

Title: All VR Call **Start:** 8/9/2016 3:00 PM EDT

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- TODAY IS TUESDAY, 9 AUGUST, 2016.
- PLEASE STAND BY, YOUR WEBINAR WILL BEGIN SHORTLY. PLEASE REMAIN CONNECTED. WE APPRECIATE YOUR PATIENCE.
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- >> LADIES AND GENTLEMEN, THAT IS THE OPERATOR. TODAY'S CONFERENCE IS SCHEDULED TO BEGIN MOMENTARILY. UNTIL THAT TIME YOUR LINES WILL AGAIN BE PLACED ON MUSIC HOLD. THANK YOU FOR YOUR PATIENCE.
- LADIES AND GENTLEMEN, THANK YOU FOR STANDING BY AND WELCOME TO THE NATIONAL ALL LOCATION ALL REHABILITATION CONFERENCE CALL. DURING THE PRESENTATION ALL PARTICIPANTS WILL BE IN LISTEN ONLY MODE. AFTERWARDS WE WILL CONDUCT A QUESTION AND ANSWER SATION. AT THAT TIME IF YOU HAVE A QUESTION PLEASE PRESS THE 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 CONFERENCE IS BEING RECORDED TUESDAY, AUGUST 9, 2016. I WOULD NOW LIKE TO TURN THE CONFERENCE OVER TO REGINA BOWDEN.
- >> WELCOME, EVERYONE, TO OUR MONTHLY ALL STATE VR CALL. THANK YOU FOR JOINING US THIS AFTERNOON. WE HAVE A SPECIAL TREAT FOR YOU TODAY. WE HAVE OUR RESIDENT EXPERT ON TIMELY PROGRESS REVIEW, MISS NESS, WHO WILL GIVE YOU A REVIEW ON TIMELY PROGRESS. WE ASKED ALYSSA TO COME AND JOIN US TODAY TO TELL YOU ABOUT THAT, BUT BEFORE ALYSSA SPEAKS ON TIMELY PROGRESS WE HAVE OUR RESIDENT EXPERT FOR TICKET PROGRAM ASSISTANCE CONCERNS AND THAT IS KATIE STRIEBINGER. KATIE HAS SPOKEN WITH YOU, SHE'S ON THE MONTH EVERY MONTH TO ANSWER QUESTIONS. SHE STILL CONTINUES TO WORK WITH OUR OFFICE ASSISTANTS IN BUILDING THE NEW AUTOMATED PAYMENT PROGRESS SO BEFORE WE HAVE ALYSSA WE'LL HAVE KATIE ON AND THEN WE'LL OPEN THE FLOOR FOR QUESTIONS. KATIE?
- >> HI, I WANTED TO GIVE YOU TWO UPDATES BEFORE WE GO ON TO ALYSSA
- SSA IS CURRENTLY INVESTIGATING AN ISSUE WITH TICKET PORTALS. IN SOME INSTANCE THE TICKET PORTAL IS INCORRECTLY ALLOWING VR'S TO OPEN ASSIGNMENTS WHEN THE BENEFICIARY IS NOT IN CURRENT STATUS. WE WILL NOTIFY YOU WHEN THIS PROBLEM IS FIXED.
- IN THE MEANTIME, IF YOU SUBMIT A CLAIM FOR A BENEFICIARY WHO WAS CLAIM WAS INCORRECTLY ASSIGNED BE AWARE IT WILL BE DENIED. ALL CASES ARE BEING REVIEWED AND IF THEY DISCOVER A BENEFICIARY WAS NOT IN CURRENT ASSIGNMENT THEY WILL DENY THE CLAIM.
- THERE WAS A GOV DELIVERY MESSAGE TA WENT OUT ON AUGUST 5 THAT ANNOUNCED THE NEW LEARNING MANAGEMENT SYSTEM CALLED BLACKBOARD COLLABORATE. SSA WILL BEGIN USING THE NEW LMS SYSTEM STARTING IN SEPTEMBER TO HOUSE TRAINING MATERIALS CURRENTLY HOUSED ON THE WEB SITE. IN THE FUTURE THIS WILL BE USED TO PROVIDE NEW, NON-SENSITIVE TRAINING MATERIALS AND WILL ALLOW US TO TAYLOR TRAINING TO EACH VR'S NEED. EACH VR NEEDS TO ASSIGN A PRIMARY TRAINING COORDINATOR WHO WILL RECEIVE A SINGLE LOG ON FOR YOUR AGENCY. HAVE THE SIGNATORY AUTHORITY ON RECORD TO EMAIL MAXIMUS BY AUGUST 29 TO LET US KNOW WHO YOU WANT YOUR TRAINING COORDINATOR TO BE. AS A REMINDER, ALL MATERIALS REQUIRING SUITABILITY, FOR EXAMPLE THE PORTAL TRAINING GUIDE AND DOCUMENTATION, WILL CONTINUE TO BE STORED SEPARATELY ON

THE SECURED WEB SITE.

- THAT IS ALL I HAVE AND I'M GOING TO HAND IT OVER TO ALYSSA NEXT.
ALYSSA
- >> THANK YOU, KATIE. HI, EVERYONE.
- THE TOPIC FOR TODAY IS TIMELY PROGRESS REVIEW. NOW, LET'S LOOK AT THE OBJECTIVES OF THIS SESSION. FIRST WE'VE GOING TO DISCUSS TIMELY PROGRESS REVIEW FUNDAMENTALS. SECOND, WE'RE GOING TO DISCUSS HOW THE TICKET TO WORK PROGRAM IMPACTS CONTINUING DISABILITY REVIEWS. THIRD, WE'RE GOING TO DISCUSS TPO REQUIREMENTS. FOURTH, WE'RE GOING TO DESCRIBE THE TPO PROGRESS, INCLUDING TPO APPEALS AND REENTRIES. NEXT WE'RE GOING TO DESCRIBE SERVICE PROVIDER RESPONSIBILITIES IN THE TPR PROCESS. 6TH, DISCUSS THE TPR IMPLEMENTATION SCHEDULE AND, 7TH, WE'RE GOING TO IDENTIFY THE TPR RESOURCES THAT ARE AVAILABLE TO ALL SERVICE PROVIDERS.
- WE WILL NOW DISCUSS TIMELY PROGRESS REVIEW FUNDAMENTALS AND CONTINUING DISABILITY REVIEW PROTECTION.
- WHAT EXACTLY IS A TIMELY PROGRESS REVIEW? A TPR IS THE SOCIAL SECURITY ADMINISTRATION'S WAY OF TRACKING THE PROGRESS OF A TICKET HOLDER UNDER THE TICKET TO WORK PROGRAM. ESSENTIALLY SSA EXPECTS TICKET HOLDERS TO MAKE PROGRESS TOWARDS FINANCIAL INDEPENDENCE WHILE THEIR TICKETS ARE IN THE IN USE STATUS.
- TPR IS BASED ON GUIDELINES ESTABLISHED BY SSA TO REGULATIONS THAT WERE EFFECTIVE JULY OF 2008. WE WILL INTRODUCE THE SPECIFIC GUIDELINES LATER IN THIS SESSION.
- IN GENERAL, THE TPN CONDUCTS REVIEW AT THE END OF APPROXIMATELY EVERY 12 MONTH PERIOD OF ACTIVE TICKET USE TO DETERMINE IF BENEFICIARIES ARE MAKING THE EXPECTED PROGRESS.
- AT THE SAME TIME THE PORTAL WILL BE OPEN FOR SERVICE PROVIDER INPUT. A TPRPS ENTITLED THE BENNY TO MEDICAL CVR PROTECTION, MEANING DISABILITY BENEFITS CONTINUE.
- USUALLY TPR PROTECTION IS GRANTED TO BENNIES IN THE TICKET TO WORK PROGRAM WHO HAVE TICKETS IN ASSIGNED STATUS AND ARE MAKING TIMELY PROGRESS.
- HOWEVER -- AND THIS IS PROBABLY ONE OF THE MOST THINGS IMPORTANT I'M GOING TO SAY -- IS THE ASSIGNMENT PROGRESS MADE BY THE BENNY OR PAYMENT OF SERVICES BY OR TO THE SERVICE PROVIDER DOES NOT GUARANTEE PROTECTION FROM A TPR YOU MUST CONSIDER ALL ASPECTS OF IN USE AND NOT IN USE, INCLUDING PAST TPR FAILURES, SUCCESSFUL TPR REENTRIES AND OTHER THINGS.
- AGAIN, THIS IS PROBABLY ONE OF THE MOST IMPORTANT THINGS IN THE ENTIRE POWERPOINT. THIS IS WHERE A LOT OF THE PROBLEMS COME UP WHERE YOUR BENNIES ARE BEING PULLED FOR TPR'S BECAUSE, EVEN THOUGH THEY ARE ASSIGNED TO YOU, YOU THINK YOU ARE MAKING PROGRESS, YOU ARE GETTING PAID, WHATEVER, YOU ARE PAYING THEM, THERE IS A CHANCE THAT THEY FAILED TIMELY PROGRESS 4 AND 5 YEARS AGO AND SOMEHOW YOU DO NOT -- THEY DON'T UNDERSTAND OR YOU DON'T KNOW AND THIS IS THE REASON WHY THEY ARE BEING CALLED FOR TPR'S.
- AS A SERVICE PROVIDER IT IS IMPORTANT TO FULLY UNDERSTAND AND SUPPORT THE TPR PROCESS AND TO ASSIST BENNIES NOT ONLY IN MAKING TIMELY PROGRESS, BUT ALSO IN PROVIDING NECESSARY INFORMATION TO THE TPN OR ACTUALLY QUEUE TO VERIFY PROGRESS.
- WHAT IS A CDR A CDR IS A MEDICAL REVIEW THAT THE BENNY MUST UNDERGO

IN ORDER TO DETERMINE WHETHER HE OR SHE IS ELIGIBLE TO CONTINUE RECEIVING DISABILITY BENEFITS? INITIALLY ONE OF THE BIGGEST ADVANTAGES OF PARTICIPATING IN THE TICKET TO WORK PROGRAM IS THAT THE BENNY IS PROTECTED FROM THESE REVIEWS WHILE THE TICKET IS ASSIGNED. THIS EXEMPTION WILL BE REVIEWED FOR ABOUT ANOTHER 12 MONTHS IF THE BENNY PASSES TPR

- WITH TPR, IF YOUR REQUIREMENTS ARE NOT MET, THE TICKET WILL REMAIN ASSIGNED TO THE SERVICE PROVIDER, BUT THE BENNY IS NO LONGER PROTECTED FROM CDR'S. AS YOU CAN SEE BY THE LITTLE CHART HERE, THE CDR IS NOT CONDUCTED UNTIL THE PROTECTION IS LOST. RATHER, IT IS CONDUCTED WHEN IT WOULD HAVE NORMALLY BEEN CONDUCTED IF THE BENNY HAD NOT PARTICIPATED IN THE PROGRAM. AGAIN, WHAT IS HAPPENING IS THAT A LOT OF TIMES THE PEOPLE CAN FAIL TPR 4 YEARS AGO AND THEY ARE PICKED 4 YEARS LATER BECAUSE THEY ARE NOT IN USE ANY LONGER AND THAT IS WHEN THEY ARE ACTUALLY, THAT'S WHEN THE CDR IS INITIATED.
- NEXT YOU CAN SEE THE TPR REQUIREMENTS WHICH ARE ACTUALLY SENT WITH MOST OF THE TPR NOTICES.
- THIS IS ACTUALLY THE BEGINNING OF THE TIMELY PROGRESS REVIEW CHART AND THAT'S THE END OF THESE TWO SLIDES ARE ACTUALLY -- I'M SORRY, GO BACK -- THAT'S THE TWO -- THIS SLIDE AND THE PREVIOUS ARE ACTUALLY THE TPR REVIEW CHART, THE REQUIREMENTS THAT ARE SENT WITH ALL OF THE NOTICES.
- HERE ACTUALLY ARE THE TPR REQUIREMENTS AGAIN REFLECTING THE 2008 REGULATIONS. THESE REPRESENT THE EDUCATION REQUIREMENTS WHICH MUST BE MET AT EACH REVIEW LEVEL. 10 PERCENT TOLERANCES FOR EARNINGS ARE (INAUDIBLE) IN REVIEWS 1 THROUGH 4 AND 10 PERCENT TOLERANCES FOR EDUCATION ARE ACCEPTABLE IN REVIEWING 1 TO 5. TOLERANCES ARE BEING COVERED MUCH MORE, WE ACTUALLY GET TO THE PORTAL TRAINING AND THERE WILL ACTUALLY BE HELP SCREENS TO ACTUALLY ASSIST YOU IN YOUR ADJUDICATION PROCESS WHEN THE PORTAL -- BUT WE'RE NOT GOING TO GO OVER ANY MORE AT THIS POINT. AGAIN, IT WILL BE COVERED IN THE PORTAL TRAINING.
- FOR EXAMPLE, THE FIRST REVIEW REQUIRES THAT A FAMILY COMPLETE IN THE REVIEW PERIOD, IT'S IMPORTANT IT'S IN THE REVIEW PERIOD, THEY COMPLETE EITHER THREE MONTHS OF WORK AT THE TRIAL WORK LEVEL OR THEY RECEIVE A GED OR HIGH SCHOOL DIPLOMA OR THEY COMPLETE 60 PERCENT OF A FULL-TIME COURSE LOAD FOR AN ACADEMIC YEAR AT A COLLEGE FOR TRADE, TECHNICAL OR VOCATIONAL TRAINING PROGRAM OR THE LAST POSSIBILITY IS TO COMPLETE A COMBINATION OF THE WORK AND EDUCATION REQUIREMENTS. AGAIN, I'M NOT GOING TO GET INTO COMBINATIONS AT THIS POINT, WE'LL DISCUSS IT MORE DURING PORTAL TRAINING AND WHAT I JUST SAID ABOUT THE FIRST REVIEW WAS ACTUALLY ON THE PREVIOUS SCREEN BECAUSE THE REVIEW CHART REALLY TAKES UP VALUABLE SPACE.
- NOW WE'RE GOING TO DISCUSS THE ACTUAL TPR PROCESS.
- HERE IS A BRIEF OVERVIEW OF THE PROCESS WHICH WE'RE GOING TO BE EXPLORING IN MUCH GREATER DETAIL A LITTLE BIT LATER TODAY. IN STEP 1, SSA CHECKS THE EARNINGS RECORDS OF VARIOUS BENNIES SELECTED THAT MONTH FOR TPR IF THE EARNINGS ARE SUFFICIENT, MEANING THAT THEY NEED THE GUIDELINES SET BY SSA, AND THOSE ARE THE GUIDELINES THAT YOU JUST SAW ON THE SCREEN, THEN NO FURTHER ACTIONS ARE TAKEN AND THE BENNY CONTINUES ALONG THE PATH OF SELF-SUFFICIENCY UNAWARE THAT A CHECK WAS EVEN EVER MADE.
- HOWEVER, IF THE BENNY'S EARNINGS ARE INSUFFICIENT, WHICH IS USUALLY

THE CASE, I CAN TELL YOU, THEN SSA CONTACTS THE BENNY EITHER BY MAIL, WHICH WE SEND, THAT ACTUALLY MEANS WE SEND THE TPR SELECTION NOTICE, WHICH IS THE FIRST NOTICE IN THE TPR PROCESS. ALSO AT THE SAME TIME WITH D1 AS WE SAID IN THAT SELECTION, THE PORTAL IS OPEN FOR TPR INPUT BY THE SERVICE PROVIDER .

- NOW I'M GOING TO BE TALKING ACTUALLY ABOUT STEP 2 IN THE LITTLE CHART FROM THE PREVIOUS PAGE, IF YOU DON'T MEET THE EARNINGS REQUIREMENT BY OUR SYSTEMS WHICH CHECK EARNINGS.
- THE FIRST THING THAT WILL HAPPEN IS THAT WE'RE GOING TO ACTUALLY END UP SENDING THE SELECTION NOTICE TO, IF YOU ARE SELECTED AND ACTUALLY THE SELECTION CRITERIA, HOW DO WE SELECT THE PEOPLE FOR A TPR IT'S A VERY, VERY COMPLEX, IT INVOLVES SUCH FACTORS AS CURRENT PAY, TDR CLASSIFICATION, ASSIGNMENT AND TPR HISTORY. BUT MOST IMPORTANT HERE, I WANT YOU TO REALIZE THAT WHEN WE ACTUALLY START UP THE PROCESS AGAIN AND WE START ACTUALLY SENDING THESE NOTICES, THESE SELECTION NOTICES, WE'RE GOING TO BEGIN VERY, VERY SLOWLY, PROBABLY WITH AT THE MOST 50 CASES SELECTED NATIONWIDE FOR THE FIRST MONTH. SO, AGAIN, DO NOT WORRY ABOUT IT, IT'S GOING TO BE VERY, VERY SLOW WHEN WE START THIS.
- SO FOR STEP 2 IF A BENEFICIARY IS SELECTED FOR TPR, SSA SENDS THE SELECTION NOTICE TO THE INDIVIDUAL ABOUT EVERY 12 MONTHS OF TICKET IN USE STATUS. AND THIS IS TO DETERMINE IF THE BENNY IS MAKING THE EXACTED PROGRESS WITH WALK AND EDUCATION.
- HOW MANY, THE SSA PORTAL, AT THE SAME TIME THAT WE'RE STANDING THERE, WE OPEN THE PORTALS FOR 55 DAYS TO THE SERVICE PROVIDERS FOR GPOR INPUT. AGAIN WE'RE GOING TO GET INTO THIS IN MUCH MORE DETAIL, BUT YOU AS THE SERVICE PROVIDER WILL ONLY BE ALLOWED TO PASS A BENNY, YOU ARE NOT GOING TO BE ABLE TO FAIL THEM, THAT WILL BE MAXIMUS.
- IF THE TPN RECEIVES THE SSA 1375 FROM THE BENNY, WHICH IS PART OF THE SELECTION NOTICE, IN OTHER WORDS THE BENNY GOT THE NOTICE, SENDS IT BACK, THERE'S AN ENCLOSED ENVELOPE, THEY SEND BACK THE FORMS TO MAXIMUS, THAT'S WHAT THAT MEANS AND ALSO THE SERVICE PROVIDER HAS NOT PASSED THE BENNG BECAUSE AGAIN REMEMBER DURING THIS TIME PERIOD YOU ARE ALLOWED TO PAY US A BENNY IF YOU CAN. WE ALWAYS ARE THINKING ABOUT THAT YOU ARE ACTUALLY WITHIN THE 55 DAYS FROM THE DATE OF THE NOTICE, THEN TPN ACTUALLY OPENS A CASE AND BEGINS THE REVIEW.
- WE CLAIM TO HAVE EXTENSIVE TPR PORTAL TRAINING WELL BEFORE TPR IMPLEMENTATION.
- OKAY, THE NEXT FEW SLIDES I'M GOING TO SHOW YOU WILL JUST GO TOWARDS IS THIS ACTUALLY WHAT THE FIRST NOTICE THAT GOES TO THE BENNY, THIS IS A TPR SELECTION. IT'S VERY LONG, ESPECIALLY IF YOU WERE IF REVIEW 1, BUT NEXT AGAIN, THIS WAS AN EXAMPLE OF THE TPR SELECTION NOTICE THAT'S RECEIVED BY THE BENNY THE NOTICE IS TAYLORED TO THE PERSON, INCLUDING THE REVIEW LEVEL IS ON THERE, THE REVIEW PERIOD DATES ARE ON THERE, IN OTHER WORDS, WHEN DID YOU NEED TO MEET THESE REQUIREMENTS, THE REQUIREMENTS, THE QUESTIONS, EVERYTHING THAT IS ON THERE IS TAILORED TO THE PERSON.
- SPECIFIC EARNING AMOUNTS ARE LISTED AND ACTUALLY -- SO THE BENNY DOES NOT EVEN HAVE TO THINK ABOUT ANY OF THIS, IT'S RIGHT ON THERE. THE 10 PERCENT TOLERANCES ARE WRITTEN IN THERE, REVIEWS 1 THROUGH 4.
- IMPORTANT HERE, NO MATHEMATICAL CALCULATIONS ARE REQUIRED AT ALL BY THE BENNY, ALL THEY DO IS CHECK THINGS. ALL THE NOTICES, BASICALLY

EVERY NOTICE THAT GOES OUT. I ONLY GAVE ONE EXAMPLE WITH ONE BAES THAT'S WHAT WE START WITH, THEY ALL GIVE 30 DAYS FROM THE NOTICE DATE TO RESPOND. I CAN TELL YOU THE TIME FRAME IS GENERALLY 55 DAYS EVEN THOUGH WE DON'T SAY THAT, AND THAT'S IN ORDER TO ALLOW FOR MAIL TIME AND ALSO FOR CONTRACT TIME.

- SO WITH A PASS, WE CALL THE INITIAL LEVEL, IF YOU HAVE A PASS, EITHER THROUGH THE PORTAL OR THROUGH THAT FORM, BASICALLY, CDR PROTECTION IS EXTENDED, NO LETTER IS SENT AND THE NEXT TPR WILL BE IN ABOUT ANOTHER 12 MONTHS OF IN USE.
- FOR FAILURES, IF THE BENNY FAILS THE TPR, THE PROPOSED FAILURE NOTICE IS SENT GIVING AN OPTION TO APPEAL. NO, I DID NOT ACTUALLY INCLUDE AN EXAMPLE OF THAT, I PROBABLY COULD HAVE, BUT THAT ONE WILL GO OUT AGAIN IF THEY FAIL BASED ON WHATEVER WHEN MAXIMUS GOES THROUGH THE ADJUDICATION PROCESS OR ON THE 56TH DAY THEY ARE GOING TO FAIL IN NOTHING HAS BEEN DONE. BUT VERY IMPORTANT HERE, BENEFITS ARE NOT AFFECTED, JUST BECAUSE YOU FAIL TPR IT HAS NOTHING TO DO WITH BENEFITS.
- THE BENNY MAINTAINS CDR PROTECTION FOR 55 DAYS FROM THE DATE OF THE NOTICE RELEASE AND THROUGH THE ENTIRE APPEAL PROCESS. THE INDIVIDUAL IS SUBJECT TO REGULARLY SCHEDULED CDR'S ONCE THE FINAL FAILURE IS EFFECTIVE. AND ACTUALLY, REALLY IMPORTANT HERE, ASSIGNMENT AND REASSIGNMENT ARE NOT AFFECTED BY PROPOSED OR FINAL FAILURES. AGAIN, THE PERSON CAN BE WORKING WITH YOU, ASSIGNING, REASSIGNING, DOING WHATEVER, IT DOES NOT MATTER. IF THEY FAILED A TPR, IN FACT ALL OF THE NOTICES ENCOURAGE THE BENNY TO WORK WITH THE SERVICE PROVIDER TO HOPEFULLY MEET THEM MEET THE REQUIREMENTS. BUT UNFORTUNATELY THEN WHAT'S HAPPENING IS THAT A LOT OF SERVICE PROVIDER DOES NOT REALIZE THAT THEY HAVE FAILED AND EVEN THOUGH THEY ARE WORKING WITH THEM THE BENNIES CAN BE OR ARE BEING CALLED UP FOR TPR'S.
- NOW WE ARE GOING TO DISCUSS SOME -- AGAIN, I'M NOT GOING TO GET INTO IT A LOT, BUT SOME OF THE APPEALS AND REENTRY.
- FOR APPEALS, AND THIS WOULD COME AFTER THEY GET THE NOTICE OF PROPOSED FAILURE. SO FOR APPEALS THE BENNY HAS 55 DAYS FROM THE DATE OF THE PROPOSED FAILURE NOTICE TO SUBMIT A REQUEST FOR APPEAL. THE NOTICE IS VERY EXPLICIT IN WHAT IS REQUIRED. YOU NEED SOME SEND, UNLIKE THE INITIAL LEVEL, THE APPEAL LEVEL REQUIRES DOCUMENTATION LIKE SOME KIND OF PAY STUBS, TRANSCRIPTS, WHATEVER. AND THE REQUESTS ARE MAILED OR FAXED TO THE TPN
- SSA ACTUALLY MAKES THE FINAL DECISIONS IN THE APPEALS, IT'S ACTUALLY SSA THAT IS ADJUDICATING THEM AND NOTICES, UNLIKE INITIAL WHERE FOR APPEALS THE INITIAL ONLY FAILURE NOTICES GO OUT, HERE IF THEY APPEAL YOU EITHER GET A PASS OR A FAME NOTICE FOR THAT.
- THIS IS TPR REENTRY SUCCESSFUL. SO AFTER FAILING A TPR, EVIDENCE CAN BE SUBMITTED IN TIME TO SHOW THE REQUIREMENTS OF THE REVIEW PERIOD HAVE BEEN MET. ALL THAT HAS TO HAPPEN IS THAT THE BENNY WOULD ACTUALLY CALL THE CALL CENTER AND THEY WOULD INSTRUCT THE BENNY ON EXACTLY WHAT TO DO. WE'RE GOING TO NEED -- AND HERE MAXIMUS ACTUALLY ADJUDICATES THESE. IF IT'S SUCCESSFUL YOU ARE PUT BACK INTO THE TPR PROCESS, BUT HERE IS WHERE MAXIMUS IS GOING TO NEED DOCUMENTATION TO SHOW THAT THEY ACTUALLY HAVE MET THE REQUIREMENTS OF THE REVIEW PERIOD. IT'S GOING TO BE IN A DIFFERENT TIME PERIOD, OBVIOUSLY, BECAUSE THEY FAILED THE 12 MONTHS AT THE INITIAL LEVEL.
- IF THEY ARE SUCCESSFUL THE INDIVIDUAL EARNINGS APPROXIMATELY ANOTHER

12 MONTHS OF PROTECTION. IN USE STATUS IS EFFECTIVE THE MONTH AND YEAR OF THE NOTICE AND HERE AGAIN WITH REENTRIES WE HAVE NOTICE WHETHER SUCCESS OR FAILURE.

- OKAY, ON TPR REENTRY WHERE IT IS A FAILURE, IN THIS CASE THE BENNY IS SENT INTO MAXIMUS, THEY SENT DOCUMENTATION THAT THEY HAVE MET THE REQUIREMENTS BUT ON FAILURES OBVIOUSLY THE PERSON WHAT ENDS UP HAPPENING IS STILL NOT GOING TO BE IN USE. THEY WEREN'T TO BEGIN WITH. IF THEY FAILED AND THEY HAVE TO DO A REENTRY IT MEANS THEY ARE CURRENTLY NOT IN USE.
- WELL, IF THEY FAILED HERE THEN THEY ARE STILL NOT IN USE, BUT THERE IS NO NOTIFICATIONS OF ANY UNSUCCESSFUL ACTION HERE. IN THIS PARTICULAR CASE THIS ALSO REPRESENTS AN APPEAL SITUATION AND THE PERSON SL BE AGAIN ON THE, WHEN WE SEND OUT THE FAILURE DECISION FOR THE REENTRY IT WILL HAVE EXACTLY THE APPEAL RIGHTS AND WHAT WE NEED, THINGS LIKE THAT, AND THEY HAVE ABOUT 30-PLUS DAYS TO APPEAL THE DECISION. AGAIN, THESE PARTICULAR ONES, LIKE REENTRY APPEALS, I'M GOING TO TALK ABOUT MORE PROBABLY DURING THE PORTAL TRAINING.
- OKAY, THE SCHEDULE, AT THIS POINT I'M JUST GOING TO DISCUSS JUST REALLY QUICKLY ABOUT THE TENTATIVE TPR IMPLEMENTATION SCHEDULE.
- AS I SAID BEFORE, WE'RE GOING TO HAVE EXTENSIVE PORTAL TRAINING FOR ALL SERVICE PROVIDERS, PROBABLY -- THIS IS VERY, VERY TENTATIVE -- AT THE END OF OCTOBER. AND IT'S NOT GOING TO BE BEFORE, THERE'S A GOOD CHANCE IT WILL BE AFTER, WE HAVE OTHER THINGS THAT HAVE TO BE ACCOMPLISHED BEFORE WE DO THE PORTAL TRAINING, BUT BELIEVE ME WE ARE NOT SELECTING ANYTHING, WE ARE NOT STARTING UP AT ALL BEFORE WE HAVE TO PORTAL TRAINING.
- AGAIN, TENTATIVELY WE EXPECT THAT EVERYTHING, ALL TRAINING WOULD TAKE PLACE, WE'VE DONE EVERYTHING AND WE COULD BEGIN SELECTIONS POSSIBLY IN NOVEMBER, AGAIN, POSSIBLE, POSSIBLE, SLOWLY BECAUSE WE WOULD HAVE TO CHECK EVERY SINGLE WELL TO MAKE SURE IT ALL SEEMS TO GO WELL AND WE DON'T WANT YOU TO HAVE THAT MANY TASKS TO ADJUDICATE ON THE PORTAL BECAUSE THIS IS MUCH DIFFERENT THAN THE WAY IT USE THE TO BE. AGAIN, THIS IS EXTREMELY TENTATIVE.
- IT'S IMPORTANT THAT YOU UNDERSTAND YOUR RESPONSIBILITIES IN THIS AREA TO YOUR CLIENT.
- FIRST, YOU NEED TO UNDERSTAND THE TPR PROCESS SO YOU CAN EXPLAIN THE EXISTENCE OF TPR REVIEWS AND HOW THEY WORK. IT IS IMPORTANT THAT YOUR BENNIES FULLY UNDERSTAND TPR AND WHAT THE CONSEQUENCES ARE FOR NOT MAKING TIMELY PROGRESS.
- YOU ALSO WANT TO DISCUSS THE IMPORTANCE OF PROVIDING TIMELY INFORMATION TO THE TPN OR TO YOU AS PART OF THE PROCESS. ADDITIONALLY, DENNIES WILL COME TO YOU WITH QUESTIONS REGARDING TPR THIS IS ESPECIALLY TRUE WHEN TPR SELECTION NOTICES ARE RECEIVED BY YOUR CLIENTS. IF YOU ARE ABLE TO ACCURATELY ADDRESS THE ISSUES YOU SHOULD CONTACT THE TPM AND DO DWRUR -- AND CONTACT IS RIGHT NR. AND FINALLY, IT IS YOUR RESPONSIBILITY TO INPUT TPR INFORMATION TO THE PORTAL AND AGAIN THAT'S MUCH DIFFERENT THAN IT USED TO BE IN THE PAST.
- QUESTIONS AND NEXT? OKAY, THIS IS THE LAST SLIDE.
- OBVIOUSLY IF YOU HAVE ANY QUESTIONS OR YOU HAVE ANYTHING, YOU NEED ANY ADDITIONAL INFORMATION, YOU CAN ALWAYS CONTACT THE TPN OR MAXIMUS AT TPR HELP DESK AT YOUR TICKET TO WORK DOT COM.
- AT THIS POINT I'M DONE WITH THE POWERPOINT AND WE CAN OPEN IT UP FOR

QUESTIONS.

- >> LADIES AND GENTLEMEN, THIS YOU WOULD LIKE TO ASK A QUESTION YOU MAY DO SO BY PRESSING THE STAR THEN A NUMBER 1 ON YOUR TELEPHONE KEY PAD.
- YOUR FIRST QUESTION COMES FROM EUGENIA COX.
- >> HI, THIS IS EUGENIA ARE THE STATES STILL BEING ALLOWED TO OPT OUT?
- >> NO, THERE'S NO MORE OPTING OUT. THAT IS ONE OF THE THINGS EVERY STATE, IN FACT ONE OF THE FIRST THINGS THAT WILL HAPPEN ON DAY ONE WHEN THE NOTICES GO OUT, THE PORTAL WILL ALSO BE LOOKING FOR 55 DAYS TO ALL SERVICE PROVIDERS FEE AND NVR'S.
- >> SO THE TPR UNDER THE CIRCUMSTANCES SELF IS GOING TO BE BENEFICIARY, IS THAT CORRECT?
- >> YES, JUST THE ACTUAL FORM, RIGHT, ON DAY ONE WHAT I CALL THE DOOR -- WHAT IS CALLED THE TPR SELECTION NOTICE, THAT NOTICE, THE ACTUAL NOTICE AND THE FORM, THE 1375, WHICH IS ATTACHED AND THE ENVELOPE FOR RESPONSE BACK TO MAXIMUS, WHICH THE BENNY WOULD SEND, IT ALL GOES TO THE BENNY BUT AT THE SAME TIME IT'S UPSET ON DAY ONE, THE PORTAL WILL BE OPEN TO THE SERVICE PROVIDER TO GO IN THERE -- IF THEY CAN -- TO GO IN THAT AND -- WE'LL HAVE TRAINING.
- >> HERE'S WHERE I'VE BEEN GETTING A LITTLE CONFUSED. WHAT IF THE BENNY TURNS BACK A COMPLETED FORM, THE BEST THEY CAN FILL IT OUT, WE TURN AROUND AND DO THE SAME IDENTICAL THING AND IT DOESN'T MATCH, WHY ARE TWO PEOPLE BEING -- WHEN THE BENNY DID NOT RESPOND TO IT WE WERE GIVEN THE OPPORTUNITY TO RESPOND. IT'S DOING DOUBLE DOT -- DUTY HERE. I DON'T KNOW ABOUT ANYBODY ELSE BUT TPR'S ARE VERY DIFFICULT TO DO.
- >> DEPENDING ON THE RESPONSE IT'S GOING TO GO TO MAXIMUS SO THEY WILL BE ABLE TO DO WHATSOEVER. I WILL TELL YOU IN THE FIRST 55 DAYS MAXIMUS IS NOT ALLOWED TO DO ANYTHING UNTIL THEY RECEIVE THAT FORM BACK, SO THE 5055 DAYS IF YOU CAN PASS UPS THE PERSON, THAT'S THE DECISION.
- >> THERE ARE SO MANY FACTORS.
- >> BASICALLY IT'S WHOEVER PUTS A PATH NOT GUILTY THERE FIRST AND AT THE END OF THE 55 DAYS. IF YOU CAN PASS THEM, FINE. IF YOU CANNOT WE'LL HAVE TO WAIT FOR MAXIMUS TO GET THE FORM.
- >> LET'S SAY YOU PASSED THE PERSON AND THEN ALL OF A SUDDEN ON DELAY 45 MAXIMUS GETS THE FORM BABLG AND FROM THE BENNY IT LOOKS LIKE THE PERSON WOULD HAVE FAILED. AT THIS POINT THIS IS HAILED WITH THE SYSTEM THAT'S SET UP RIGHT NOW, IT GIVES YOU A LOT MORE ENGAGEMENT IN THE SYSTEM, THE SYSTEM PROVIDER.
- IF MAXIMUS WOULD HAVE SKILLED THE PERSON BASED ON WHAT HE SAME IN AND YOU'VE ALREADY PASSED, HIS NAME STAYS IN THE ROOM BUT IT WILL BECOME A QA ISSUE. WE PLAN TO HAVE QA IN THIS AREA BECAUSE THIS IS A LOT DIFFERENT THAN WHAT WE DID BEFORE.
- >> SO IF WE GET THE, IF WE PASS THEM FIRST THEN THEY PASS?
- >> YES.
- >> SO YOU ARE GOING TO SEND IN EITHER BAD INFORMATION OR ENCRYPTED INFORMATION. IT WILL PASS.
- >> HEY, AS LONG AS YOU PUT THE LONG AND THE PASS IN THERE, NOT BEFORE, AS SOON AS MAXIMUS GETS THE FORM IT'S THE 13.75, THEY WILL GO INTO THE SYSTEM AND OPENS IT UP, IF IT'S DAY 45 IF YOU HAVE NOT

PASSED THAT PERSON BY DAY 45 YOU'VE LOST YOUR CHANCE BECAUSE MAXIMUS HAS OPENED THE WORK CASE, BUT THEY CAN'T OPEN A WORK CASE UNTIL THEY RECEIVE THAT FORM AND I CAN TELL YOU IT'S GOING TO TAKE A WHILE. I MEAN BY THE TIME THE FORM GOES OUT OF SSA THROUGH THE MAIL TO THE BENNY, THE BENNY LOOKS AT IT AND RESPONDS YOU ARE PROBABLY TALKING INTO DAY 30.

- >> SO WE'RE THE ULTIMATE DISCRIMINATION, 2348 WHAT WE THOUGHT WAS IN THE SOAP DISH.
- >> AS LONG AS YOU FOLLOW BETWEEN ZERO OR DAY ONE TO 55 AND YOU ARE PATTING (INAUDIBLE) AND MAXIMUS HAS NOT RECEIVED ANYTHING BACK FROM YOUR PERSON BECAUSE IF MAXIMUS HAS, THEY WILL OPEN UP THE WORK CASE AND THAT WILL PREVENT YOU FROM PASSING THE PERSON.
- >> AND HERE'S MY OTHER THING. THERE'S A LOT OF STATES THAT HAVE OPTED OUT. WE HAVE NEVER OPTED OUT. WE'VE ALWAYS DONE THEM AND I'LL TELL YOU RIGHT UP NRUPBT THEY ARE NOT EASY TO DO. FIRST OF ALL, WE MAY HAVE WORKED WITH SOMEBODY 5 YEARS AGO AND THEY COME BACK FOR SERVICES, WE'RE WORKING WITH THEM FOR MAYBE A MONTH OR 2 AND SUDDENLY WE GET A REVIEW AND WE'RE ALL SCRATCHING OUR HEADS GOING, OKAY, WE DIDN'T START SAFING THEM UNTIL AFTER 5 YEARS AFTER THAT, WHAT SYSTEM UPB THIS USING, WE HAVE TO FAIL THEM AT THAT POINT. NONE OF IT MAKES SENSE AND PEOPLE ARE GOING TO BE SCRATCHING OUR HEADS. IT IS A LOT OF WORK AND YOU ARE SAYING WE ARE ALL REQUIRED TO DO IT.
- >> THAT'S RIGHT, BUT WE WILL HAVE VERY EXTENSIVE PORTAL TRAINING TO GO THROUGH THE ENTIRE THING.
- THE POERLGT, I CAN TELL YOU, THE STREAMS ON THE PORTAL ARE LIKE AIR, THEY ARE EASY TO UNDERSTAND, PLATE YOUR RIGHT -- I MEAN YOU HAVE TO KNOW WHAT TO CHECK.
- >> THE PORTAL IS NOT THE ISSUE, THE ISSUE IS UNDERSTANDING WHERE YOU ARE COMING FROM WITH THE TPR, THAT'S THE ISSUE. AND MOST OF OURS ARE GOING TO FAIL, I'LL BE HONEST. MOST OF THE PEOPLE WHO ARE FAILING ARE GOING TO FAIL BECAUSE THE TPR DOESN'T START FRESH EVERY SINGLE TIME, IT TALKS ABOUT THINGS THAT HAPPENED YEARS AGO. SO IT'S GOING TO BE DIFFICULT FOR US TO FIGURE IT OUT BECAUSE IT'S JUST GOING TO BE VERY DIFFICULT AND IT'S GOING TO BE SO MUCH WORK ON OUR SHOULDERS WHERE THEY OPTED OUT IN THE PAST AND ARE NO LONGER GOING TO BE ALLOWED TO OPT OUT.
- >> THIS IS ROB, LET'S GIVE OTHER PEOPLE A CHANCE TO CALL AND WEIGH IN WITH SPECIFIC COMMENTS. WE WILL FOLLOW UP WITH SPECIFIC INFORMATION AS WE MOVE FORWARD WITH THIS PROCESS AND ALSO FEEL FREE TO REACH OUT TO THE VIEWER HELP DESK WITH QUESTIONS AS APPROPRIATE AND THE REFERENCE WE GAVE REGARDING THE TPR FOR ADDITIONAL INFORMATION AS WELL, BUT WE WILL ALSO HAVE ADDITIONAL INFORMATION. SO THANK YOU .
- >> THAT COMPLETES YOUR QUESTIONS.
- >> WELL, IT JUST BASICALLY TOLD ME YOU WERE GOING TO MOVE ON BUT THAT'S OKAY, I'M USED TO IT. THANK YOU.
- >> YOUR NEXT QUESTION COMES FROM GINA TOTT
- >> WE ARE ONE OF THE STATES THAT NORMALLY HAVE OPTED OUT AND BECAUSE OF THE FACT THAT'S LOOKING AT PROBABLY, YOU KNOW, SEVERAL THOUSAND THAT WILL COME THROUGH AND I AM THE ONLY PERSON THAT DOES MY JOB. SO THAT'S A LOT OF ADDITIONAL STUFF FOR JUST ME TO HANDLE. SO WHAT HAPPENS IF WE DON'T ANSWER THE TPR I'LL BE HONEST, THERE'S A VERY GOOD CHANCE I'M JUST NOT GOING TO ANSWER THOSE.

- >> OKAY, I KNOW THERE COULD EASILY BE HUNDREDS OF THEM, I KNOW THAT. ONCE WE GET UP TO SPEED WITH THIS, BELIEVE ME, WE'RE NOT GOING TO START WITH THAT. REMEMBER YOUR BACK OFFICE AT MAXIMUS AS LONG AS THE BENNY RESPONDS IS GOING TO GET THE FORM AND YOU ARE GOING TO HAVE THE WORK CASE. THAT'S THE BACK-UP.
- UNDERSTANDING WHAT YOU MEAN IS THAT YOU ARE MAYBE THE ONLY ONE THAT HAS ACCESS TO THE PORTAL.
- >> NO, I AM THE ONLY ONE THAT DOES MY JOB IN THE AGENCY.
- >> OH, OKAY. ONE OF THE THINGS WE'RE GOING TO GO THROUGH IN THE PORTAL TRAINING IS HONESTLY MAYBE NOT EVERYONE WOULD HAVE ACCESS TO THE PORTAL, IT ISN'T REALLY EVEN GOING TO BE THAT, IT'S GOING TO BE THE PERSON, THE COUNSELOR THAT WORKS WITH THE INDIVIDUAL THAT HAS A TPR, WHAT'S GOING TO END UP PROBABLY HAPPENING IS THAT WHOEVER GOES INTO THE PORTAL AND SEES THAT THERE ARE 20 OF THEM PENDING YOU ARE GOING TO HAVE TO BASICALLY SEND TO SCREEN SHOT TO THE COUNSELORS OF THESE BENNIES AND THE COUNSELORS WILL ACTUALLY COMPLETE THE SCREEN AND SEND IT BACK TO THE PORTAL PERSON AND THEN THE PORTAL PERSON, IF THEY CAN PASS THEM, THEY WILL. BUT FOR YOUR PARTICULAR, IN YOUR INSTANCE, HONESTLY YOU ARE GOING TO HAVE TO DO THE BEST THAT YOU CAN. I KNOW THAT WE'RE TALKING, WE COULD BE TALKING HUNDREDS OF THEM, OKAY, BUT NOT INITIALLY ON IT, WE HAVE A 50 PERCENT TURNOVER RATE. THERE'S OTHER PEOPLE WITH CLEARANCE AND I'M THE ONLY PERSON CURRENTLY THAT USES THE PORTAL. I'M THE ONLY ONE WHO DOES THAT PLUS OTHER THINGS FOR THE AGENCY.
- >> WELL, REMEMBER --.
- >> OTHER THINGS LIKE THAT AS WELL.
- >> IT'S GIVING YOU, THE SERVICE PROVIDERS, MORE I WOULD SAY LEVERAGE IN THE WHOLE SYSTEM BUT ULTIMATELY, THE OLD SYSTEM, AS SOON AS MAXIMUS RECEIVES THE FORM FROM THE BENNY THEY IMMEDIATELY, THEY WILL IMMEDIATELY OPEN THE WORK CASE AND START ADJUDICATING. SO IT'S TRUE, I MEAN, EITHER YOU PASS THE FIRST, IF YOU CAN'T PASS THE FIRST, YOU DON'T. IF YOU DON'T GET AROUND TO DOING ALL OF THEM LET'S SAY THERE ARE TOO MANY OF THEM BUT AGAIN THE MAIN THING IS WHAT WE'RE GOING TO COVER MORE IN PORTAL TRAINING THAT HE DIDN'T KNOW THE PORTAL -- YOU WOULD HAVE TO ORDER, HE WOULD HAVE TO GO TO THE COUNSELOR AND SAY, OKAY, DO THEY HAVE, LIKE, HAVE THEY BEEN WORKING OR WHATEVER THE REQUIREMENTS ARE FOR THE REVIEW. I MEAN I CAN'T IMAGINE IN ALL INSTANCES THAT WHOEVER DOES THE PORTAL IS GOING TO KNOW THESE ANSWERS. THEY'RE GOING TO HAVE TO, LIKE, SEND THE SCREEN, BASICALLY, WITH ALL THE REQUIREMENTS TO ACTUALLY THE CENTER AND THEY WOULD SAY, OH, YEAH, THEY'VE BEEN WORKING, WHATEVER.
- HONESTLY WE'RE GOING TO SEE HOW IT WORKS. THIS IS HOW IT WAS SET UP. BUT IT ALMOST MAKES IT A LOT FAIRER OR MORE FAIR TO THE BENNY, IT GIVES THEM A BETTER OPPORTUNITY, I THINK. IT'S LIKE TWO -- IT'S ALMOST AT TWO LEVELS THAT SOMEBODY CAN ACTUALLY RESPOND. IF YOU CAN'T PASS THE FIRST DON'T WORRY ABOUT IT. AGAIN, MAXIMUS IS BASICALLY THE BACK UP.
- >> OKAY, THANK YOU.
- >> THANK YOU. YOUR NEXT QUESTION COMES FROM THE LINE OF TOM SHERISE AND ERIC SCHMIDT
- >> HELLO, I WANT TO SECOND WHAT YOU'VE ALREADY HEARD FROM EUGENIA AND GINA I KNOW WITH THE NUMBER THAT IS WE DEAL WITH IN TERMS OF TICKETS IN USE RIGHT NOW IT'S ABOUT 12,000. EVEN IF MAXIMUS HANDLES

A PART OF THAT VOLUME OF TPR'S THERE'S NO WAY WE CAN HANDLE A SIGNIFICANT VOLUME. WE'RE BARELY ABLE TO KEEP UP WITH OUR CURRENT WORK RIGHT NOW AS CURRENTLY STAFFED SO I REALLY PREDICT THIS IS GOING TO BE A SIGNIFICANT PROBLEM FOR THE NEW PORTAL AND I STRONGLY SUGGEST YOU RETHINK THIS PROCESS WHEREBY STATE VR AGENCIES ARE ASKED TO PROVIDE THIS ADDITIONAL LEVEL OF ADDITIONAL WORK. I REALLY CAN'T SEE HOW IT'S GOING TO WORK.

- >> UM.
- >> TOM ROSS, THANKS, AND I'M GOING TO GO ON TO OTHER COMMENTS AS WELL. WE HEAR YOU, I'LL CIRCLE BACK TO MY FOLKS AND WE'LL TALK A LITTLE BIT ABOUT THIS, BUT WE'RE TAKING NOTE OF THE COMMENTS THAT ARE BEING MADE AND ARE AWARE OF THE CONCERNS AND WE WILL DISCUSS THESE THINGS INTERNALLY. OKAY?
- >> I REALLY APPRECIATE. THANK YOU, ROB.
- >> NO PROBLEM.
- >> AGAIN, PLEASE REMEMBER THAT HONESTLY IF WE REALIZE THAT YOU HAVE SO MANY BENNIES, BELIEVE ME, WE KNOW THAT. IF YOU CANNOT, FOR WHATEVER REASON, PASS THIS PERSON, I MEAN WHETHER IT'S THEY FAILED OR THEY REALLY DID FAIL OR IT'S JUST TOO MANY AND YOU CAN'T, YOU CAN'T GO THROUGH ALL THIS, THAT'S FINE. I MEAN THE WAY THAT IT'S SET UP IT'S PERFECTLY FINE. MAXIMUS IS GOING TO STILL GET THESE FORMS FROM THE BENNY, THAT'S THE WAY IT'S SET UP NOW. THIS IS JUST ADDING SOMETHING, IT'S AN EXTRA LIKE AN EXTRA LAYER, POSSIBLY YOU CAN PASS A PERSON AND THAT WOULD BE GREAT. IT'S GREAT FOR THE BENNY WHATEVER YOU CAN DO IS PERFECTLY FINE BUT IF YOU -- WE'RE GOING TO GO THROUGH A LOT OF THIS IN PORTAL TRAINING. IF YOU CAN'T HANDLE THIS AND WE KNOW IT'S GOING TO BE REALLY REALLY HARD BECAUSE YOU'RE GOING TO HAVE SO MANY BENNIES THAT ARE GOING TO COME UP EVERY PH. REMEMBER, THIS IS STILL BENNY DRIVEN AND THE LETTER GOES AFTER THE BENNY THE BENNY INSTRUCTED NOT TO SEND DID TO YOU AND WAS INSTRUCTED TO SEND THE RESULTS BACK TO MAXIMUS. DON'T WORRY, THIS IS SG THAT IS JUST AN ADDED THING OF GOOD FOR THE BENNY, BUT IF YOU CAN'T DO IT, YOU CAN'T DO IT.
- >> OKAY, THANK YOU FOR HEARING US.
- >> HI, THIS IS KATIE STRIEBINGER. I JUST WANTED TO CHIME IN REAL QUICK ON THE PORTAL. THE OLD PORTAL USED TO PUSH (INAUDIBLE) WHICH IS WHY THEY OPTED OUT, THEY DIDN'T WANT TO GET REMINDERS THAT THERE WERE TPR'S THEY NEEDED TO TAKE ACTION ON AND THEY DIDN'T WANT TO TAKE ACTION ON THE TPR'S. THE NEW PORTAL, YOU HAVE TO SPEAK OUT TO BENEFICIARIES TO ACT ON IT, WE ARE NOT GOING TO BE PUSHING ANY INFORMATION TO YOU. YOU ARE NOT GOING TO GET EMAILS, YOU ARE NOT GOING TO GET ALERTS. IT'S AN EXISTING FIELD IN THE PORTAL RIGHT NOW. IF YOU CAN HANDLE TPR'S YOU CAN ACT ON THAT AND IF NOT THERE'S NOTHING FOR YOU TO DO. IT IS GOING TO BE A LITTLE DIFFERENT WHICH IS WHY WE'RE NOT TALKING ABOUT AN OPTION FOR YOU TO OPT OUT. IT'S SOMETHING YOU CAN DECIDE ON YOUR OWN .
- >> SO THAT COMPLETES YOUR QUESTION AND ANSWER SESSION.
- >> YES, THANK YOU.
- >> YOUR NEXT QUESTION COMES FROM DAVID LEON
- >> IT SOUNDS LIKE WE'VE ALREADY HAD A ROBUST DISCUSSION ON THE AMOUNT OF ADDITIONAL WORK ALTHOUGH BASED ON KATIE'S LAST STATEMENT IT SOUNDS LIKE NOTHING CHANGES. I WANT TO GO BACK TO WHEN A CLIENT FAILS A TPR AND THEY ARE NO LONGER LISTED IN USE I WANT TO MAKE SURE

THAT I UNDERSTAND CORRECTLY THAT, A, THAT CLIENT'S TICKET IS NOT ASSIGNABLE TO A DIFFERENT EMPLOYMENT NETWORK WHILE WE ARE PROVIDING SERVICES AND I WANT TO KNOW WHAT THE MECHANISM WILL BE FOR THAT CASE DOWN THE ROAD IF WE'RE PROVIDING SERVICES FOR SEVERAL YEARS AND WILL IT JUST AUTOMATICALLY GO BACK TO IN USE IF THEY SUDDENLY MEET THE REQUIREMENTS? HOW WILL THAT WORK, WHAT WILL HAPPEN IN TERMS OF A COST REIMBURSEMENT PLAN, WILL THE MONEYS AND TIME SPENT DURING THE PERIOD WHEN THE CASE WAS IN TPR FAILURE NOT BE OFFERED TO THE AGENCY AND THE LAST THING I WANT TO ASK ABOUT, OR SAY AS A REMINDER BASED ON OTHER QUESTIONS, WE HAVE DONE A LOT OF WORK TO KEEP THE TICKET BEHIND THE SCENES SO OUR COUNSELORS CAN FOCUS ON COUNSELING AND GUIDANCE TO GET TO WHERE THEY WANT TO GET OFF BENEFITS. IF VR IS INVOLVED WITH MAKING SURE THEY REPORT THAT CORRECTLY AND THEY FAIL THE TPR, IT COULD ADVERSELY AFFECT THE RELATIONSHIP WHERE MANY OF OUR CLIENTS DECIDE IT'S NOT WORTH THE RISK.

- >> THE ONE THING I CAN SAY IS IF SOMEBODY FAILS A TPR AT SOME POINT IN THE PAST, USUALLY IT'S BECAUSE THEY DIDN'T MEET THE REQUIREMENTS, THEY HAVE A FAILURE ON THEIR RECORD. IT CAN BE, THEY CONDITION LET THIS FAILURE LITERALLY BE CALLED FOR A CDR FOR MANY, FOR MANY REASONS THAT HAVEN'T COME UP, YOUR MONETARY REASONS, THERE'S A LOT OF REASONS.
- BUT WITHIN THAT TIME FRAME AS SOON AS THEY FILL THAT TPR, YOU NEED TO MAKE SURE THE PERSON MUCH AS AS THEY MEET THE REQUIREMENTS OF WHATEVER THEY FAILED THEY SHOULD GO, THEY SHOULD CALL UP THE CALL CENTER AND WE CALL IT RE-ENTER. YOU ARE ACTUALLY RE-ENTERING THE TPR PROCESS AND HOPEFULLY ONCE YOU CAN MEET THE REQUIREMENTS THAT YOU FAILED -- IT'S NOT THE SAME TIME FRAME, IT WOULD BE MORE CURRENT. AND THE PERSON, THE BENNY, WOULD WORK WITH THE CALL CENTER. ONCE THEY CAN RE-ENTER THEN AT THAT POINT THEY ARE PUT BACK INTO IN USE STATUS AND AT THAT POINT FROM THAT POINT ON WHEN THEY ARE IN USE I CAN TELL YOU THEY ARE NOT BEING CALLED FOR A CDR AS LONG AS THEY ARE BEING, AS LONG AS THEY HAVE RE-ENTERED AND THEY ARE IN USE. THAT PART I COULD -- AGAIN, AS FAR AS ASSIGNMENT, REASSIGNMENT, YOU CAN FAIL TPR, YOU CAN RESIGN ANY TIME YOU WANT, YOU CANNOT IN USE AFTER FAILING TPR AND YOU CAN ASSIGN, REASSIGN, YOU CAN DO ANYTHING YOU WANT. BUT AGAIN YOU ARE VALUABLE FOR A CDL BECAUSE YOU HAD CLTPR AND THEY ARE NOT IN USE.
- AS FAR AS PAYMENT, I CAN'T SPEAK TO THAT.
- >> THAT'S ONE OTHER QUESTION. WILL THE RE-ENTER PROCESS IN WHATEVER LETTER A CLIENT GETS AFTER THEY FAIL A TPR
- >> YES.
- >> BECAUSE YOU WON'T KNOW.
- >> THE REENTRY PROCESS IS NOT ONLY IN LET'S SAY THE FAILURE NOTICES OF, LIKE, DURING BASICALLY EVERY SINGLE LETTER WHENEVER ANYTHING WHENEVER YOU GET ANYTHING IT WILL ALWAYS SAY, IN FACT IT'S EVEN IN THE INITIAL SELECTION LETTER. IT WILL SAY IT DOES NOT USE WORDS LIKE REENTRY, WE TRITON USE THOSE KINDS OF WORDS. BUT WILL WE SAY, OH, IF YOU DON'T MEET THE REQUIREMENTS OF YOUR REVIEW WE ALWAYS SAY, WE ALWAYS SAY CONTINUE WORKING WITH YOUR SERVICE PROVIDER AND WE ALSO SAY AS SOON AS YOU HAVE MET THE REQUIREMENT YOU CAN ALSO CALL THE CALL CENTER.
- WHAT THAT MEANS IS THAT ESPECIALLY YOU ARE GOING TO FAIL TPR ON THE INITIAL LEVEL AND YOU HOPEFULLY MANY REENTRY BY CALLING THE CALL

CENTER. BUT, AGAIN, THE ENTIRE PROCESS IS REALLY BENNY DRIVEN. THAT'S WHERE ALL THE NOTICES GO, THAT'S WHERE ALL THE INSTRUCTIONS ARE. BUT WE CERTAINLY TELL THE BENNY'S TO WORK WITH AND TO CONTINUE WORKING WITH YOU BECAUSE YOU WISH TO HELP THEM.

- >> THANKS, DAVID. OPERATOR, WE'RE COMING UP ON OUR HOUR SO WE CAN TAKE MAYBE TWO MORE QUESTIONS THEN WE'LL HAVE TO WRAP IT UP.
- >> OKAY, THAT IS PERFECTLY OKAY. ACTUALLY WE HAVE ONE QUESTION REMAINING SO OUR FINAL QUESTION COMES FROM MIKE HERMANSON.
- >> YES, MY COMMENTS HAVE BEEN ASKED ON BEFORE. I HAVE NOTHING NEW.
- >> OKAY.
- >> OKAY, THANK YOU.
- IF YOU HAVE ANY ADDITIONAL QUESTIONS, IF ANYTHING COMES UP AGAIN, WE'RE NOT READY AT ALL TO START THIS PROCESS AND WE CERTAINLY ARE GOING TO HAVE EXTENSIVE PORTAL TRAINING WAY BEFORE WE DO SELECTION BUT IF YOU COME UP WITH ANYTHING THAT EITHER NOW OR LATER AT ANY POINT I GAVE YOU THE CONTACT, THAT IS ACTUALLY THE TPN CONTACT. YOU CERTAINLY CAN SEND QUESTIONS IN THROUGH THERE. I MEAN I GUESS YOU ALSO SEND IN THINGS THROUGH THE VR HELP DESK HERE BUT BASICALLY ANYTHING REGARDING TPR SEND IT IN WITH A LIST SCREEN OF THE POWERPOINT AND WE DEFINITELY WILL RESPOND. THANK YOU.
- >> AND I JUST WANT TO ADD AGAIN THAT WE'LL -- WE ARE AWARE OF YOUR COMMENTS AND CONCERNS, WE WILL TAKE THEM INTERNALLY. THIS IS A REALLY TECHNICAL PROCESS THAT'S ABOUT TO WORK INTO THE PORTAL.
- >> I'M SORRY.
- >> SO AWARE OF THAT IN TERMS OF COMMUNICATION STRATEGY AND OTHER THINGS. OBVIOUSLY WE WANT TO BE SUPPORTIVE AND WE WANT TO BE CLEAR IN WHAT WE'RE COMING SO WE'LL CIRCLE BACK AND FOLLOW UP WITH ALL OF YOU ON THIS MATTER AS WE GET CLOSER TO THE LAUNCH OF IT. APPRECIATE YOUR COMMENTS.
- >> SEEMS TO ME, THIS IS MARK RAINE, MUCH OF THE CONVERSATION WE'VE BEEN HAVING HERE HAVE TO DO WITH POLICY AND NOT SOEFRP THE PORTAL. POLICY IS DONE BY REGULATION, IT'S NOT JUST SOMETHING WE CAN TAKE A PENCIL AND CROSS THEM OUT. IN MARCH WE ASKED FOR POTENTIAL QUESTIONS, THOSE WHO RESPONDED, THANK YOU VERY MUCH WE INTEND TO PROCEED WITH THIS LONG AND DETAILED PROCESS AND AGAIN ASK YOU TO LOOK CAREFULLY FOR THAT, WE'LL LET YOU KNOW WHEN THAT COMES UP AND THAT'S THE FORUM WITH POTENTIAL CHANGES TO THE RULES. THANK YOU VERY MUCH FOR YOUR THOUGHTS, WE'LL CONTINUE TO TAKE A LOOK AT WHAT COMES IN BUT KEEP IN MIND, PROGRAM RULES ARE THE RULES. ALL WE'RE TRY TO GO DO IS TO FIGURE OUT THE BEST WAY TO INTRODUCE THE PORTAL.
- >> AND WHERE WE CAN FIND OPPORTUNITY SO THERE'S REGULATIONS AND PROCEDURES. OBVIOUSLY WE WANT TO IMPLEMENT THE PROCESS TO THE FULLEST INTENT WE CAN BUT WE WANT TO MAKE IT WORK PBL. WE HAVE HAD DISCUSSIONS ON THAT AS WELL.
- THANKS TO EVERYBODY HERE AND THE FOLKS ON THE PHONE FOR THEIR TIME AND ATTENTION. THANKS, ALYSSA, FOR THE PRESENTATION.
- >> IF YOU HAVE QUESTIONS NOT RELATED TO THE TPR WE CAN ASK THE HELP LINE. YOU CAN STILL GET THOSE QUESTIONS ASKED. AS ROB AND MARK AND ALYSSA HAVE SAID, THIS IS A SLOW PROCESS. THEY HAVE ROLLED IT OUT TRAINING. THERE WILL BE TRAINING SO ALL IS NOT LOST, WE WILL WORK THROUGH THIS WITH YOU. THANK YOU AGAIN AND WE'LL TALK TO YOU NEXT MONTH ON OUR SEPTEMBER CALL.

- >> LADIES AND GENTLEMEN, THANK YOU FOR JOINING TODAY'S CONFERENCE. THANK YOU FOR YOUR PARTICIPATION. THAT DOES CONCLUDE THE CONFERENCE AND YOU MAY NOW DISCONNECT.
- (END OF CALL).