WANT TO TRIPLE QUADRUPLE YOU CAN ALWAYS SEND AN EMAIL TO SSA EMAIL.

>> JUST TO GET A CONFIRMATION TO PUT IN MY FILE?

>> WE CAN CONFIRM IT FOR YOU.

>> WE DON'T THINK YOU'RE PARANOID. THERE'S NOTHING WRONG --.

>> I WAS SO WORRIED ABOUT GETTING IT DONE, IT'S A HUGE RELIEF.

>> IT'S OKAY, WE RESPECT THAT. THANK YOU FOR YOUR PARTICIPATION IN THE PROGRAM.

>> OKAY.

>> YOUR NEXT QUESTION IS FROM THE LINE OF JOHN BANUS.

>> I THINK MY QUESTION'S ALREADY BEEN ANSWERED. I WAS JUST WONDERING WHETHER WORK FORCE EN'S NEED TO COMPLETE THE APOR AND I GUESS THE ANSWER IS NO.

>> THANK YOU FOR YOUR PARTICIPATION.

>> YOUR NEXT QUESTION IS FROM THE LINE OF BRIAN VENUS.

>> WELL, THIS IS GOING TO BE KIND OF THREE IN A ROW ABOUT THE WORK FORCE EN'S, BUT I DO HAVE A DIFFERENT SLANT ON THIS. WE IN OUR STATE HAVE WORK FORCE EN'S SO WHILE THE E IN.'S ARE LOCATED IN WORK FORCE OFFICES, THEY ARE THEIR OWN STAND APART EN BUT THEY ARE CO-LOCATED IN THE AMERICAN JOB CENTERS. SO I'M NOT THAT SURE IF THESE LOCATIONS WILL BE DOING APOR'S OR FALL UNDER THE AIC UMBRELLA.

>> I WOULD SAY SEND YOUR DUNS NUMBER TO SSA AT TICKET TO WORK.COM AND WE WILL VERIFY THAT FOR YOU.

>> FANTASTIC. THANK YOU VERY MUCH.

>> YOUR NEXT QUESTION IS FROM THE LINE OF ELLIS BIGGERS.

>> HI, I WAS WONDERING WHERE I CAN ACCESS THIS INFORMATION, THE POWER POINT. I'M UNDER APOR TRAINING AND TODAY IS NOT UP THERE.

>> ARE YOU ON BLACKBOARD RIGHT NOW, THE COLLABORATE LINK?

>> NO, WITH MY COMPUTER SYSTEM I'M NOT ABLE TO ACCESS IT.

>> OKAY, CAN YOU SEND AN EMAIL TO SSA EN APOR AT TICKET TO WORK.COM AND WE WILL SEND YOU DIRECTLY THE MATERIALS. IT'S SSA EN APOR AT YOUR TICKET TO WORK.COM.

>> OKAY, THANK YOU SO MUCH.

>> YOU'RE WELCOME.

>> YOUR NEXT QUESTION IS FROM THE LINE OF SHEILA STOKILL.

>> GOOD AFTERNOON. HI, HOW ARE YOU GUYS?

>> GOOD.

>> GOOD AFTERNOON. I ALWAYS LISTEN TO THE VERY FIRST CALL LIKE ON TUESDAYS, I SHOULD HAVE LISTENED TO THAT, BECAUSE THEN I HEAR THINGS. I WAS TOLD THAT AS FAR AS SUITABILITY THAT THEY TALKED ABOUT THE AMERICAN JOB CENTERS DON'T HAVE TO DO SUITIBILITY EITHER. WERE THEY CONFUSING THAT WITH JUST THE APOR, OR DO WE HAVE TO DO SUITIBILITY FOR ALL OF OUR STAFF?

>> WE DID NOT DISCUSS THAT ON THE TUESDAY CALL.

>> I THINK SHE GOT CONFUSED. DANG, I WAS EXCITED.

>> SORRY. NO PROBLEM.

>> YOUR NEXT QUESTION IS FROM THE LINE OF DAN KUSKY

>> HI, CAN YOU HEAR ME?

>> YES, DAN, HOW ARE YOU TODAY?

>> PRETTY GOOD, HOW ABOUT YOURSELF.

>> PRETTY GOOD, THANK YOU.

>> I AM A BRAND NEW EMPLOYMENT NETWORK, I JUST GOT SUITIBILITY TODAY.

>> CONGRATULATIONS.

>> HEY, THANK YOU. I'M EXCITED ABOUT THAT.

SO MY QUESTION IS FOR THIS -- I UNDERSTAND THAT I HAVE TO SUBMIT THIS EVEN THOUGH I HAVEN'T WORKED WITH ANYBODY YET, BUT HOW DO I DO THAT? WHAT INFORMATION CAN I PUT IN THERE?

>> SO THIS YEAR IT'S A BIT DIFFERENT. IF YOU RECEIVED YOUR CONTRACT AWARD DATE IN CALENDAR YEAR 2016, YOU DO NOT HAVE TO COMPLETE THE APOR

>> OH, I DON'T? OKAY.

>> SO IT SOUNDS LIKE YOU ARE IN THAT BOAT.

>> YEAH, I BELIEVE I GOT THE CONTRACT AWARDED -- I CAN VERIFY MY EMAIL HERE -- I BELIEVE THAT WAS IN 2016.

>> AGAIN, IF YOU JUST WANT TO VERIFY THAT YOU DO NOT NEED TO COMPLETE THE APOR, YOU CAN SEND YOUR DUNS NUMBER TO SSA EN APOR AT YOUR TICKET TO WORK.COM.

>> AND IF I WAS APPROVED TO BE AN EMPLOYMENT NETWORK IN 2016, THAT'S WHEN MY BPA WAS APPROVED, MY SUITIBILITY, THEN I DON'T HAVE TO DO THE APOR

>> THAT'S CORRECT.

>> OKAY, THAT WILL DO IT.

>> THANK YOU AND WELCOME TO THE PROGRAM.

>> YOUR NEXT QUESTION IS FROM THE LINE OF JUDY SANDERSON.

>> HI, JUDY.

>> HI, HOW ARE YOU. I WAS CALLING, YOU MAY HAVE ANSWERED THIS AND I LISTENED IN ON TUESDAY BUT HAD A BAD CONNECTION SO I THOUGHT I'D CALL IN AGAIN TODAY. LAST YEAR I THINK IN THE OTHER YEARS, TOO, IT WAS POSSIBLE TO START DOING THE REPORT BUT NOT COMPLETE IT, JUST DON'T SUBMIT IT YET AND THEN COME BACK TO IT LATER TO COMPLETE IT. IS THAT STILL GOING TO WORK OR DO WE HAVE TO DO IT ALL IN ONE FELL SWOOP AND BE DONE TO IT.

>> WE PREFER THAT YOU DO IT ALL AT ONE TIME BUT YOU SHOULD BE ABLE TO STEP AWAY AND COME BACK.

>> OKAY, I JUST WANT TO BE SURE BECAUSE I LIKE DOING IT ALL AT ONE TIME TOO BUT SOMETIMES SOMETHING COMES UP.

>> YOUR NEXT QUESTION IS FROM THE LINE OF DRAKE MATTHEWS.

>> GOOD AFTERNOON, HOW ARE YOU?

YOU SAID THAT THE QUESTIONS HAD ALREADY BEEN SENT OUT, YOU KNOW, I GUESS SO YOU COULD PREPARE FOR THEM IN ADVANCE OR PREPARE ALL YOUR INFORMATION BEFORE GOING ONLINE TO DO THE ACTUAL QUESTIONNAIRE, BUT I DO NOT SEE, HAVE NOT RECEIVED THAT EMAIL.

>> OKAY, ARE YOU IN THE CHAT RIGHT NOW?

>> YES, I AM.

>> OKAY, I'M GOING TO PUT THE LINK IN THERE AND YOU CAN JUST CLICK ON THAT AND IT WILL TAKE YOU TO THE RESOURCE PAGE AND THEN THERE WILL BE A DOCUMENT THAT YOU CAN DOWNLOAD WITH THE QUESTIONS.

>> OKAY, EXCELLENT, I SEE IT. THANK YOU VERY MUCH.

>> YOU'RE WELCOME.

>> YOUR NEXT QUESTION IS FROM THE LINE OF MARK MARSH

>> GOOD AFTERNOON.

>> HI, MARK.

>> HI. THANK YOU. I'M CALLING IN REGARDS TO QUESTION 23, WHICH DEALS WITH THE AVERAGE NUMBER OF MONTHS BETWEEN THE START DATE OF SERVICES AND THE TICKET HOLDER OBTAINING EMPLOYMENT. DOES THIS PERTAIN ONLY TO TICKET ASSIGNMENTS IN THE YEAR OF 2016, IN OTHER WORDS BETWEEN JANUARY 1 AND DECEMBER 31, OR DO WE GO BACK TO TICKET ASSIGNERS PRIOR TO 2016 THAT MAY HAVE ACQUIRED EMPLOYMENT IN 2016?

>> YES, IF THEY INCLUDE EMPLOYMENT IN 2016 YOU WOULD USE THAT.

>> OKAY, SO IF THEY GOT EMPLOYED IN 2016, REGARDLESS OF WHEN THEIR TICKET WAS ASSIGNED, EVEN IF THAT TICKET WAS BACK IN THE PRIOR YEAR, THAT GETS INCLUDED IN THE FORMULA, CORRECT?

>> YES.

>> OKAY, WONDERFUL, THANK YOU VERY MUCH FOR THAT.

>> YOUR NEXT QUESTION IS FROM THE LINE OF LISA --.

>> IS THAT LISA POLIPATANO

>> HI, ADELLE. HAPPY NEW YEAR, EVERYBODY.

I HAVE A QUESTION, I PUSHED THE WRONG BUTTON AND THE OPERATOR CAME ON THE LINE AND I WAS HEARING A QUESTION ABOUT SUITIBILITY BUT I DID NOT HEAR THE ANSWER.

>> OKAY, THAT QUESTION WAS -- IT WAS A QUESTION THAT SOMEONE MISUNDERSTOOD FROM THE FIRST TIME DID AJC'S HAVE TO GO THROUGH SUITIBILITY. WE DIDN'T DISCUSS THAT ON THE FIRST CALL BUT THE ANSWER WAS, YES, AJC'S STILL HAVE TO GO THROUGH SUITIBILITY.

>> OKAY, THAT'S WHAT I THOUGHT.

I HAVE A QUESTION ABOUT NO. 4. NO. 3 IS WHAT IS YOUR PRIMARY BUSINESS MODEL AND NO. 4 IS WHAT IS YOUR SECONDARY. AND I DON'T REMEMBER HAVING -- I DON'T THINK I HAVE A SECONDARY. WHAT IS THAT?

>> YOU DON'T NEED TO HAVE ONE. THERE'S AN OPTION AT THE VERY BOTTOM TO SAY NA, WE DO NOT HAVE A SECONDARY BUSINESS MODEL BUT SOME EN'S DO HAVE TWO LISTED IN THEIR BPA

>> I GOT YOU, I WASN'T AWARE OF THAT. SO THEY HAVE THE OPTION OF PROVIDING SERVICES UNDER TWO DIFFERENT MODELS.

>> YES.

>> I ALSO HAVE A QUESTION ABOUT THE OFFICE OF FEDERAL COMPLIANCE. THIS IS A FINE POINT, BUT BASICALLY I'M LISTED UNDER MY BUSINESS NAME BUT WE DO BUSINESS AS A STATE BRAND WORK FORCE SO MY COMPANY NAME IN THE ER DIRECTORY IS DIFFERENT THAN MY UP FRONT NAME. IS THAT OKAY?

>> I WOULD SAY YES.

>> OKAY. PERFECT.

>> WE HAVEN'T HAD THAT QUESTION COME UP YET.

>> IT'S KIND OF A FINE POINT BUT I DIDN'T KNOW IF I HAD TO REGISTER IT TWICE IN THERE AND I DON'T EVEN KNOW IF THAT WOULD BE ALLOWED. GOT YOU.

>> WHEN YOU REGISTER A D.B.A. AS WELL, SO IT SHOULD LINK UP.

>> GOT YOU. VERY GOOD, THANK YOU.

>> YOUR NEXT QUESTION IS FROM THE LINE OF CEDRIC JEFFERY.

>> FIRST OF ALL I WANT TO SAY I THINK YOU ARE DOING A GREAT JOB. I'VE BEEN LISTENING. THIS IS ONE OF MY FIRST CONFERENCE CALLS.

WHAT AM I MISSING ON TUESDAYS? I'VE BEEN SO BUSY AND TIED UP, I HAVEN'T BEEN ABLE TO ATTEND BUT NOW I DO HAVE SOME MORE TIME.

>> THANK YOU FOR THE COMPLIMENT, CEDRIC, WHAT HAPPENED IS THIS IS AN ENCORE CALL. WE PRESENTED THE SAME INFORMATION ON TUESDAY SO YOU DIDN'T MISS ANYTHING.

>> THANK YOU.

>> NO WORRIES, THANK YOU FOR CARING.

>> ONE MOMENT FOR YOUR NEXT QUESTION.

YOUR NEXT QUESTION IS FROM THE LINE OF KENISHA HUMPHREY

>> I WAS WONDERING, GOING BACK TO QUESTION 23, WHAT IF YOU HAD A CLIENT WHO LET'S SAY FOR EXAMPLE THEY WERE WORKING FOR A SHORT TIME IN 2015 BUT THEY STOPPED WORKING AND THEN THEY OBTAIN, YOU KNOW, OTHER EMPLOYMENT IN 2016, WOULD THAT COUNT?

>> YES.

>> OH, IT WOULD? OKAY. OKAY. THAT WAS MY QUESTION.

>> THANK YOU FOR THE QUESTION, TENISHA

>> THERE ARE NO FURTHER QUESTIONS AT THIS TIME.

>> OKAY, THANK YOU FOR THAT. THAT WAS WONDERFUL. AGAIN, THANK YOU FOR YOUR PARTICIPATION AND A REMINDER THAT EMAIL FROM SSA EN APOR AT YOUR TICKET TO WORK.COM WILL BE COMING OUT TODAY. YOU WILL HAVE UNTIL FEBRUARY 28 TO COMPLETE. THANK YOU AGAIN AND HAVE A GREAT REST OF THE DAY.

>> LADIES AND GENTLEMEN, THAT DOES COMPLETE THE WEBINAR FOR TODAY. WE THANK YOU FOR YOUR PARTICIPATION AND ASK THAT YOU PLEASE DISCONNECT YOUR LINES.