

Title: EN Call Start: 8/18/2016 3:00 PM EDT

>> TODAY IS AUGUST 18, 2016.

YOUR EVENT WILL BEGIN SHORTLY.

THANK YOU FOR YOUR PATIENCE.

>> LADIES GENTLEMEN AND THIS IS THE OPERATOR. THIS CONFERENCE IS SCHEDULED TO BEGIN MOMENTARILY. UNTIL THAT TIME YOUR LINES WILL AGAIN BE PLACED ON MUSIC HOLD. THANK YOU.

[MUSIC].

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[MUSIC].

>> LADIES AND GENTLEMEN THANK YOU FOR STANDING BY. WELCOME TO THE QUARTERLY EN CALL. DURING THE PRESENTATION ALL PARTICIPANTS WILL BE IN A "LISTEN-ONLY" MODE. AFTERWARDS WE WILL CONDUCT A QUESTION AND ANSWER SESSION. AT THAT TIME PLEASE PRESS STAR FOLLOWED BY THE ONE ON YOUR TELEPHONE. IF YOU NEED TO REACH AN OPERATOR INNOCENT PRESS STAR ZERO. AS A REMINDER THIS IS RECORDED THURSDAY AUGUST 18, 2016. I WILL NOW LIKE TO TURN THE CONFERENCE OVER TO ROB PFAFF.

PLEASE GO AHEAD.

>> THANK YOU OPERATOR. GOOD AFTERNOON EVERYBODY PR BALTIMORE. THIS IS ROBERT PFAFF THE SOARKT COMMISSIONER FOR RESEARCH DEMONSTRATION AND EMPLOYMENT SUPPORT. THANK YOU ALL FOR DIALING INTO THIS THIS QUARTERLY CALL. WE'RE HAPPY TO HAVE YOU PARTICIPATE. WE HAVE A FULL AGENDA FOR YOU AND SOME REALLY EXCITING NEWS AND SOME INTRODUCTIONS TO MAKE. AND WITHOUT FURTHER AN DO I WOULD LIKE TO JUMP RIGHT INTO THAT.

THE FIRST INTRODUCTION -- SO WE COVER ALL OF OUR BASES HERE WITH THESE INTRODUCTIONS AND WE HAVE SOME REALLY GREAT NEW PEOPLE THAT ARE GOING TO GIVE THIS PROGRAM AND TICKET TO WORK PROGRAM A LOT OF ENERGY. THE FIRST I WOULD LIKE TO TEE UP TO INTRODUCE TO YOU IS OUR NEW TICKET PROGRAM MANAGER PROJECT DIRECTOR FELIX STUMP. SO FEE FELIX ALTHOUGH WHILE HE'S NEW AND TAKING OVER FELIX IS NO STRANGER TO MANY OF US. FELIX BRINGS AN ENORMOUS AMOUNT OF EXPERTISE AND BACKGROUND TO THE TICKET PROGRAM MANAGER AND ITS VARIOUS PREVIOUS INCARNATIONS UNDER THE PREVIOUS OPERATIONS SUPPORT MANAGER CONTRACT AND SO FORTH. FELIX WILL BE AS I INDICATED SERVING AS A TPM PROJECT DIRECTOR. HE'S A TREMENDOUS

AMOUNT OF IN ADDITION TO HIS EXPERTISE HE'S VERY INTELLIGENT, ENERGETIC AND I ENJOY WORKING WITH HIM AS WELL AS OUR TEAM HERE AT SSA. SO WITHOUT FURTHER ADO I WOULD LIKE TO TURN IT OVER TO FLEE ELECTION AND SEE IF HE WOULD LIKE TO MAKE OPENING REMARKS. FELIX GO AHEAD AND JUMP IN.

>> THANK YOU VERY MUCH ROB.

THAS THAT WAS EXCEEDINGLY KIND OF YOU. HI EVERYONE I'M FEE FELIX STUMP. THOSE THAT HAVE BEEN AROUND A WHILE PROBABLY REMEMBER ME. I FIRST JOINED THE TACT PROGRAM BACK IN 2004 AS A RECRUITER FOR NEW EMPLOYMENT NETWORKS AS THAT WAS SHORTLY AFTER THE FINAL ROLL OUT OF THE TICKET PROGRAM, THE PHASE THREE STATES. SO SINCE THEN I SPENT A LOT OF TIME WITH EMPLOYMENT NETWORKS, WITH IN TRAINING, ACTIVATION, RECRUITMENT IN ITS VARIOUS PHASES AND IN SHAPES.

AND SO I PROBABLY HAVE MET VERY MANY OF YOU OUT ON THE ROAD AT A RECRUITING EVENT OR VARIOUS TICKET PROGRAMS AND A COUPLE YEARS AGO AFTER HAVING BEEN THE DEPUTY PROJECT DIRECTOR UNDER STEVEN FOR A FEW YEARS I IN 2014 MOVED ON FROM THE TICKET PROGRAM BUT REMAIN WITH MAXIMUS. I WENT OVER TO ANOTHER PROJECT THAT WE HAVE. THAT ONE WITH THE DEPARTMENT OF EDUCATION. AND LEARNED SOME GREAT THINGS THERE AND I'VE NOW COME BACK EFFECTIVE JUST A FEW WEEKS AGO AS THE NEW PROJECT DIRECTOR FOR THE TICKET PROGRAM AGAIN. SO I COULD NOT BE HAPPIER TO BE BACK WORKING WITH A GREAT BUNCH OF PEOPLE HERE. HERE AT THE TPM, WITH SOCIAL SECURITY AND OF COURSE WITH ALL OF YOU OUT ON THE GROUND PROVIDING THE SERVICE THAT WE'RE ALL HERE TO SUPPORT.

SO I LOOK FORWARD HOPEFULLY TO GETTING A CHANCE TO SPEAKING WITH MANY OF YOU. MY CONTACT INFORMATION I'M SURE WILL MAKE ITS ROUNDS SO FEEL FREE TO REACH OUT. OTHERWISE I GUESS THAT'S IT. I'LL TURN IT BACK OVER TO YOU ROB. THANKS VERY MUCH.

>> THANKS FELIX. I APPRECIATE THAT AND WELCOME AGAIN AND I LIKE TO THINK THAT SSA IS MORE FUN THAN THE DEPARTMENT OF EDUCATION BUT THAT'S A BIASED OPINION. AT ANY RATE, WELCOME BACK. THE SECOND INTRODUCTION I WILL ANNOUNCE TRANSITION INTO YOU WERE FORTUNATE TO ADD A NEW HIRE AND I THINK THIS IS GOING TO BE VERY BENEFICIAL TO THE PROGRAM. WE WERE ABLE TO ADD A SENIOR ADVISOR AND HER NAME IS MELANIE PORTER AND SOME OF YOU MAY BE FAMILIAR WITH THAT NAME AS WELL. MELLY COMES FROM HAMILTON WHERE SHE LED THE BASS CONTRACT AND BASS WAS THE OUTREACH BENEFICIAL YEAR ACCESS AND SUPPORT -- I CAN'T REMEMBER ALL THE -- SERVICES. THANK YOU MARK. I CAN'T REMEMBER ALL THE ACRONYMS ALL THE TIME BUT MELANIE WAS PIVOTAL IN HER ROLE IN THE SOCIAL MEDIA EFFORTS WE HAD UNDER WAY HELPING US MANAGE THE TICKET CALL CENTER AND OTHER EFFORTS. AND SO NOW THAT WE HAVE BROUGHT HER INTO SSA WE WILL LOOK TO HER TO HELP US PROVIDE GUIDANCE AND FEEDBACK TO MAXIMUS AND THE TPM CONTRACT ON MANY OF THE ISSUES THAT SHE FORMALLY PARTICIPATEND AS WELL AS OTHER GENERAL AREAS WHERE SHE CAN GIVE US PROGRAM EXPERTISE.

SHE HAS A LOT OF EXPERIENCE WITH SSA AND THE TICKET TO WORK PROGRAM. SO WITHOUT FURTHER ADO I WILL TURN IT OVER TO OUR SENIOR ADVISOR MELANIE.

>> SOME OF YOU MAY KNOW ME FROM MY PREVIOUS ROLE AS THE PROJE PROJE

PROJECT PROJECT DIRECTOR FOR THE BASS PROGRAM.

I RECEIVED WORKED WITH SSI AND TRANSITIONED TO SSDI. SO I WORKED WITH MY STATE VR AGENCIES FOR SEVERAL YEARS TO GET THE EDUCATION TRAINING AND SUPPORT THAT I NEEDED TO JOIN THE WORK FORCE. AND AFTER I FINISHED GRADUATE SCHOOL I LANDED MY FIRST JOB WHICH WAS ACTUALLY AT MAXIMUS AND I HAD NEVER HEARD OF THE TICKET PROGRAM BUT AS I LEARNED ABOUT IT I DID THE REGULATIONS, I WAS THE QUALITY ASSURANCE COORDINATOR TO THE DEPARTMENT WHERE I TRAINED ALL THE CALL CENTER AGENTS WHO WORKED AT THE TICKET HELP LINE. AND BECAUSE I WAS STILL IN MY TRIAL WORK PERIOD AT THAT TIME AND LEARNING ABOUT THE TICKET PROGRAM LOW AND BEHOLD I RECEIVED A TICKET IN THE MAIL. AND SO AT THAT TIME I WORE TWO HATS AS A BENEFICIARY I WAS ABLE TO GAIN FIRST HAND INSIGHT INTO WHAT IT WAS LIKE TO NAVIGATE THE PROGRAM AS A BENEFICIARY. AND I ASSIGNED MY TICKET TO AN EN BUT I WAS TRAINING PEOPLE AND WORKING INSIDE WITH THE PROGRAM MANAGER AS PART OF OPERATIONS. AND SO FROM THERE I MOVED ON AND WENT ON A COUPLE YEARS LATER AND SPENT ABOUT THE NEXT FIVE OR SIX YEARS SUPPORTING A LOT OF DIFFERENT PROJECTS AT SOCIAL SECURITY OUTSIDE OF TICKET MAINLY UNDER THE ELECTRONIC DISABILITY OR E-DIB INITIATIVE DOING A LOT OF IT STRATEGY, SDLC WORK, RISK MANAGEMENT, BUSINESS CONTINUITY PLANNING AND SERVICE LEVEL MANAGEMENT BUT ALSO GOT TO EXPERIENCE SOME OF THE POLICY SIDE AND ECDR STUFF AND SPEND THE LAST COUPLE OF YEARS BEFORE TICKET, UM, WORKING WITH THE OFFICE OF DISABILITY ADJUDICATION AND REVIEW LOOKING AT DIFFERENT WAYS TO HELP EXPEDITE THE CASE PREPARATION PROCESS. SO MY TRANSITION TO SOCIAL SECURITY WAS VERY NATURAL FOR ME. I WAS FAMILIAR WITH IT.

KNEW THE WORK. TICKET IS SOMETHING THAT I AM EXTREMELY PASSIONATE ABOUT AND BELIEVE IN THE PROGRAM AND I LOOK FORWARD TO CONTINUING THE SUCCESS OF THE PROGRAM AND WORKING WITH ALL OF YOU. AND JUST ONE LAST NOTE IN CASE ANYONE IS WONDERING. I WAS AT MAXIMUS. I JOINED THERE SHORTLY BEFORE FELIX CAME IN SO I'M HAPPY TO REPORT THAT FELIX PASSED ASSESSMENTS WITH FLYING COLORS SO YOU ARE ALL IN GOOD WITH FELIX BEING YOUR PROJECT DIRECTOR.

>> THANK YOU THAT WAS A GREAT INTRODUCTION AND WE ARE THRILLED TO DEATH HERE AT SSA TO BE ABLE TO STEAL YOU FROM THE OUTSIDE AND BRING YOU IN AND TAP INTO ALL THAT EXPERTISE. SO WELCOME AGAIN. THE THIRD INTRODUCTION IS EXCITING FOR US AS WELL. AND BY WAIVE A LITTLE BIT OF BACKGROUND. WE HAVE CONDUCTED LAST YEAR MARKETING SUMMIT IN DALLAS REGION AND I RECEIVED A LOT OF FEEDBACK AT THAT TIME WHEN EVERYTHING TICKET TO WORK RELATED EVEN THOUGH WE WERE REALLY TRYING TO GET IDEAS ON HOW TO MARKET THE PROGRAM. SOME OF THAT -- SOME OF THE COMMENTS DEALT WITH THE COMMUNICATION THAT HAD BEEN MADE IN A FIELD OFFICE AND SOME COMPLICATIONS PERHAPS HERE OR THERE, THINGS THAT HAD BEEN SAID TO BENEFICIARIES OR COMMUNICATED TO EMPLOYMENT NETWORKS AND, YOU KNOW, GENERAL COMMUNICATION ISSUES OR THINGS RELATED TO OUR FIELD OFFICES AND OPERATIONS AND, YOU KNOW, IN SOME AREAS WE DO A REALLY GOOD JOB WITH OUR SSA PARTNERS U OUR OPERATIONS

PARTNERS IN THE FIELD OFFICE AND SOME OTHER AREAS THERE'S PROBABLY A NEED FOR US TO TRY TO EMPHASIZE COMMUNICATION REGARDING RETURN TO WORK EFFORTS AND DISPELLING THIS ABOUT GOING BACK TO WORK. SO WE MADE THE CASE AS SAIL COMPONENT LAST FALL REQUESTING TWO OPERATIONS TO OUR EXECUTIVE MANAGEMENT FOR WHAT WE REFER TO AS ESSENTIALLY AS A TICKET TO WORK CAMBR CHAMPION BUT IT'S AN EMPLOYMENT SUPPORT LEAD WHO WOULD SERVE AS OUR GO TO PERSON IN OPERATIONS AND I'M PLEASED TO ANNOUNCE TODAY THAT OVER THE WINTER HYACINTH HAS STEPPED INTO THAT ROLE. I WILL LET HIM TELL YOU ABOUT HIS INTERT TEASE AND BACKGROUND. HE'S A REGIONAL EXRITIONER IN OUR SAN FRANCISCO REGIONAL OFFICE. HE IS TREMENDOUS TO WORK WITH. WE HAVE ENGAGED HIM ON A NUMBER OF ISSUES AND SOME OF THAT I'LL GET INTO A LITTLE FURTHER ALONG.

BUT FOR NOW I WANTED TO TURN IT OVER TO HY AND INTRODUCE HIM.

IF YOU WOULD BE KIND ENOUGH TO PLEASE INTRODUCE YOURSELF.

>> THANK YOU ROB FOR THAT GRACIOUS INTRODUCTION AND I REALLY APPRECIATE THE INVITATION TO THIS CALL TODAY TO TALK A LITTLE BIT ABOUT MY BACKGROUND AT SOCIAL SECURITY AND ALSO ABOUT THE ROLE THAT WE ARE WORKING ON AND THAT I'VE BEEN ASKED TO STEP INTO. I'VE BEEN A SOCIAL SECURITY EMPLOYEE WITH A FIELD OFFICE BACKGROUND FOR OVER 20 YEARS. I CAME IN TO FIELD OFFICE IN SOUTHERN CALIFORNIA AND COME UP THE RANKS. BUT WHERE I WORK NOW IS AS YOU STATED IN THE SAN FRANCISCO REGIONAL OFFICE AND MY ROLE AS THE ASSISTANT REGIONAL COMMISSIONER IS TO SUPPORT THE 6,000 EMPLOYEES IN THE SAN FRANCISCO REGION IN THE AREAS OF HUMAN RESOURCES, AUTOMATION, BUDGET AND POLICY. AND SO I HAVE A DEEP UNDERSTANDING OF WHAT IS GOING ON IN THE FIELD.

I INTERACT WITH OUR FIELD COMPONENTS ON A REGULAR BASIS AND SO I'M HAPPY TO REPRESENT ALL OF OUR EMPLOYEES NATIONWIDE AND OUR NETWORK OF FIELD OFFICES AND ALSO THE OTHER FRONT LINE COMPONENTS THAT OUR PUBLIC INTERACT WITH WHICH IS OUR 800 NUMBER, OUR TELESERVICE CENTER EMPLOYEES AND PROGRAM CENTER EMPLOYEES WHO HELP FOLKS THROUGH PROCESSING OF CLAIMS AND REPORTS OF WORK AND OTHER SUCH THINGS.

SO I AM REALLY HAPPY TO TAKE ON THIS NEW ROLE. AS YOU KNOW SUPPORTING BENEFICIARIES TO RETURN TO WORK IS A GOAL OF THE SOCIAL SECURITY ADMINISTRATION AND SO THIS NEW EXECUTIVE LEAD ROLE IS REALLY ABOUT RENEWING OUR EFFORTS AS AN AGENCY TO STRENGTHEN OUR SUPPORT FOR RETURN TO WORK PROGRAMS AND IN PARTICULAR TICKET TO WORK IS WHAT WE'RE DISCUSSING TODAY. I UNDERSTAND THERE ARE COMPETING DEMANDS BETWEEN SUPPORTING EMPLOYMENT GOALS AND FOR OUR FIELD OFFICE EMPLOYEES IN KEEPING UP WITH DAY-TO-DAY WORK LOAD BUT WE BELIEVE IT'S CRITICAL FOR AN EXECUTIVE IN OPERATIONS TO ENGAGE AND SHAPE PLANS AND EXPECTATIONS. SO TO THAT END WE'RE DEVELOPING AND WE HAVE STARTED AN EXCELLENT PARTNERSHIP ARE ROB AND HIS STAFF IN THIS NEW ROLE AND I REALLY SEE MY ROLE AS AN EXECUTIVE CHAMPION IN THIS ROLE AND I'LL LAYOUT WHAT I THINK, NOT AN ALL INCLUSIVE LIST BUT SOME OF THE THINGS I WILL FOCUS ON. SO THERE'S QUITE A FEW QEE POINTS. ONE IS TO COORDINATE AND COMMUNICATE OPENLY AND OFTEN WITH OUR FIELD OFFICE COMPONENTS AND OUR REGIONAL

COMMISSIONERS WHO ARE THE EXECUTIVES IN THE REGION. TO ENSURE THAT RETURN TO WORK PROGRAMS ARE DISCUSSED ON A CONSISTENT BASIS THROUGHOUT OUR OPERATIONS COMMUNITY. THE SECOND IS TO ENHANCE TECHNICAL EXPERTISE IN OUR FIELD BY SUPPORTING TRAINING AND COMMUNICATION AMONGST OUR STAFF WHICH INCLUDE AREA WORK INCENTIVE COORDINATORS AND WORK INCENTIVE LIAISONS IN OUR FIELD STRUCTURE. THIRD WE WANT TO ENSURE CONSISTENT MESSAGING TO OUR PUBLIC FROM THE FIELD OFFICE STAFF. WE WANT TO ASSIST IN THE COORDINATION OF MEETINGS AND DISCUSSIONS AMONG FIELD COMPONENTS BETWEEN SSA AND STAKEHOLDERS AND I KNOW ROB YOU WILL TALK A LITTLE BIT ABOUT THAT AND WE ALSO WANT TO HELP IDENTIFY AND ADDRESS WAGE REPORTING ISSUES AND MAKE SURE WE PRIORITIZE THE TIMELINESS OF IT AND DEVELOPING STRATEGIES TO REDUCE OVER PAYMENTS FOR OUR PUBLIC. SO THESE ARE SOME OF THE GOALS THAT WE'RE WORKING ON AND I'M REALLY HAPPY TO JOIN THIS PARTNERSHIP AND JOIN THE TEAM HERE ON THE EMPLOYMENT NETWORK CALL. SO THANK YOU ROB.

>> THANK YOU HY AND IT'S BEEN A TREMENDOUS EXPERIENCE WORKING WITH YOU AND YOUR PARTNERSHIP HAS BEEN VERY BENEFICIAL AND HELPFUL SO FAR AND TO ILLUSTRATE THAT AND ALSO RELATIVE TO YOUR POINT THAT YOU MADE YOUR THIRD POINT I BELIEVE IT WAS OF INSURING CONSISTENT MESSAGING WE COLLABORATED HY AND MYSELF AND OUR TEAM HERE AND HIS FOLKS BACK IN SAN FRANCISCO REGION ALONG WITH THE AREA MANAGERS IN LOS ANGELES TO SET UP WHAT WE REFER TO AS AN OPERATION SUMMIT AND THIS TOOK PLACE ON THURSDAY AUGUST 11 IN DOWNTOWN LOS ANGELES. SO AS TIMING WORKED EXTREMELY WELL IN THIS MATTER WE ALREADY HAD A -- GARY AND A MEMBER OF HIS TEAM IN LOS ANGELES DURING THAT DATE, THAT WEEK, NOTHING EMPLOYMENT NETWORK SITE REVIEWS AND IT JUST SO HAPPENED THAT HY HAD A SCHEDULED MEETING IN LOS ANGELES OF HIS AREA MANAGERS AND WE WERE ABLE TO SUCCESSFULLY COORDINATE WITHIN THAT PARTICULAR TIME FRAME A MEETING WHERE WE COULD BRING IN ALL THE LOCAL LOS ANGELES AREA SSA STAFF RELATIVE TO AND THE ROLES OF SOME OF THESE FOLKS JUST TO BRIEFLY MENTION WERE TECHNICAL EXPERTS, OPERATION SUPERVISORS, DISTRICT MANAGER, CLAIMS SPECIALIST, DISTRICT MANAGER AND SO FORTH. SO WE HAD A TOTAL OF 68 PARTICIPANTS AND THAT'S BETWEEN THE SSA OPERATIONS MANAGERS AND STAFF THAT PARTICIPATED AND INCLUDED FOLKS FROM OUR COMPONENT AS WELL AS OUR TICKET TO WORK STAKEHOLDERS. AND THE TICKET TO WORK STAKEHOLDERS THAT PARTICIPATED WERE THE LOCAL WHIPPA, LOCAL PATCH. WE ALSO INVITED SEVERAL LOCAL EMPLOYMENT NETWORKS TO COME AND PARTICIPATE AND THE LOCAL LOS ANGELES DIVISION OF REHABILITATION. ALL OF WHICH WERE GIVEN OPPORTUNITY TO SHARE INFORMATION WITH THE OPERATIONS ATTENDEES RELATIVE TO THE TYPES OF SERVICES THAT THEY PROVIDE. AND IT WAS A GREAT OPPORTUNITY TO EXCHANGE INFORMATION BACK AND FORTH. A LOT OF WHAT I SAW WAS A LOT OF INFORMATION AND BREAKING OFF INTO SMALL GROUPS BETWEEN SESSIONS AND SHARING A LOT OF ENTHUSIASM. SO THE MESSAGING AND HY WAS KIND ENOUGH TO GIVE SOME INTRODUCTORY COMMENTS AND SORT OF SET THE STAGE FOR US AND THE MESSAGING WAS WE'RE SORT OF SELLING HOPE HERE AND THE IDEA IS IF WE CAN TAKE ADVANTAGE OF THE OPPORTUNITY WHEN WE'RE IN FRONT OF THE PUBLIC, IF WE'RE IN AN OPERATIONS CAPACITY THAT'S SORT OF THE FIRST LINE AND THE FIRST LINE MESSENGER OF THE OPPORTUNITIES AVAILABLE THROUGH TICKET TO WORK AND ENCOURAGING THE IDEA OF GOING BACK TO WORK.

MAYBE AT A TIME WHEN A PERSON IS JUST COMING INTO DISABILITY AND DEALING WITH THAT. BUT THAT'S NOT NECESSARILY THE END OF THE STORY. SO A TREMENDOUS AMOUNT OF INFORMATION SHARING WAS EXCHANGED AS WELL AS, YOU KNOW, CONTACT INFORMATION AND OTHER THINGS WHERE WE COULD REFER PEOPLE TO THE WEBSITE AND THE TELESERVICE CENTER TO HELP SHARE THAT INFORMATION WITH THE PUBLIC AND ENCOURAGE THE DISCUSSION OF WORK AND EMPLOYMENT SUPPORT. SO I WANT TO TRANSITION INTO THE NEXT ITEM ON THE AGENDA WHICH IS WE ARE WORKING TOGETHER, HY, MYSELF AND OUR TEAMS TO SCHEDULE A MEETING IN THE DENVER REGION, ACTUALLY IN DENVER. THIS IS CURRENTLY IN DEVELOPMENT. SO WE DO NOT HAVE SPECIFIC LOGISTICAL INFORMATION OTHER THAN OUR TARGET DATE FOR THIS IS TUESDAY SEPTEMBER 13TH S WE HAD A CALL YESTERDAY AS A MATTER OF FACT BETWEEN HY AND OUR MANAGERS AND EXECUTIVES IN THE DENVER REGION TO FLESH OUT SOME POSSIBLE AGENDA TOPICS IN ALL THOSE AREAS FOR DISCUSSION. WE WILL -- WE HAVE ENGAGED SOME OF OUR ENS AND SOME OF OUR WHIPPA STAKE STAKEHOLDERS TO NOTIFY THEM OF THIS MEETING AND WE PLAN TO SHARE MORE INFORMATION AND RECON TACT FOLKS BUT TENTATIVELY WE'RE LOOKING AT TUESDAY SEPTEMBER 13TH AND THIS WILL BE THE SECOND OPERATIONS MEETING TO DISCUSS TICKET TO WORK AND THE BENEFITS OF THE TICKET TO WORK PROGRAM AND THE COMMUNICATION AND OTHER ACTIVITIES ASSOCIATED WITH TICKET TO WORK AND ANY EMPLOYMENT ACTIVITIES THAT ARE UNDER WAY IN THE DENVER REGION.

SO STAY TUNED FOR SOME MORE INFORMATION. WE WILL REACH OUT.

AGAIN THERE ARE LOGISTICS TO BE WORKED OUT, SIZE AND SPACE ISSUES. AND SO WE'LL COMMUNICATE THESE THINGS THROUGH THE PROPER CHANNELS AND LIKELY RELEGATE THIS TO PARTICIPANTS THAT ARE IN THE IMMEDIATE DENVER AREA. BUT WE'RE HOPING AS WE MOVE FORWARD THAT WE CAN CAPITALIZE ON THIS AND EXPAND THIS INTO OTHER REGIONS AS BUDGETARY ALLOCATIONS PERMIT.

SO STAY TUNED. I THINK THIS IS THE BEGINNING OF A GREAT PARTNERSHIP AND A GREAT EFFORT TO PROMOTE THIS PROGRAM AMONG OUR OPERATIONS STAFF. SO WE'LL GET BACK TO YOU WITH MORE INFORMATION ON THAT AND SO STAY TUNED FOR THAT PARTICULAR INFORMATION ON THAT SUMMIT. SO MOVING INTO AND I NOTICED I'VE GOT ALL THESE ITEMS HERE TODAY.

I'M JUST GOING TO KEEP GOING.

ONE -- THIS IS THE OTHER PIECE TO THE MARKETING SUMMIT BACK IN DALLAS AND A LOT OF IDEAS WERE THROWN OUT BUT ONE OF THE THINGS THAT HAS BEEN RAISED TO US BOTH THERE AND OVER THE YEARS IS THE PRESENCE OF THE TICKET TO WORK PROGRAM ON THE SSA.DOC.GOV HOMEPAGE. I'M PLEASED TO ANNOUNCE AFTER WHAT'S BEEN A LONG TIME OF COMMUNICATION AND DISCUSSION WITH OUR OFFICE OF COMMUNICATIONS THAT WE WERE ACTUALLY ABLE AND WE'RE THERE RIGHT NOW TO GET A LINK OR A PIECE OF THE SSA.GOV. IF YOU GO THERE OR GOOGLE IT IT SHOULD LEAD YOU TO OUR SSA.GOV PUBLIC WEB PAGE FOR ALL THINGS SSA. IF YOU SCROLL DOWN ON THAT PAGE AND LOOK IN THE BOTTOM RIGHT CORNER YOU WILL SEE TICKET TO WORK.

YOU SHOULD SEE A BOX THAT SAYS TICKET TO WORK AND IF YOU -- IF YOU PUT A CURSOR OR SOMETHING OVER TOP OF THAT OR CLICK ON IT IT WILL TAKE YOU DIRECTLY TO THE CHOOSE WORK WEBSITE. SO THIS WAS A TREMENDOUS ACHIEVEMENT FROM ALL PARTIES WHO WERE ENGAGED IN THIS AND SO WE ACTUALLY HAVE A DIRECT LINK TO THE CHOOSE WORK WEBSITE VIA OUR LOGO OR A BOX THAT IS CURRENTLY PLACED ON THE SSA.GOV HOMEPAGE.

SO WE'RE PLEASED TO ANNOUNCE WE'RE ALSO ENGAGED WITH THE OFFICE OF COMMUNICATIONS TO ADD A TICKET TO WORK PIECE TO A CAMPAIGN THAT OUR OFFICE OF COMMUNICATIONS HAS AND THAT'S CALLED THE FACES AND FACTS OF DISABILITIES. WE DO NOT HAVE THAT ADDITIONAL PIECE ADDED INTO THE WEBSITE YET BUT IT HAS BEEN ADDED INTO THE PAPER DOCUMENTS.

SO THERE'S SEVERAL FACES AND FACTS SO TO SPEAK OF DISABILITIES R ABILITY, I BELIEVE IT'S ONE THROUGH SIX NOW. WE WILL BE THE SEVENTH AND ESSENTIALLY THE ADDITIONAL FACT WE'LL SAY YOU CAN WORK AND KEEP YOUR BENEFITS AND THERE WILL BE INFORMATION ASSOCIATED WITH THAT AND IT WILL DIRECT PEOPLE WHO GO TO THAT OUTWARD FACING PAGE TO OUR CHOOSE WORK WEBSITE AND OUR CALL CENTER. SO THAT'S IN THE WORKS. NOT QUITE OUT THERE YET BUT IT WILL BE ON THE INTERNET SHORTLY. IT'S ALREADY ON THEIR PAPER DOCUMENTS. SO THAT'S ALL OF MY UPDATES. I WANT TO THANK EVERYBODY FOR THOSE INTRODUCTIONS AND FELIX AND MELANIE AND HY AND I APPRECIATE YOUR PARTICIPATION AND SUPPORT.

WITHOUT FURTHER ADO I WILL TURN IT OVER FOR AN UPDATE ON OUR VIRTUAL JOB FAIR CAMPAIGN AND TURN IT OVER TO KAREN DAVIDSON AT TICKET PROGRAM MANAGER.

KAREN.

>> THANK YOU ROB. THIS IS KAREN DAVIDSON. I WANTED TO GIVE YOU A QUICK UPDATE ON THE VIRTUAL JOB FAIR. AS MANY OF YOU KNOW IT'S AUGUST 24TH FROM 11:00 A.M.

TO 5:00 P.M. EASTERN TIME. AND THINGS ARE GOING REALLY WELL.

WE'VE GOT OVER 400 BENEFICIARIES CONFIRMED AND REGISTERED FOR THE VIRTUAL JOB FAIR AND 122 SERVICE PROVIDERS WHICH I'M REALLY EXCITED ABOUT BECAUSE WE HAVE BEEN ENCOURAGING YOU TO PARTICIPATE IN THE VIRTUAL JOB FAIR. SO THAT'S GREAT. WE HAVE 28 EMPLOYERS WHO ARE CONFIRMED TO HAVE BOOTHS AT THE VIRTUAL JOB FAIR. A LIST OF THE EMPLOYERS IS ON THE VIRTUAL JOB FAIR WEB PAGE WHICH THE LINK TO THAT IS ON YOUR AGENDA. IT IS ON THE CHOOSE WORK WEBSITE UNDER THE FIND A JOB SECTION AND YOU'LL SEE VIRTUAL JOB FARES FAIR IN THAT TAB. SOME OF THE WELL KNOWN COMPANIES FAMILIAR TO YOU IS ANTHEM, AT&T, COCA-COLA, COMCAST, MERCK, GANETTE, U.S.A.

TODAY WHICH IS THE SAME COMPANY.

SO ALL BUT TWO EMPLOYERS ARE SHOWN ON OUR WEBSITE. IT'S GOING TO BE UPDATED TOMORROW.

WE HAVE TWO BRAND NEW ONES WHICH IS HUB INTERNATIONAL AND SRI INTERNATIONAL. SO I WOULD ENCOURAGE YOU TO GO INTO THAT WEBSITE, LOOK AT THE EMPLOYER LIST. THERE ARE LINKS TO THEIR JOB SITES FOR EACH ONE OF THOSE COMPANIES AND NOW IS THE PERFECT TIME IF YOU HAVE BENEFICIARIES PARTICIPATING NOW IS A GREAT TIME TO GO IN AND SEARCH THEIR JOBS, PUT IN YOUR CITY, STATE AND PREPARE FOR THE VIRTUAL JOB FAIR. SO THAT'S PRETTY MUCH --

OH ONE THING WE'RE DOING DIFFERENT THIS YEAR THAT WE GOT A LOT OF RECOMMENDATIONS FOR IS WE'RE GOING TO OPEN UP THE JOB SITE -- THERE'S A VIRTUAL JOB PLATFORM ONE HOUR BEFORE THE START. SO 10:00 A.M. EASTERN TIME BENEFICIARIES WILL BE ABLE TO GO IN AND SET UP THEIR PROFILE AND UPLOAD THEIR RESUME.

THE EMPLOYER BOOTH WILL NOT BE OPEN UNTIL 11:00 A.M. SO THAT'S SOMETHING WE'VE ADDED THIS TIME.

AND WITH THAT I'M GOING TO TURN IT OVER TO ADELLE BARR.

>> THANK YOU THANK YOU VERY MUCH KAREN AND THANK YOU EVERYONE FOR JOINING US TODAY. I'M HERE TO SPEAK TO YOU REGARDING THE LEARNING MANAGEMENT SYSTEM AND WE'VE ELECTED TO USE BLACKBOARD. SINCE JULY YOU RECEIVED A FEW COMMUNICATIONS AND GEARING UP TOWARDS THIS.

JUST TO SHARE A FEW THINGS.

BLACKBOARD ACTUALLY HAS A FEW FEATURES WE'RE GOING TO USE TWO OF THEM. BLACKBOARD COLLABORATE AND BLACKBOARD LEARN.

BLACKBOARD COLLABORATE WILL BE THE WEB CONFERENCING PLATFORM WE'LL USE AND WE'RE GOING TO MOVE TO USING THAT IN SEPTEMBER FOR ALL CALLS. WE HOPE TO HOST THAT IN SEPTEMBER AND AT THE MOMENT EVERYONE WILL BE ABLE TO USE A GUEST LINK FOR THAT TO ACCESS THE CALLS. LATER IN THE FISCAL YEAR 2017 WE'RE GOING TO IMPLEMENT BLACKBOARD LEARN. AND IN ORDER TO DO THAT WE'VE ASKED THE ENS OR THE SIGNATORY AUTHORITIES AT THE ENS TO SUBMIT A TRAINING COORDINATOR FOR THE LMS. WE CURRENTLY HAVE RECEIVED JUST OVER 160 RESPONSES TO THAT.

SO THANK YOU VERY MUCH. WE HAVE SET A DEADLINE OF SUBMITTING AN LMS COORDINATOR BY AUGUST 29TH.

SO WE LOOK FORWARD TO HEARING FROM ALL OF YOU AND JUST SO THERE'S AN UNDERSTANDING OF WHAT DOES THAT MEAN TO HAVE AN LMS TRAINING COORDINATOR. WE HAVE ELECTED TO HAVE ONE ACCOUNT PER EN. SO THE COORDINATOR THAT IS SELECTED FOR THE RESPONSIBILITY BASICALLY THEIR TASK WILL BE TO SHARE THAT LINK WITH THE INFORMATION THAT'S DISSEMINATED FROM BLACKBOARD BE IT ANY TRAINING MATERIAL OR ANNOUNCEMENTS THAT GO OUT. IN ADDITION TO THAT SINCE THEY'RE ONE LOG IN THAT'S SHARED THE RESPONSIBILITY OF THE PERSON APPOINTED, THE LEARNING MANAGEMENT TRAINING COORDINATOR THEY WILL BE RESPONSIBLE FOR MANAGING WHO THEY SHARE THAT LINK WITH AND THEIR STAFF.

THAT'S PRIMARILY WHAT THAT PERSON WILL BE RESPONSIBLE FOR.

I UNDERSTAND WE HAVE RECEIVED A FEW QUESTIONS. I HOPE THAT HELPS IN UNDERSTANDING THAT.

THERE WON'T BE MUCH TRAINING GOING. I KNOW TRAINING SOUNDS LIKE THAT'S A LOT TO DO BUT REALLY YOU'RE SHARING AND MANAGING THE INFORMATION FROM BLACKBOARD. SO WE WILL HAVE TIME IF THERE ARE QUESTIONS LATER FOR THAT BUT AGAIN THANK YOU FOR JOINING US TODAY AND THAT IS MY INFORMATION FOR TODAY ON BLACKBOARD LMS. AND WHAT I WILL DO NOW IS TURN IT OVER TO KATIE STREIBINGER AND SHE WILL DISCUSS TICKET ASSIGNMENT.

>> HI GOOD AFTERNOON EVERYONE.

I WANTED TO ALERT YOU TO AN ISSUE WE ARE HAVING WITH TICKET ASSIGNMENTS. SSA IS CURRENTLY INVESTIGATING AN ISSUE WITH THE TICKET PORTAL I WANTED TO BRING TO YOUR ATTENTION. IN SOME INSTANCES THE TICKET PORTAL IS INCORRECTLY ALLOWING ENS TO ASSIGN TICKETS WHEN THE BENEFICIARY IS NOT IN CURRENT PAY STATUS. EITHER INVALID ASSIGNMENTS SSA WILL BE REMOVING THESE ASSIGNMENTS FROM THE RECORD AFTER WE RESOLVE THE ISSUE. IN THE MEANTIME IF YOU SUBMIT A PAYMENT REQUEST FOR A BENEFICIARY WHOSE CASE WAS INCORRECTLY ASSIGNED PLEASE BE AWARE YOUR PAYMENT WILL BE DENIED. WHEN YOU SUBMIT THE QUESTION IF THEY DISCOVER THE BENEFICIARY WAS NOT IN CURRENT PAY AT THE TIME OF THE ASSIGNMENT THEY WILL DENY THE PAYMENT. I WANT TO ASSURE YOU WE WILL LET YOU KNOW WHEN THE PROBLEM IS CORRECTED. WE ARE WORKING CRAZILY TRYING TO FIX IT AND AS SOON AS WE HAVE A FIX WE WILL COMMUNICATE OUR PLAN.

WE WILL KEEP YOU IN THE LOOP AS WE MOVE FORWARD AND I'M GOING TO SEND IT OVER TO MARK GREEN.

>> GEE THANKS KATIE FOR THAT DELIGHTFUL LEAD IN. HI EVERYONE I WON'T TAKE UP MUCH TIME. I HAVE MAINLY UPDATES AND A QUICK FYI. THERE'S A FULL PRESENTATION ON ONE OF OUR PASTER TOPICS, TIMELY PROGRESS.

I WILL DISCUSS SITE VISITS FIRST. REMEMBER LAST YEAR WE CONDUCTED SITE VISITS OF 30 SOMETHING ENS. WE DISCUSSED THIS IN THE LAST MEETING IN MAY AND WE'RE IN THE MITD HE WILL OF THE SITE VISITING SEASON NOW.

LAST YEAR AND THIS YEAR WE CONDUCTED BASICALLY THREE TYPES OF SITES VISITS. EXCUSE ME.

ONE IS QA AUTO I HAD OF ENS USING A SPECIFIC MODEL. LAST YEAR WE VISITED ALL THE ENS USING THE CONSUMER DIRECTED SERVICES. THIS YEAR WE VISITED ALL ENS EMPLOYING BENEFICIARIES WHO HAVE TICKETS AND PREMOTOR ENS WHEN IT WAS NECESSARY TO DO.

SECONDLY WE DO EN SITE VISITS.

TRY TO SELECT ENS THAT HAVE DIFFERENT CHARACTERISTICS THAT WE FIND INTERESTING. SOME WILL HAVE A LOT OF PAYMENTS, SOME DON'T AND WE TRY TO LEARN FROM DIFFERENT SIDES OF THE ENS

AND DIFFERENT MODELS ACROSS THE COUNTRY. AND THIRD WE'RE DOING ABOUT 35 [INDISCERNABLE] WHEN THE MONEY RUNS OUT. THE STAFF IS FLYING AROUND THE COUNTRY. I THINK WE'VE BEEN CIRCLING THE GLOBE. IF WE HAVE VISITED YOU THANK YOU VERY MUCH FOR YOUR HOSPITALITY. WE MOVE INTO A QUICK UPDATE ON VARIOUS PROOF OF CONCEPT. WE WILL START WITH THE ONE THAT'S THE MOST LONG RUNNING THE BPQY. IT IS GOING

FULL-TIME. WE HAVE HAD 15,000 REQUESTS SO FAR FROM DEDICATED STAFF IN CENTRAL OFFICE AND WE'RE STILL SATISFYING THOSE REQUESTS UNDER FIVE WORKING DAYS.

WE HOPE TO IN THE NEAR FUTURE CALL UPON SOME INTERNAL RESOURCES TO ADD SOME STAFF TO THE DEDICATED STAFF NOW AND WHEN WE'RE ABLE TO ACCOMPLISH THAT WE WILL BE INVITING SOME ADDITIONAL PROVIDERS, ENS TO PARTICIPATE IN THE PROOF OF CONCEPT AND RECEIVE BPQYS DIRECTLY FROM US. WE WILL NOTIFY YOU. SECONDLY I WILL DISCUSS THE MARKETING PROOF OF CONCEPT. THIS WE'VE ALSO DISCUSSED BEFORE. IT'S AN OUT GROWTH OF OUR DECISION TO STOP SENDING THE CD LAST MARCH.

STARTING IN APRIL I THINK WE'VE INVITED 20 SOMETHING ENS TO PARTICIPATE IN THIS MARKETING PROOF OF CONCEPT. AGAIN GENERALLY THE IDEA IS THAT THE EMPLOYMENT NETWORK ONCE THEY PASS WILL GIVE INFORMATION ON WHICH TYPES OF BENEFICIARIES THEY WANT TO CONTACT, WHAT TYPE OF DISABILITY, AGE RANGES, THINGS LIKE THAT. WE PREPARE THE FILE HERE. WE SEND THAT FILE OVER A SECURE MESSAGING TO THE EMPLOYMENT NETWORK AND THEY USE THAT TO GET EITHER THE NAME AND ADDRESS IF THEY WANT TO DO DIRECT MAILING OR NAME AND TELEPHONE NUMBER IF THEY WANT TELEPHONE CALLS. THIS IS GOING VERY WELL. IT TAKES TIME TO PREPARE THE FILES IF YOU WONDER WHY IT TAKES SO LONG. IT TAKES ABOUT A WEEK. IT'S LABOR INTENSIVE PULLING INFORMATION FROM VARIOUS DATABASES AND PUTTING THEM TOGETHER. BUT WE'RE LOOKING FORWARD TO RECEIVING SOME INFORMATION FROM ENS PARTICIPATING IN THIS PROOF OF CONCEPT TO DETERMINE WHAT IS THE EFFECTIVENESS OF THIS. HOW MANY CALLS DID YOU GET OR RESPONSES FROM THE WEBSITE FROM BENEFICIARIES? SO WE CAN DETERMINE HOW TO PROCEED IN THE FUTURE. ROB WASN'T DONE APPARENTLY BEFORE.

>> I'M BECOMING MORE AND MORE NARRCISSTIC AS THIS CALL GOES FORTH. JUST WANT TO ADDED TO MARK'S POINT ABOUT THE MARKETING POC. FIRST OF ALL I WANT TO THANK YOU ALL FOR EXPRESSED AN INTEREST FOR YOUR PATIENCE.

THIS HAS BEEN A VERY DIFFICULT PARTICULARLY DIFFICULT, EVERYTHING WE DO IS PRETTY DIFFICULT BUT THIS IS PARTICULARLY DIFFICULT INITIATIVE IN THAT WE HAD TO CHECK WITH OUR GENERAL COUNCIL.

WE GOT TO A PLACE WHERE WE THOUGHT WE HAD THE INFORMATION WE NEEDED. WE STARTED MOVING AND THEN SOME ISSUES AROSE WITHOUT GOING INTO DETAIL AND WE HAD TO GO BACK AND RECHECK WHETHER GENERAL COUNCIL AND CHANGE THE GUIDANCE THAT WE GAVE TO THOSE PARTICIPANTS WHO WANTED TO GET THE INFORMATION THROUGH THE MARKETING POC. AND ALL THAT TOOK A LOT OF TIME BUT I WANT TO THANK EVERYONE FOR THEIR PATIENCE. I WANT TO THANK MY TEAM INTERNALLY FOR KEEPING THIS MOVING FORWARD AND PARTICULAR CARRIE HAS BEEN

HELPFUL AND KATIE STREIBINGER AS WELL AS IN TERMS OF PUTTING THESE FILES TOGETHER. THAT'S A LOT OF WORK ALSO. YOU HAVE TO GO IN AND YOU HAVE TO HAVE VERY SOPHISTICATED UNDERSTANDING OF THE DATABASES AND WHERE THIS PARTICULAR DATA COMES FROM AND THEN MERGE THOSE THINGS INTO AN ELECTRONIC FOLDER. SO -- AND MARK AND GARY FOR THEIR HELP IN PUTTING TOGETHER BUSINESS PROCESS AND OF COURSE DAVID WEAVER IS THE ONE THAT GAVE THE FINAL OKAY WITH THIS. SO WE'RE MOVING FORWARD ON THAT SO I JUST WANT TO ADD THAT TO MARK'S PIECE. SO GO AHEAD MARK. THANK YOU.

>> SURE. THANK YOU. WE CAN MOVE ON TO THE LAST PROOF OF CONCEPT WHICH IS PROBABLY THE MOST INTERESTING ONE. WE'VE TALKED ABOUT THIS FOR A WHILE.

IT IS NOT STARTED YET. WE CALL IT THE WAGE REPORTING PROOF OF WON SEPTEMBER AND IT'S PART OF I THINK THE COMMISSIONER CALLS IT INITIATIVE TO MINIMIZE IMPROPER PAYMENTS BECAUSE YOU HAVE EARNINGS AND ONE OF THE THINGS WE FOUND A COUPLE YEARS AGO IS AS A COHORT PEOPLE WHO PARTICIPATED IN THE TICKET PROGRAM ACTUALLY VO A HIGHER INCIDENCE OF OVER PAYMENTS THAN THOSE WHO RETURN TO WORK WITHOUT THE TICKET PROGRAM. WHICH IS KIND OF EMBARRASSING BECAUSE THEY GIVE US THEIR EARNINGS. SO WHY DOES THAT HAPPEN? WELL WE FIGURED OUT A COUPLE REASONS WHY THAT HAPPENS AND ONE SOLUTION WE'RE WORKING TO IMPLEMENT IS TO HAVE THE TICKET PROGRAM MANAGER MAXIMUS THEY CAN INPUT DIRECTLY INTO THE WAGE REPORTING SYSTEM WE HAVE. E-WORKS. IT'S A FIELD OFFICE DATABASE. THIS IS A VERY BIG STEP FOR US. MAXIMUS WILL BE RECEIVING EARNINGS FROM EMPLOYMENT NETWORKS AS THEY HAVE IN THE PAST, EMPLOYMENT NETWORKS WHEN THEY REQUEST PAYMENTS OR WANT TO HELP THE BENEFICIARY GET THROUGH TRIAL WORK AND THINGS LIKE THAT. MOST ARE COMING FROM EMPLOYERS AND WE'RE HAVING THE TICKET PROGRAM MANAGER, WE WILL PUT THAT DIRECTLY INTO E-WORK WHICH WILL GENERATE A WORK REPORT AND HELP US CONTROL THE OVER PAYMENTS BY INITIATING.

IT'S A LOT QUICKER THAN BEFORE.

IT'S STILL IN THE MAKING. IT'S VERY COMPLICATED. THERE'S BEEN AT LEAST 20 PEOPLE WORKING REGULARLY ON THIS WAGE REPORTING PROOF OF CONCEPT. I HOPE YOU CAN UNDERSTAND WHAT THE POTENTIAL IMPACT OF THIS IS WITH OVER PAYMENTS AND AND BENEFICIARIES WILL BE RECEIVING LESS TERRIFYING NOTICES ABOUT OVER PAYMENTS AND IF IT WORKS PROPERLY WE CAN PAY YOU QUICKER BECAUSE WE WILL BE ABLE TO CHANGE THE BENEFICIARY PAY STATUS MUCH MORE EXPEDITIOUSLY.

LASTLY AND THIS IS MORE OF AN FYI AS PART OF THE AGENCY'S INITIATIVE TO HELP POSITION YOU, WE HAVE MILLIONS OF YOUNG PEOPLE RECEIVING SSI. MANY OF YOU PROBABLY KNOW AT AGE 18 THESE BENEFICIARIES HAVE TO GO UNDER REDEMPTIONER TO DETERMINE IF THEY MEET THE ADULT STANDARDS AND NOT THE CHILDHOOD STANDARDS.

MANY DO AND TOO MUCH STAY ON THE ROLES FOR FAR TOO LONG. LAST YEAR WE EXPANDED THE POPULATION THAT ARE HELPED. THEY ARE ABLE TO HELP BENEFICIARIES AS YOUNG AS 14 AND THE CALL CENTER IS NOW REFERRING NOT TICKET RELATED CALLS FROM REPRESENTATIVES OF THE BENEFICIARIES TO THE WHIPPAS SO THEY CAN HELP THEM TRANSITION INTO THE WORLD OF WORK

AND TOMORROW COINCIDENTALLY THE AGENCY IS MAILING OUT 360,000 NOTICES TO BENEFICIARIES IN THIS AGE RANGE HIGHLIGHTING A BOOKLET THAT WE HAVE HAD IN EXISTENCE FOR A WHILE CALLED WHAT YOU NEED TO KNOW ABOUT SUPPLEMENTAL SECURITY SYSTEM. WE ADDED A PAGE TO HELP THIS POPULATION.

THIS IS THE ONE TIME MAILING THIS YEAR BUT IT'S AN ONGOING EVENT EVERY YEAR. WE WILL BE MAILING THIS NOTICE -- WE CAN MAKE THIS AVAILABLE IF WE HAVEN'T ALREADY ON THE MAXIMUM MYSELF WEBSITE TO BENEFICIARIES THAT ARE 14, 15, 16 AND 17 TO LET THEM KNOW WHAT SERVICES ARE AVAILABLE TO THEM NOW AND WHAT MIGHT BE AVAILABLE TO THEM IF THEY PASS THE DETERMINATION AND AND AND BECOME ELIGIBLE FOR TICKET.

THANK YOU VERY MUCH AND I WILL TURN THIS OVER TO ELISSA NESS.

>> THANK YOU MARK . THE FIRST SLIDE THE TOPIC FOR TODAY IS TIMELY PROGRESS REVIEW. I'M GOING TO REVIEW FIRST THE OBJECTIVES OF THE SESSION.

FIRST WE DISCUSSED TIMELY PROGRESS REVIEW FUNDAMENTALS.

NEXT I'M GOING TO DISCUSS HOW THE TICKET TO WORK PROGRAM IMPACTS CONTINUING DISABILITY REVIEWS. THIRD DISCUSS THE TPR REQUIREMENTS THEN I'M GOING TO DESCRIBE THE TPR PROCESS INCLUDING TPR APPEALS AND REENTRIES AND NEXT DESCRIBE THE SERVICE PROVIDER RESPONSIBILITIES IN THE TPR PROCESS. NEXT I'M GOING TO DISCUSS THE TPR IMPLEMENTATION SCHEDULE AND FINALLY I'M GOING TO IDENTIFY THE TPR RESOURCES AVAILABLE TO SERVICE PROVIDERS.

NEXT. NOW WE'RE ACTUALLY GOING TO DISCUSS TIMELY PROGRESS REVIEW FUNDAMENTALS AND CONTINUING DISABILITY REVIEW PROTECTION. WHAT EXACTLY IS A TIMELY PROGRESS REVIEW? A TPR IS A 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 OR THEIR TICKETS ARE IN THE IN USE STATUS. TPR IS BASED ON GUIDELINES ESTABLISHED BY SSA THROUGH REGULATION THAT IS WERE EFFECTIVE JULY OF 2008. AND THEY'RE SPECIFIC GUIDELINES LATER IN THE SESSION. IN GENERAL THE TPM CONDUCTS A REVIEW AT THE END OF APPROXIMATELY EVERY 12 MONTH PERIOD OF ACTIVE TICKET USE TO DETERMINE IF THEY ARE MAKING THE EXPECTED PROGRESS. AT THE SAME TIME THE PORTAL WILL BE OPEN FOR SERVICE PROVIDER INPUT. A TPR ENTITLES THE BENE TO MEDICAL PROTECTION MEANING THE DISABILITY BENEFITS CONTINUE.

USUALLY CDR PROTECTION IS GRANTED TO BRCHLTS ENE INVOLVED IN THE TICKET TO WORK PROGRAM WITH TICKETS IF THE ASSIGNED STATUS AND MAKING TIMELY PROGRESS. HOWEVER IT'S VERY IMPORTANT HERE THAT ASSIGNMENT PROGRESS MADE BY THE BENE WHERE PAYMENT OF SERVICES EITHER BY OR TO THE SERVICE PROVIDER DOES NOT ALWAYS GUARANTEE PROTECTION FROM A CDR. AND ACTUALLY WHAT I JUST SAID IS VERY IMPORTANT AND THAT IS REALLY CAUSED A LOT OF THE PROBLEMS WITH BENES BEING CALLED UP FOR CDR. IN ADDITION YOU MUST CONSIDER ALL ASPECTS OF IN USE AND NOT IN USE INCLUDING PAST TPR FAILURES, SUCCESSFUL TPR REENTRIES AND ET

CETERA, OTHER ITEMS. AS A SERVICE PROVIDER IT IS VERY IMPORTANT TO FULLY UNDERSTAND AND SUPPORT THE TPR PROCESS AND TO ASSIST BENES NOT ONLY IN MAKING TPR PROGRESS BUT ALSO IN PROVIDING NECESSARY INFORMATION TO THE TPM AND ALSO TO YOU IN VERIFYING THAT PROCESS. WHAT IS A CDR? A CDR IS A MEDICAL REVIEW THE BENE 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 BENE IS PROTECTED FROM THESE REVIEWS WHILE THE TICKET IS ASSIGNED.

THIS EXEMPTION IS RENEWED FOR ABOUT ANOTHER 12 MONTHS IF THE BENE ACTUALLY PASSES TPR. NEXT.

WITH TPR IF THE REQUIREMENTS ARE NOT MET THE TICKET WILL REMAIN ASSIGNED TO THE SERVICE PROVIDER. BUT UNFORTUNATELY THE BENE IS NO LONGER PROTECTED FROM CDRS. AS YOU CAN SEE THE CDR IS NOT CONDUCTED AS SOON AS THE PROTECTION IS LOST. RATHER IT IS CONDUCTED WHEN IT WOULD HAVE BEEN CONDUCTED IF THE BENE HAD NOT PARTICIPATED IN THE PROGRAM.

NEXT I'M GOING TO ACTUALLY SHOW THE TPR REQUIREMENTS AND THESE ARE ACTUALLY SENT WITH BASICALLY EVERY NOTICE THAT GOES OUT FROM SSA. OKAY. THIS IS ACTUALLY JUST THE FIRST PAGE OF THE TPR REVIEW CHART WHICH ARE ACTUAL REQUIREMENTS. NEXT SLIDE. AND THAT'S THE SECOND PAGE OF THE SAME CHART. OKAY HERE ARE ACTUALLY THE TPR REQUIREMENTS AND AGAIN THESE REFLECT THE 2008 REGULATIONS. THESE REPRESENT THE WORK AND EDUCATION REQUIREMENTS WHICH MUST BE MET AT EACH LEVEL. 10 PERCENT TOLERANCES FOR EARNINGS ARE ACCEPTABLE IN REVIEWS ONE TO FOUR AND 10 PERCENT TOLERANCES FOR EDUCATION ARE ACCEPTABLE IN REVIEWS ONE TO FIVE. WE'RE GOING TO COVER TOLERANCES MUCH MORE ACTUALLY IN YOUR PORTAL TRAINING WHICH I'M GOING TO DISCUSS LIKE AT THE END WHEN WE WOULD HAVE THAT TENTATIVELY SCHEDULED. AS AN EXAMPLE IT'S REALLY JUST THE FIRST LEVEL REVIEW WHICH IS ON THE OTHER PAGE. THE FIRST REVIEW ACTUALLY REQUIRES THAT A BENE WOULD COMPLETE AND AGAIN IT'S DURING THE REVIEW PERIOD, NOT AT ANY TIME BUT DURING THE REVIEW PERIOD. THEY EITHER HAVE THREE MONTHS OF WORK AT THE TRIAL WORK LEVEL OR THEY RECEIVE A GED OR HIGH SCHOOL DIPLOMA OR COMPLETE 60 PERCENT OF A FULL-TIME COURSE LOAD FOR AN ACADEMIC YEAR IN A COLLEGE OR TRADE TECHNICAL OR VOCATIONAL TRAINING PROGRAM OR FINALLY IF THEY COMPLETE A COMBINATION OF THIS WORK IN EDUCATION REQUIREMENT. AGAIN I WILL REVIEW IN MUCH MORE DETAIL ABOUT WHAT COMBINATION MEANS AND HOW YOU GET IT, WHATEVER IN THE PORTAL TRAINING. NEXT SLIDE.

OKAY. NOW WE'RE GOING TO DISCUSS THE ACTUAL TPR PROCESS.

NEXT. HERE IS ACTUALLY A BRIEF OVERVIEW OF THE PROCESS WHICH I WILL EXPLORE IN GREATER DETAIL LATER ON. IN STEP ONE AS YOU CAN SEE SSA CHECKS THE EARNINGS RECORDS OF THOSE BENE STHANCHTS ARE SELECTED THAT MONTH FOR TPR.

IF THE EARNINGS ARE SUFFICIENT MEANING THEY MEET THE REQUIREMENTS SET FORTH BY SSA THEN NO FURTHER ACTIONS ARE TAKEN AND THE BENE CONTINUES ALONG THE PATH OF SELF SUFFICIENCY UNAWARE THAT A CHECK WAS EVEN MADE. HOWEVER IF THE BENE'S EARNINGS ARE INSUFFICIENT

THEN SSA CONTACTS THE BENE BY MAIL BY SENDING WHAT'S CALLED A TPR SELECTION NOTICE. AT THE SAME TIME THAT THIS NOTICE IS SENT OUT THE PORTAL WILL BE OPEN FOR TPR INPUT BY THE SERVICE PROVIDER. NEXT. OKAY. I'M JUST GOING TO REVIEW. THIS ACTUALLY DEALS WITH STEP TWO WHICH IS SELECTION NOTICE THAT'S SENT OUT. FIRST I'M JUST GOING TO SAY SOMETHING ABOUT THE SELECTION CRITERIA. IT'S VERY, VERY COMPLEX, THE CRITERIA ARE VERY INVOLVED AND IT INCLUDES A LOT OF FACTORS SUCH AS CLASSIFICATION, ASSIGNMENT AND ALSO PREVIOUS TPR HISTORY. BUT HERE VERY IMPORTANT TO NOTE IS THAT WHEN WE DO BEGIN SELECTION WHICH I WILL GET TO SOON, PROBABLY IN AROUND NOVEMBER WE'RE GOING TO BEGIN VERY, VERY SLOWLY WITH PROBABLY ONLY 50 CASES SELECTED NATIONWIDE IN THE FIRST MONTH. OKAY. SO FOR STEP TWO WHICH IS SENDING OUT THE NOTICE IF THE BENE IS SELECTED FOR A TPR SSA ACTUALLY SENDS THIS SELECTION NOTICE TO THE INDIVIDUAL AT THE CONCLUSION AND THIS IS OF ABOUT EVERY 12 MONTHS OF TICKET IN USE STATUS. AND THIS IS TO DETERMINE IF THE BENE IS MAKING THE EXPECTED PROGRESS WITH WORK AND OR EDUCATION. AT THE SAME TIME THE SSA PORTAL WILL BE OPEN FOR 55 DAYS TO ALL SERVICE PROVIDERS FOR TPR INPUT.

THE SERVICE PROVIDER CAN ONLY PASS THE BENE. IF THE TPM MEANING MAXIMUS RECEIVES THE SSA 1375 WHICH IS ACTUALLY PART OF THE SELECTION NOTICE WHICH SSA HAS SENT OUT -- SO IF MAXIMUS RECEIVES THE 1375 FROM THE BENE THE SERVICE PROVIDER AND ALSO THE SERVICE PROVIDER HAS NOT PASSED THE BENE AND THE TIME FRAMES ARE ACCEPTABLE, IN OTHER WORDS WE ARE WITHIN THE 55 DAYS FROM THE DATE OF THE NOTICE, MAXIMUS ACTUALLY WHAT WILL HAPPEN, THEY WILL OPEN A CASE AND BEGIN A REVIEW. AGAIN WE PLAN TO HAVE VERY EXTENSIVE TPR PORTAL TRAINING WELL BEFORE TPR IMPLEMENTATION WHICH WE'LL TELL YOU EXACTLY WHAT TO DO IN THE PORTAL, WHEN TO DO IT, WHAT HAPPENS IF YOU DON'T DO IT, UM, IT ALSO, UM, WHAT MAXIMUS IS GOING TO BE DOING AT THE SAME TIME. NEXT SLIDE. OKAY. THE NEXT FEW SLIDES ARE EXAMPLES OF WHAT -- ACTUAL EXAMPLES OF A TPR SECTION NOTICE THAT'S SENT TO THE BENE. NEXT. NEXT. NEXT.

AND NEXT. OKAY ALL OF THE PREVIOUS PAGES WERE EXAMPLES OF WHAT THE BENE IS GOING TO RECEIVE. THIS IS AN EXAMPLE OF THE NOTICE THAT IS GOING TO BE RECEIVED BY THE BENE. THE NOTICE IS TAILORED TO THE PERSON INCLUDING THE REVIEW LEVEL AND ACTUALLY THIS IS REVIEW LEVEL ONE. THE REVIEW PERIOD, SO WE'LL GIVE THEM EXACTLY WHAT WE'RE TALKING ABOUT IS AS FAR AS THE PROGRESS YOU MADE, WHAT DATES WE'RE LOOKING FOR BETWEEN WHAT DATE AND WHAT. THE REQUIREMENTS, WHAT IS NECESSARY, THE QUESTIONS, EVERYTHING IS TAILORED DIRECTLY TO THAT PERSON. SO IN ADDITION TO SPECIFIC EARNINGS AMOUNTS ARE LISTED, UM, THAT THE BENE HAS TO MEET AND IT ALLOWS FOR THE 10 PERCENT TOLERANCES AND REVIEWS ONE TO FOUR. NO MATHEMATICAL CALCULATIONS AT ALL ARE REQUIRED BY THE BENE. ALL NOTICES GIVE THE BENE 30 DAYS FROM THE NOTICE DATE TO RESPOND.

THE TIME FRAME IS GENERALLY 55 DAYS. NEXT. SO WITH THE PASS THIS IS WHAT HAPPENS WITH TPR -- THAT'S WHAT WE CALL A TPR INITIAL DECISION, A PASS. IF THE BENE PASSES REGARDLESS OF WHETHER IT'S BY THROUGH THE PORTAL OR THROUGH MAXIMUS ADJUDICATING THE CASE CDR PROTECTION IS EXTENDED, NO LETTER IS SENT AND THE NEXT TPR WILL BE SCHEDULED IN ABOUT ANOTHER 12 MONTHS IN USE. NEXT.

THIS IS WHAT HAPPENS IF THE DECISION, THE INITIAL DECISION IS A FAILURE. IN THIS CASE THE ONLY FAILURE CAN COME THROUGH MAXIMUS ADJUDICATING YOU ALL THROUGH THE PORTAL CAN ONLY PASS A PERSON. SO IF THE BENE FAILS TPR THE PROPOSED FAILURE NOTICE IS SEND GIVING AN OPTION TO APPEAL. BENEFITS ARE NOT AFFECTED. I MEAN YOU CAN FAIL TPR BUT IT HAS NOTHING TO DO WITH THESE BENEFITS UNLESS THERE IS A CDR AT SOME POINT. THE BENE MAINTAINS CDR PROTECTION FOR 55 DAYS FROM THE DATE OF NOTICE RELEASE AND THROUGH THE APPEAL PROCESSING. THE INDIVIDUAL IS SUBJECT TO REGULARLY SCHEDULED CDRS ONCE A FINAL FAILURE IS EFFECTIVE. AND ASSIGNMENT AND REASSIGNMENT THAT'S THE LAST BULLET, YOU'RE USUALLY NOT AFFECTED BY A PROPOSED OR FINAL FAILURE. I WILL GET INTO THIS MORE DURING THE PORTAL TRAINING. THERE ARE SOME ISSUES WITH SYSTEMS AND ALSO ACTUALLY IN OUR REGS HAVING TO DEAL WITH CREPT PAY AND RAY SIGNING. BUT I WILL GET INTO THAT LATER. BUT IN GENERAL YOU CAN ASSIGN AND REASSIGN EVEN IF YOU FAIL OR PROPOSE FAILURE.

NEXT. NOW WE ARE GOING TO DISCUSS APPEALS AND REENTRIES.

NEXT. FOR APPEALS THE BENE HAS 55 DAYS FROM THE DATE OF THE PROPOSED FAILURE NOTICE TO SUBMIT A REQUEST FOR APPEAL.

AGAIN THE ACTUAL NOTICE THAT PROPOSED FAILURE NOTICE WILL GIVE THE BENE EXACTLY -- IT LISTS OUT EXACTLY WHAT THEY NEED TO DO, WHAT THEY NEED TO SUBMIT, WHO THEY SUBMITTED SO EVERYTHING IS RIGHT IN THAT LETTER. YOUR REQUEST MUST CONTAIN -- HERE FOR AN APPEAL OR LATER REENTRY YOU NEED SUPPORTING DOCUMENTATION.

WHEREAS ON THE INITIAL WITH THE INITIAL SELECTION NOTICE THE BENE HAS TO CHECK OFF WHATEVER THEY DID. NO DOCUMENTATION IS REQUIRED. REQUESTS FROM THE BENE FOR AN APPEAL CAN EITHER BE MAILED OR FAXED AND IT'S ACTUALLY TWO MAXIMUS BUT SSA MAKES THE FINAL DECISION IN THE APPEALS. AND DECISION NOTICES ARE RELEASED FROM SSA TO THE BENE. UNLIKE INITIAL WHERE ALLOWANCE RECENT NOT REALLY FAILURES. NEXT. OKAY. THIS IS A TPR REENTRY WHERE IT IS SUCCESSFUL. I'M NOT GOING TO AGAIN REALLY REVIEW A LOT OF THIS. IT'S A VERY DIFFICULT CONCEPT. WE'LL PROBABLY TALK ABOUT THIS MORE AGAIN DURING THE PORTAL TRAINING. BUT AFTER YOU FAIL A TPR EVIDENCE CAN BE SUBMITTED AT ANY TIME TO SHOW THAT THE REQUIREMENTS OF THE REVIEW PERIOD HAVE BEEN MET.

THE CALL CENTER WILL INSTRUCT THE BENE HAS TO WHAT IS NEEDED.

IN OTHER WORDS ALL THAT THE BENE NEEDS TO DO IS CALL THE CALL CENTER AND TELL THEM EXACTLY WHAT NEEDS TO BE SUBMITTED WHICH IS TO MAXIMUS TO HOPEFULLY REENTER TPR AND GET BACK INTO IN USE STATUS. IF THE REENTRY IS SUCCESSFUL THE INDIVIDUAL WILL EARN APPROXIMATELY ANOTHER 12 MONTHS. A DECISION NOTICE HERE -- BRAK

>> SORRY THE INTERRUPTION.

PLEASE MAKE SURE YOUR LINE IS ON MUTE IF YOU'RE ON THE CALL.

>> THANK YOU.

>> THANK YOU. NEXT SLIDE. OKAY FOR A TPR REENTRY THAT WAS SUBMITTED WHICH IS A FAILURE THE CELEBRITY APPRENTICE BENE WILL STILL NOT BE IN USE. THEY WEREN'T IN USE TO BEGIN WITH.

THAT'S WHY THEY HAD TO REENTER.

IF THERE'S A FAILURE THEY'RE STILL NOT IN USE. THERE WILL BE MAIL NOTIFICATION OF THE UNSUCCESSFUL ACTION TO THE BENE AND IN THIS CASE IF IT'S A FAILURE THE BENE WILL ACTUALLY HAVE 30 PLUS DAYS TO ACTUALLY APPEAL THAT DECISION. AGAIN ALL OF THIS IS COVERED TO THE BENE IN THE NOTICES. NEXT. I'M GOING TO DISCUSS JUST ACTUALLY REALLY QUICKLY THE TENTATIVE TPR IMPLEMENTATION SCHEDULE. NEXT.

ALL RIGHT. FOR RIGHT NOW TENTATIVELY WE ARE SCHEDULING PORTAL TRAINING FOR ALL SERVICE PROVIDERS AT THE END OF OCTOBER.

AND WE HOPE TO BEGIN SELECTION AGAIN VERY SLOWLY IN NOVEMBER.

NEXT. OKAY IT IS VERY IMPORTANT THAT YOU UNDERSTAND YOUR RESPONSIBILITIES TO YOUR CLIENTS IN THE AREA OF TPR. NEXT. YOU NEED TO UNDERSTAND THE TPR PROCESS SO THAT YOU CAN EXPLAIN THE EXISTENCE OF TPR REVIEWS AND HOW THEY WORK. IT IS IMPORTANT THAT YOUR BENE FULLY UNDERSTAND TPR AND WHAT THE CONSEQUENCES ARE FOR NOT MAKING TIMELY PROGRESS. YOU WILL ALSO WANT TO SUCCESS THE IMPORTANCE OF PROVIDING TIMELY INFORMATION TO THE TPM OR TO YOU AS PART OF THE PROCESS. ADDITIONALLY BENES WILL OFTEN COME TO YOU WITH QUESTIONS REGARDING TPR. THIS IS ESPECIALLY TRUE WHEN TPR SELECTION NOTICES ARE RECEIVED BY YOUR CLIENTS. IF YOU ARE NOT ABLE TO ACCURATELY ADDRESS THE ISSUE YOU SHOULD CONTACT THE TPM AND I'VE GOT A CONTACT ADDRESS RIGHT THERE. AND FINALLY IT IS YOUR RESPONSIBILITY TO INPUT THE TPR INFORMATION INTO THE PORTAL.

NEXT ARE QUESTIONS. NEXT. FOR ANY ADDITIONAL INFORMATION THAT YOU HAVE PLEASE CONTACT THE TPM OR MAXIMUS AT THE ABOVE CONTACT SITE. IF THEY ARE UNABLE TO ANSWER OR IF THERE IS, YOU KNOW, IF THERE'S SOME QUESTIONS ALSO CONTACT US BUT YOU CAN FOR SURE JUST CONTACT THAT SPECIFIC SITE FOR OR CONTACT FOR ANY QUESTIONS OR ISSUES AT ALL. THANK YOU.

>> AT THIS POINT I WILL TURN IT OVER FOR QUESTIONS. THERE'S A LOT OF INFORMATION. I KNOW TPR IS VERY TECHNICAL AND WE CAN CONTINUE TO PROVIDE INFORMATION AND COMMUNICATION AS WE MOVE FORWARD WITH WITH THIS PROCESS.

ALSO A LOT OF INFORMATION GIVEN EARLIER IN THE CALL ABOUT A VARIETY OF TOPICS. SO AT THIS POINT I'LL ASK IF FOLKS ON THE LINE OR ON THE CALL WOULD LIKE TO CALL IN AND ASK ANY QUESTIONS. SO OPERATOR.

>> YES AT TIMETHE IF YOU WOULD LIKE TO ASK A QUESTION PRESS THE STAR FOLLOWED BY A ONE. AGAIN THAT IS STAR ONE. IF YOUR QUESTION HAS BEEN ANSWERED AND YOU WOULD LIKE TO WITHDRAWAL YOUR REGISTRATION PLEASE PRESS THE POUND KEY. ONE MOMENT FOR FIRST QUESTION.

>> THANK YOU OPERATOR. AS THAT COMPILING WE HAD QUESTIONS IN THE CHATS THAT WE'LL ADDRESS REAL QUICK. THERE WAS A QUESTION IF WE CAN CONTACT THE NEW TPM MANAGER THE OPERATIONS LEAD? PLEASE NOTE YOU CAN CONTACT ENSB AND THEY CAN ALWAYS SEND UP QUESTIONS OR CONCERNS THAT YOU MAY HAVE. THERE WAS A QUESTION ALSO ABOUT WILL HE BE ABLE TO COVER ALL REGIONS?

WE'RE HOPING THAT EVENTUALLY YES THAT WOULD BE THE CASE.

>> AND JUST TO ELABORATE A LITTLE BIT IF THERE IS AN ISSUE OUTSIDE OF THE SAN FRANCISCO REGION OR A QUESTION OR WE'RE TRYING TO SCHEDULE AN EVENT HY IS OUR POINT OF CONTACT AND GENERALLY HE WOULD BE THE PERSON WHO WOULD REACH OUT TO HIS COUNTERPART IN THE OTHER REGION FOR WHATEVER THE TOPIC WOULD BE.

SO THAT'S HOW THAT WOULD WORK.

>> ONE OF THE QUESTIONS WAS CAN WE NATIONAL ENS PARTICIPATE?

PLEASE STAY TUNED FOR MORE INFORMATION REGARDING THAT.

THERE WAS A QUESTION ABOUT THE VIRTUAL JOB FAIR. HAS THERE BEEN A FOLLOW UP ON THE VIRTUAL JOB FAIR AND HOW MANY ARE EMPLOYED? WE'RE STILL COLLECTING DATA ON THAT BUT THANK YOU FOR THAT QUESTION. AS SOON AS THAT INFORMATION IS AVAILABLE WE'LL MAKE THAT AVAILABLE TO YOU. THERE WAS A QUESTION REGARDING THE LMS. CAN ANYONE APPLY TO THE LMS COORDINATOR?

>> WELL IT WOULDN'T BE SOMETHING YOU WOULD APPLY FOR. YOU JUST WANT TO SPEAK TO YOUR SIGNATORY AUTHORITY AND THEY CAN SUBMIT YOUR NAME. THANK YOU FOR THAT INTEREST. THERE WAS SOMETHING REGARDING MARKETING FOR MARK.

>> POC IN TERMS --

>> HOW DO I GET IN LINE FOR THE -- I THINK THE WAGE REPORTING IN POC. BUT THE SAME APPLIES. YOU CAN SEND ME AN EMAIL. I WILL MAKE SURE YOU GET ON-LINE. WE ARE ALREADY COMPILING A LIST OF E-MAILS.

>> AND ALSO I'M GOING TO GO BACK. YES WE WOULD OPEN IT UP.

WE WOULD LIKE TO GET A HANDLE.

IF YOU HAVE CENTRALIZED LOCATION, A PARTICULAR STATE OR SOMETHING TO THAT EFFECT AND WE ARE ABLE TO HOLD AN EVENT IN THE REGION WHERE YOUR STATE -- YOUR OPERATIONS YORKS STATE OF OPERATION OCCURS, UM, WE WOULD CERTAINLY EXTEND AN OUTREACH FOR YOUR PARTICIPATION BUT AGAIN AS I INDICATED BEFORE IF THERE ARE NATIONAL ENS THAT ARE ON THIS CALL IF THERE'S A NATIONAL EN IN THE DENVER REGION AND YOU THINK YOU MIGHT BE INTERESTED OR AN EVENT IN THE DENVER AREA YOU HAVE A BASIS OF OPERATION PLEASE SEND AN EMAIL THROUGH ENSB AND WE WILL TOUCH BASE AND LET YOU KNOW WHAT THE STATUS IS.

>> THANK YOU AND THERE ARE LOTS OF QUESTIONS FOR TPR RELATED AND WE WOULD ASK IF YOU CAN SEND THOSE TO YOUR TPR TEP DESK AND WE'LL MAKE A POINT TO ADDRESS THOSE. MARK YOU HAVE SOMETHING ADDITION?

>> IT WAS A TPR QUESTION.

>> OKAY.

>> AND YOUR QUESTION TO THE HELPDESK.

>> I THINK I HAVE THE ANSWER BUT... .

>> OKAY. AND WE WILL BE POSTING THE PRESENTATION ON-LINE.

>> TODAY'S?

>> YES. WE'LL HAVE THAT IN OUR ARCHIVE. SO STAY TRIEW TUNED FOR THAT AS WELL. I'M BECOMING LIKE ROB.

I WILL NOW OPEN UP -- HAVE THE OPERATOR OPEN UP THE QUESTIONS ON THE LINE. THANK YOU EVERYONE.

>> YOU DO HAVE AN AUDIO QUESTION FROM THE LINE OF EUGENEA.

>> HI I'M FROM OREGON BR. I HAD A QUESTION ON CHAT THAT ASKED WHAT THE ROLE OF THE SENIOR ADVISOR WAS. AND THAT DID NOT GET RESPONDED TO.

>> SO MELANIE'S ROLE IS PREDOMINANTLY TO PROVIDE US --

TO HELP US REALLY MANAGE THE MAXIMUS TPM CONTRACT. SHE IS GOING TO FOR ALL THE ASSOCIATED TASKS THAT WE HAVE ASKED THE TPM TO PROVIDE TO US PARTICULARLY, I'M NOT GOING, YOU KNOW, SAY THAT THERE'S ANYTHING SHE WOULDN'T BE TIED TO BUT I THINK WHEN WE WERE LOOKING TO BRING HER ON BOARD THE PARTICULAR AREAS OF INTEREST FOR US WERE THE CALL CENTER AND OUR MARKETING PIECES ALSO, OUR SOCIAL MEDIA PRESENCE AS WELL AND THE TRANSITIONING OF THAT INTO THAT YOU CAN CONTRACT AWAY FROM BOOZE ALLEN. SO WE CAN ASK FOR DELIVERABLES AND ITEMS FROM MAXIMUS FOR THOSE PARTICULAR AREAS TOHAVE HER INPUT AND OVERSIGHT. BUT THERE WILL BE --

MELANIE WILL BE ENGAGED IN EVERY POSSIBLE WAY WE CAN USE HER BECAUSE AS SHE INDICATED IN THE INTRE DUCKS SHE'S A FORMER BENEFICIARY IN THE TICKET PROGRAM PARTICIPANT AND ALSO HAS WORKED FOR BOOZE AN ALLEN ANNE MAXIMUS. SO YOU GET A SENSE OF HER EXPERTISE PROGRAMMATICALLY AND WE WILL TAKE ADVANTAGE OF THAT MOVING FORWARD.

>> WOULD IT BE POSSIBLE TO HAVE HER MEET WITH SOME OF THE STATE VR AGENCIES SO THAT SHE CAN UNDERSTAND THE ENTANGLEMENTS BETWEEN THE TICKET TO WORK PROGRAM AND THE COST REIMBURSEMENT PROGRAM THAT ARE FOR STATE VR AGENCIES?

>> WE CAN CERTAINLY ENGAGE HER IN A VARIETY OF THINGS. AS I INDICATED, YOU KNOW, AGAIN SENSITIVE TO HER WORK LOADS AND ASSIGNMENTS WE WOULD LOOK TO USE HER AS MUCH AS POSSIBLE. I THINK IT'S A GOOD IDEA.

>> AND LAST QUESTION. JUST ON THE TPRS. I JUST WANT TO MAKE SURE I UNDERSTAND THIS. SO IN THE PAST WE'VE ONLY GOTTEN --

WE'VE ONLY HAD TO LOOK AT TPRS THAT PEOPLE HADN'T -- THE BENEFICIARIES HADN'T RESPONDED TO. BUT NOW FROM WHAT I GATHER FROM THIS MEETING, I MEET THIS CALL AND THE VR CALL IS THAT WE'LL BOTH GET NOTIFIED AND WE BOTH HAVE TO RESPOND. IS THAT THE SAME FOR EVERYBODY?

>> YES. THAT IS. IN OTHER WORDS WHAT WILL HAPPEN IS THAT ON DAY ONE WHEN THE PERSON -- IF THE BENE IS SELECTED THEY WILL RECEIVE -- WE WILL ASK IF THEY WILL MAIL OUT THE FORM. ALSO ON DAY ONE THE PORTAL WILL BE OPEN TO ALL SERVICE PROVIDERS TO HOPEFULLY PASS THE PERSON. SO THE ANSWER IS YES. IN THOSE INSTANCES YES.

>> AND IN THE PAST WHAT HAD HAPPENED IS WE WOULD GET NOTICE SAYING THAT WE HAVE TPRS IN THERE AND WE WOULD GO IN AND LOOK AND THERE WOULD BE A LIST OF TPRS FOR US TO REVIEW AND THESE WERE ONLY PEOPLE THAT DID NOT RESPOND.

>> OKAY.

>> NOW WE WON'T GET A NOTIFICATION AT ALL AND WON'T KNOW IF THEY RESPONDED OR KNOW WHO THE PEOPLE ARE TO LOOK FOR.

>> I WANT TO JUMP IN AND SAY WE WILL BE FOLLOWING UP WITH TRAINING ON THE PORTAL AS WE GET CLOSER. DO YOU HAVE ANY GENERAL TPR QUESTIONS INSTEAD OF SPECIFICS ABOUT THE PROCESS?

>> YOU WILL KNOW WHO TO LOOK FOR AND WE'LL COVER THAT IN THE PORTAL. IT'S NOT GOING TO BE LIKE YOU WILL HAVE NO IDEA AND YOU ALL HAVE TO KNOW THE STATUS.

BUT WE'RE GOING TO COVER ALL OF THAT ACTUALLY IN THE PORTE PORTAL TRAINING.

>> THAT WAS MY QUESTION. WILL WE KNOW WHO THESE PEOPLE ARE?

>> YES, ABSOLUTELY.

>> OKAY. THANK YOU.

>> YOUR NEXT QUESTION IS FROM THE LINE OF STACEY.

>> HI IT'S STACEY FROM MASSACHUSETTS. I HAVE A TWO PART QUESTION. I'VE BEEN TRYING TO GET IN TOUCH WITH SOMEBODY, I THINK ADELLE BARR'S PRESENTATION. I WAS WONDERING IF IT'S POSSIBLE

TO GET DIRECTLY IN TOUCH WITH HER. THAT'S REALLY MY QUESTION. IS IT POSSIBLE TO GET IN TOUCH WITH HER OR SHOULD I ASK MY QUESTION HERE.

>> HI STACY. YOU CAN CERTAINLY GET IN TOUCH WITH ME. MY E MA EMAIL IS ADELLEBARR@MAXIMUS.COM. AND I'LL BE MORE THAN HAPPY TO ADDRESS THING QUESTIONS YOU MAY HAVE.

>> OKAY THANK YOU.

>> THANK YOU.

>> AND YOUR NEXT QUESTION IS FROM THE LINE OF ZA KELLY.

>> YES, HI I AM ON THE CONFERENCE CALL I JUST WAS GIVEN AN EMAIL TO CALL THIS NUMBER BUT I'M NOT REALLY SURE WHAT IT'S REALLY ABOUT. I DIDN'T GET A POWERPOINT PRESENTATION OR ANYTHING. I'M A NEW EN GOING THROUGH THE PROCESS. SO I WAS JUST WONDERING AM I SUPPOSED TO BE ON THIS LINE OR JUST LISTENING OR WHAT DID I MISS?

>> HI SONYA. THIS IS ADELLE.

WELCOME.

>> HI.

>> IT SOUNDS LIKE YOU'RE NEW TO YOUR EMPLOYMENT NETWORK OR YOU'RE A NEW EMPLOYMENT NETWORK.

>> I AM NEW AND NEW. SO I WAS GIVEN THIS EMAIL ADDRESS TO CALL AND IT SAYS -- IT'S A QUARTERLY ALL EN TAKING PLACE RIGHT NOW.

SO I THOUGHT THIS WAS ACTUALLY MY ORIENTATION BUT IT'S NOT.

WHEN I HEARD YOU ALL I WAS LIKE OKAY I'M NOT UNDERSTANDING WHY I'M ON THE LINE.

>> OKAY WELL WE APOLOGIZE FOR THE CONFUSION. THIS IS AN OPPORTUNITY FOR US TO PROVIDE INFORMATION TO ALL ENS QUARTERLY AND FOR ENS TO ALSO PROVIDE INFORMATION FOR US AND IT'S AN EXCHANGE OF INFORMATION FROM YOU AS THE PROVIDER AND FROM YOUR TPM MANAGEMENT AND ALSO FROM SOCIAL SECURITY. IT'S AN OPPORTUNITY FOR ALL OF US TO GET TOGETHER AND ANSWER SOME QUESTIONS AND EXCHANGE INFORMATION.

>> OH OKAY.

>> YOU'RE IN THE RIGHT PLACE AND HOPEFULLY YOU WILL HAVE ANOTHER ESSMENTS MAIL GIVING YOU MORE INFORMATION REGARDING GOING ALONG IN YOUR TRAINING.

>> WELCOME SONYA.

>> OKAY GREAT. THANK YOU. OKAY IT WAS GREAT LISTENING. I'M PICKING UP A FEW THINGS. I'M GETTING TO KNOW THIS SO THIS HAPPENED LIKE EVERY THREE MONTHS OR QUARTERLY I GUESS.

>> YES MA'AM. NEXT IS NOVEMBER.

>> NOVEMBER. OKAY. GREAT.

AWESOME. WELL THAT'S GOOD TO KNOW. AND TO BE ABLE TO ASK QUESTIONS THAT WE DON'T UNDERSTAND. BECAUSE I KNOW BEING AN EN THERE'S A LOT OF THINGS TO REALLY UNDERSTAND. SO THIS IS A GOOD SUPPORT.

>> FANTASTIC. THANK YOU AGAIN FOR JOINING US. WE LOOK FORWARD TO HEARING MORE FROM YOU.

>> SURE. THANK YOU.

>> AND YOUR NEXT QUESTION IS FROM THE LINE OF PAULA.

>> HI EVERYBODY. I WANTED TO WELCOME BACK FELIX AND HY AND MELANIE AND CONGRATULATE YOU ON GETTING THE TICKET TO WORK ON THE HOMEPAGE. I THINK THAT'S JUST GREAT. ONE OF MY PET PEEVES IS THAT THE TWITTER COMMUNICATIONS NEVER MENTION TICKET TO WORK AND SINCE TWITTER IS SUCH AN IMPORTANT ASPECT FOUR FOR THE PRESS, I THINK IT WOULD HELP SO MUCH TO GET PEOPLE TO KNOW ABOUT THE PROGRAM. SO I WANTED TO SUGGEST THAT AGAIN AND SEE IF THERE'S BEEN ANY PROGRESS.

>> PAULA THANK YOU.

>> THAT'S A VERY GOOD -- HI PAULA THIS IS MARK. WE'RE TRYING EVERY POSSIBLE THING TO PROMOTE THE PROGRAM. THAT IS AN EXCELLENT IDEA AND WE REENGAGE THE OFFICE OF COMMUNICATION WHICH CONTROLS THE SATISFY TWITTER ACCOUNT AND SEE IF WE CAN GET SOME TRACTION.

>> THAT WOULD BE JUST FABULOUS.

THANK YOU.

>> WE DO HAVE A PRESENCE ON TWITTER FOR THE CHOOSE WORK AND IT'S CHOOSE WORK SSA IF YOU LOOK IT UP. YOU MAY BE ALREADY AWARE OF THAT AND WE'RE ALSO ON FACEBOOK AS WELL AND LINKEDIN.

SO WE DO HAVE SOCIAL MEDIA PRESENCE.

>> YEAH AND YOU'VE DONE A REALLY GREAT JOB OF IT TOO. IT'S JUST THIS ONE COMES TO ME ALMOST EVERY DAY AND I'M FINDING OUT ABOUT THE NEW BABY NAMES.

>> YOU'RE RIGHT. SSA HAS OUR OFFICE OF COMMUNICATION AND THEY HAVE THEIR OWN TWITTER.

>> THAT'S ANOTHER MOUNTAIN TO CLIMB PAULA.

>> JUST ANOTHER DISCUSSION.

>> BEFORE WE TAKE OUR NEXT QUESTION IN THE CHAT THERE'S A QUESTION FROM SHONNA. I WILL CONTACT YOU DIRECTLY. I WILL BE IN THE OFFICE TOMORROW AND WE CAN CHAT AND HELP YOU BETTER UNDERSTAND. OKAY OPERATOR GO AHEAD.

>> OKAY YOUR NEXT QUESTION IS FROM THE LINE OF TRENT.

>> HEY I HAVE A QUESTION THAT ROBERT AND MARK MAY BE ABLE TO ANSWER. WE ARE SIENDZ UP TO DO THE MARKETING PROOF OF CONVENIENT AT THE PRESENT TIME AND I WAS WANTING TO FIND OUT WHEN THE GROUP WITH MAKE A FINAL DECISION ON A THE PARAMETERS WE NEED TO REPORT BACK AND FILE FORM AT AND THINGS LIKE THAT.

ONCE THE FILES AND EVERYTHING ARE GOING BACKING AND FORTH.

>> HOW ARE YOU?

>> DOING WONDERFUL.

>> DID YOU RECEIVE INFORMATION FROM US?

>> YES.

>> YOUR QUESTION IS IN REGARDS TO HOW TO CONVEY TO US THE EFFECTIVENESS OF THE INFORMATION? IS THAT YOUR QUESTION?

>> YEAH I'M TRYING TO I GUESS BUILD A REPORT WITH THE SPECIFICS OF WHAT SOCIAL SECURITY WANTS TO SEE FROM THE PROOF OF CONCEPT FOR THE ENS THAT PARTICIPATE. LIKE HOW MANY CALLS WERE MADE AND HOW MANY WERE SUCCESSFUL AND SO ON AND SO FORTH. AND CARRIE AND I HAVE BEEN COMMUNICATING BACK AND FORTH FROM EMAIL BUT IT SOUNDED LIKE FROM MY LAST CONVERSATION WITH HER WAS THAT THE FINAL DETAILS ON THAT WHAT AND HOW WE WOULD DO OUR REPORT WOULD ACTUALLY COME FROM SOMEBODY HIGHER UP AT SOME POINT.

>> TRIP THIS IS MARK. LOOK BACK TOE EMAIL THAT INVITED YOU INTO THE PROOF OF CONCEPT. IF YOU CAN'T FIND IT OR IF IT'S NOT THERE REMIND ME AND I WILL SEND YOU REQUIREMENTS THAT WE HAVE SO FAR.

>> I THINK THE INFORMATION YOU'RE ON THE RIGHT TRACK TRIP.

SO IN OTHER WORDS SOME OF THAT WAS MENTIONED IN THE EMAIL IN TERMS OF NUMBER OF CALLS AND OUTCOMES TO WHATEVER EXTENT YOU CAN MEASURE THE EFFECTIVENESS OF THE INFORMATION PROVIDED. BUT IN TERMS OF VERY, VERY SPECIFIC FORMAT I DON'T THINK WE GAVE ANY KIND OF TEMPLATES OR ANYTHING IN THAT REGARD. BUT IF YOU STILL HAVE QUESTIONS REACH OUT TO MARK.

>> I JUST WANTED TO MAKE SURE.

>> I KNOW THERE WAS PRELIMINARY STUFF IN THAT EMAIL. YOU JUST WANT TO MAKE SURE THAT WAS THE CONCRETE THIS IS WHAT WE NEED BACK OR IF THERE WASN'T ANYTHING ELSE THAT WE MAY BE MISSING OUT ON.

>> NO AGAIN THIS IS MARK. IF YOU HAVE THAT -- IF YOU HAVE ADDITIONAL INFORMATION PLEASE ADD THAT TO IT. BUT THE FILE FORMAT IS NOT THAT IMPORTANT.

WE'RE LOOKING FOR A WORD DOCUMENT THAT TELLS US WHAT WE NEED TO KNOW.

>> AND TO MARK'S POINT THE MORE INFORMATION, YOU KNOW WE DON'T NEED A LOT BUT IF YOU'VE GOT COMPELLING STUFF THAT YOU WOULD LIKE TO INCLUDE PLEASE DO SO.

>> OKAY. THAT WORKS OUT GREAT THEN.

>> THANKS.

>> THIS IS ADELLE. WE'VE REACHED 4:30 AND TO BE RESPECTFUL TO EVERYONE'S TIME WE'LL TAKE ONE MORE QUESTION THEN YOU CAN FORWARD THOSE QUESTIONS TO MSB AND WE'LL ANSWER ANY QUESTIONS YOU MAY HAVE OR TO ANY OF THE OTHER CONTACTS THAT WE ACTUALLY SHARED TODAY. OPERATOR ONE MORE QUESTION, PLEASE.

>> OKAY AND FINAL QUESTION IS FROM THE LINE OF LISA.

>> HI EVERYONE I ACTUALLY JUST HAD A QUESTION. BACK IN JUNE WE RECEIVED AN EMAIL FROM A LADY WHO HER TITLE IS SSA EN SPECIALIST AND JUST WANTED TO KNOW WHAT THEY WOULD BE ASSISTING US WITH AND ALSO SINCE THAT INITIAL EMAIL FROM THAT PERSON I'VE EMAILED THEM AND CALLED THEM SEVERAL TIMES AND LEFT THEM SEVERAL MESSAGES WITHOUT ANY RETURN. SO JUST WANTED TO SEE IF I SHOULD KEEP FOLLOWING UP WITH THAT PERSON OR SOMEONE ELSE.

>> THIS IS MARK. I WILL GIVE YOU ME EMAIL AGAIN. GIVE ME YOUR NAME AND THE PERSON WHO SENT YOU THE EMAIL AND I WILL GET IN TOUCH WITH THE PERSON WHO SHOULD BE GETTING IN TOUCH WITH YOU AND YOU WILL HEAR FROM HER SHORTLY.

>> MARK CAN YOU GIVE ME YOUR EMAIL.

>> MARK.GREEN@SSA.GOV.

>> OKAY SOUNDS GOOD. THANK YOU.

>> WELCOME.

>> SO WITH THAT WE WILL CLOSE OUT. I HOPE THIS WAS A HELPFUL AND INFORMATIVE CALL. I APPRECIATE THE TIME. I KNOW THAT EVERYONE IS BUSY AND WE DO APPRECIATE THE TIME THAT YOU TAKE OUT OF YOUR SCHEDULE TO PARTICIPATE. WE TRY TO MAKE THESE AS RELEVANT AND INFORMATIVE AS POSSIBLE. YOUR FEEDBACK ON THESE CALLS IS HELPFUL AS WELL AND IF THERE ARE TOPICS I WANT TO EMPHASIZE IF THERE'S TOPICS THAT WE DIDN'T COVER TODAY OR THAT YOU WOULD LIKE MORE INFORMATION ABOUT PLEASE FORWARD THAT INFORMATION TO US AND WE CAN

BUILD THE NEXT CALL AROUND THOSE TOPICS AND WE WOULD BE HAPPY -- WE REALLY RELY ON YOUR FEEDBACK TO MAKE THIS CALL AS EFFECTIVE AS POSSIBLE AND PROVIDE ASSISTANCE TO YOU.

SO AGAIN WE APPRECIATE YOUR TIME AND WE WISH YOU THE BEST. LOOK FORWARD TO TALKING TO YOU DURING THE NEXT QUARTERLY ALL EN CALL.

THANKS VERY MUCH.

>> THANK YOU AND LADIES AND GENTLEMEN THAT DOES CONCLUDE THE CONFERENCE CALL FOR TODAY. WE THANK YOU FOR YOUR PARTICIPATION AND ASK YOU PLEASE DISCONNECT YOUR LINE.