Connected

Connected Case Not Found ResumeTODAY IS THURSDAY, 16 FEBRUARY, 2017.PLEASE STAND BY, YOUR EVENT WILL BEGIN SHORTLY..>> TODAY'S CALL IS SCHEDULED TO BEGIN MOMENTARILY. UNTIL THAT TIME YOU WILL AGAIN BE PLACED ON HOLD. THANK YOU FOR YOUR PATIENCE..>> LADIES AND GENTLEMEN, THANK YOU FOR STANDING BY. WELCOME TO THE QUARTERLY EN CALL. DURING THE PRESENTATION ALL LINES WILL BE IN LISTEN ONLY MODE. AFTERWARDS WE WILL CONDUCT AN QUESTION AND ANSWER SESSION. IF YOU HAVE A QUESTION PRESS STAR FOLLOWED BY THE NUMBER 1 ON YOUR TELEPHONE. IF YOU NEED TO REACH AN OPERATOR AT ANY TIME PRESS STAR ZERO. AS A REMINDER THIS CALL IS BEING RECORDED THURSDAY, FEBRUARY 16, 2017.>> GOOD AFTERNOON, EVERYONE, WELCOME TO OUR QUARTERLY ALL EN CALL. THIS IS OUR FIRST CALL FOR 2017 SO IT IS GREAT TO HAVE YOU JOIN US AND WE'RE APPRECIATIVE OF YOU TAKING YOUR TIME TO PARTICIPATE IN THE CALL.A COUPLE THINGS THAT I WANT TO GO AHEAD AND OPEN UP WITH IN TERMS OF ORGANIZATION AND AGENCY LEADERSHIP. TO BEGIN THIS CALL AS YOU ARE AWARE OBVIOUSLY WITH THE ELECTION AND THE CHANGE, OTHER CHANGES GOING THROUGH GOVERNMENT, SSA IS CURRENTLY AWAITING A NOMINEE FOR THE COMMISSION OF SOCIAL SECURITY. DURING THIS TRANSITION PHASE, THE PREVIOUS ACTING COMMISSIONER, CAROLYN COLEMAN, RESIGNED AT THE END OF JANUARY. TAKING HER PLACE AS THE NEW ACTING COMMISSION IS NANCY BERRYHILL. NANCY WAS THE PREVIOUS DEPUTY COMMISSIONER FOR OPERATIONS AND HAS SPENT MUCH OF HER CAREER -- AS A MATTER OF FACT, I BELIEVE ALL OF HER CAREER HAS BEEN AT SOCIAL SECURITY, RISING UP THROUGH THE RANKS INCLUDING STINTS AS REGIONAL COMMISSIONER IN CHICAGO AND DENVER. SO SHE BRINGS A TREMENDOUS WEALTH OF EXPERTISE AND KNOWLEDGE INTO THIS JOB ON AN ACTING BASIS.ONCE WE RECEIVE ANY ADDITIONAL INFORMATION WE WILL FORWARD THAT ALONG TO YOU.ADDITIONALLY, WHAT I NEED TO REPORT TO YOU IS THAT OUR DEPUTY COMMISSIONER, PREVIOUS DEPUTY COMMISSIONER FOR THE OFFICE OF RETIREMENT DISABILITY PROGRAMS, VIRGINIA RENO, RESIGNED HER POSITION AT THE END OF JANUARY AS WELL. CURRENTLY MARIANNA LOCKIFORA IS SERVING AS THE ACTING DEPUTY COMMISSIONER IN THAT ROLE AND THERE IS NO REPLACEMENT FOR THE ASSISTANT DEPUTY COMMISSIONER POSITION THAT MARIANNA PREVIOUSLY INHABITED. SO THAT IS THE TEMPORARY STRUCTURE THAT WE ARE OPERATING WITHIN RIGHT NOW.THE GOOD NEWS IN TERMS OF MARIANNA'S ACTING POSITION, OBVIOUSLY SHE BRINGS A TREMENDOUS AMOUNT OF KNOWLEDGE AND FAMILIARITY OF ALL THINGS RELATED TO THE RETIREMENT DISABILITY PROGRAM INTO HER POSITION AND SHE IS ALSO VERY, VERY FAMILIAR WITH THE TICKET TO WORK PROGRAM. SO THERE IS CONTINUITY THERE AS WE MOVE FORWARD AND, AGAIN, IF ANYTHING CHANGES IN THAT REGARD WE WILL KEEP YOU UP TO SPEED ON THAT.THE SECOND THING I'D LIKE TO TALK BRIEFLY ABOUT IS OBVIOUSLY I'D LIKE TO WELCOME OUR NEW EMPLOYMENT NETWORKS THAT HAVE JOINED THE TICKET TO WORK PROGRAM OVER THE LAST QUARTER BETWEEN OUR LAST CALL AND TODAY'S CALL. HOPEFULLY ALL OF THEM ARE LISTENING IN TODAY ON THE CALL. WE WELCOME YOU. I'M NOT GOING TO MENTION EACH ORGANIZATION BY NAME BUT WE HAD QUITE A FEW NEW MEMBERS JOIN THE TICKET TO WORK PROGRAM AND WE APPRECIATE YOU COMING ONLINE AS EMPLOYMENT NETWORKS AND PROVIDING SERVICES TO OUR BENEFICIARIES.ONE OTHER THING I WANT TO TRANSITION INTO AS WELL IS SOME GOOD NEWS. THE COLA NOTICES THAT WE EDITED LAST YEAR, WE WORKED WITH ANOTHER COMPONENT WITHIN THE OFFICE OF RETIREMENT DISABILITY PROGRAMS, THEY CONTROL THE NOTICES AND THE ALL-IMPORTANT COLA NOTICE THAT EVERY AMERICAN GETS CONCERNING THE INCREASES TO THEIR BENEFITS, THE ANNUAL INCREASES. AND WE HAD WORKED WITH THEM IN CONJUNCTION OF CHANGING THE INFORMATION CONTAINED IN THE NOTICE CONCERNING THE TICKET TO WORK PROGRAM. WE EMPHASIZED THE CHANGES THAT WE MADE WE EMPHASIZED THE TICKET TO WORK CALL CENTER NUMBER AND THE CHOOSE WORK WEB SITE. AND I'M HAPPY TO REPORT THAT BEGINNING IN DECEMBER AND INTO JANUARY THE REPORTS WE RECEIVED BACK FROM MAXIMUS WERE ESSENTIALLY A SUBSTANTIAL INCREASE IN THE NUMBER OF CALLS RECEIVED BY THE CALL CENTER, A DRAMATIC UPTICK, SO YOU SHOULD HAVE NOTICED AN INCREASE IN THE NUMBER OF CALLS COMING INTO YOUR ORGANIZATION AND SO WE WANTED TO LET YOU KNOW THAT THE BIG REASON FOR THAT LIKELY WAS THE COLA NOTICES THAT STARTED GOING OUT AT THE BEGINNING OF DECEMBER AND THE UPTICK IN THE NUMBER OF CALLS WE WERE GETTING INTO THE CALL CENTER, TICKET TO WORK CALL CENTER, IN DECEMBER AND JANUARY. SO WE NOTICED QUITE A BIT OF UPTICK THERE AND THAT'S GOOD NEWS AND WE LOOK FORWARD TO THAT MOVING FORWARD.SO WITHOUT FURTHER ADO I WILL GO AHEAD AND TURN IT OVER TO FELIX TO TALK A LITTLE BIT ABOUT SOME ADDITIONAL TICKET PROGRAM PERFORMANCE DATA. FELIX?>> THANK YOU VERY MUCH, ROB.HI, EVERYBODY, THIS IS FELIX STUMP, THE DIRECTOR AT THE TICKET PROGRAM MANAGER SUPPORTING THE TICKET TO WORK PROGRAM. I'VE GOT SOME I THINK EXCITING INFORMATION AT LEAST IN TERMS OF THE OVERALL SCOPE OF THE PROGRAM.LAST QUARTER, ON THE LAST QUARTER'S CALL, IF YOU HAD JOINED US FOR THAT ONE, YOU PROBABLY HEARD ROB SHARE SOME DATA AT THE CLOSE OF THE FISCAL YEAR OF 2016, WHICH WOULD HAVE ENDED AT THE END OF SEPTEMBER, 2016. WHAT WE HAVE TODAY ARE SOME INFORMATION FOR THE CALENDAR YEAR OF 2016 COMPARED TO THAT SAME TIME PERIOD IN 2015. SO IF YOU ARE FOLLOWING ALONG THE WEBINAR, YOU DON'T NEED TO WRITE THIS NUMBER DOWN, YOU HAVE IT ALL IN FRONT OF YOU.JUST A FEW POINTS. THE NUMBER OF EN'S THAT WE HAD AT THE CLOSE OF 2015 IS ROUGHLY THE SAME AS THE NUMBER OF EMPLOYMENT NETWORKS WE HAVE AT THE CLOSE OF 2016. WE'RE ACTUALLY DOWN A LITTLE BIT SO WE ARE 4 FEWER, WE HAVE 609 ORGANIZATIONS IN THE PROGRAM AND WE ENDED 2016 WITH 613. SO WE KIND OF HAD THE SAME NUMBER OF EMPLOYMENT NETWORKS, BUT WE SEE AN INCREASE IN ACTIVITY EVERYWHERE ELSE. SO WE'VE GOT THE SAME NUMBER OF ORGANIZATIONS BUT MORE OF YOU ALL ARE ENGAGING WITH BENEFICIARIES AND ASSIGNING THOSE TICKETS AND YOU ARE FINDING MORE SUCCESS OVERALL. SO THE NUMBER OF BENEFICIARIES ASSIGNED TO EMPLOYMENT NETWORKS HAS GONE UP BY ABOUT 7500. SO WE'VE GOT JUST IN 2016 YOU ALL ASSIGNED 50,260 BENEFICIARIES, AN INCREASE OF 14.2 PERCENT. THE NUMBER OF THOSE BENEFICIARIES THAT ARE GENERATING PAYMENTS FOR THEIR EN'S HAS ALSO GONE UP EVEN MORE, SO THAT HAS INCREASED TO 55,652, WHICH IS AN INCREASE OF OVER 27 PERCENT, ALMOST 28 PERCENT. SO LOOKING AT JUST THOSE TWO NUMBERS YOU HAVE THE SAME NUMBER OF EN'S SERVING MORE BENEFICIARIES AND A HIGHER PROPORTION OF THOSE BENEFICIARIES ARE GENERATING PAYMENT. SO WE HAVE MORE ACTIVITY AND MORE SUCCESS. ON THE FOURTH LINE THERE WE SEE THE NUMBER OF BENEFICIARIES FOR WHOM CASH BENEFITS WERE NOT PAID, SO THAT'S THE NUMBER OF BENEFICIARIES THAT ARE ACTUALLY AT LEAST ONE MONTH IN THE YEAR WENT INTO OUTCOME PAYMENT STATUS, SO THEY REACHED ZERO CASH. THAT NUMBER WENT UP BY ABOUT 4500 TO JUST UNDER 19,000 BENEFICIARIES, AN INCREASE OF 31 PERCENT. FINALLY AT THE BOTTOM THERE YOU SEE THE OVER ALL DOLLAR AMOUNT OF PAYMENTS TO EMPLOYMENT NETWORKS WENT UP BY 16.7 MILLION DOLLARS FOR A TOTAL IN 2016 OF 77 MILLION, AN INCREASE OF OVER 27 PERCENT.SO TO ME I THINK TO US AT THE LEADERSHIP LEVEL OF THE PROGRAM THIS ALL LOOKS PRETTY GOOD. WE GOT THE SAME NUMBER OF EMPLOYMENT NETWORKS, BUT YOU ARE DOING MORE WORK WITH MORE BENEFICIARIES AND THOSE BENEFICIARIES ARE SEEING GREATER LEVELS OF SUCCESS AND YOU AT THE END ARE RECEIVING GREATER LEVELS OF REWARD FOR THE SUCCESS OF YOUR CLIENTS. SO THANK YOU VERY MUCH AND WITH THAT I WILL TURN IT BACK OVER TO SHERENE KNOX WITH OPERATION FOR JOB READY VETERANS.>> SHERENE IS THE TICKET PROGRAM MANAGER FOR THE JOB READY VETERANS. SHE HAS OVER 25 YEARS OF EXPERIENCE IN DEVELOPING AND MANAGING EMPLOYMENT SERVICES FOR PEOPLE WITH DISABILITIES. CURRENTLY SHE WORKS FOR A TRADITIONAL EN THAT SPECIALIZES IN WORKING WITH VETERANS WITH DISABILITIES IN ADDITION TO SPOUSES AND CAREGIVERS. IN ADDITION SHE TRAINS AND FACILITATES WORK FORCE EN'S AND OTHER TRADITIONAL EN'S. SHE IS A BOARD MEMBER OF NENA AND SECRETARY AND HAS PRESENTED AT SEVERAL STATE AND NATIONAL CONFERENCES AND BEFORE I TURN IT OVER TO SHERENE, SHE IS GOING TO SPEAK -- AFTER HER PRESENTATION WE WILL OPEN IT UP FOR ABOUT 5 MINUTES FOR QUESTIONS AND IF THERE'S TIME REMAINING WE'LL OPEN IT UP AGAIN AFTER EVERYONE HAS PRESENTED AND SPOKEN. IF WE DON'T HAVE TIME TO GET TO ALL OF YOUR QUESTIONS ON SHERENE'S PRESENTATION, WHICH ALL OF YOU SHOULD SEE, THERE IS HER EMAIL ADDRESS AND YOU CAN CONTACT HER THERE IF YOU HAVE ADDITIONAL QUESTIONS. SO, SHERENE, TAKE IT AWAY.>> HELLO, EVERYONE, THANK YOU FOR ASKING ME TO SPEAK ON A TOPIC CLOSE TO MY HEART AND THAT'S WORKING WITH VETERANS ON THE TICKET TO WORK PROGRAM. WHAT I'M GOING TO TALK TO YOU ABOUT IS WHO ARE THEY, WHERE ARE THEY, YOU MAY NOT UNDERSTAND WHAT SERVICE CONNECTED DISABILITY IS OR WHAT NON-SERVICE CONNECTED MENTION IS AND HOW THAT RELATES TO SOCIAL SECURITY DISABILITY BUT ALSO WHAT ARE VETERANS LOOKING FOR AS FAR AS CAREERS AND THE BEST PLACE TO FIND THEM AND THEN HOW CAN WE BEST HELP THEM.ON THE NEXT SLIDE YOU'LL SEE THAT WE'RE LOOKING AT GETTING FIRST TO KNOW THE VETERAN POPULATION. IN 2015 THERE ARE APPROXIMATELY 21 MILLION, 681 THOUSAND VETERANS. THAT'S A LOT MORE STAGGERING NUMBER THAN I THINK MOST PEOPLE REALIZE. ALSO SINCE OCTOBER OF 2001 WE HAVE HAD 1.64 MILLION TROOPS DEPLOYED SO THAT TELLS YOU THAT WE'VE GOT A LOT OF SERVICE MEN AND WOMEN THAT ARE OUT THERE THAT ARE OVERSEAS SERVING OUR COUNTRY FOR OUR FREEDOMS.ALSO THE NEXT SLIDE IT SAYS 1 IN EVERY 12 ADULTS IS A VETERAN. TO ME THAT'S REALLY HIGH IF YOU THINK ABOUT EVERYBODY YOU MEET DAY-TO-DAY. THEN YOU DON'T REALIZE THERE'S THAT MANY, 1 OUT OF 12.ALSO THE TOP 3 STATES WITH THE HIGHEST NUMBER OF VETERANS, I REALLY HAD NO IDEA BUT I'LL TELL YOU IT'S CALIFORNIA, TEXAS AND IT'S FLORIDA.LET'S TALK A LITTLE BIT ABOUT THE RETURNING DEPLOYED TROOPS. WE'RE TALKING ABOUT THAT 1.64 MILLION THAT'S BEEN DEPLOYED SINCE 2001. UPON THEIR RETURN WE HAD 11.2 PERCENT RETURNING WITH POST TRAUMATIC STRESS DISORDER OR DEPRESSION, JUST OVER 12 PERCENT WITH TRAUMATIC BRAIN INJURY AND 7.2 PERCENT WITH PTSD DEPRESSION OR POST TRAUMATIC STRESS DISORDER. IF YOU ADD THAT TOGETHER THAT'S HALF A MILLION TROOPS THAT ARE RETURNING WITH THESE INVISIBLE WOUNDS. NOT COUNTING THE PHYSICAL ONES, THESE ARE JUST THE INVISIBLE WOUNDS THEY ARE RETURNING WITH.AND SADLY ABOUT 22 VETERANS TAKE THEIR LIVES EVERY DAY. THAT'S ABOUT 1 IN EVERY 65 A MINUTE. THEY SAY IT'S COMBAT STRESS THAT DOES THAT, THE POST TRAUMATIC STRESS DISORDER, RELIVING EVENTS THAT HAPPENED, SO JUST TRYING TO UNDERSTAND THAT AND UNDERSTANDING THINGS THEY HAVE GONE THROUGH AND THINGS THEY HAVE SEEN THAT WE'VE NEVER SEEN, YOU DON'T REALLY HAVE TO DISCUSS THOSE THINGS WITH THEM BUT JUST KNOW AND UNDERSTAND WHAT THEY'VE BEEN THROUGH.SO ON THE NEXT SLIDE IT SAYS THAT OUR VETERANS WITH INVISIBLE WOUNDS MOST LIKELY OR LEAST LIKELY TO GET THE HELP THEY NEED. THE ANSWER IS NO AND A LOT OF PEOPLE ARE, LIKE, WHY? THE MAIN REASON THAT'S GIVEN IS BECAUSE THEY DON'T LIKE ASKING FOR HELP BECAUSE THEY ARE AFRAID THEIR COWORKERS WILL NO LONGER TRUST THEIR ABILITY, WHICH IN THE CIVILIAN WORLD MAY SEEM A LITTLE DIFFERENT. HOWEVER, THIS HAS BEEN INSTILLED WITH THEM IN THE MILITARY. YOU ARE A TEAM MEMBER AND YOU DO EVERYTHING FOR THE SUCCESS OF THE TEAM AND THEY'VE GOT YOUR BACK AND YOU'VE GOT THEIR BACK. THEY VERY MUCH CARRY THAT INTO THEIR CIVILIAN LIFE AS WELL.IF THEY HAVE POST TRAUMATIC STRESS DISORDER SHOULD YOU ASK WHAT PROMPTS IT? MOST DEFINITELY HAVE A VERY CANDID CONVERSATION WITH THEM. SOMETIMES THEY KNOW, SOMETIMES THEY DON'T KNOW. ONE EXAMPLE IS THE JULY 4TH SYNDROME MANY PEOPLE ARE NOT AWARE OF, JULY 4TH WITH THE SOUND OF FIRECRACKERS GOING ON THAT WILL PROMPT PTSD BECAUSE IT SOUNDS LIKE GUN FIRE. THEY LOVE JULY 4TH BUT FOR KIDS THAT ARE OUT THERE A COUPLE DAYS EARLY OR A COUPLE DAYS AFTERWARDS WHO ARE JUST SETTING OFF FIRECRACKERS THAT CAN SOMETIMES CREATE THEIR POST TRAUMATIC STRESS DISORDER AND CAUSE SYMPTOMS FOR THAT.ON THE NEXT SLIDE I WANT TO TALK A LITTLE BIT ABOUT WHAT SERVICE CONNECTED DISABILITY IS. SERVICE CONNECTED DISABILITY, THAT'S A VETERAN, THEIR INTERIOR ILLNESS OCCURRED IN OR AGGRAVATED BY MILITARY SERVICE. THIS IS NOT TAX DOLLARS THEY CAN RECEIVE FOR THE SERVICE CONNECTED DISABILITY BUT IN ORDER TO RECEIVE CASH BENEFITS THEY HAVE AT LEAST A 10 PERCENT SERVICE CONNECTED DISABILITY RATING. THEY HAVE DIFFERENT RANGES ON THE RIGHT SIDE ALL THE WAY UP TO 100 PERCENT.THE GOOD NEWS IS THAT WHEN YOU GO THROUGH THE TICKET TO WORK PROGRAM OR THEY RETURN TO WORK, THEIR EARNINGS WILL HAVE NO EFFECT ON THEIR CASH BENEFITS FROM SERVICE CONNECTED DISABILITY FROM THE VA, SO THAT IS SOMETHING THAT WILL NEVER GO AWAY FOR THEM UNLESS THEY GO AND THEY HAVE A MEDICAL REVIEW FROM THE VA AND THEY DECIDE TO LOWER THE RATING OR INCREASE THE RATING.NOW, A ZERO RATING IS BETTER THAN NO RATING BECAUSE IT CAUSES A BASE LINE. THEY HAVE DOCUMENTATION THAT IS ESTABLISHED BECAUSE IT CAN WORSEN AS THE VETERAN GETS OLDER. THE VETERAN CAN BE VERY YOUNG WHEN THEY GET OUT AND HAVE INJURY TO THE KNEE. AS WE GET OLDER OUR KNEES TEND TO WEAR OUT. THAT COULD INCREASE THEIR SERVICE-CONNECTED DISABILITY BECAUSE THEY RECEIVED THE INITIAL KNEE INJURY WHILE THEY WERE IN SERVICE, SO THE RATINGS COULD GO UP HIGHER FOR THE KNEE INJURY AND THAT'S WHY THEY WOULD RATHER ESTABLISH A ZERO PERCENT RATING THAN NO RATING AT ALL, JUST TO IDENTIFY THERE'S A POTENTIAL INJURY THERE THAT WOULD WORSEN AS THEY GET OLDER.HOW DOES SERVICE CONNECTED INJURY COMPARES TO SOCIAL SECURITY? SOCIAL SECURITY SETS THEIR OWN CRITERIA FOR SERVICE CONNECTED DISABILITY, THE VA HAS THEIR OWN FOR SERVICE CONNECTED DISABILITY. RECEIVING ONE DOES NOT INFLUENCE RECEIVING THE OTHER. THERE'S NO COMPARISON, ONE DOES NOT INFLUENCE WHETHER YOU CAN RECEIVE THE OTHER. USUALLY WHAT I HAVE FOUND AND WHAT I HAVE READ IS THAT A VETERAN WITH A 70 PERCENT SERVICE-CONNECTED DISABILITY RATING OR HIGHER WILL USUALLY QUALIFY FOR SOCIAL SECURITY DISABILITY BUT THE VETERANS DON'T KNOW THIS.OR IF THEY DO KNOW IT, THEY DON'T NECESSARILY WANT IT BECAUSE IT'S VERY HARD FOR VETERANS TO ASK FOR HELP. THEY ARE USED TO BEING VERY INDEPENDENT, BEING PART OF A TEAM, BEING PART OF A MISSION, BEING PART OF A SOLUTION AND ASKING FOR HELP IS NOT A NATURAL OR COMFORTABLE FEELING FOR A LOT OF VETERANS.SO HOW MANY VETERANS ARE RATED WITH AT LEAST A 70 PERCENT SERVICE-CONNECTED DISABILITY? THIS IS PHYSICAL AND INVISIBLE WOUNDS AND THERE'S AN ESTIMATE OF 1,339,000 VETERANS OUT THERE WITH AT LEAST A 70 PERCENT SERVICE-CONNECTED DISABILITY WHICH MEANS THERE ARE THAT MANY THAT WOULD QUALIFY FOR THE TICKET TO WORK PROGRAM. THERE'S A LOT OF VETERANS OUT THERE, WE JUST HAVE TO GET THE INFORMATION OUT THERE SO THEY UNDERSTAND WHAT THE TICKET TO WORK PROGRAM IS ABOUT.ON THE NEXT SLIDE I DECIDED TO ADD WHAT THE VA'S GENERAL SERVICE-CONNECTED DISABILITY COMPENSATION LOOKS LIKE. I'M WORKING WITH ONE VETERAN RIGHT NOW AND HE HAS A SPOUSE. HE HAS HEART ISSUES BUT WAS ALSO ASSIGNED HIS TICKET BECAUSE HE HAS TWO MASTER'S DEGREES AND HE CAN WORK. HE CAN STILL RECEIVE HIS HUNDRED PERCENT SERVICE CONNECTED DISABILITY THROUGH THE VA, HE'S ALSO RECEIVING SOCIAL SECURITY DISABILITY AND SO HE HAS SOME MONEY ALREADY TO HELP SUPPORT HIMSELF AND HIS SPOUSE.THE NEXT SLIDE I WANT TO TALK A LITTLE ABOUT NON-SERVICE CONNECTED PENSION. WHEN YOU SPEAK TO A VETERAN THEY WILL KNOW WHETHER THEY ARE A SERVICE CONNECTED DISABILITY OR A NON-SERVICE CONNECTED PENSION OR IT MAY BE CALLED NONSERVICE CONNECTED PENSION.VERY SIMILAR TO SSI, PAID TO WARTIME VETERANS. THEY HAVE TO MEET THE AGE CRITERIA OR THE NONSERVICE CONNECTED DISABILITY REQUIREMENTS. FOR THE NONSERVICE CONNECTED PENSION, THAT'S FOR SOMEONE THAT DID NOT GET INJURED OR HAVE A CONDITION THAT WAS AGGRAVATED WHILE IN THE SERVICE BUT LATER, AND THEY DON'T HAVE A LOT OF INCOME THAT'S COMING IN, THEN THEY ARE RECEIVING THE NONSERVICE CONNECTED PENSION AND I'M WORKING WITH ONE GENTLEMAN RIGHT NOW WHO HAS THAT.THEY HAVE DIFFERENT COUNTABLE INCOME. THEIR INCOME FOR THAT, IT'S FROM THE VETERAN AND THE DEPENDENT RESOURCES IN THE HOUSEHOLD AND IT'S EARNINGS AND DISABILITY PAYMENTS ALONG WITH THE OTHERS THAT ARE LISTED HERE. HE WAS ABLE TOO TELL ME HOW MUCH HE COULD RUSH TO WORK FOR AND WHAT WOULD HAPPEN TO HIS NONSERVICE CONNECTED PENSION WHICH FOR HIM IN THIS SITUATION WAS ALL OR NOTHING BECAUSE THE AMOUNT HE WAS RECEIVING WAS BELOW A THOUSAND DOLLARS.AGAIN, JUST TO UNDERSTAND THAT THERE ARE TWO DIFFERENT AREAS UPON WHICH A VETERAN CAN BE RECEIVING MONEY AND ONE IS NOT DISTURBED BY RECEIVING DISABILITY PAYMENTS OR BY WAGES. THIS ONE, NONSERVICE CONNECTED PENSION, THEY DO COUNT INCOME FOR PAYMENTS AS WELL SO THAT WILL AFFECT THEM.THE NEXT SLIDE LET'S TALK ABOUT WHAT VETERANS ARE LOOKING FOR IN CIVILIAN EMPLOYMENT. TYPICALLY YOU'VE GOT SOMEONE THAT, DO YOU WANT MONEY OR IS THE MISSION IMPORTANT TO YOU? FOR MANY IT'S THE MISSION OF THE COMPANY. THEY WANT TO DO SOMETHING THAT'S FOR THE GOOD. IT'S NOT NECESSARILY THE MONEY. WE ALL HAVE TO LIVE BUT ALSO IF THEY ARE RECEIVING A SERVICE-CONNECTED DISABILITY AMOUNT, SAY $3,000 A MONTH, THEN THEY CAN AFFORD TO SAY, OKAY, IT'S NOT NECESSARILY ABOUT THE MONEY BUT I WANT TO DO SOMETHING THAT THIS COMPANY IS DOING GOOD, GETTING BACK, AND THAT I FEEL I AM A PART OF. THEN BELOW IS SUCCESS OF A INDIVIDUAL OR A TEAM. IT'S INSTILLED IN THE MILITARY TO WORK AS A TEAM, TO DO THINGS TO THE. IT'S NOT THAT THEY CAN'T TAKE INITIATIVE, THEY HAVE ALL LEARNED TO DO THAT, BUT THEY VERY MUCH LIKE TO SUCCEED IN A CLEAR ENVIRONMENT.THEN YOU HAVE ADVANCEMENT VERSUS A FLAT ORGANIZATION. VETERANS VERY MUCH WANT TO WORK FOR COMPANIES WHERE THERE IS ADVANCEMENT. IN THE MILITARY THERE ARE CERTAIN RANKS AND THERE ARE CERTAIN THINGS YOU HAVE TO DO TO REACH THE NEXT RANK THAT HOPEFULLY COMES WITH MORE MONEY. IF THERE'S NOT A LOT OF ADVANCEMENT POSSIBILITIES THAT'S NOT OF MUCH INTEREST TO THEM. BUT ALSO WITH THE ADVANCEMENT POSSIBILITIES THEY LIKE TO KNOW WHAT DO I NEED TO DO IN ORDER TO GET THE ADVANCEMENT. THAT WAS INSTILLED IN THEM IN THE MILITARY, YOU DO THESE THINGS AND YOU CAN INCREASE IN YOUR RANK.THE BEST PLACES TO FIND A VETERAN, VETERAN JOB FAIRS. THERE ARE ALSO STAND DOWNS. I DON'T KNOW IF YOU ARE AWARE WHAT A STAND DOWN IS, IT'S LIKE A FAIR FOR HOMELESS VETERANS OR VETERANS THAT NEED TO SEEK OUT SERVICES. YOU CAN GO TO VA.GOV AND SEE ALL THE STAND DOWNS THAT ARE AVAILABLE, AT WHAT DATES AND WHERE THE LOCATIONS ARE. IN 2016 IN INDIANA WE HAD 11 OF THOSE. MY ORGANIZATION WAS ABLE TO ATTEND A LOT OF THOSE.ALSO GOING TO FIND WHERE VETERANS WILL COME TO SEEK OUT YOUR RESOURCES, YOU CAN ALSO PARTNER WITH THE OTHER COMPANIES THAT ARE THERE AT THE STAND DOWN AND TALK WITH THEM AND HOW DO THEY DO OUTREACH TO VETERANS AND CAN THERE BE SOME INTERNAL REFERRAL PROCESS AS THAT IS GOING ON.WITH THE STAND DOWNS, I MENTIONED THE HOMELESS POPULATION. ABOUT 12 PERCENT OF THE ENTIRE HOMELESS POPULATION ARE VETERANS, WHICH I THINK IS VERY HIGH. GOING TO THE STAND DOWNS, GETTING YOUR INFORMATION OUT THERE AND LEARNING WHAT ELSE IS AVAILABLE FOR THEM IS VERY HELPFUL TO THEM.THE NEXT SLIDE IS HOW CAN WE HELP? WELL, WHEN YOU ARE TALKING WITH THEM, KNOWING THAT THEY LIKE TO WORK AS A TEAM, SPEAK TO THEM IN TERMS OF WORKING AS A TEAM OR IN ACTION PLANS. THEY LIKE THAT WHEN YOU SAYING, OKAY, THIS IS THE NEXT STEP WE NEED TO DO TOGETHER AND THIS IS WHAT YOU NEED TO DO AND WHAT I NEED TO DO.IT'S IMPORTANT THAT YOU FOLLOW THROUGH WITH DO WHAT YOU SAY YOU ARE GOING TO DO. THAT'S IMPORTANT TO THEM BECAUSE IT'S EASY TO GAIN THE TRUST OF A VETERAN IN SAYING YOU ARE GOING TO DO WHAT YOU ARE GOING TO DO. IT'S THE WHOLE UNDERPROMISE AND OVERDELIVER THING.THERE'S A MILITARY TRANSLATOR. IN MY COMPANY WE HAVE A 5-DAY VETERANS EMPLOYMENT TRANSITION SEMINAR. DURING THAT TIME THEY WILL COME IN ON MONDAY AND WE ASK THEM WHAT DID THEY DO IN THE SERVICE. MYSELF I'VE NEVER BEEN IN THE SERVICE SO IT SOUNDS LIKE A FOREIGN LANGUAGE BUT EVERYBODY ELSE SITTING THERE IS TALKING ABOUT THEIR RANK AND LOGISTICS AND OTHER THINGS. WELL, BY FRIDAY I'M ABLE TO UNDERSTAND WHAT THEY ARE SAYING IN TERMS OF WHAT THEIR SKILLS ARE AND WHAT THEIR CAREER GOALS ARE. WE ARE TEACHING WHAT WE USED TO CALL CIVILIAN EASE. THEY ARE SPEAKING IN THESE TERMS OTHER MILITARY PEOPLE UNDERSTAND, BUT HUMAN RESOURCES MAY NOT. SO THERE'S A MILITARY TRANSLATOR, ACTUALLY THERE'S 33 OR 4 THAT IS ON THE INTERNET. YOU CAN GOOGLE SEARCH THAT AND WHAT YOU CAN DO IS PUT IN THE RANK OR THE MILITARY CODE AND WHAT THE MILITARY TRANSLATOR WILL DO IS POP UP SKILLS IN TERMS THAT WE CIVILIANS UNDERSTAND. IT WILL ALSO SAY THEY'VE LEARNED THESE SKILLS THAT THEY COULD TRANSFER TO THESE JOBS. MANY VETERANS DON'T KNOW WHAT KIND OF JOBS OUT THERE THEY QUALIFY FOR. THIS IS VERY VALUABLE TO USE THE MILITARY TRANSLATOR AND SAY PUT THIS IN, THIS IS WHAT YOU'VE LEARNED, THESE ARE YOUR SKILLS, WE CAN HELP DEVELOP YOUR RESUME' FOR THAT AND THESE ARE THE JOBS IT SAYS YOU CAN QUALIFY FOR. YOU ARE GIVING THEM A START IF THEY HAVE NO IDEA WHAT THEY WANT TO DO.POST RESUME'S ON MILITARY AND MOMSTERS.COM. THERE'S A SEPARATE WEB SITE CALLED INDEED MILITARY AND IT'S FOR COMPANIES THAT ARE OFFERING JOBS TO VETERANS. THERE ARE A LOT OF COMPANIES OUT THERE WHO ARE SAYING WE WANT TO HIRE VETERANS AND WE'RE LOOKING FOR THEM.I GAVE YOU A BASIC UNDERSTANDING OF WORKING IN THE VA BENEFITS, THERE'S A WHOLE LOT MORE OUT THERE, THE VETERAN CAN HELP YOU WITH THAT BUT I GAVE YOU THE GENERAL OVERVIEW OR THINGS TO BE AWARE OF. IT'S IMPORTANT TO THE VETERAN TO KNOW THAT THEY ARE NOT GOING TO BE TALKING TO 15 DIFFERENT PEOPLE. I SHARE WITH THE VETERAN THAT I AM THE ONE YOU WILL BE [SPA-EBG/]ING WITH ABOUT THE TICKET TO WORK PROGRAM. I'M NOT GOING TO TRANSFER YOU TO THIS PERSON OR THAT PERSON. THEY LIKE HAVING THE SAME PERSON; OTHERWISE THEY FEEL LIKE THEY ARE BEING TOSSED AROUND.I MENTIONED OUR 5 DAY VETERAN TRANSITION CLASSES. YOU CAN GO TO THAL VA AND ASK THEM IF THERE'S ANY COMPANIES HOLDING TRANSITIONAL CLASSES. THE MILITARY THEMSELVES, THEY DO HAVE A TRANSITIONAL CLASS, IT'S VERY SHORT TERM, VERY LIGHT. IT DOESN'T GO INTO THESE SKILLS OR WHAT YOU CAN DO AND THESE ARE THE TYPES OF JOBS THAT YOU CAN DO AND IT DOESN'T TALK ABOUT HOW TO DISCUSS YOUR SKILLS IN A WAY THAT A CIVILIAN HR MANAGER CAN UNDERSTAND. SO THAT'S VERY IMPORTANT TO ATTEND THOSE CLASSES AND IF THERE'S ONE THAT'S NEAR TO YOU, GO TO THEM.WHAT I'VE LEARNED: VETERANS DO NOT RECOGNIZE THEIR SKILLS. A LOT OF SKILLS THAT ARE INSTILLED IN VETERANS, TO TAKE INITIATIVE, TO FOLLOW THROUGH, TO WORK WELL AS A TEAM, THEY DON'T RECOGNIZE THOSE SKILLS BECAUSE EVERYBODY ELSE IN THE MILITARY THEY FEEL HAS THOSE SKILLS AND WHEN THEY COME OUT THEY SEE A LIVE DISCIPLINARIAN AND THEY SHOULD HAVE THOSE TOO.VETERANS CAN'T ALWAYS DEFINE THEIR SKILLS IN CIVILEZE IF THEY CANNOT ATTEND OUR CLASS THEN I USE THE MILITARY TRANSLATOR AND I HELP THEM SEE HOW TO DISCUSS WHAT THOSE SKILLS ARE.KEEP YOUR WORD TO NURTURE TRUST. WE TALKED ABOUT BEING THE ONLY CONTACT PERSON. I HAVE TO TELL YOU, I LOVE WORKING WITH VETERANS, I RARELY HAVE A VETERAN WHO DOESN'T DO WHAT HE SAID HE'S GOING TO DO IN TERMS OF OUR DEVELOPING OUR ACTION PLAN.THERE IS A SUCCESS STORY THAT IS ON THE CHOOSE WORK WEB SITE WITH A VETERAN THAT I WORKED WITH. SHE'S BEEN JUST REALLY GREAT BUT YOU ALSO HAVE TO EXPECT THE UNEXPECTED WITH SOME OF OUR VETERANS, ESPECIALLY IF THEY HAVE POST TRAUMATIC STRESS DISORDER. THERE'S ONE GENTLEMAN THAT WE HELPED GET EMPLOYED AND HE WENT TO AN INSURANCE COMPANY WHERE HE WAS SCHEDULING CALLS AND TALKING TO THE ELDERLY ABOUT THINGS IN THEIR HOMES AND THINGS LIKE THAT. HE WAS DOING WELL, HE WENT TO THE TRAINING AND WHEN HE WENT TO THIS ELDERLY PERSON'S HOME BECAUSE THEY GET HOME VISITS TO DO THIS AND HE KNOCKED ON THE DOOR, HE HAD A POST TRAUMATIC STRESS DISORDER EVENT HAPPEN. HE WENT INTO ANXIETY, HAD AN ANXIETY ATTACK. THIS IS SOMETHING HE DIDN'T THINK WOULD BE AN ISSUE BUT WHAT HE DID WHEN HE WAS OVERSEAS, WHEN HE WAS ON ACTIVE DUTY, HE USED TO HAVE TO GO AROUND AND KNOCK ON DOORS AND, YOU KNOW, CRASH INTO THEM TO SEE IF ANYONE WAS IN THERE. SO THAT REALLY HEIGHTENED HIS SENSE OF RELIVING THAT.WE WERE ABLE TO TALK TO THE EMPLOYER FOR AN ACCOMMODATION AND NOW HE'S THE ONE THAT SETS THE APPOINTMENT BUT NO LONGER THE PERSON WHO KNOCKS ON THE DOOR. YOU HAVE TO EXPECT THE UNEXPECTED AND JUST TRY TO TALK TO EMPLOYERS AND HOPEFULLY THEY CAN PROVIDE AN ACCOMMODATION.THE LAST SLIDE IS MY CONTACT INFORMATION. I HOPE I'VE BEEN OF HELP TO ALL OF YOU. AGAIN, IF YOU HAVE ANY QUESTIONS, JUST LET ME KNOW, AND THANK YOU.>> THANK YOU, CHARENE, WE WILL OPEN IT UP FOR ABOUT 5 MINUTES FOR ANY QUESTIONS ANYONE MAY HAVE.>> AT THIS TIME IF YOU'D LIKE TO ASK A QUESTION, PRESS STAR FOLLOWED BY THE NUMBER 1 ON YOUR TELEPHONE KEY PAD.>> HEY, MEGAN, THIS IS ADELLE. WHILE YOU ARE COMPILING THAT WE HAVE A FEW QUESTIONS FROM THE CHAT. ONE WAS HOW DO THEY QUALIFY IF THEY EARNED THEIR MONEY FROM THE MILITARY OR IS THIS OTHER EMPLOYMENT?>> HOW DO THEY QUALIFY? I'M NOT QUITE SURE.>> I'M READING IT VERBATIM FROM THE CHAT SO I'M ASSUMING HOW DOES THE VETERAN QUALIFY IF THEY EARNED THEIR MONEY -- HOPEFULLY WHOEVER ASKED THE QUESTION CAN COME ON THE LINE AND CLARIFY.>> YEAH, I WOULD APPRECIATE THAT, THANK YOU.>> ANOTHER QUESTION THAT WAS ASKED IS WHAT IS THE AGE REQUIREMENT, IF ANY?>> YOU KNOW, I AM ASSUMING 18. AS SOON AS YOU CAN GO INTO THE SERVICE. BUT THERE IS NO SPECIFIC AGE REQUIREMENT THAT I'M AWARE OF EXCEPT FOR THE FACT THAT YOU GO INTO THE SERVICE AND IF YOU COME OUT THEN YOU HAVE A SERVICE-CONNECTED DISABILITY THEN YOU QUALIFY.>> THANK YOU, CHERENE>> ONE MOMENT HERE FOR YOUR FIRST AUDIO QUESTION.>> SO THIS IS ROB. CHERENE, I THINK THE QUESTION WAS GEARED ALONG THE LINES HOW WOULD A VETERAN COLLECTING VA DISABILITY QUALIFY FOR SOCIAL SECURITY DISABILITY AND I BELIEVE YOU SAID THEY COULD QUALIFY WHETHER THEY ARE SERVICE CONNECTED OR NON-SERVICE CONNECTED. IS THAT CORRECT?>> THAT IS CORRECT. JUST IN GENERAL, THOUGH, GENERALLY VETERANS NEED TO HAVE AT LEAST A 70 PERCENT SERVICE CONNECTED DISABILITY. THAT'S USUALLY ENOUGH FOR WHAT THE VA DOCTORS FIND TO USUALLY QUALIFY A VETERAN FOR SOCIAL SECURITY DISABILITY.>> THANK YOU. THANK YOU FOR THE PRESENTATION, IT WAS OUTSTANDING AND WE APPRECIATE YOUR SERVICE TO OUR VETERANS.>> THANK YOU VERY MUCH.>> I BELIEVE, OPERATOR, THERE ARE NO CALLS IN THE QUEUE FOR CHERENE, IS THAT CORRECT?>> WE DID HAVE A QUESTION COME IN FROM STEVEN GURKEE>> HELLO, STEVE GURKEE I HAVE A GENTLEMAN WHO WAS IN THE SERVICE LIKE A MONTH AND HE'S GETTING, LIKE, $2300 A MONTH. HE CAN'T GET A STRAIGHT ANSWER ABOUT HOW WORKING AFFECTS HIS DISABILITY FROM THE VETERANS. HOW CAN I GET THAT INFORMATION?>> WELL, I WOULD THINK IT WOULD BE VERY EASY BUT I THINK ASKING HIM TO SEE IF HE CAN IDENTIFY IF IT'S A SERVICE-CONNECTED DISABILITY OR IF IT'S THE NON-SERVICE CONNECTED DISABILITY BECAUSE, AGAIN, IF IT'S THE SERVICE-CONNECTED DISABILITY THERE WOULD BE NO ISSUES ON HIM RETURNING TO WORK. SO IF HE CAN IDENTIFY THAT, EITHER IN PAPERWORK OR CALL THE VA AND ASK FOR A CASE MANAGER TO IDENTIFY WHICH SOURCE HE IS RECEIVING IT FROM THEN THAT SHOULD TELL YOU.>> HE THINKS HE'S ON 100 PERCENT DISABILITY. LIKE I SAID, HE WAS IN THE MILITARY FOR A MONTH AND, YOU KNOW, HE'S GETTING, LIKE, 2300.>> HE COULD BE. IT DEPENDS IF HE WAS INJURED OR HAD SOMETHING THAT HAPPENED WHILE HE WAS --.>> NO, IT WAS A MENTAL CONDITION.>> YES, HE WOULD HAVE TO GET THAT SPECIFICALLY EITHER FROM THE PAPERWORK HE'S RECEIVED FROM THE VA OR CALL THE CASE MANAGER.>> SO SERVICE OR NONSERVICE AND ASK FOR A CASE MANAGER?>> YES.>> OKAY, THANK YOU.>> STEVE, THIS IS ROB. I ASSUME THIS CLIENT OF YOURS IS A BENEFICIARY; IS THAT CORRECT?>> YEAH, HE'S GETTING SOCIAL SECURITY AS WELL.>> OKAY, YOU SHOULD BE ABLE TO REFER HIM TO YOUR LOCAL WIPA AND SO THAT INFORMATION SHOULD BE AVAILABLE THROUGH THE CHOOSE WORK WEB SITE. YOU SHOULD BE ABLE IT FIND OUT WHO THE WIPA IS WHO SERVICES YOUR AREA IF YOU GO INTO CHOOSE WORK DOT NET. OKAY? ANY OTHER QUESTIONS?>> ROB, I WAS GOING TO SAY THAT WE, OUR 5 MINUTES HAS ELAPSED. GO AHEAD AND TURN THAT OVER TO CARA FOR THE NEXT ITEM.>> GOOD AFTERNOON, EVERYONE, I'M GOING TO TALK ABOUT THE APOR A LITTLE BIT AND FOR THOSE OF YOU WHO ARE NEWER AND DON'T REALLY KNOW WHAT THE APOR IS, IT'S AN ANNUAL PERFORMANCE OUTCOME REPORT. IT'S A REPORT THAT COMPILES ON AN ANNUAL BASIS INFORMATION PROVIDED BY THE EN ON THE OUTCOMES ACHIEVED BY THE EN WITH RESPECT TO SERVICES THAT YOU OFFER TO SOCIAL SECURITY BENEFICIARIES UNDER OUR PROGRAM.SO THOSE WERE SENT OUT TO ALL THE EN'S WHO QUALIFIED AND AS OF FEBRUARY 16 [\*-T/], WHICH IS TODAY, AT 10:00 THIS MORNING 144 OF THE 447 REQUIRED EN'S HAVE COMPLETED THEIR APOR, SO THAT'S ONLY 32.2 PERCENT. THE SURVEY DOES CLOSE ON FEBRUARY 28TH SO YOU ONLY HAVE 12 DAYS LEFT TO RESPOND.LAST YEAR WE DID TERMINATE 20 EN'S FOR NONRESPONSIVENESS. IT IS IN THE BPA EN'S ARE REQUIRED TO PROVIDE THIS INFORMATION EACH YEAR ON THE OUTCOMES AND, LIKE I SAID, FAILURE TO COMPLETE IT IN A TIMELY MANNER WILL RESULT IN SOCIAL SECURITY LIMITING YOUR ABILITY TO ASSIGN TICKETS, SUBMIT FOR PAYMENTS OR YOU MIGHT EVEN HAVE CONTRACT TERMINATION.HOWEVER, THE FOLLOWING EN'S ARE NOT REQUIRED TO COMPLETE THE APOR, SO IN CASE YOU DID RECEIVE IT, IF YOU ARE A VR EN, IF YOU ARE AN AMERICAN JOBS CENTER OR YOUR AWARD DATE WAS AFTER 12-31-2015, THOSE ENTITIES DO NOT NEED TO COMPLETE THE APOR THIS YEAR.IF YOU HAVE ANY GENERAL QUESTIONS ABOUT THE APOR, YOU DID NOT RECEIVE YOUR LINK, PLEASE SEND THAT A INQUIRY DIRECTLY TO, AND WE'LL PUT IT UP ON THE BOARD, SSAEN APOR AT YOUR TICKET TO WORK.COM. SO PLEASE SUBMIT YOUR APOR I WILL JUST JUMP RIGHT INTO THE NEXT CATEGORY ON SUITABILITY.SO ON JANUARY 20TH A BLAST WENT OUT TO ALL EN'S ENTITLED SOCIAL SECURITY REMINDS EMPLOYMENT NETWORKS OF SUITIBILITY REQUIREMENTS. AND WE RECEIVED SOME QUESTIONS ABOUT THAT BLAST AND THE REASON THE BLAST WENT OUT IS WE'VE HAD SEVERAL EN'S THAT WE'VE CONTACTED THAT SAID THEY WERE EXEMPT FROM SUITABILITY. I DON'T KNOW WHERE THAT CAME FROM, BUT THERE'S NOBODY THEY COULD [OFF MIC] THE BLAST DID STATE THAT ALL TICKET TO WORK EMPLOYEES INCLUDING SITE CONTACTS WORKING WITH SSA BENEFICIARIES MUST HAVE SUITABILITY UNDER PART 3, SECTION 6S OF YOUR BPA I THINK THERE WAS SOME CONFUSION ABOUT THE WORDING.A SITE CON [TA-GT/] OR EMPLOYEE WHO THE EN HAS DESIGNATED TO US AS THE EN CONTACT PERSON, THE EN OTHER PERSON, THESE ARE THE PEOPLE THAT YOU SAY YOU WANT US TO BE IN CONTACT WITH AND ARE WORKING DIRECTLY WITH YOUR BENEFICIARY.SO IN YOUR BPA, I WILL JUST READ A LITTLE EXCERPT. IT SAYS EN EMPLOYEE -- ALL EN EMPLOYEES AND SUBCONTRACTOR EMPLOYEES WHO ACQUIRE, HANDLE OR HAVE ACCESS TO SSA BENEFICIARY PII MUST HAVE SUITIBILITY. AND WE'RE JUST DOING OUR JOB, YOU KNOW, WE'RE NOT TRYING TO BE THE BAD GUY HERE. IT'S NOT JUST A TICKET TO WORK OR SOCIAL SECURITY REQUIREMENT, IT'S ACTUALLY A HOMELAND SECURITY PRESIDENTIAL DIRECTIVE THAT WE DO IT. YOU CAN GET, IF YOU HAVE ANY QUESTIONS ABOUT HOW TO OBTAIN SUITIBILITY OR YOU ARE A LITTLE CONFUSED IT IS ON THE YOUR TICKET TO WORK WEB SITE. YOU CAN ALSO CONTACT EN SERVICE AT SSA.GOV AND THEN I WANTED TO JUMP IN A LITTLE BIT ABOUT THE STAFFING, A LITTLE BIT OF THE STAFFING CHANGES WE HAVE HAD HERE.OUR EN SERVICE TEAM IN PARTICULAR HAS LOST A COUPLE OF EMPLOYEES, THERE'S BEEN RETIREMENTS, MOVED, AND CURRENTLY WE'RE WORKING ON RESTRUCTURING AND IMPROVING COMMUNICATION. THERE IS A NEW BRANCH CHIEF, CAROL PELLEN, IS NOW IN CHARGE OF EN SERVICE ALONG WITH THE WIPA IN PAT'S TEAM. SHE WOULD BE THE LEAD CONTACT BUT WE PREFER YOU GOING THROUGH EN SERVICE OR YOUR EN SERVICE SPECIALISTS WITH ANY CONCERNS THAT YOU MAY HAVE AND I WILL HAND IT OVER TO TERRY UTTERMULLEN WHO WILL GIVE YOU SOME WIPA UPDATES.>> GOOD AFTERNOON, EVERYBODY, I'M ACTUALLY STANDING IN FOR CAROL BECAUSE HE'S SOMEWHAT MORE SICK THAN I AM. I JUST WANT TO TALK BRIEFLY ABOUT THE WIPA AND WHEN IT'S APPROPRIATE TO SEND PEOPLE FROM THE EMPLOYMENT NETWORKS AND A LITTLE ABOUT OUR TRAINING AND SEC ANY CAL ASSISTANCE CONTRACT.AS YOU KNOW, WE ARE A PLANNING AND ASSISTANCE PROGRAM TO PROVIDE IN DEPTH BENEFITS COUNSELING TO SVR BENEFICIARIES WHO ARE RETURNING TO WORK. AND WITH 83 PROJECTS ACROSS THE COUNTRY AND EACH OF THOSE PROJECTS HAS SEVERAL BENEFITS COUNSELORS WE CALL COMMUNITY WORK INCENTIVE COORDINATORS.THE BEST TIME TO REFER SOMEONE TO WIPA FOR SERVICES IS WHEN THEY HAVE A JOB OR THEY ARE ABOUT TO TAKE A JOB. WHAT WIPA DOES IS HELP PEOPLE UNDERSTAND HOW THAT WORK WILL AFFECT THEIR BENEFITS. AND WE HAVE, THEY HAVE A LOT OF PEOPLE WHO ARE OUT THERE FORTUNATELY SEEKING SERVICES AND NOT AS MANY PEOPLE PROVIDING THEM AS WE WOULD LIKE, SO WE'RE TRYING TO FOCUS ON THOSE PEOPLE WHO ARE AT RISK FOR REPAYMENTS OR WHO OTHERWISE MAY BE DERAILED BY SOMETHING THAT COMES ACROSS THEIR PATH.THAT'S THE BEST TIME AND YOU CAN FIND OUT WHO THE WORK IN[S-EB/] TIF PLANNING AND ASSISTANCE PROJECT AREA IS BY GOING TO THE CHOOSE WORK.TTW.NET AND THE FIND HELP TOOL AND THEY WOULD BE HAPPY TO HELP YOUR BENEFICIARIES WHO ARE WORKING. AND ONE OF MY COLLEAGUES MANAGES THE TRAINING AND ASSISTANCE ASSISTANCE PROJECT THAT HELPS TRAIN THE COORDINATORS. THIS IS THROUGH THE VIRGINIA COMMONWEALTH NATIONAL TRAINING AND DATA TRAINING CENTER. I KNOW A LOT OF STAFF HAVE BECOME PARTNERS WHERE THEY GO THROUGH THE TRAINING, THE CERTIFICATION PROCESS AND RETAINING THE CERTIFICATION THROUGH OUR CONTINUING CERTIFICATION PROGRAM, WHICH STARTED THIS YEAR.I WANTED TO LET YOU KNOW THAT THE BC WILL BE HAVING ADDITIONAL TRAININGS FOR WORK INCENTIVE PLANNING AND ASSISTANCE AND DO LIMIT THE NUMBER OF COMMUNITY WORK INCENTIVES COORDINATORS THAT WE ALLOW -- ACTUALLY COMMUNITY PARTNERS THAT WE ALLOW IN THE CLASS BUT YOU ARE WELCOME TO ENROLL. I WOULD STRONGLY SUGGEST THAT IF YOU ARE INTERESTED IN ATTENDING THE CLASS THAT YOU BE VERY COMMITTED TO PROVIDING FULL-TIME BENEFITS COUNSELING TO BENEFICIARIES. THIS IS A VERY LIMITED RESOURCE AND ALSO A PERISHABLE SKILL. THIS IS A VERY RIGOROUS INITIAL TRAINING. IT'S 5 DAYS BUT THE 5 DAYS OF THE TRAINING GIVES YOU A OVERVIEW OF THE VARIOUS WORK INCENTIVES AND PROGRAMS. IT'S THE BEGINNING OF THE LEARNING PROCESS. THERE ARE [S-EFRP/] WEEKS OF TESTING, VARIOUS ONLINE TESTS AND THE THINGS YOU HAVE TO PROVIDE IN THAT CERTIFICATION THEN YOU CAN BECOME FULLY CERTIFIED ONLY AFTER SUBMITTING BENEFITS ANALYSES, WHICH ARE WRITTEN LETTERS THAT EXPLAIN THE COUNSELING YOU HAVE PROVIDED TO SPECIFIC BENEFICIARIES. SO ONE OF THE THINGS THAT WE'RE ROLLING OUT THIS YEAR IS AN INTRODUCTORY WEB COURSE FOR PEOPLE WHO ARE INTERESTED IN FINDING OUT ABOUT WIPA, WHO WANT TO HAVE A BACKGROUND, A VERY, VERY BASIC BACKGROUND IN THE WORK INCENTIVE. YOU ARE SAYING, HEY, YOU KNOW WHAT? I KIND OF WANT TO KNOW WHAT'S GOING ON HERE AND VCU WILL BE ROLLING THAT OUT IN THE NEXT COUPLE OF MONTHS, ACTUALLY AS EARLY AS LATE MARCH, AND THEY WILL HAVE REGISTRATION AVAILABLE FROM THE VCU-NTDC.ORG AND THAT'S THE VIRGINIA COMMONWEALTH UNIVERSITY NATIONAL DATA CENTER. THIS IS AN ONLINE COURSE THAT WILL RUN FOR 6 LESSONS AND THE LESSONS MIRROR THE TOPICS FROM THE INTENSIVE TRAINING [OFF MIC] THAT COORDINATORS GO TO, BUT IT'S A VERY HIGH LEVEL INTRODUCTION TO TRY TO HELP PEOPLE TO BECOME FAMILIAR WITH SOME OF THE LANGUAGE.SO IF YOU INTEND TO ATTEND AN INITIAL TRAINING, IT'S A GOOD BACKGROUND TO GET STARTED WHILE YOU ARE WAITING FOR THE TRAINING. BUT IF YOU, LET'S SAY YOU ARE MANAGING EMPLOYMENT NETWORK AND YOU REALLY WANT TO UNDERSTAND WHAT WIPAS DO, THIS IS A GOOD INTRODUCTION FOR PEOPLE TO ATTEND AND THAT IS ALL I HAVE. CARA, I'M GOING TO PASS IT BACK TO YOU.>> NEXT WOULD BE PATRICE MCLEAN WITH POC'S.>> GOOD AFTERNOON, EVERYONE, MY NAME IS PATRICE MCLEAN AND I AM A PRODUCT OFFICER WITH THE OFFICE OF BENEFICIARY OUTREACH AND EMPLOYMENT SUPPORT. I'M GOING TO GIVE AN UPDATE AND SMALL OVERVIEW OF THE CONCEPTS WE ARE WORKING WITH.FIRST OFF IS THE BPQY FOR THOSE UNFAMILIAR WITH THAT, WE ARE CENTRALIZING THE PRODUCTION OF THE BPQY FOR SEVERAL SELECTED ORGANIZATIONS: EMPLOYMENT NETWORKS, WIPA ORGANIZATIONS AND EVEN THE REHABILITATION OFFICE.NOW, OF COURSE YOU KNOW THE BPQY HAS WORKING AND ENTITLEMENT INFORMATION AND IT HAS INFORMATION OF COURSE ON USE OF WORK INCENTIVES BY A BENEFICIARY. WE RECEIVED SOME FEEDBACK THAT IT WAS DIFFICULT TO GET THIS DOCUMENT IN ORDER TO PROVIDE EMPLOYMENT SERVICES TO BENEFICIARIES SO ON MARCH 4 [\*-T/], 2015, WE IMPLEMENTED THIS PROOF OF CONCEPT TO DEMONSTRATE THAT AS WE CENTRALIZE THIS DOCUMENT WE MIGHT BE ABLE TO UP THE EFFICIENCY OF SOCIAL SECURITY PROVIDING THIS INFORMATION TO INDIVIDUALS AND ORGANIZATIONS.NOW, WE STARTED WITH JUST A FEW ORGANIZATIONS BUT WE'VE EXPANDED THIS PROJECT SEVERAL TIMES TO MORE ORGANIZATIONS SINCE ITS INCEPTION ON MARCH 4, 2015. WE ALSO HOPE TO EXPAND WITHIN THE NEXT TWO MONTHS. RIGHT NOW WE HAVE A TOTAL OF 45 ORGANIZATIONS PARTICIPATING. SINCE WE STARTED WE HAVE BEEN ABLE TO PRODUCE OVER 23,000 BPQY'S TO ORGANIZATIONS, TO THOSE 45 ORGANIZATIONS, WITH AN AVERAGE PROCESSING TIME OF 4.1 BUSINESS DAYS. WE PROVIDE THE BPQY'S VIA A NUMBER OF NEXUS. YOU CAN CONTACT US VIA FAX MACHINE, WHICH IS A PROCESS WE'RE PHASING OUT, BUT YOU CAN ALSO SEND IT THROUGH SECURE MESSAGE. ONCE WE OBTAIN THAT DOCUMENT WE CONDUCT A REVIEW OF THE AUTHORIZATION FORM AND THEN WE RETURN THE BPQY ELECTRONICALLY TO THE REQUESTOR, WHO IS AUTHORIZED TO RECEIVE THAT INFORMATION.OF COURSE OUR GOAL WITH THIS PROOF OF CONCEPT IS TO IMPROVE EFFICIENCY THROUGH THE CENTRALIZED PROCESS. WE'D LIKE TO NOT ONLY PRODUCE BPQY'S FOR THE ORGANIZATIONS THAT ARE PARTICIPATING RIGHT NOW, WE DO HOPE THAT IN THE LONG RUN AS SOON AS WE CAN DEMONSTRATE AND OBTAIN THE RESOURCE THAT IS WE NEED THAT IN THE LONG RUN WE CAN BEGIN TO PRODUCE BPQY'S FOR NOT JUST PARTICIPATING ORGANIZATIONS BUT FOR EVERYONE ACROSS THE UNITED STATES. WE ALSO LIKE TO CREATE THE BPQY AS A MOTIVE SO IT'S AVAILABLE FOR EVERYONE SO THE BFQY'S WE PROVIDE THROUGH THIS PROCESS CAN BE AVAILABLE AT FIELD OFFICES SHOULD THEY HAVE THE NEED TO PULL UP THAT INFORMATION AT ANY TIME.WE DO AGAIN, LIKE I SAID, HOPE TO EXPAND THIS PROOF OF CONCEPT WITHIN THE NEXT COUPLE OF MONTHS AND CONTINUE TO WORK WITH OUR EXECUTIVES TO SEE IF WE CAN EXPAND THIS PROJECT INCREMENTALLY UNTIL WE HAVE THE OPPORTUNITY TO MAKE IT A NATIONWIDE INITIATIVE.NOW I WILL MOVE FORWARD TO ANOTHER [OFF MIC] WAGE REPORTING PROOF OF CONCEPT. WE IMPLEMENTED THIS ON OCTOBER 31, 2016. WE INVITED A SELECT NUMBER OF ORGANIZATIONS TO PARTICIPATE IN AN INITIATIVE WHERE WE SEND WAGES THAT ARE SUBMITTED FOR PAYMENT REQUESTS OR WITHOUT A PAYMENT REQUEST AND WE HAVE OUR TICKET PROGRAM MANAGER ENTER THOSE WAGES INTO A SYSTEM WHERE THEY WILL BE ACCESSED BY OUR FIELD OFFICES AND PAYMENT CENTERS. THIS INITIATIVE WAS BORN BECAUSE SOMETIMES WHEN EMPLOYMENT NETWORKS SEND INFORMATION TO OUR OFFICE, IT'S NOT READILY AVAILABLE FOR OUR FIELD SERVICES AND PAYMENT CENTERS TO MAKE ADJUDICATED DECISIONS RIGHT AWAY. SO WE IMPLEMENTED THIS PROOF OF CONCEPT IN AN EFFORT TO REDUCE OVERPAYMENTS BY GETING THIS INFORMATION THAT WE'RE ALREADY RECEIVING AND MAKE IT AVAILABLE FOR THAT TIMELY ADJUDICATION CAN BE MADE ON BEHALF OF THE BENEFICIARIES.THE PROCESS WE ARE USING RIGHT NOW IS THAT EMPLOYMENT NETWORKS, AND THERE ARE 28 PARTICIPATING RIGHT NOW, WILL SEND PAYMENT REQUESTS THROUGH THE ITOP SYSTEM. IF [THR-E/] DON'T HAVE A PAYMENT REQUEST THEY CAN SEND IT THROUGH THE PROGRAM MANAGER BY FAX. THEN OUR TICKET PROGRAM MANAGER WILL IDENTIFY THOSE WAGES AND ASSOCIATE THEM WITH THAT EMPLOYMENT NETWORK AND ENTER THOSE WAGES, EITHER PAY STUBS OR WAGE REPORTS, DIRECTLY INTO A SYSTEM THAT'S USED IN OUR FIELD OFFICES. A TICKET IS GENERATED, A TICKLER IS GENERATED THAT WOULD REQUIRE ACTION BY THE FIELD OFFICE WITHIN 30 DAYS. ONCE THEY HAVE ACTED ON IT AND THE PAY STUBS OR WORK NUMBER REPORTS, ET CETERA, THAT HAVE BEEN COMMITTED BY THE EMPLOYMENT NETWORK, THEY CAN MAKE IT AVAILABLE THROUGH TIMELY A[SKWRAO-UD/] CASE. OUR GOALS HERE IS TO REDUCE OVERPAYMENT AND WE WANT TO PROVIDE IN THE LONG RUN THIS SERVICE TO ALL OF OUR EMPLOYMENT NETWORKS IF POSSIBLE.THE LAST PROOF OF CONCEPT THAT I AM GOING TO UPDATE EVERYONE ON IS THE MARKETING PROOF OF CONCEPT. IN APRIL, 2016 WE ANNOUNCED WE WOULD IMPLEMENT A MORE SECURE METHOD OF PROVIDING BENEFICIARY DATA TO EMPLOYMENT NETWORKS. AT THAT TIME WE SELECTED JUST UNDER 30 ORGANIZATIONS AND DECIDED INSTEAD OF SENDING MARKETING BENEFICIARY RECORDS ON CD'S WE WOULD ALLOW EMPLOYMENT NETWORKS TO GIVE US SPECIFIC INFORMATION OF WHAT THEY WOULD BE ABLE TO -- THAT THEY WOULD NEED IN ORDER TO MARKET THEIR SERVICES TO OUR BENEFICIARIES.THE EMPLOYMENT NETWORKS HAVE BEEN GIVING US INFORMATION SUCH AS THEY WOULD LIKE INDIVIDUALS BETWEEN THE AGES OF 18 AND 64 OR INDIVIDUALS WHO HAVE WORKED WITHIN THE LAST 2 OR 3 LIVES IN THIS GEOGRAPHIC LOCALE. WE HAVE LIMITED IT TO WHETHER THEY WANT THE NAME AND PHONE NUMBER OR THE NAME AND ADDRESS OF OUR BENEFICIARY. WE SEND THEM THE INFORMATION AS PER THE SPECIFICATIONS THEY HAVE PROVIDED TO US. WE USE GOVERNMENT SERVICES ONLINE TO SEND THE BENEFICIARY DATA RECORDS TO THE EMPLOYMENT NETWORK THEN THEY HAVE 30 DAYS TO MARKET THEIR SERVICES TO THE BENEFICIARY AND AFTER THAT, TOM, THEY HAVE TO DELETE THE MARKETING DATA FILE THAT WE SENT TO THEM.SO FAR WE HAVE RECEIVED POSITIVE RESPONSES FROM THE EMPLOYMENT NETWORKS PARTICIPATING THAT THEY HAVE RECEIVED CALLS BACK THROUGH THIS PROOF OF CONCEPT. WE HAVE RELEASED 23 DATA FILES SO FAR AND THERE ARE AN ADDITIONAL TWO DATA FILES GOING TO EMPLOYMENT NETWORKS AND OUR HOPE, OF COURSE, IS TO MAKE SURE THAT WE CAN SECURELY SEND THIS INFORMATION AND PROVIDE OUR EMPLOYMENT NETWORKS WITH THE [TPHO-RGS/] THAT THEY NEED TO MARKET THEIR SERVICES. WE ALSO WANT TO DO SO IN ORDER TO RESOLVE ANY SECURITY OR PRIVACY CONCERNS AND SATISFY SBC REQUIREMENTS IN SENDING THIS INFORMATION TO EMPLOYMENT NETWORKS.THERE ARE JUST UNDER 30 ORGANIZATIONS PARTICIPATING IN THIS INITIATIVE AND WE ARE GOING TO HOLD A SUMMIT WITH THEM THROUGH THE COURSE OF THE NEXT TWO WEEKS SO WE CAN ALLOW THEM TO SHARE THEIR FEEDBACK AS WELL AS THEIR BEST PRACTICES AND SO WE CAN GET THEM IN OUR NEXT STEP IN THIS PROOF OF CONCEPT.THAT IS AN UPDATE ON THE 3 PROOFS OF CONCEPT WE ARE OPERATING RIGHT NOW BUT I WANTED TO OPEN THE FLOOR IN CASE THERE ARE ANY QUESTIONS OR CONCERNS.>> PATRICE, WE HAVE A LOT OF INQUIRIES ABOUT HOW THEY GET ON THE WAITING LIST FOR THE BFQY PROOF OF CONCEPT.>> SURE.>> CAN YOU TELL ME WHAT BOX THEY WOULD INQUIRE INTO IS?>> ABSOLUTELY. FOR ANYONE WHO IS -- I'LL DO THAT FOR ALL 3 CONCEPTS. ANYONE WHO IS INTERESTED IN BECOMING A PARTICIPANT IN THE BPQY PROOF OF CONCEPT CAN SEND AN EMAIL TO ERDES.BPQY.POC @ SSA.GOV. ANYONE WHO IS INTERESTED IN BECOMING A PARTICIPANT IN THE BPQY PROOF OF CONCEPT CAN SEND AN EMAIL TO ORDES.POC @ SSA.GOV.ANYONE INTERESTED IN PARTICIPATING TO THE WAGE REPORTING PROOF OF CONCEPT CAN SEND IT TO ORDES.WAGE REPORTING.POC @ SSA.GOV. AND LASTLY, ANYONE WHO IS INTERESTED IN PARTICIPATING IN THE MARKETING PROOF OF CONCEPT PLEASE SEND AN EMAIL TO MARKETING.SUPPORTS AT SSA.GOV. THAT'S MARKETING.SUPPORTS @ SSA.GOV..>> I DID WANT TO ASK IF THERE ARE ANY OTHER QUESTIONS OR CONCERNS REGARDING ANY OF THESE THREE PROOFS OF CONCEPT?>> AT THIS TIME IF YOU'D LIKE TO ASK A QUESTION THAT'S STAR 1. AND WE HAVE A QUESTION FROM FREDDY FLOYD.>> HI, GOOD AFTERNOON. YES, I HAD A QUESTION THAT WENT BACK TO THE, LOOKING BACK AT MY NOTES, THAT HAD SOMETHING TO DO WITH THE APOR AND THAT MY QUESTION WAS, YOU KNOW, IF WE HAVE PEOPLE WHO ARE JUST DOING THE LABOR MARKET SURVEY AND FINDING OUT THE QUALIFICATION TO PERFORM A JOB I JUST WANTED TO KNOW ABOUT ERGONOMICS, ESPECIALLY TALKING ABOUT A VETERAN, IF THE EMPLOYER WANTS THE VETERAN OR OUR AGENCY TO PAY FOR THE ERGONOMICS FOR THAT PERSON TO DO A JOB, DO WE GET THAT FROM SSA, FROM THE SSA DEPARTMENT? OR DO WE HAVE TO PAY FOR IT?>> DO YOU MEAN A REASONABLE ACCOMMODATION FOR A PERSON WITH DISABILITY?>> THAT'S WHAT I MEANT, YES.>> SSA WOULD NOT PAY FOR THAT.>> SSA WILL PAY FOR THAT?>> THIS IS ROB. MY QUESTION MIGHT BE, I DON'T KNOW IF IT WOULD CLASSIFY AS AN ERWE AND THEN POSSIBLY BE A WORK INCENTIVE>> SHE'S SAYING, AND CORRECT ME. IF THE EMPLOYER IS SAYING I HAVE A PERSON WITH A DISABILITY AND NEEDS REASONABLE ACCOMMODATION BUT I WANT YOU, EN, TO PAY FOR THAT REASONABLE ACCOMMODATION AND SHE'S ASKING WOULD WE PAY FOR IT.>> NOT THE TICKET PROGRAM, NO.>> THAT'S LIKE A WORK STATION, FOR INSTANCE. A LOT OF EMPLOYERS ARE REQUIRED TO PROVIDE REASONABLE ACCOMMODATION BUT IF THERE'S SOME ERGONOMICS WHERE WE MAY HAVE TO BUILD A WORK STATION TO REACH THE COMPUTER AT ARM'S LENGTH THEN THE COMPANY REALLY DON'T HAVE TO PAY FOR IT. SO IF IT INVOLVES A VETERAN WOULD SSA PAY FOR THAT?>> SO THIS IS ROB. WE THINK, BASED ON YOUR SCENARIO, THAT IT MAY FALL UNDER AN IMPAIRMENT-RELATED WORK SENSE WHICH IS ONE OF OUR WORK INCENTIVES. BUT WE WOULD PROBABLY REFER YOU TO OUR WORK INCENTIVES INFORMATION WHICH IS CONTAINED ON OUR CHOOSE WORK DOT NET WORK SITE. YOU CAN GOOGLE SOCIAL SECURITY WORK INCENTIVES RIGHT BELOW, IT WOULD BE INCLUDED THERE AS WELL IF YOU HAVE ANY ADDITIONAL -- ALSO IF YOU'D LIKE TO FOLLOW-UP WITH US WE CAN PERHAPS REFER YOU TO SOMEBODY, ONE OF OUR WORK INCENTIVE SPECIALISTS ON STAFF OR ON THE OTHER SIDE OF THE COMPONENT.>> OKAY.>> ROB, THIS IS CARA IF I CAN HELP REAL QUICK. JUST TO CLARIFY, WE DON'T PAY FOR THOSE KINDS OF ACCOMMODATIONS. WHAT AN IMPAIRMENT RELATED WORK EXPENSE IS, IS A WAY FOR A PERSON WITH A DISABILITY WHOS RECEIVING BENEFITS WHO SPENDS MONEY OUT OF POCKET TO PAY FOR SOMETHING THAT THEY NEED THAT'S RELATED TO THEIR DISABILITY, NECESSARY FOR WORK, PAID OUT OF POCKET, THEY CAN -- SOCIAL SECURITY WHEN THEY MAKE DETERMINATIONS ABOUT THE PERSON'S DISABILITY BENEFITS OR THEIR SSI CAN USE THAT EXPENSE TO REDUCE THE IMPACT OF THE EARNINGS ON THEIR BENEFITS. BUT WE DON'T MAKE OUT OF POCKET COSTS. IF THE PERSON IS A VETERAN YOU MIGHT WANT TO CHECK WITH THE VA TO SEE IF THERE IS A PROGRAM THAT WOULD HELP, BUT THAT'S OUTSIDE OUR BAILIWICK.>> OKAY, BECAUSE I DID. I'M GOING TO GET BACK TO THE MARKETING, TOO, BUT ALSO AS FAR AS THE SUITABILITY, I RECEIVED A MESSAGE THAT ALL STAFF PEOPLE AT A PARTICULAR EN AGENCY MUST GO THROUGH THE SUITABILITY. WHAT ABOUT IF A STAFF PERSON ONLY DO NOT COME INTO CONTACT WITH THE BENEFICIARY, ONLY THING THAT THEY DO IS CONDUCT A LABOR MARKET SURVEY, TRY TO GET JOB OPENINGS FOR A BENEFICIARY THAT WE'RE WORKING WITH? ARE THEY REQUIRED TO GO THROUGH SUITABILITY ALTHOUGH THEY ARE JUST DOING PHONE CONTACTS WITH EMPLOYERS?>> THIS IS ROB. THE RULE OF THUMB REGARDING SUITABILITY IS IF YOU HAVE STAFF WORKING WITH A BENEFICIARY AND PART OF THAT INTERACTION IS DISCUSSING THE BENEFICIARY'S PII AND PII IS VERY BROAD, YOU KNOW, IT CAN BE AN ADDRESS, IT CAN BE A NAME, TELEPHONE NUMBER, ET CETERA, ET CETERA, NOT JUST SOCIAL SECURITY NUMBER, THEN THAT PERSON IN YOUR ORGANIZATION SHOULD HAVE SUITABILITY. IN ADDITION TO -- SO THERE ARE WITHIN THOSE PARAMETERS THERE ARE, YOU KNOW, MILLIONS AND MILLIONS OF SUBSCENARIOS THAT DIFFERENT ORGANIZATIONS MAY HAVE.WHAT I WOULD REFERENCE, WE DO HAVE SOMETHING ON OUR SERVICE PROVIDER WEB PAGE THAT'S A RESOURCE AS WELL UNDER YOUR TICKET TO WORK, WHICH IS THE EN SERVICE PROVIDER WEB SITE. IF YOU TYPE IN SUITABILITY THERE IS INFORMATION ON THAT PAGE, MORE SPECIFIC INFORMATION THAT WILL HELP GUIDE YOU AS FAR AS GIVING YOU INFORMATION PERTAINING TO YOUR SPECIFIC NEEDS OF YOUR ORGANIZATION. AND THEN AT THAT POINT IF YOU STILL HAVE QUESTIONS PLEASE REACH OUT TO THE EN HELP DESK AND THEY WILL WORK WITH YOU TO RESOLVE ANY ADDITIONAL QUESTIONS YOU HAVE. I HOPE THAT HELPS.>> OH, YES, THAT WILL. AND THEN THE MARKETING, TOO, THAT'S ONE OF THE QUESTIONS TOO. AND I DID NOT GET ALL OF THAT, THERE WAS A LITTLE STATIC IN MY PHONE THAT WE'RE GOING TO BE WORKING GETTING RID OF, BUT AS FAR AS OUR MARKETING AND TRYING TO IDENTIFY BENEFICIARIES SHE GAVE ME, I THINK IT WAS LIKE -- COULD I GET THAT AGAIN PLEASE?>> SO YOU WERE IN THE INITIAL ROUND OF THE EN MARKETING PROOF OF CONCEPT. IS THAT CORRECT?>> YES, WE WOULD LIKE TO GET INVOLVED, RIGHT.>> SO WE'RE GOING TO HAVE, I BELIEVE, WE'VE COMPLETED OUR FIRST ROUND OF FILES THAT WE SEND TO PARTICIPATING ORGANIZATIONS AND PATRICE, IF YOU'D LIKE TO WEIGH IN ON THIS, I BELIEVE WE'RE GOING TO HAVE A CALL WITH SERVICE PROVIDERS TO GO OVER THE FIRST ROUND OF FILES.>> YES.>> DO YOU WANT TO WEIGH IN ON THAT?>> THANK YOU.>> NO PROBLEM. THAT IS CORRECT, ROB. WE HAVE COMPLETED THE FIRST ROUND OF FILES TO ALL ORGANIZATIONS AND IN SEVERAL OF OUR UPDATES THAT WE'VE SENT OVER THE PAST COUPLE MONTHS WE DID SAY WE WERE GOING TO AT LEAST SEND THE FIRST ROUND OF DATA TO ALL OUR ORGANIZATIONS AND THEN START TO SEND THE SECOND ROUND, WHICH WE HOPE WILL BE A BIT MORE OF A QUICK PROCESS.>> OKAY.>> WE'RE GOING TO SCHEDULE A SUMMIT, THE TENTATIVE DATE RIGHT NOW IS MARCH 1ST. YOU WILL RECEIVE AN EMAIL INVITATION AND WE'RE ASKING FOR FEEDBACK AND BEST PRACTICES AND WE'RE ALSO AT THIS TIME GOING TO GIVE INFORMATION REGARDING WHEN WE CAN EXPECT TO START SENDING THE SECOND ROUND.AT THIS POINT WE'RE PRETTY MUCH RAMPED UP TO DO SO BUT WE DID WANT TO GET FEEDBACK FROM ALL THE PARTICIPATING ORGANIZATIONS BEFORE WE STARTED SENDING THE SECOND ROUND. SO WE ANTICIPATE SHORTLY AFTER MARCH 1ST WE WILL BE STARTING WITH OUR SECOND ROUND OF DATA.>> GREAT, THANK YOU .>> THANK YOU.>> AND WITH THAT I'LL TURN IT BACK OVER TO CARA>> WE'RE GOING TO TURN IT OVERALITY THIS POINT TO JAIMIE PENDERGRASS.>> I WANTED TO TALK TODAY ABOUT A COUPLE OF UPCOMING EVENTS AND SOME NEW RESOURCES. THERE IS A SLIDE ON YOUR SCREEN RIGHT NOW THAT PROVIDES A WHOLE BUNCH OF LINKS AND SOME RESOURCES AND CONTACT INFORMATION. EVERYTHING I TALK ABOUT IS LISTED ON THIS SLIDE TODAY.OUR MAIN MONTHLY OUTREACH ACTIVITY, OUR CALL TO WORK INCENTIVE WEBINARS OR WISE WEBINARS, THESE ARE WEBINARS HELD ON THE FOURTH WEDNESDAY OF THE MONTH AND THEY PROVIDE INFORMATION ABOUT THE WORK INCENTIVES. EVERY MONTH WE TRY TO CHOOSE A TOPIC TO FOCUS ON. WE'LL BE TALKING ABOUT DIFFERENT TYPES OF SERVICE PROVIDERS, ON THIS SLIDE I HAVE LISTED OUR WEBINAR FLYER AND IF ANYONE IN THE AUDIENCE WOULD LIKE TO SHARE THIS FLYER, PLEASE FEEL FREE TO DO SO, WE'RE ALWAYS LOOKING FOR NEW PARTICIPANTS. AND ALONG THE SAME LINES WE'RE ALSO ALWAYS LOOKING FOR VOLUNTEER PRESENTERS. SO IF ANYONE WOULD BE INTERESTED IN JOINING US AS A PRESENTER PLEASE EMAIL WEBINARS @ CHOOSE WORK.NET.I DID TALK ABOUT THE FEBRUARY THEME. IN MARCH WE'LL BE FOCUSING ON THE ABLE ACT, WHICH IS A NEW SUBJECT FOR US. SO WE'RE VERY EXCITED ABOUT THAT WEBINAR AS WELL AND HOPE YOU WILL ALL BE ABLE TO JOIN US AND AGAIN HELP US SPREAD THE WORD. AND IF ANYONE HAS QUESTIONS ABOUT HOW YOU CAN HELP US SPREAD INFORMATION ABOUT OUR WEBINARS YOU CAN ALSO EMAIL WEBINARS AT CHOOSE WORK.NET AND WE WILL GET BACK TO YOU.WE ARE ALSO HAPPY TO ANNOUNCE A COUPLE NEW RESOURCES SINCE THE LAST ALL EN CALL WE HAVE PUBLISHED TWO NEW STORIES, AVAILABLE ON OUR SUCCESS STORIES SITE ON CHOOSE WORK.NET. SELENA'S STORY IS BRAND NEW AND WAS JUST PUBLISHED LAST WEEK.WE ALSO HAVE FREQUENTLY ASKED QUESTIONS FOR PEOPLE WHO ARE BLIND. THIS DOCUMENT DETAILS INFORMATION ABOUT DIFFERENT WORK INCENTIVES AVAILABLE TO PEOPLE WHO ARE BLIND AND RECEIVE SSI OR SSDI AND IT IS ALSO A RELATIVELY NEW DOCUMENT AND AGAIN THE LINK IS ON THE SLIDE.ANOTHER RESOURCE WE WERE ASKED TO SHARE IS FROM THE UNITED STATES DEPARTMENT OF EDUCATION AND IT'S CALLED A TRANSITION GUIDE TO POST-SECONDARY EDUCATION AND EMPLOYMENT. IT CAME OUT IN JANUARY AND IT WAS RELEASED BY THE OFFICE OF SPECIAL EDUCATION AND REHABILITATIVE SERVICES. THE GUIDE PROVIDES INFORMATION ABOUT EDUCATION, TRAINING SERVICES AND SERVICES AVAILABLE DURING THE TRANSITION TO ADULTHOOD AND WORK AND CONTAINS IMPORTANT THINGS TO CONSIDER AS PEOPLE DECIDE IF THEY'D LIKE TO GO TO COLLEGE, SEEK OTHER POST-SECONDARY EDUCATION AND JOB TRAINING OR GO STRAIGHT TO THE WORK FORCE. SO THIS GUIDE HAS A TON OF REALLY HELPFUL INFORMATION FOR YOUNG ADULTS WITH DISABILITIES AND ALSO PROVIDES SOME TIPS FOR SERVICE PROVIDERS WHO MAY BE WORKING WITH THEM.FINALLY, WE'RE ALSO VERY HAPPY TO ANNOUNCE THAT WE WILL BE DOING SERVICE PROVIDERS MATERIAL DISTRIBUTION STARTING IN MARCH -- TICKET SERVICE PROVIDERS WILL HAVE THE OPPORTUNITY TO ORDER A VARIETY OF MATERIALS. THERE WILL BE AN ANNOUNCEMENT GOING OUT ON MARCH 6 AND YOU WILL HAVE UNTIL APRIL 5 TO SUBMIT YOUR ORDERS. THESE ORDERS ARE ON A FIRST COME, FIRST SERVE BASIS AND WE WILL RELEASE THAT ANNOUNCEMENT ON MARCH 6, ALL OF THE MATERIALS THAT ARE INCLUDED WILL BE LISTED IN THE ANNOUNCEMENT.AND I BELIEVE THAT IS EVERYTHING I HAVE TO COVER TODAY SO I WILL TURN IT OVER FOR THE TRAINING UPDATE.>> THANK YOU, JAIMIE, THIS IS ADELLE, TICKET PROGRAM MANAGER. I'M HERE TO SPEAK ABOUT TRAINING. FIRST OF ALL I WOULD LIKE TO THANK EVERYONE FOR JOINING US TODAY. THIS IS ALWAYS A GREAT OPPORTUNITY FOR ALL OF US TO GET TOGETHER AND NETWORK AND HELP EACH OTHER OUT SO THIS ALWAYS EXCITES ME WHEN WE CAN HAVE THIS OPPORTUNITY AND I WOULD ALSO LIKE TO THANK AND EXPRESS MY APPRECIATION FOR EVERYONE'S SUPPORT THROUGHOUT OUR LEARNING MANAGEMENT SYSTEM ENDEAVOR. I WOULD LIKE FOR EVERYONE TO KNOW THAT TPN TRAINING IS WORKING DILIGENTLY WITH SOCIAL SECURITY TO BUILD THE LEARNING MANAGEMENT SYSTEM CURRICULUM. SO PLEASE KEEP AN EYE OUT FOR UPDATES ON THAT AND ALL OF YOUR WORK, YOUR FEEDBACK, HAS HELPED US MAKE THIS ENDEAVOR JUST PHENOMENAL AS THIS IS PROOF RIGHT NOW USING THE COLLABORATE FOR BLACKBOARD, IT WAS A SEAMLESS TRANSITION AND WE HAVE ALL WORKED TOGETHER TO MAKE THIS AN OUTSTANDING PROJECT.THE OTHER PIECE I HAVE FOR YOU IS EFFECTIVE PRACTICES. ON OUR WEB SITE AT YOUR TICKET TO WORK.COM, WHEN YOU GO THERE IF YOU CLICK ON INFORMATION CENTER AND ON THE LAST UNDER TRAINING THERE IS EFFECTIVE PRACTICES. WE HAVE JUST RECENTLY POSTED AN EXCITING DOCUMENT FOR YOU, IT'S MOVING TICKET HOLDERS TOWARDS FINANCIAL INDEPENDENCE USING FINANCIAL CAPABILITIES STRATEGIES. THIS IS OUR EFFORT TO HELP YOU TO BECOME MORE SUCCESSFUL IN WORKING WITH YOUR BENEFICIARIES. WITH THIS PARTICULAR TRAINING YOU CAN LEARN ABOUT SOUND FINANCIAL CAPABILITY STRATEGIES, CONNECTION BETWEEN EMPLOYMENT [KWR-UT/] COMES AND FINANCIAL STABILITY, AND THERE'S ALSO GOING TO BE VALUABLE SOURCES FOR TRAINING, TECHNICAL ASSISTANCE AND SUPPORT SERVICES. SO THANK YOU EVERYONE AGAIN FOR YOUR TIME. AGAIN, THIS WAS ADELLE FROM THE TRAINING MANAGEMENT AND I WILL GO AHEAD AND HAND IT OVER TO KATIE FOR SOME UPDATES.>> HELLO, GOOD AFTERNOON, EVERYONE. I JUST WANTED TO GIVE YOU A COUPLE SYSTEMS UPDATES. THE FIRST IS E PAY. WE STARTED PROCESSING THE LATEST QUARTERLY E PAY FILE THIS PAST THURSDAY, JANUARY THE 26TH. THE CURRENT FILE CONTAINED OVER 16,000 SSN'S. YOU CAN ALWAYS CHECK THE ANNOUNCEMENTS SCREEN IN THE TICKET PORTAL FOR A STATUS ON THE CURRENT E PAY FILE SO AS SOON AS WE COMPLETE THIS FILE THERE WILL BE AN ANNOUNCEMENT LETTING YOU KNOW THE FILE IS COMPLETE.JUST A REMINDER, THE E PAY FILE IS NOT AN AUTOMATIC PROCESS. A FILE CONTAINING POSSIBLE LEADS BASED ON THE CURRENT EARNINGS OF YOUR CURRENT LEADS IS EVALUATED BY OUR STAFF. WE RECENTLY SENT A GOV DELIVERY OUT ABOUT EXPIRED CCR SLASH SAM REGISTRATION. WE CANNOT MAKE PAYMENTS TO YOUR IN IF YOUR REGISTRATION HAS EXPIRED. AS A RESULT YOUR BENEFICIARIES WILL NOT BE INCLUDED ON THE E PAY FILE IF WE STARTED THE E PAY FILE AND YOU HAD EXPIRED.TICKET ASSIGNMENTS. WE ARE CONTINUING TO INVESTIGATE AN ISSUE IN THE TICKET PORTAL THAT IS ALLOWING TICKET ASSIGNMENTS WHEN A BENEFICIARY IS NOT IN CURRENT PAY. AT THIS TIME THIS PROBLEM SEEMS TO BE ISOLATED TO VR'S AND NOT EN'S. OUR CURRENT RESEARCH DOES NOT INDICATE THIS ISSUE SHOULD AFFECT ANYONE ON THIS CALL BUT WE WANTED TO MAKE YOU AWARE OF THIS ISSUE. WE CURRENTLY HAVE A QA PROCESS IN PLACE TO VERIFY THE VALIDITY OF AN ASSIGNMENT BEFORE WE MAKE THE FIRST PAYMENT. I WANTED TO MAKE YOU AWARE WE ARE CURRENTLY RESEARCHING THE ISSUE AND WE DO NOT BELIEVE IT SHOULD BE AFFECTING YOU. FROM THERE I WILL OPEN UP TO QUESTIONS.>> TO .>> MY QUESTION IS, I THINK IT WAS AT THE LAST ALL EN CALL YOU MENTIONED SOMEONE NEW ON STAFF THAT CAME FROM FIELD OPERATIONS. I WAS WONDERING WHAT HE HAS BEEN DOING, WHAT HE PLANS TO DO, BECAUSE GETTING FIELD OFFICE COOPERATION IS STILL A PROBLEM. THIS MORNING WE SENT A CONSUMER OVER TO THE FIELD [O-FRS/] TO GET THEIR BENEFITS CLEARING AND THE PERSON AT THE OFFICE TOLD THEM SHE'S NOT ALLOWED TO HAVE IT AND SHE'S GOING TO FILE A COMPLAINT AGAINST THE EMPLOYMENT NETWORK FOR GIVING THEM MORE WORK TO DO.>> SUSAN, THANKS FOR THE QUESTION. THE PERSON YOU ARE REFERENCING IS, I BELIEVE, HI HANNAHOSA WHO IS THE ASSISTANT COMMISSIONER IN THE SAN FRANCISCO REGION AND HE HAS AGREED TO SERVE AS OUR OPERATIONS LEAD EXECUTIVE FOR THE TICKET TO WORK PROGRAM AND ALL THINGS THAT ARE TICKET ISSUES. WHAT I WOULD SUGGEST IS GO AHEAD AND FORWARD ME YOUR SCENARIO.WHAT WE DO WITH OPERATIONS, ANY KIND OF OPERATIONS ISSUE WE HAVE IS INTERNALLY WE TRY TO WORK THROUGH OUR OPERATIONS CONTACTS THAT WE HAVE ORGANIZATIONALLY TO RESOLVE THOSE ISSUES AT THE LOWEST LEVEL POSSIBLE BEFORE ELEVATING THOSE. WE'RE AWARE IN GENERAL THAT THERE ARE LIKELY DISCONNECTS IN DIFFERENT PARTS OF THE COUNTRY. OUR OPERATIONS COMPONENT IS STRAPPED RESOURCE WISE SO WE HEAR FROM TIME TO TIME THINGS LIKE THIS WILL COME UP, BUT, AGAIN, IF YOU FORWARD ME THAT I WILL REACH OUT TO OUR CONTACTS IN OPERATIONS TO SEE IF WE CAN GET SOME RESOLUTION.>> OKAY. JUST LET ME MAKE ONE OTHER COMMENT, THEN. THERE WAS A NOTICE THAT WENT OUT SOME TIME BACK TO THE FIELD OFFICES, I DON'T KNOW WHO SENT IT OR WHAT BUT IT WAS EXPLAINING TO THEM A LITTLE BIT MORE ABOUT EMPLOYMENT NETWORKS AND WHAT WE DO. AND IT JUST SEEMS LIKE, OKAY, IT MAY BE TIME TO DO THAT AGAIN BECAUSE OF THIS INCIDENT THAT I JUST TOLD YOU ABOUT IS NOT ISOLATED AND IT'S BECOME A REAL PROBLEM. WE JUST FEEL LIKE WHAT ARE WE GONNA DO? I WILL EMAIL YOU AS YOU REQUESTED BUT I JUST THINK IT STILL IS A SYSTEMIC PROBLEM AND I THOUGHT WHEN YOU BROUGHT THAT GENTLEMAN INTO THE FRAY THAT HE WOULD BE REALLY FOCUSING ON THIS ISSUE.>> YEAH, AGAIN, HI IS A GREAT RESOURCE FOR US. GOING BACK TO THE EFFORTS TO COMMUNICATE ABOUT THE PROGRAM, WE DID ENGAGE IN A VIDEO ON DEMAND TRAINING WITH THE AREA WORK INCENTER COORDINATORS IN THE DALLAS REGION ABOUT A YEAR AND A HALF AGO WHERE WE DEVELOPED A TRAINING TOOL FOR THE FIELD COMPONENTS, FOR THE FIELD OFFICES, ALONG WITH A COMPANION TWO-PART VIDEO TO SORT OF WALK THEM THROUGH AT A HIGH LEVEL WHAT THE TICKET TO WORK PROGRAM WAS, WHO THE SERVICE PROVIDERS WERE AND SO FORTH AND THE TOOL THAT WE GAVE THEM WAS ESSENTIALLY A DECISION TREE WHEN THEY WERE, WHEN THEY WOULD HAVE A BENEFICIARY WHO WAS INTERESTED IN RETURNING TO WORK SITTING IN FRONT OF THEM AT THE FIELD OFFICE. SO THAT DID GO OUT ABOUT A YEAR OR SO AGO.AGAIN, THIS IS A CONTINUING EFFORT WE REALIZE TO CONSTANTLY PROMOTE AWARENESS OF TICKET TO WORK AS STAFF, THEIR STAFF TURN OVER IN THE FIELD OFFICES AND SO FORTH. THE SUGGESTION OF MAYBE SENDING OUT A REMINDER, PERHAPS SOMETHING ALONG THE LINES OF ADMINISTRATIVE MESSAGES IS I THINK A GOOD IDEA SO WE'LL LOOK INTO THAT AS WELL.>> THANKS, ROB, I APPRECIATE IT. GOOD TALKING TO YOU.>> THANKS.>> AND YOUR NEXT QUESTION COMES FROM [OFF MIC] WOMACK>> HELLO, I WAS INTERESTED IN THE CLASSES THAT Y'ALL WERE TALKING ABOUT EARLIER FOR THE BENEFITS PLANNING THAT WERE OFFERED THROUGH THE TWO UNIVERSITIES. IS THERE ANY WAY YOU COULD SEND OUT AN EMAIL OR POST SOMEWHERE, WHERE YOU CAN GET THE LINKS TO THOSE CLASSES? IS THIS GOING TO BE SOMETHING YOU CAN DO ON YOUR OWN OR IS IT GOING TO BE OFFERED AT A PARTICULAR TIME?>> TERRY, DO YOU WANT TO TAKE THAT ONE?>> NOT SURE IF TERRY IS STILL ON THE LINE. WE DO HAVE INFORMATION AVAILABLE THAT WE CAN FORWARD RELATIVE TO, I BELIEVE OUR TRAINING MATERIALS ARE ON THE INTERNET FOR THE VIRGINIA COMMONWEALTH.>> THIS IS ADELLE, I WILL GO AHEAD AND SEND OUT SOMETHING TO YOU SO WE CAN FOLLOW-UP WITH YOU, OKAY? THIS IS ADELLE FROM TRAINING AND I WILL BE SURE TO FOLLOW-UP WITH YOU ON TUESDAY IF THAT'S OKAY.>> DO YOU WANT ME TO PUT MY EMAIL ON THE CHAT BOX?>> YES, PLEASE DO.>> I'M SORRY, EVERYBODY.>> NO, THAT'S WHAT WE'RE HERE FOR. THIS IS WHAT WE'RE ALL ABOUT.>> AND YOUR NEXT QUESTION COMES FROM THE LINE OF TRIP CARTER.>> HEY, EVERYBODY. I JUST WANTED TO KNOW IF THERE WERE ANY UPDATES ON TPR OR THE 2016 EN REPORT CARDS .>> I WILL LET CARA HANDLE THAT, TRIP. THANKS FOR THE CALL.>> HI, TRIP. TIMELY PROGRESS IS ON HOLD. WE ARE WORKING ON THINGS IN OUR SYSTEM FIRST, SO THERE IS STILL A MORATORIUM ON THAT RIGHT NOW. AS FAR AS THE REPORT CARDS GO, I THOUGHT A BLAST WENT OUT LAST WEEK SOMETIME. FELIX, ARE YOU ON? WASN'T THERE A BLAST LAST WEEK ABOUT THAT?>> I AM ON, THIS IS FELIX. I DON'T REMEMBER THE BLAST LAST WEEK.>> OKAY, I COULD BE WRONG. ANOTHER SUBJECT. I HONESTLY DON'T KNOW ABOUT THE REPORT CARD, TRIP, I WILL LOOK INTO THAT FOR YOU.>> WE WERE JUST CURIOUS BUT THANK YOU.>> THANK YOU, TRIP, WE WILL CIRCLE BACK.>> ALL RIGHT, AN PROBLEM.>> TO ASK A QUESTION THAT'S STAR 1. AND YOUR NEXT QUESTION COMES FROM PAUL.>> HELLO, ROB, AND EVERYBODY ELSE. IT'S BEEN AN INTERESTING CALL.WHAT I WAS CALLING ABOUT IS THE INTRODUCTION ON THE CHOOSE WORK WEB SITE. AS YOU PROBABLY KNOW THERE ARE A LOT OF ISSUES WITH THE DIRECTORY SHOWING MULTIPLE LISTINGS OF THE SAME EMPLOYMENT NETWORKS MANY TIMES AND THE BIG CONCERN THERE IS WITH BENEFICIARIES BECAUSE IF THEY GO TO A WEB SITE TO THE DIRECTORY ON THE CHOOSE WORK WEB SITE LOOKING FOR AN EMPLOYMENT NETWORK AND THEY SEE MULTIPLE LISTINGS FOR THE SAME EMPLOYMENT NETWORK, THIS IS FRUSTRATING AND CONFUSING AND I'M SURE MANY OF THEM GET DISCOURAGED ABOUT TRYING TO CONTACT AN EMPLOYMENT NETWORK WITH THAT SITUATION. I KNOW YOU'VE BEEN WORKING ON IT AND I WAS JUST CALLING TO SEE WHERE THAT STANDS IN TERMS OF GETTING THE EN DIRECTORY BETTER ORGANIZED AND MORE USER FRIENDLY, ESPECIALLY FOR BENEFICIARIES. THAT'S IT.>> THANKS, PAUL. I APPRECIATE YOUR CALL.I APPRECIATE THE FACT THAT YOU RAISED THE SUBJECT THAT IS ONE OF OUR BEHIND THE SCENES THINGS THAT WE HAVE GOING ON INTERNALLY. WE HAVE A LOT OF SPINNING PLATES. WE ARE AWARE OF THE ISSUE WITH THE FIND HELP TOOL, WE ARE ADDRESSING THIS RIGHT NOW. WE ARE GOING TO MAKE THIS TOOL BETTER AND WE ANTICIPATE HAVING A BETTER VERSION IN PLACE WITHIN THE NEXT I WOULD HOPEFULLY -- AND FELIX CAN CHIME IN ON THIS -- BUT I'M HOPING BY SUMMERTIME THAT WE'LL HAVE THIS CORRECTED.>> YEAH, THIS IS FELIX. I THINK THAT SHOULD BE, THAT FITS THE TIMELINE WE'RE WORKING ON. I WILL ECHO ROB YOUR SENTIMENT, THANK YOU, PAUL, FOR BRINGING THAT UP. WE DO RECOGNIZE THAT IT'S A PRIORITY AND WE'VE GOT SOME IDEAS HOW TO CORRECT THAT AND WE HAVE WORKED WITH OUR SOCIAL SECURITY COLLEAGUES AND WE ARE TRYING TO -- WELL, DOING THE WORK BEHIND THE SCENES THAT WE NEED IN ORDER TO IMPLEMENT THOSE AND I THINK THE SUMMER TIME FRAME IS PRETTY REASONABLE.>> AND, PAUL, I WANT TO ACKNOWLEDGE YOUR RETIREMENT AND WISH YOU ALL THE BEST.>> WELL, THANK YOU VERY MUCH. I APPRECIATE THAT.>> ALL RIGHT.>> I THINK WE HAVE TIME FOR ONE MORE QUESTION, ROB, IF YOU WANT TO TAKE ONE MORE.>> ONE MORE, OPERATOR.>> STAR 1 TO ASK A QUESTION.THERE ARE NO FURTHER QUESTIONS AT THIS TIME.>> WELL, THANKS TO EVERYBODY WHO PARTICIPATED. I WANT TO WELCOME JAIMIE ON BOARD. WELCOME TO THE TEAM, JAIMIE PENDERGRAFF, ALSO CAROL IS OUR NEW ADDITION INTERNALLY. THANKS TO KATIE FOR HER FAST TYPING AND DOUBLE DUTIES HERE TODAY. THANKS TO OUR TEAM, TERRY AND EVERYONE ELSE, PATRICE, THANKS TO ALL AND TO OUR EN PARTNERS OUT THERE, THANKS FOR ALL THAT YOU DO WITH PROVIDING QUALITY SERVICE TO OUR BENEFICIARIES. WE GREATLY APPRECIATE IT AND THANKS FOR CALLING IN TODAY.>> OUR NEXT CALL WILL BE MAY 18 SO THANK YOU EVERYBODY FOR JOINING US. HAVE A GREAT REST OF THE DAY.

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TODAY IS THURSDAY, 16 FEBRUARY, 2017.

PLEASE STAND BY, YOUR EVENT WILL BEGIN SHORTLY.

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>> TODAY'S CALL IS SCHEDULED TO BEGIN MOMENTARILY. UNTIL THAT TIME YOU WILL AGAIN BE PLACED ON HOLD. THANK YOU FOR YOUR PATIENCE.

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>> LADIES AND GENTLEMEN, THANK YOU FOR STANDING BY. WELCOME TO THE QUARTERLY EN CALL. DURING THE PRESENTATION ALL LINES WILL BE IN LISTEN ONLY MODE. AFTERWARDS WE WILL CONDUCT AN QUESTION AND ANSWER SESSION. IF YOU HAVE A QUESTION PRESS STAR FOLLOWED BY THE NUMBER 1 ON YOUR TELEPHONE. IF YOU NEED TO REACH AN OPERATOR AT ANY TIME PRESS STAR ZERO. AS A REMINDER THIS CALL IS BEING RECORDED THURSDAY, FEBRUARY 16, 2017.

>> GOOD AFTERNOON, EVERYONE, WELCOME TO OUR QUARTERLY ALL EN CALL. THIS IS OUR FIRST CALL FOR 2017 SO IT IS GREAT TO HAVE YOU JOIN US AND WE'RE APPRECIATIVE OF YOU TAKING YOUR TIME TO PARTICIPATE IN THE CALL.

A COUPLE THINGS THAT I WANT TO GO AHEAD AND OPEN UP WITH IN TERMS OF ORGANIZATION AND AGENCY LEADERSHIP. TO BEGIN THIS CALL AS YOU ARE AWARE OBVIOUSLY WITH THE ELECTION AND THE CHANGE, OTHER CHANGES GOING THROUGH GOVERNMENT, SSA IS CURRENTLY AWAITING A NOMINEE FOR THE COMMISSION OF SOCIAL SECURITY. DURING THIS TRANSITION PHASE, THE PREVIOUS ACTING COMMISSIONER, CAROLYN COLEMAN, RESIGNED AT THE END OF JANUARY. TAKING HER PLACE AS THE NEW ACTING COMMISSION IS NANCY BERRYHILL. NANCY WAS THE PREVIOUS DEPUTY COMMISSIONER FOR OPERATIONS AND HAS SPENT MUCH OF HER CAREER -- AS A MATTER OF FACT, I BELIEVE ALL OF HER CAREER HAS BEEN AT SOCIAL SECURITY, RISING UP THROUGH THE RANKS INCLUDING STINTS AS REGIONAL COMMISSIONER IN CHICAGO AND DENVER. SO SHE BRINGS A TREMENDOUS WEALTH OF EXPERTISE AND KNOWLEDGE INTO THIS JOB ON AN ACTING BASIS.

ONCE WE RECEIVE ANY ADDITIONAL INFORMATION WE WILL FORWARD THAT ALONG TO YOU.

ADDITIONALLY, WHAT I NEED TO REPORT TO YOU IS THAT OUR DEPUTY COMMISSIONER, PREVIOUS DEPUTY COMMISSIONER FOR THE OFFICE OF RETIREMENT DISABILITY PROGRAMS, VIRGINIA RENO, RESIGNED HER POSITION AT THE END OF JANUARY AS WELL. CURRENTLY MARIANNA LOCKIFORA IS SERVING AS THE ACTING DEPUTY COMMISSIONER IN THAT ROLE AND THERE IS NO REPLACEMENT FOR THE ASSISTANT DEPUTY COMMISSIONER POSITION THAT MARIANNA PREVIOUSLY INHABITED. SO THAT IS THE TEMPORARY STRUCTURE THAT WE ARE OPERATING WITHIN RIGHT NOW.

THE GOOD NEWS IN TERMS OF MARIANNA'S ACTING POSITION, OBVIOUSLY SHE BRINGS A TREMENDOUS AMOUNT OF KNOWLEDGE AND FAMILIARITY OF ALL THINGS RELATED TO THE RETIREMENT DISABILITY PROGRAM INTO HER POSITION AND SHE IS ALSO VERY, VERY FAMILIAR WITH THE TICKET TO WORK PROGRAM. SO THERE IS CONTINUITY THERE AS WE MOVE FORWARD AND, AGAIN, IF ANYTHING CHANGES IN THAT REGARD WE WILL KEEP YOU UP TO SPEED ON THAT.

THE SECOND THING I'D LIKE TO TALK BRIEFLY ABOUT IS OBVIOUSLY I'D LIKE TO WELCOME OUR NEW EMPLOYMENT NETWORKS THAT HAVE JOINED THE TICKET TO WORK PROGRAM OVER THE LAST QUARTER BETWEEN OUR LAST CALL AND TODAY'S CALL. HOPEFULLY ALL OF THEM ARE LISTENING IN TODAY ON THE CALL. WE WELCOME YOU. I'M NOT GOING TO MENTION EACH ORGANIZATION BY NAME BUT WE HAD QUITE A FEW NEW MEMBERS JOIN THE TICKET TO WORK PROGRAM AND WE APPRECIATE YOU COMING ONLINE AS EMPLOYMENT NETWORKS AND PROVIDING SERVICES TO OUR BENEFICIARIES.

ONE OTHER THING I WANT TO TRANSITION INTO AS WELL IS SOME GOOD NEWS. THE COLA NOTICES THAT WE EDITED LAST YEAR, WE WORKED WITH ANOTHER COMPONENT WITHIN THE OFFICE OF RETIREMENT DISABILITY PROGRAMS, THEY CONTROL THE NOTICES AND THE ALL-IMPORTANT COLA NOTICE THAT EVERY AMERICAN GETS CONCERNING THE INCREASES TO THEIR BENEFITS, THE ANNUAL INCREASES. AND WE HAD WORKED WITH THEM IN CONJUNCTION OF CHANGING THE INFORMATION CONTAINED IN THE NOTICE CONCERNING THE TICKET TO WORK PROGRAM. WE EMPHASIZED THE CHANGES THAT WE MADE WE EMPHASIZED THE TICKET TO WORK CALL CENTER NUMBER AND THE CHOOSE WORK WEB SITE. AND I'M HAPPY TO REPORT THAT BEGINNING IN DECEMBER AND INTO JANUARY THE REPORTS WE RECEIVED BACK FROM MAXIMUS WERE ESSENTIALLY A SUBSTANTIAL INCREASE IN THE NUMBER OF CALLS RECEIVED BY THE CALL CENTER, A DRAMATIC UPTICK, SO YOU SHOULD HAVE NOTICED AN INCREASE IN THE NUMBER OF CALLS COMING INTO YOUR ORGANIZATION AND SO WE WANTED TO LET YOU KNOW THAT THE BIG REASON FOR THAT LIKELY WAS THE COLA NOTICES THAT STARTED GOING OUT AT THE BEGINNING OF DECEMBER AND THE UPTICK IN THE NUMBER OF CALLS WE WERE GETTING INTO THE CALL CENTER, TICKET TO WORK CALL CENTER, IN DECEMBER AND JANUARY. SO WE NOTICED QUITE A BIT OF UPTICK THERE AND THAT'S GOOD NEWS AND WE LOOK FORWARD TO THAT MOVING FORWARD.

SO WITHOUT FURTHER ADO I WILL GO AHEAD AND TURN IT OVER TO FELIX TO TALK A LITTLE BIT ABOUT SOME ADDITIONAL TICKET PROGRAM PERFORMANCE DATA. FELIX?

>> THANK YOU VERY MUCH, ROB.

HI, EVERYBODY, THIS IS FELIX STUMP, THE DIRECTOR AT THE TICKET PROGRAM MANAGER SUPPORTING THE TICKET TO WORK PROGRAM. I'VE GOT SOME I THINK EXCITING INFORMATION AT LEAST IN TERMS OF THE OVERALL SCOPE OF THE PROGRAM.

LAST QUARTER, ON THE LAST QUARTER'S CALL, IF YOU HAD JOINED US FOR THAT ONE, YOU PROBABLY HEARD ROB SHARE SOME DATA AT THE CLOSE OF THE FISCAL YEAR OF 2016, WHICH WOULD HAVE ENDED AT THE END OF SEPTEMBER, 2016. WHAT WE HAVE TODAY ARE SOME INFORMATION FOR THE CALENDAR YEAR OF 2016 COMPARED TO THAT SAME TIME PERIOD IN 2015. SO IF YOU ARE FOLLOWING ALONG THE WEBINAR, YOU DON'T NEED TO WRITE THIS NUMBER DOWN, YOU HAVE IT ALL IN FRONT OF YOU.

JUST A FEW POINTS. THE NUMBER OF EN'S THAT WE HAD AT THE CLOSE OF 2015 IS ROUGHLY THE SAME AS THE NUMBER OF EMPLOYMENT NETWORKS WE HAVE AT THE CLOSE OF 2016. WE'RE ACTUALLY DOWN A LITTLE BIT SO WE ARE 4 FEWER, WE HAVE 609 ORGANIZATIONS IN THE PROGRAM AND WE ENDED 2016 WITH 613. SO WE KIND OF HAD THE SAME NUMBER OF EMPLOYMENT NETWORKS, BUT WE SEE AN INCREASE IN ACTIVITY EVERYWHERE ELSE. SO WE'VE GOT THE SAME NUMBER OF ORGANIZATIONS BUT MORE OF YOU ALL ARE ENGAGING WITH BENEFICIARIES AND ASSIGNING THOSE TICKETS AND YOU ARE FINDING MORE SUCCESS OVERALL. SO THE NUMBER OF BENEFICIARIES ASSIGNED TO EMPLOYMENT NETWORKS HAS GONE UP BY ABOUT 7500. SO WE'VE GOT JUST IN 2016 YOU ALL ASSIGNED 50,260 BENEFICIARIES, AN INCREASE OF 14.2 PERCENT. THE NUMBER OF THOSE BENEFICIARIES THAT ARE GENERATING PAYMENTS FOR THEIR EN'S HAS ALSO GONE UP EVEN MORE, SO THAT HAS INCREASED TO 55,652, WHICH IS AN INCREASE OF OVER 27 PERCENT, ALMOST 28 PERCENT. SO LOOKING AT JUST THOSE TWO NUMBERS YOU HAVE THE SAME NUMBER OF EN'S SERVING MORE BENEFICIARIES AND A HIGHER PROPORTION OF THOSE BENEFICIARIES ARE GENERATING PAYMENT. SO WE HAVE MORE ACTIVITY AND MORE SUCCESS. ON THE FOURTH LINE THERE WE SEE THE NUMBER OF BENEFICIARIES FOR WHOM CASH BENEFITS WERE NOT PAID, SO THAT'S THE NUMBER OF BENEFICIARIES THAT ARE ACTUALLY AT LEAST ONE MONTH IN THE YEAR WENT INTO OUTCOME PAYMENT STATUS, SO THEY REACHED ZERO CASH. THAT NUMBER WENT UP BY ABOUT 4500 TO JUST UNDER 19,000 BENEFICIARIES, AN INCREASE OF 31 PERCENT. FINALLY AT THE BOTTOM THERE YOU SEE THE OVER ALL DOLLAR AMOUNT OF PAYMENTS TO EMPLOYMENT NETWORKS WENT UP BY 16.7 MILLION DOLLARS FOR A TOTAL IN 2016 OF 77 MILLION, AN INCREASE OF OVER 27 PERCENT.

SO TO ME I THINK TO US AT THE LEADERSHIP LEVEL OF THE PROGRAM THIS ALL LOOKS PRETTY GOOD. WE GOT THE SAME NUMBER OF EMPLOYMENT NETWORKS, BUT YOU ARE DOING MORE WORK WITH MORE BENEFICIARIES AND THOSE BENEFICIARIES ARE SEEING GREATER LEVELS OF SUCCESS AND YOU AT THE END ARE RECEIVING GREATER LEVELS OF REWARD FOR THE SUCCESS OF YOUR CLIENTS. SO THANK YOU VERY MUCH AND WITH THAT I WILL TURN IT BACK OVER TO SHERENE KNOX WITH OPERATION FOR JOB READY VETERANS.

>> SHERENE IS THE TICKET PROGRAM MANAGER FOR THE JOB READY VETERANS. SHE HAS OVER 25 YEARS OF EXPERIENCE IN DEVELOPING AND MANAGING EMPLOYMENT SERVICES FOR PEOPLE WITH DISABILITIES. CURRENTLY SHE WORKS FOR A TRADITIONAL EN THAT SPECIALIZES IN WORKING WITH VETERANS WITH DISABILITIES IN ADDITION TO SPOUSES AND CAREGIVERS. IN ADDITION SHE TRAINS AND FACILITATES WORK FORCE EN'S AND OTHER TRADITIONAL EN'S. SHE IS A BOARD MEMBER OF NENA AND SECRETARY AND HAS PRESENTED AT SEVERAL STATE AND NATIONAL CONFERENCES AND BEFORE I TURN IT OVER TO SHERENE, SHE IS GOING TO SPEAK -- AFTER HER PRESENTATION WE WILL OPEN IT UP FOR ABOUT 5 MINUTES FOR QUESTIONS AND IF THERE'S TIME REMAINING WE'LL OPEN IT UP AGAIN AFTER EVERYONE HAS PRESENTED AND SPOKEN. IF WE DON'T HAVE TIME TO GET TO ALL OF YOUR QUESTIONS ON SHERENE'S PRESENTATION, WHICH ALL OF YOU SHOULD SEE, THERE IS HER EMAIL ADDRESS AND YOU CAN CONTACT HER THERE IF YOU HAVE ADDITIONAL QUESTIONS. SO, SHERENE, TAKE IT AWAY.

>> HELLO, EVERYONE, THANK YOU FOR ASKING ME TO SPEAK ON A TOPIC CLOSE TO MY HEART AND THAT'S WORKING WITH VETERANS ON THE TICKET TO WORK PROGRAM. WHAT I'M GOING TO TALK TO YOU ABOUT IS WHO ARE THEY, WHERE ARE THEY, YOU MAY NOT UNDERSTAND WHAT SERVICE CONNECTED DISABILITY IS OR WHAT NON-SERVICE CONNECTED MENTION IS AND HOW THAT RELATES TO SOCIAL SECURITY DISABILITY BUT ALSO WHAT ARE VETERANS LOOKING FOR AS FAR AS CAREERS AND THE BEST PLACE TO FIND THEM AND THEN HOW CAN WE BEST HELP THEM.

ON THE NEXT SLIDE YOU'LL SEE THAT WE'RE LOOKING AT GETTING FIRST TO KNOW THE VETERAN POPULATION. IN 2015 THERE ARE APPROXIMATELY 21 MILLION, 681 THOUSAND VETERANS. THAT'S A LOT MORE STAGGERING NUMBER THAN I THINK MOST PEOPLE REALIZE. ALSO SINCE OCTOBER OF 2001 WE HAVE HAD 1.64 MILLION TROOPS DEPLOYED SO THAT TELLS YOU THAT WE'VE GOT A LOT OF SERVICE MEN AND WOMEN THAT ARE OUT THERE THAT ARE OVERSEAS SERVING OUR COUNTRY FOR OUR FREEDOMS.

ALSO THE NEXT SLIDE IT SAYS 1 IN EVERY 12 ADULTS IS A VETERAN. TO ME THAT'S REALLY HIGH IF YOU THINK ABOUT EVERYBODY YOU MEET DAY-TO-DAY. THEN YOU DON'T REALIZE THERE'S THAT MANY, 1 OUT OF 12.

ALSO THE TOP 3 STATES WITH THE HIGHEST NUMBER OF VETERANS, I REALLY HAD NO IDEA BUT I'LL TELL YOU IT'S CALIFORNIA, TEXAS AND IT'S FLORIDA.

LET'S TALK A LITTLE BIT ABOUT THE RETURNING DEPLOYED TROOPS. WE'RE TALKING ABOUT THAT 1.64 MILLION THAT'S BEEN DEPLOYED SINCE 2001. UPON THEIR RETURN WE HAD 11.2 PERCENT RETURNING WITH POST TRAUMATIC STRESS DISORDER OR DEPRESSION, JUST OVER 12 PERCENT WITH TRAUMATIC BRAIN INJURY AND 7.2 PERCENT WITH PTSD DEPRESSION OR POST TRAUMATIC STRESS DISORDER. IF YOU ADD THAT TOGETHER THAT'S HALF A MILLION TROOPS THAT ARE RETURNING WITH THESE INVISIBLE WOUNDS. NOT COUNTING THE PHYSICAL ONES, THESE ARE JUST THE INVISIBLE WOUNDS THEY ARE RETURNING WITH.

AND SADLY ABOUT 22 VETERANS TAKE THEIR LIVES EVERY DAY. THAT'S ABOUT 1 IN EVERY 65 A MINUTE. THEY SAY IT'S COMBAT STRESS THAT DOES THAT, THE POST TRAUMATIC STRESS DISORDER, RELIVING EVENTS THAT HAPPENED, SO JUST TRYING TO UNDERSTAND THAT AND UNDERSTANDING THINGS THEY HAVE GONE THROUGH AND THINGS THEY HAVE SEEN THAT WE'VE NEVER SEEN, YOU DON'T REALLY HAVE TO DISCUSS THOSE THINGS WITH THEM BUT JUST KNOW AND UNDERSTAND WHAT THEY'VE BEEN THROUGH.

SO ON THE NEXT SLIDE IT SAYS THAT OUR VETERANS WITH INVISIBLE WOUNDS MOST LIKELY OR LEAST LIKELY TO GET THE HELP THEY NEED. THE ANSWER IS NO AND A LOT OF PEOPLE ARE, LIKE, WHY? THE MAIN REASON THAT'S GIVEN IS BECAUSE THEY DON'T LIKE ASKING FOR HELP BECAUSE THEY ARE AFRAID THEIR COWORKERS WILL NO LONGER TRUST THEIR ABILITY, WHICH IN THE CIVILIAN WORLD MAY SEEM A LITTLE DIFFERENT. HOWEVER, THIS HAS BEEN INSTILLED WITH THEM IN THE MILITARY. YOU ARE A TEAM MEMBER AND YOU DO EVERYTHING FOR THE SUCCESS OF THE TEAM AND THEY'VE GOT YOUR BACK AND YOU'VE GOT THEIR BACK. THEY VERY MUCH CARRY THAT INTO THEIR CIVILIAN LIFE AS WELL.

IF THEY HAVE POST TRAUMATIC STRESS DISORDER SHOULD YOU ASK WHAT PROMPTS IT? MOST DEFINITELY HAVE A VERY CANDID CONVERSATION WITH THEM. SOMETIMES THEY KNOW, SOMETIMES THEY DON'T KNOW. ONE EXAMPLE IS THE JULY 4TH SYNDROME MANY PEOPLE ARE NOT AWARE OF, JULY 4TH WITH THE SOUND OF FIRECRACKERS GOING ON THAT WILL PROMPT PTSD BECAUSE IT SOUNDS LIKE GUN FIRE. THEY LOVE JULY 4TH BUT FOR KIDS THAT ARE OUT THERE A COUPLE DAYS EARLY OR A COUPLE DAYS AFTERWARDS WHO ARE JUST SETTING OFF FIRECRACKERS THAT CAN SOMETIMES CREATE THEIR POST TRAUMATIC STRESS DISORDER AND CAUSE SYMPTOMS FOR THAT.

ON THE NEXT SLIDE I WANT TO TALK A LITTLE BIT ABOUT WHAT SERVICE CONNECTED DISABILITY IS. SERVICE CONNECTED DISABILITY, THAT'S A VETERAN, THEIR INTERIOR ILLNESS OCCURRED IN OR AGGRAVATED BY MILITARY SERVICE. THIS IS NOT TAX DOLLARS THEY CAN RECEIVE FOR THE SERVICE CONNECTED DISABILITY BUT IN ORDER TO RECEIVE CASH BENEFITS THEY HAVE AT LEAST A 10 PERCENT SERVICE CONNECTED DISABILITY RATING. THEY HAVE DIFFERENT RANGES ON THE RIGHT SIDE ALL THE WAY UP TO 100 PERCENT.

THE GOOD NEWS IS THAT WHEN YOU GO THROUGH THE TICKET TO WORK PROGRAM OR THEY RETURN TO WORK, THEIR EARNINGS WILL HAVE NO EFFECT ON THEIR CASH BENEFITS FROM SERVICE CONNECTED DISABILITY FROM THE VA, SO THAT IS SOMETHING THAT WILL NEVER GO AWAY FOR THEM UNLESS THEY GO AND THEY HAVE A MEDICAL REVIEW FROM THE VA AND THEY DECIDE TO LOWER THE RATING OR INCREASE THE RATING.

NOW, A ZERO RATING IS BETTER THAN NO RATING BECAUSE IT CAUSES A BASE LINE. THEY HAVE DOCUMENTATION THAT IS ESTABLISHED BECAUSE IT CAN WORSEN AS THE VETERAN GETS OLDER. THE VETERAN CAN BE VERY YOUNG WHEN THEY GET OUT AND HAVE INJURY TO THE KNEE. AS WE GET OLDER OUR KNEES TEND TO WEAR OUT. THAT COULD INCREASE THEIR SERVICE-CONNECTED DISABILITY BECAUSE THEY RECEIVED THE INITIAL KNEE INJURY WHILE THEY WERE IN SERVICE, SO THE RATINGS COULD GO UP HIGHER FOR THE KNEE INJURY AND THAT'S WHY THEY WOULD RATHER ESTABLISH A ZERO PERCENT RATING THAN NO RATING AT ALL, JUST TO IDENTIFY THERE'S A POTENTIAL INJURY THERE THAT WOULD WORSEN AS THEY GET OLDER.

HOW DOES SERVICE CONNECTED INJURY COMPARES TO SOCIAL SECURITY? SOCIAL SECURITY SETS THEIR OWN CRITERIA FOR SERVICE CONNECTED DISABILITY, THE VA HAS THEIR OWN FOR SERVICE CONNECTED DISABILITY. RECEIVING ONE DOES NOT INFLUENCE RECEIVING THE OTHER. THERE'S NO COMPARISON, ONE DOES NOT INFLUENCE WHETHER YOU CAN RECEIVE THE OTHER. USUALLY WHAT I HAVE FOUND AND WHAT I HAVE READ IS THAT A VETERAN WITH A 70 PERCENT SERVICE-CONNECTED DISABILITY RATING OR HIGHER WILL USUALLY QUALIFY FOR SOCIAL SECURITY DISABILITY BUT THE VETERANS DON'T KNOW THIS.

OR IF THEY DO KNOW IT, THEY DON'T NECESSARILY WANT IT BECAUSE IT'S VERY HARD FOR VETERANS TO ASK FOR HELP. THEY ARE USED TO BEING VERY INDEPENDENT, BEING PART OF A TEAM, BEING PART OF A MISSION, BEING PART OF A SOLUTION AND ASKING FOR HELP IS NOT A NATURAL OR COMFORTABLE FEELING FOR A LOT OF VETERANS.

SO HOW MANY VETERANS ARE RATED WITH AT LEAST A 70 PERCENT SERVICE-CONNECTED DISABILITY? THIS IS PHYSICAL AND INVISIBLE WOUNDS AND THERE'S AN ESTIMATE OF 1,339,000 VETERANS OUT THERE WITH AT LEAST A 70 PERCENT SERVICE-CONNECTED DISABILITY WHICH MEANS THERE ARE THAT MANY THAT WOULD QUALIFY FOR THE TICKET TO WORK PROGRAM. THERE'S A LOT OF VETERANS OUT THERE, WE JUST HAVE TO GET THE INFORMATION OUT THERE SO THEY UNDERSTAND WHAT THE TICKET TO WORK PROGRAM IS ABOUT.

ON THE NEXT SLIDE I DECIDED TO ADD WHAT THE VA'S GENERAL SERVICE-CONNECTED DISABILITY COMPENSATION LOOKS LIKE. I'M WORKING WITH ONE VETERAN RIGHT NOW AND HE HAS A SPOUSE. HE HAS HEART ISSUES BUT WAS ALSO ASSIGNED HIS TICKET BECAUSE HE HAS TWO MASTER'S DEGREES AND HE CAN WORK. HE CAN STILL RECEIVE HIS HUNDRED PERCENT SERVICE CONNECTED DISABILITY THROUGH THE VA, HE'S ALSO RECEIVING SOCIAL SECURITY DISABILITY AND SO HE HAS SOME MONEY ALREADY TO HELP SUPPORT HIMSELF AND HIS SPOUSE.

THE NEXT SLIDE I WANT TO TALK A LITTLE ABOUT NON-SERVICE CONNECTED PENSION. WHEN YOU SPEAK TO A VETERAN THEY WILL KNOW WHETHER THEY ARE A SERVICE CONNECTED DISABILITY OR A NON-SERVICE CONNECTED PENSION OR IT MAY BE CALLED NONSERVICE CONNECTED PENSION.

VERY SIMILAR TO SSI, PAID TO WARTIME VETERANS. THEY HAVE TO MEET THE AGE CRITERIA OR THE NONSERVICE CONNECTED DISABILITY REQUIREMENTS. FOR THE NONSERVICE CONNECTED PENSION, THAT'S FOR SOMEONE THAT DID NOT GET INJURED OR HAVE A CONDITION THAT WAS AGGRAVATED WHILE IN THE SERVICE BUT LATER, AND THEY DON'T HAVE A LOT OF INCOME THAT'S COMING IN, THEN THEY ARE RECEIVING THE NONSERVICE CONNECTED PENSION AND I'M WORKING WITH ONE GENTLEMAN RIGHT NOW WHO HAS THAT.

THEY HAVE DIFFERENT COUNTABLE INCOME. THEIR INCOME FOR THAT, IT'S FROM THE VETERAN AND THE DEPENDENT RESOURCES IN THE HOUSEHOLD AND IT'S EARNINGS AND DISABILITY PAYMENTS ALONG WITH THE OTHERS THAT ARE LISTED HERE. HE WAS ABLE TOO TELL ME HOW MUCH HE COULD RUSH TO WORK FOR AND WHAT WOULD HAPPEN TO HIS NONSERVICE CONNECTED PENSION WHICH FOR HIM IN THIS SITUATION WAS ALL OR NOTHING BECAUSE THE AMOUNT HE WAS RECEIVING WAS BELOW A THOUSAND DOLLARS.

AGAIN, JUST TO UNDERSTAND THAT THERE ARE TWO DIFFERENT AREAS UPON WHICH A VETERAN CAN BE RECEIVING MONEY AND ONE IS NOT DISTURBED BY RECEIVING DISABILITY PAYMENTS OR BY WAGES. THIS ONE, NONSERVICE CONNECTED PENSION, THEY DO COUNT INCOME FOR PAYMENTS AS WELL SO THAT WILL AFFECT THEM.

THE NEXT SLIDE LET'S TALK ABOUT WHAT VETERANS ARE LOOKING FOR IN CIVILIAN EMPLOYMENT. TYPICALLY YOU'VE GOT SOMEONE THAT, DO YOU WANT MONEY OR IS THE MISSION IMPORTANT TO YOU? FOR MANY IT'S THE MISSION OF THE COMPANY. THEY WANT TO DO SOMETHING THAT'S FOR THE GOOD. IT'S NOT NECESSARILY THE MONEY. WE ALL HAVE TO LIVE BUT ALSO IF THEY ARE RECEIVING A SERVICE-CONNECTED DISABILITY AMOUNT, SAY $3,000 A MONTH, THEN THEY CAN AFFORD TO SAY, OKAY, IT'S NOT NECESSARILY ABOUT THE MONEY BUT I WANT TO DO SOMETHING THAT THIS COMPANY IS DOING GOOD, GETTING BACK, AND THAT I FEEL I AM A PART OF. THEN BELOW IS SUCCESS OF A INDIVIDUAL OR A TEAM. IT'S INSTILLED IN THE MILITARY TO WORK AS A TEAM, TO DO THINGS TO THE. IT'S NOT THAT THEY CAN'T TAKE INITIATIVE, THEY HAVE ALL LEARNED TO DO THAT, BUT THEY VERY MUCH LIKE TO SUCCEED IN A CLEAR ENVIRONMENT.

THEN YOU HAVE ADVANCEMENT VERSUS A FLAT ORGANIZATION. VETERANS VERY MUCH WANT TO WORK FOR COMPANIES WHERE THERE IS ADVANCEMENT. IN THE MILITARY THERE ARE CERTAIN RANKS AND THERE ARE CERTAIN THINGS YOU HAVE TO DO TO REACH THE NEXT RANK THAT HOPEFULLY COMES WITH MORE MONEY. IF THERE'S NOT A LOT OF ADVANCEMENT POSSIBILITIES THAT'S NOT OF MUCH INTEREST TO THEM. BUT ALSO WITH THE ADVANCEMENT POSSIBILITIES THEY LIKE TO KNOW WHAT DO I NEED TO DO IN ORDER TO GET THE ADVANCEMENT. THAT WAS INSTILLED IN THEM IN THE MILITARY, YOU DO THESE THINGS AND YOU CAN INCREASE IN YOUR RANK.

THE BEST PLACES TO FIND A VETERAN, VETERAN JOB FAIRS. THERE ARE ALSO STAND DOWNS. I DON'T KNOW IF YOU ARE AWARE WHAT A STAND DOWN IS, IT'S LIKE A FAIR FOR HOMELESS VETERANS OR VETERANS THAT NEED TO SEEK OUT SERVICES. YOU CAN GO TO VA.GOV AND SEE ALL THE STAND DOWNS THAT ARE AVAILABLE, AT WHAT DATES AND WHERE THE LOCATIONS ARE. IN 2016 IN INDIANA WE HAD 11 OF THOSE. MY ORGANIZATION WAS ABLE TO ATTEND A LOT OF THOSE.

ALSO GOING TO FIND WHERE VETERANS WILL COME TO SEEK OUT YOUR RESOURCES, YOU CAN ALSO PARTNER WITH THE OTHER COMPANIES THAT ARE THERE AT THE STAND DOWN AND TALK WITH THEM AND HOW DO THEY DO OUTREACH TO VETERANS AND CAN THERE BE SOME INTERNAL REFERRAL PROCESS AS THAT IS GOING ON.

WITH THE STAND DOWNS, I MENTIONED THE HOMELESS POPULATION. ABOUT 12 PERCENT OF THE ENTIRE HOMELESS POPULATION ARE VETERANS, WHICH I THINK IS VERY HIGH. GOING TO THE STAND DOWNS, GETTING YOUR INFORMATION OUT THERE AND LEARNING WHAT ELSE IS AVAILABLE FOR THEM IS VERY HELPFUL TO THEM.

THE NEXT SLIDE IS HOW CAN WE HELP? WELL, WHEN YOU ARE TALKING WITH THEM, KNOWING THAT THEY LIKE TO WORK AS A TEAM, SPEAK TO THEM IN TERMS OF WORKING AS A TEAM OR IN ACTION PLANS. THEY LIKE THAT WHEN YOU SAYING, OKAY, THIS IS THE NEXT STEP WE NEED TO DO TOGETHER AND THIS IS WHAT YOU NEED TO DO AND WHAT I NEED TO DO.

IT'S IMPORTANT THAT YOU FOLLOW THROUGH WITH DO WHAT YOU SAY YOU ARE GOING TO DO. THAT'S IMPORTANT TO THEM BECAUSE IT'S EASY TO GAIN THE TRUST OF A VETERAN IN SAYING YOU ARE GOING TO DO WHAT YOU ARE GOING TO DO. IT'S THE WHOLE UNDERPROMISE AND OVERDELIVER THING.

THERE'S A MILITARY TRANSLATOR. IN MY COMPANY WE HAVE A 5-DAY VETERANS EMPLOYMENT TRANSITION SEMINAR. DURING THAT TIME THEY WILL COME IN ON MONDAY AND WE ASK THEM WHAT DID THEY DO IN THE SERVICE. MYSELF I'VE NEVER BEEN IN THE SERVICE SO IT SOUNDS LIKE A FOREIGN LANGUAGE BUT EVERYBODY ELSE SITTING THERE IS TALKING ABOUT THEIR RANK AND LOGISTICS AND OTHER THINGS. WELL, BY FRIDAY I'M ABLE TO UNDERSTAND WHAT THEY ARE SAYING IN TERMS OF WHAT THEIR SKILLS ARE AND WHAT THEIR CAREER GOALS ARE. WE ARE TEACHING WHAT WE USED TO CALL CIVILIAN EASE. THEY ARE SPEAKING IN THESE TERMS OTHER MILITARY PEOPLE UNDERSTAND, BUT HUMAN RESOURCES MAY NOT. SO THERE'S A MILITARY TRANSLATOR, ACTUALLY THERE'S 33 OR 4 THAT IS ON THE INTERNET. YOU CAN GOOGLE SEARCH THAT AND WHAT YOU CAN DO IS PUT IN THE RANK OR THE MILITARY CODE AND WHAT THE MILITARY TRANSLATOR WILL DO IS POP UP SKILLS IN TERMS THAT WE CIVILIANS UNDERSTAND. IT WILL ALSO SAY THEY'VE LEARNED THESE SKILLS THAT THEY COULD TRANSFER TO THESE JOBS. MANY VETERANS DON'T KNOW WHAT KIND OF JOBS OUT THERE THEY QUALIFY FOR. THIS IS VERY VALUABLE TO USE THE MILITARY TRANSLATOR AND SAY PUT THIS IN, THIS IS WHAT YOU'VE LEARNED, THESE ARE YOUR SKILLS, WE CAN HELP DEVELOP YOUR RESUME' FOR THAT AND THESE ARE THE JOBS IT SAYS YOU CAN QUALIFY FOR. YOU ARE GIVING THEM A START IF THEY HAVE NO IDEA WHAT THEY WANT TO DO.

POST RESUME'S ON MILITARY AND MOMSTERS.COM. THERE'S A SEPARATE WEB SITE CALLED INDEED MILITARY AND IT'S FOR COMPANIES THAT ARE OFFERING JOBS TO VETERANS. THERE ARE A LOT OF COMPANIES OUT THERE WHO ARE SAYING WE WANT TO HIRE VETERANS AND WE'RE LOOKING FOR THEM.

I GAVE YOU A BASIC UNDERSTANDING OF WORKING IN THE VA BENEFITS, THERE'S A WHOLE LOT MORE OUT THERE, THE VETERAN CAN HELP YOU WITH THAT BUT I GAVE YOU THE GENERAL OVERVIEW OR THINGS TO BE AWARE OF. IT'S IMPORTANT TO THE VETERAN TO KNOW THAT THEY ARE NOT GOING TO BE TALKING TO 15 DIFFERENT PEOPLE. I SHARE WITH THE VETERAN THAT I AM THE ONE YOU WILL BE [SPA-EBG/]ING WITH ABOUT THE TICKET TO WORK PROGRAM. I'M NOT GOING TO TRANSFER YOU TO THIS PERSON OR THAT PERSON. THEY LIKE HAVING THE SAME PERSON; OTHERWISE THEY FEEL LIKE THEY ARE BEING TOSSED AROUND.

I MENTIONED OUR 5 DAY VETERAN TRANSITION CLASSES. YOU CAN GO TO THAL VA AND ASK THEM IF THERE'S ANY COMPANIES HOLDING TRANSITIONAL CLASSES. THE MILITARY THEMSELVES, THEY DO HAVE A TRANSITIONAL CLASS, IT'S VERY SHORT TERM, VERY LIGHT. IT DOESN'T GO INTO THESE SKILLS OR WHAT YOU CAN DO AND THESE ARE THE TYPES OF JOBS THAT YOU CAN DO AND IT DOESN'T TALK ABOUT HOW TO DISCUSS YOUR SKILLS IN A WAY THAT A CIVILIAN HR MANAGER CAN UNDERSTAND. SO THAT'S VERY IMPORTANT TO ATTEND THOSE CLASSES AND IF THERE'S ONE THAT'S NEAR TO YOU, GO TO THEM.

WHAT I'VE LEARNED: VETERANS DO NOT RECOGNIZE THEIR SKILLS. A LOT OF SKILLS THAT ARE INSTILLED IN VETERANS, TO TAKE INITIATIVE, TO FOLLOW THROUGH, TO WORK WELL AS A TEAM, THEY DON'T RECOGNIZE THOSE SKILLS BECAUSE EVERYBODY ELSE IN THE MILITARY THEY FEEL HAS THOSE SKILLS AND WHEN THEY COME OUT THEY SEE A LIVE DISCIPLINARIAN AND THEY SHOULD HAVE THOSE TOO.

VETERANS CAN'T ALWAYS DEFINE THEIR SKILLS IN CIVILEZE IF THEY CANNOT ATTEND OUR CLASS THEN I USE THE MILITARY TRANSLATOR AND I HELP THEM SEE HOW TO DISCUSS WHAT THOSE SKILLS ARE.

KEEP YOUR WORD TO NURTURE TRUST. WE TALKED ABOUT BEING THE ONLY CONTACT PERSON. I HAVE TO TELL YOU, I LOVE WORKING WITH VETERANS, I RARELY HAVE A VETERAN WHO DOESN'T DO WHAT HE SAID HE'S GOING TO DO IN TERMS OF OUR DEVELOPING OUR ACTION PLAN.

THERE IS A SUCCESS STORY THAT IS ON THE CHOOSE WORK WEB SITE WITH A VETERAN THAT I WORKED WITH. SHE'S BEEN JUST REALLY GREAT BUT YOU ALSO HAVE TO EXPECT THE UNEXPECTED WITH SOME OF OUR VETERANS, ESPECIALLY IF THEY HAVE POST TRAUMATIC STRESS DISORDER. THERE'S ONE GENTLEMAN THAT WE HELPED GET EMPLOYED AND HE WENT TO AN INSURANCE COMPANY WHERE HE WAS SCHEDULING CALLS AND TALKING TO THE ELDERLY ABOUT THINGS IN THEIR HOMES AND THINGS LIKE THAT. HE WAS DOING WELL, HE WENT TO THE TRAINING AND WHEN HE WENT TO THIS ELDERLY PERSON'S HOME BECAUSE THEY GET HOME VISITS TO DO THIS AND HE KNOCKED ON THE DOOR, HE HAD A POST TRAUMATIC STRESS DISORDER EVENT HAPPEN. HE WENT INTO ANXIETY, HAD AN ANXIETY ATTACK. THIS IS SOMETHING HE DIDN'T THINK WOULD BE AN ISSUE BUT WHAT HE DID WHEN HE WAS OVERSEAS, WHEN HE WAS ON ACTIVE DUTY, HE USED TO HAVE TO GO AROUND AND KNOCK ON DOORS AND, YOU KNOW, CRASH INTO THEM TO SEE IF ANYONE WAS IN THERE. SO THAT REALLY HEIGHTENED HIS SENSE OF RELIVING THAT.

WE WERE ABLE TO TALK TO THE EMPLOYER FOR AN ACCOMMODATION AND NOW HE'S THE ONE THAT SETS THE APPOINTMENT BUT NO LONGER THE PERSON WHO KNOCKS ON THE DOOR. YOU HAVE TO EXPECT THE UNEXPECTED AND JUST TRY TO TALK TO EMPLOYERS AND HOPEFULLY THEY CAN PROVIDE AN ACCOMMODATION.

THE LAST SLIDE IS MY CONTACT INFORMATION. I HOPE I'VE BEEN OF HELP TO ALL OF YOU. AGAIN, IF YOU HAVE ANY QUESTIONS, JUST LET ME KNOW, AND THANK YOU.

>> THANK YOU, CHARENE, WE WILL OPEN IT UP FOR ABOUT 5 MINUTES FOR ANY QUESTIONS ANYONE MAY HAVE.

>> AT THIS TIME IF YOU'D LIKE TO ASK A QUESTION, PRESS STAR FOLLOWED BY THE NUMBER 1 ON YOUR TELEPHONE KEY PAD.

>> HEY, MEGAN, THIS IS ADELLE. WHILE YOU ARE COMPILING THAT WE HAVE A FEW QUESTIONS FROM THE CHAT. ONE WAS HOW DO THEY QUALIFY IF THEY EARNED THEIR MONEY FROM THE MILITARY OR IS THIS OTHER EMPLOYMENT?

>> HOW DO THEY QUALIFY? I'M NOT QUITE SURE.

>> I'M READING IT VERBATIM FROM THE CHAT SO I'M ASSUMING HOW DOES THE VETERAN QUALIFY IF THEY EARNED THEIR MONEY -- HOPEFULLY WHOEVER ASKED THE QUESTION CAN COME ON THE LINE AND CLARIFY.

>> YEAH, I WOULD APPRECIATE THAT, THANK YOU.

>> ANOTHER QUESTION THAT WAS ASKED IS WHAT IS THE AGE REQUIREMENT, IF ANY?

>> YOU KNOW, I AM ASSUMING 18. AS SOON AS YOU CAN GO INTO THE SERVICE. BUT THERE IS NO SPECIFIC AGE REQUIREMENT THAT I'M AWARE OF EXCEPT FOR THE FACT THAT YOU GO INTO THE SERVICE AND IF YOU COME OUT THEN YOU HAVE A SERVICE-CONNECTED DISABILITY THEN YOU QUALIFY.

>> THANK YOU, CHERENE

>> ONE MOMENT HERE FOR YOUR FIRST AUDIO QUESTION.

>> SO THIS IS ROB. CHERENE, I THINK THE QUESTION WAS GEARED ALONG THE LINES HOW WOULD A VETERAN COLLECTING VA DISABILITY QUALIFY FOR SOCIAL SECURITY DISABILITY AND I BELIEVE YOU SAID THEY COULD QUALIFY WHETHER THEY ARE SERVICE CONNECTED OR NON-SERVICE CONNECTED. IS THAT CORRECT?

>> THAT IS CORRECT. JUST IN GENERAL, THOUGH, GENERALLY VETERANS NEED TO HAVE AT LEAST A 70 PERCENT SERVICE CONNECTED DISABILITY. THAT'S USUALLY ENOUGH FOR WHAT THE VA DOCTORS FIND TO USUALLY QUALIFY A VETERAN FOR SOCIAL SECURITY DISABILITY.

>> THANK YOU. THANK YOU FOR THE PRESENTATION, IT WAS OUTSTANDING AND WE APPRECIATE YOUR SERVICE TO OUR VETERANS.

>> THANK YOU VERY MUCH.

>> I BELIEVE, OPERATOR, THERE ARE NO CALLS IN THE QUEUE FOR CHERENE, IS THAT CORRECT?

>> WE DID HAVE A QUESTION COME IN FROM STEVEN GURKEE

>> HELLO, STEVE GURKEE I HAVE A GENTLEMAN WHO WAS IN THE SERVICE LIKE A MONTH AND HE'S GETTING, LIKE, $2300 A MONTH. HE CAN'T GET A STRAIGHT ANSWER ABOUT HOW WORKING AFFECTS HIS DISABILITY FROM THE VETERANS. HOW CAN I GET THAT INFORMATION?

>> WELL, I WOULD THINK IT WOULD BE VERY EASY BUT I THINK ASKING HIM TO SEE IF HE CAN IDENTIFY IF IT'S A SERVICE-CONNECTED DISABILITY OR IF IT'S THE NON-SERVICE CONNECTED DISABILITY BECAUSE, AGAIN, IF IT'S THE SERVICE-CONNECTED DISABILITY THERE WOULD BE NO ISSUES ON HIM RETURNING TO WORK. SO IF HE CAN IDENTIFY THAT, EITHER IN PAPERWORK OR CALL THE VA AND ASK FOR A CASE MANAGER TO IDENTIFY WHICH SOURCE HE IS RECEIVING IT FROM THEN THAT SHOULD TELL YOU.

>> HE THINKS HE'S ON 100 PERCENT DISABILITY. LIKE I SAID, HE WAS IN THE MILITARY FOR A MONTH AND, YOU KNOW, HE'S GETTING, LIKE, 2300.

>> HE COULD BE. IT DEPENDS IF HE WAS INJURED OR HAD SOMETHING THAT HAPPENED WHILE HE WAS --.

>> NO, IT WAS A MENTAL CONDITION.

>> YES, HE WOULD HAVE TO GET THAT SPECIFICALLY EITHER FROM THE PAPERWORK HE'S RECEIVED FROM THE VA OR CALL THE CASE MANAGER.

>> SO SERVICE OR NONSERVICE AND ASK FOR A CASE MANAGER?

>> YES.

>> OKAY, THANK YOU.

>> STEVE, THIS IS ROB. I ASSUME THIS CLIENT OF YOURS IS A BENEFICIARY; IS THAT CORRECT?

>> YEAH, HE'S GETTING SOCIAL SECURITY AS WELL.

>> OKAY, YOU SHOULD BE ABLE TO REFER HIM TO YOUR LOCAL WIPA AND SO THAT INFORMATION SHOULD BE AVAILABLE THROUGH THE CHOOSE WORK WEB SITE. YOU SHOULD BE ABLE IT FIND OUT WHO THE WIPA IS WHO SERVICES YOUR AREA IF YOU GO INTO CHOOSE WORK DOT NET. OKAY? ANY OTHER QUESTIONS?

>> ROB, I WAS GOING TO SAY THAT WE, OUR 5 MINUTES HAS ELAPSED. GO AHEAD AND TURN THAT OVER TO CARA FOR THE NEXT ITEM.

>> GOOD AFTERNOON, EVERYONE, I'M GOING TO TALK ABOUT THE APOR A LITTLE BIT AND FOR THOSE OF YOU WHO ARE NEWER AND DON'T REALLY KNOW WHAT THE APOR IS, IT'S AN ANNUAL PERFORMANCE OUTCOME REPORT. IT'S A REPORT THAT COMPILES ON AN ANNUAL BASIS INFORMATION PROVIDED BY THE EN ON THE OUTCOMES ACHIEVED BY THE EN WITH RESPECT TO SERVICES THAT YOU OFFER TO SOCIAL SECURITY BENEFICIARIES UNDER OUR PROGRAM.

SO THOSE WERE SENT OUT TO ALL THE EN'S WHO QUALIFIED AND AS OF FEBRUARY 16 [\*-T/], WHICH IS TODAY, AT 10:00 THIS MORNING 144 OF THE 447 REQUIRED EN'S HAVE COMPLETED THEIR APOR, SO THAT'S ONLY 32.2 PERCENT. THE SURVEY DOES CLOSE ON FEBRUARY 28TH SO YOU ONLY HAVE 12 DAYS LEFT TO RESPOND.

LAST YEAR WE DID TERMINATE 20 EN'S FOR NONRESPONSIVENESS. IT IS IN THE BPA EN'S ARE REQUIRED TO PROVIDE THIS INFORMATION EACH YEAR ON THE OUTCOMES AND, LIKE I SAID, FAILURE TO COMPLETE IT IN A TIMELY MANNER WILL RESULT IN SOCIAL SECURITY LIMITING YOUR ABILITY TO ASSIGN TICKETS, SUBMIT FOR PAYMENTS OR YOU MIGHT EVEN HAVE CONTRACT TERMINATION.

HOWEVER, THE FOLLOWING EN'S ARE NOT REQUIRED TO COMPLETE THE APOR, SO IN CASE YOU DID RECEIVE IT, IF YOU ARE A VR EN, IF YOU ARE AN AMERICAN JOBS CENTER OR YOUR AWARD DATE WAS AFTER 12-31-2015, THOSE ENTITIES DO NOT NEED TO COMPLETE THE APOR THIS YEAR.

IF YOU HAVE ANY GENERAL QUESTIONS ABOUT THE APOR, YOU DID NOT RECEIVE YOUR LINK, PLEASE SEND THAT A INQUIRY DIRECTLY TO, AND WE'LL PUT IT UP ON THE BOARD, SSAEN APOR AT YOUR TICKET TO WORK.COM. SO PLEASE SUBMIT YOUR APOR I WILL JUST JUMP RIGHT INTO THE NEXT CATEGORY ON SUITABILITY.

SO ON JANUARY 20TH A BLAST WENT OUT TO ALL EN'S ENTITLED SOCIAL SECURITY REMINDS EMPLOYMENT NETWORKS OF SUITIBILITY REQUIREMENTS. AND WE RECEIVED SOME QUESTIONS ABOUT THAT BLAST AND THE REASON THE BLAST WENT OUT IS WE'VE HAD SEVERAL EN'S THAT WE'VE CONTACTED THAT SAID THEY WERE EXEMPT FROM SUITABILITY. I DON'T KNOW WHERE THAT CAME FROM, BUT THERE'S NOBODY THEY COULD [OFF MIC] THE BLAST DID STATE THAT ALL TICKET TO WORK EMPLOYEES INCLUDING SITE CONTACTS WORKING WITH SSA BENEFICIARIES MUST HAVE SUITABILITY UNDER PART 3, SECTION 6S OF YOUR BPA I THINK THERE WAS SOME CONFUSION ABOUT THE WORDING.

A SITE CON [TA-GT/] OR EMPLOYEE WHO THE EN HAS DESIGNATED TO US AS THE EN CONTACT PERSON, THE EN OTHER PERSON, THESE ARE THE PEOPLE THAT YOU SAY YOU WANT US TO BE IN CONTACT WITH AND ARE WORKING DIRECTLY WITH YOUR BENEFICIARY.

SO IN YOUR BPA, I WILL JUST READ A LITTLE EXCERPT. IT SAYS EN EMPLOYEE -- ALL EN EMPLOYEES AND SUBCONTRACTOR EMPLOYEES WHO ACQUIRE, HANDLE OR HAVE ACCESS TO SSA BENEFICIARY PII MUST HAVE SUITIBILITY. AND WE'RE JUST DOING OUR JOB, YOU KNOW, WE'RE NOT TRYING TO BE THE BAD GUY HERE. IT'S NOT JUST A TICKET TO WORK OR SOCIAL SECURITY REQUIREMENT, IT'S ACTUALLY A HOMELAND SECURITY PRESIDENTIAL DIRECTIVE THAT WE DO IT. YOU CAN GET, IF YOU HAVE ANY QUESTIONS ABOUT HOW TO OBTAIN SUITIBILITY OR YOU ARE A LITTLE CONFUSED IT IS ON THE YOUR TICKET TO WORK WEB SITE. YOU CAN ALSO CONTACT EN SERVICE AT SSA.GOV AND THEN I WANTED TO JUMP IN A LITTLE BIT ABOUT THE STAFFING, A LITTLE BIT OF THE STAFFING CHANGES WE HAVE HAD HERE.

OUR EN SERVICE TEAM IN PARTICULAR HAS LOST A COUPLE OF EMPLOYEES, THERE'S BEEN RETIREMENTS, MOVED, AND CURRENTLY WE'RE WORKING ON RESTRUCTURING AND IMPROVING COMMUNICATION. THERE IS A NEW BRANCH CHIEF, CAROL PELLEN, IS NOW IN CHARGE OF EN SERVICE ALONG WITH THE WIPA IN PAT'S TEAM. SHE WOULD BE THE LEAD CONTACT BUT WE PREFER YOU GOING THROUGH EN SERVICE OR YOUR EN SERVICE SPECIALISTS WITH ANY CONCERNS THAT YOU MAY HAVE AND I WILL HAND IT OVER TO TERRY UTTERMULLEN WHO WILL GIVE YOU SOME WIPA UPDATES.

>> GOOD AFTERNOON, EVERYBODY, I'M ACTUALLY STANDING IN FOR CAROL BECAUSE HE'S SOMEWHAT MORE SICK THAN I AM. I JUST WANT TO TALK BRIEFLY ABOUT THE WIPA AND WHEN IT'S APPROPRIATE TO SEND PEOPLE FROM THE EMPLOYMENT NETWORKS AND A LITTLE ABOUT OUR TRAINING AND SEC ANY CAL ASSISTANCE CONTRACT.

AS YOU KNOW, WE ARE A PLANNING AND ASSISTANCE PROGRAM TO PROVIDE IN DEPTH BENEFITS COUNSELING TO SVR BENEFICIARIES WHO ARE RETURNING TO WORK. AND WITH 83 PROJECTS ACROSS THE COUNTRY AND EACH OF THOSE PROJECTS HAS SEVERAL BENEFITS COUNSELORS WE CALL COMMUNITY WORK INCENTIVE COORDINATORS.

THE BEST TIME TO REFER SOMEONE TO WIPA FOR SERVICES IS WHEN THEY HAVE A JOB OR THEY ARE ABOUT TO TAKE A JOB. WHAT WIPA DOES IS HELP PEOPLE UNDERSTAND HOW THAT WORK WILL AFFECT THEIR BENEFITS. AND WE HAVE, THEY HAVE A LOT OF PEOPLE WHO ARE OUT THERE FORTUNATELY SEEKING SERVICES AND NOT AS MANY PEOPLE PROVIDING THEM AS WE WOULD LIKE, SO WE'RE TRYING TO FOCUS ON THOSE PEOPLE WHO ARE AT RISK FOR REPAYMENTS OR WHO OTHERWISE MAY BE DERAILED BY SOMETHING THAT COMES ACROSS THEIR PATH.

THAT'S THE BEST TIME AND YOU CAN FIND OUT WHO THE WORK IN[S-EB/] TIF PLANNING AND ASSISTANCE PROJECT AREA IS BY GOING TO THE CHOOSE WORK.TTW.NET AND THE FIND HELP TOOL AND THEY WOULD BE HAPPY TO HELP YOUR BENEFICIARIES WHO ARE WORKING. AND ONE OF MY COLLEAGUES MANAGES THE TRAINING AND ASSISTANCE ASSISTANCE PROJECT THAT HELPS TRAIN THE COORDINATORS. THIS IS THROUGH THE VIRGINIA COMMONWEALTH NATIONAL TRAINING AND DATA TRAINING CENTER. I KNOW A LOT OF STAFF HAVE BECOME PARTNERS WHERE THEY GO THROUGH THE TRAINING, THE CERTIFICATION PROCESS AND RETAINING THE CERTIFICATION THROUGH OUR CONTINUING CERTIFICATION PROGRAM, WHICH STARTED THIS YEAR.

I WANTED TO LET YOU KNOW THAT THE BC WILL BE HAVING ADDITIONAL TRAININGS FOR WORK INCENTIVE PLANNING AND ASSISTANCE AND DO LIMIT THE NUMBER OF COMMUNITY WORK INCENTIVES COORDINATORS THAT WE ALLOW -- ACTUALLY COMMUNITY PARTNERS THAT WE ALLOW IN THE CLASS BUT YOU ARE WELCOME TO ENROLL. I WOULD STRONGLY SUGGEST THAT IF YOU ARE INTERESTED IN ATTENDING THE CLASS THAT YOU BE VERY COMMITTED TO PROVIDING FULL-TIME BENEFITS COUNSELING TO BENEFICIARIES. THIS IS A VERY LIMITED RESOURCE AND ALSO A PERISHABLE SKILL. THIS IS A VERY RIGOROUS INITIAL TRAINING. IT'S 5 DAYS BUT THE 5 DAYS OF THE TRAINING GIVES YOU A OVERVIEW OF THE VARIOUS WORK INCENTIVES AND PROGRAMS. IT'S THE BEGINNING OF THE LEARNING PROCESS. THERE ARE [S-EFRP/] WEEKS OF TESTING, VARIOUS ONLINE TESTS AND THE THINGS YOU HAVE TO PROVIDE IN THAT CERTIFICATION THEN YOU CAN BECOME FULLY CERTIFIED ONLY AFTER SUBMITTING BENEFITS ANALYSES, WHICH ARE WRITTEN LETTERS THAT EXPLAIN THE COUNSELING YOU HAVE PROVIDED TO SPECIFIC BENEFICIARIES. SO ONE OF THE THINGS THAT WE'RE ROLLING OUT THIS YEAR IS AN INTRODUCTORY WEB COURSE FOR PEOPLE WHO ARE INTERESTED IN FINDING OUT ABOUT WIPA, WHO WANT TO HAVE A BACKGROUND, A VERY, VERY BASIC BACKGROUND IN THE WORK INCENTIVE. YOU ARE SAYING, HEY, YOU KNOW WHAT? I KIND OF WANT TO KNOW WHAT'S GOING ON HERE AND VCU WILL BE ROLLING THAT OUT IN THE NEXT COUPLE OF MONTHS, ACTUALLY AS EARLY AS LATE MARCH, AND THEY WILL HAVE REGISTRATION AVAILABLE FROM THE VCU-NTDC.ORG AND THAT'S THE VIRGINIA COMMONWEALTH UNIVERSITY NATIONAL DATA CENTER. THIS IS AN ONLINE COURSE THAT WILL RUN FOR 6 LESSONS AND THE LESSONS MIRROR THE TOPICS FROM THE INTENSIVE TRAINING [OFF MIC] THAT COORDINATORS GO TO, BUT IT'S A VERY HIGH LEVEL INTRODUCTION TO TRY TO HELP PEOPLE TO BECOME FAMILIAR WITH SOME OF THE LANGUAGE.

SO IF YOU INTEND TO ATTEND AN INITIAL TRAINING, IT'S A GOOD BACKGROUND TO GET STARTED WHILE YOU ARE WAITING FOR THE TRAINING. BUT IF YOU, LET'S SAY YOU ARE MANAGING EMPLOYMENT NETWORK AND YOU REALLY WANT TO UNDERSTAND WHAT WIPAS DO, THIS IS A GOOD INTRODUCTION FOR PEOPLE TO ATTEND AND THAT IS ALL I HAVE. CARA, I'M GOING TO PASS IT BACK TO YOU.

>> NEXT WOULD BE PATRICE MCLEAN WITH POC'S.

>> GOOD AFTERNOON, EVERYONE, MY NAME IS PATRICE MCLEAN AND I AM A PRODUCT OFFICER WITH THE OFFICE OF BENEFICIARY OUTREACH AND EMPLOYMENT SUPPORT. I'M GOING TO GIVE AN UPDATE AND SMALL OVERVIEW OF THE CONCEPTS WE ARE WORKING WITH.

FIRST OFF IS THE BPQY FOR THOSE UNFAMILIAR WITH THAT, WE ARE CENTRALIZING THE PRODUCTION OF THE BPQY FOR SEVERAL SELECTED ORGANIZATIONS: EMPLOYMENT NETWORKS, WIPA ORGANIZATIONS AND EVEN THE REHABILITATION OFFICE.

NOW, OF COURSE YOU KNOW THE BPQY HAS WORKING AND ENTITLEMENT INFORMATION AND IT HAS INFORMATION OF COURSE ON USE OF WORK INCENTIVES BY A BENEFICIARY. WE RECEIVED SOME FEEDBACK THAT IT WAS DIFFICULT TO GET THIS DOCUMENT IN ORDER TO PROVIDE EMPLOYMENT SERVICES TO BENEFICIARIES SO ON MARCH 4 [\*-T/], 2015, WE IMPLEMENTED THIS PROOF OF CONCEPT TO DEMONSTRATE THAT AS WE CENTRALIZE THIS DOCUMENT WE MIGHT BE ABLE TO UP THE EFFICIENCY OF SOCIAL SECURITY PROVIDING THIS INFORMATION TO INDIVIDUALS AND ORGANIZATIONS.

NOW, WE STARTED WITH JUST A FEW ORGANIZATIONS BUT WE'VE EXPANDED THIS PROJECT SEVERAL TIMES TO MORE ORGANIZATIONS SINCE ITS INCEPTION ON MARCH 4, 2015. WE ALSO HOPE TO EXPAND WITHIN THE NEXT TWO MONTHS. RIGHT NOW WE HAVE A TOTAL OF 45 ORGANIZATIONS PARTICIPATING. SINCE WE STARTED WE HAVE BEEN ABLE TO PRODUCE OVER 23,000 BPQY'S TO ORGANIZATIONS, TO THOSE 45 ORGANIZATIONS, WITH AN AVERAGE PROCESSING TIME OF 4.1 BUSINESS DAYS. WE PROVIDE THE BPQY'S VIA A NUMBER OF NEXUS. YOU CAN CONTACT US VIA FAX MACHINE, WHICH IS A PROCESS WE'RE PHASING OUT, BUT YOU CAN ALSO SEND IT THROUGH SECURE MESSAGE. ONCE WE OBTAIN THAT DOCUMENT WE CONDUCT A REVIEW OF THE AUTHORIZATION FORM AND THEN WE RETURN THE BPQY ELECTRONICALLY TO THE REQUESTOR, WHO IS AUTHORIZED TO RECEIVE THAT INFORMATION.

OF COURSE OUR GOAL WITH THIS PROOF OF CONCEPT IS TO IMPROVE EFFICIENCY THROUGH THE CENTRALIZED PROCESS. WE'D LIKE TO NOT ONLY PRODUCE BPQY'S FOR THE ORGANIZATIONS THAT ARE PARTICIPATING RIGHT NOW, WE DO HOPE THAT IN THE LONG RUN AS SOON AS WE CAN DEMONSTRATE AND OBTAIN THE RESOURCE THAT IS WE NEED THAT IN THE LONG RUN WE CAN BEGIN TO PRODUCE BPQY'S FOR NOT JUST PARTICIPATING ORGANIZATIONS BUT FOR EVERYONE ACROSS THE UNITED STATES. WE ALSO LIKE TO CREATE THE BPQY AS A MOTIVE SO IT'S AVAILABLE FOR EVERYONE SO THE BFQY'S WE PROVIDE THROUGH THIS PROCESS CAN BE AVAILABLE AT FIELD OFFICES SHOULD THEY HAVE THE NEED TO PULL UP THAT INFORMATION AT ANY TIME.

WE DO AGAIN, LIKE I SAID, HOPE TO EXPAND THIS PROOF OF CONCEPT WITHIN THE NEXT COUPLE OF MONTHS AND CONTINUE TO WORK WITH OUR EXECUTIVES TO SEE IF WE CAN EXPAND THIS PROJECT INCREMENTALLY UNTIL WE HAVE THE OPPORTUNITY TO MAKE IT A NATIONWIDE INITIATIVE.

NOW I WILL MOVE FORWARD TO ANOTHER [OFF MIC] WAGE REPORTING PROOF OF CONCEPT. WE IMPLEMENTED THIS ON OCTOBER 31, 2016. WE INVITED A SELECT NUMBER OF ORGANIZATIONS TO PARTICIPATE IN AN INITIATIVE WHERE WE SEND WAGES THAT ARE SUBMITTED FOR PAYMENT REQUESTS OR WITHOUT A PAYMENT REQUEST AND WE HAVE OUR TICKET PROGRAM MANAGER ENTER THOSE WAGES INTO A SYSTEM WHERE THEY WILL BE ACCESSED BY OUR FIELD OFFICES AND PAYMENT CENTERS. THIS INITIATIVE WAS BORN BECAUSE SOMETIMES WHEN EMPLOYMENT NETWORKS SEND INFORMATION TO OUR OFFICE, IT'S NOT READILY AVAILABLE FOR OUR FIELD SERVICES AND PAYMENT CENTERS TO MAKE ADJUDICATED DECISIONS RIGHT AWAY. SO WE IMPLEMENTED THIS PROOF OF CONCEPT IN AN EFFORT TO REDUCE OVERPAYMENTS BY GETING THIS INFORMATION THAT WE'RE ALREADY RECEIVING AND MAKE IT AVAILABLE FOR THAT TIMELY ADJUDICATION CAN BE MADE ON BEHALF OF THE BENEFICIARIES.

THE PROCESS WE ARE USING RIGHT NOW IS THAT EMPLOYMENT NETWORKS, AND THERE ARE 28 PARTICIPATING RIGHT NOW, WILL SEND PAYMENT REQUESTS THROUGH THE ITOP SYSTEM. IF [THR-E/] DON'T HAVE A PAYMENT REQUEST THEY CAN SEND IT THROUGH THE PROGRAM MANAGER BY FAX. THEN OUR TICKET PROGRAM MANAGER WILL IDENTIFY THOSE WAGES AND ASSOCIATE THEM WITH THAT EMPLOYMENT NETWORK AND ENTER THOSE WAGES, EITHER PAY STUBS OR WAGE REPORTS, DIRECTLY INTO A SYSTEM THAT'S USED IN OUR FIELD OFFICES. A TICKET IS GENERATED, A TICKLER IS GENERATED THAT WOULD REQUIRE ACTION BY THE FIELD OFFICE WITHIN 30 DAYS. ONCE THEY HAVE ACTED ON IT AND THE PAY STUBS OR WORK NUMBER REPORTS, ET CETERA, THAT HAVE BEEN COMMITTED BY THE EMPLOYMENT NETWORK, THEY CAN MAKE IT AVAILABLE THROUGH TIMELY A[SKWRAO-UD/] CASE. OUR GOALS HERE IS TO REDUCE OVERPAYMENT AND WE WANT TO PROVIDE IN THE LONG RUN THIS SERVICE TO ALL OF OUR EMPLOYMENT NETWORKS IF POSSIBLE.

THE LAST PROOF OF CONCEPT THAT I AM GOING TO UPDATE EVERYONE ON IS THE MARKETING PROOF OF CONCEPT. IN APRIL, 2016 WE ANNOUNCED WE WOULD IMPLEMENT A MORE SECURE METHOD OF PROVIDING BENEFICIARY DATA TO EMPLOYMENT NETWORKS. AT THAT TIME WE SELECTED JUST UNDER 30 ORGANIZATIONS AND DECIDED INSTEAD OF SENDING MARKETING BENEFICIARY RECORDS ON CD'S WE WOULD ALLOW EMPLOYMENT NETWORKS TO GIVE US SPECIFIC INFORMATION OF WHAT THEY WOULD BE ABLE TO -- THAT THEY WOULD NEED IN ORDER TO MARKET THEIR SERVICES TO OUR BENEFICIARIES.

THE EMPLOYMENT NETWORKS HAVE BEEN GIVING US INFORMATION SUCH AS THEY WOULD LIKE INDIVIDUALS BETWEEN THE AGES OF 18 AND 64 OR INDIVIDUALS WHO HAVE WORKED WITHIN THE LAST 2 OR 3 LIVES IN THIS GEOGRAPHIC LOCALE. WE HAVE LIMITED IT TO WHETHER THEY WANT THE NAME AND PHONE NUMBER OR THE NAME AND ADDRESS OF OUR BENEFICIARY. WE SEND THEM THE INFORMATION AS PER THE SPECIFICATIONS THEY HAVE PROVIDED TO US. WE USE GOVERNMENT SERVICES ONLINE TO SEND THE BENEFICIARY DATA RECORDS TO THE EMPLOYMENT NETWORK THEN THEY HAVE 30 DAYS TO MARKET THEIR SERVICES TO THE BENEFICIARY AND AFTER THAT, TOM, THEY HAVE TO DELETE THE MARKETING DATA FILE THAT WE SENT TO THEM.

SO FAR WE HAVE RECEIVED POSITIVE RESPONSES FROM THE EMPLOYMENT NETWORKS PARTICIPATING THAT THEY HAVE RECEIVED CALLS BACK THROUGH THIS PROOF OF CONCEPT. WE HAVE RELEASED 23 DATA FILES SO FAR AND THERE ARE AN ADDITIONAL TWO DATA FILES GOING TO EMPLOYMENT NETWORKS AND OUR HOPE, OF COURSE, IS TO MAKE SURE THAT WE CAN SECURELY SEND THIS INFORMATION AND PROVIDE OUR EMPLOYMENT NETWORKS WITH THE [TPHO-RGS/] THAT THEY NEED TO MARKET THEIR SERVICES. WE ALSO WANT TO DO SO IN ORDER TO RESOLVE ANY SECURITY OR PRIVACY CONCERNS AND SATISFY SBC REQUIREMENTS IN SENDING THIS INFORMATION TO EMPLOYMENT NETWORKS.

THERE ARE JUST UNDER 30 ORGANIZATIONS PARTICIPATING IN THIS INITIATIVE AND WE ARE GOING TO HOLD A SUMMIT WITH THEM THROUGH THE COURSE OF THE NEXT TWO WEEKS SO WE CAN ALLOW THEM TO SHARE THEIR FEEDBACK AS WELL AS THEIR BEST PRACTICES AND SO WE CAN GET THEM IN OUR NEXT STEP IN THIS PROOF OF CONCEPT.

THAT IS AN UPDATE ON THE 3 PROOFS OF CONCEPT WE ARE OPERATING RIGHT NOW BUT I WANTED TO OPEN THE FLOOR IN CASE THERE ARE ANY QUESTIONS OR CONCERNS.

>> PATRICE, WE HAVE A LOT OF INQUIRIES ABOUT HOW THEY GET ON THE WAITING LIST FOR THE BFQY PROOF OF CONCEPT.

>> SURE.

>> CAN YOU TELL ME WHAT BOX THEY WOULD INQUIRE INTO IS?

>> ABSOLUTELY. FOR ANYONE WHO IS -- I'LL DO THAT FOR ALL 3 CONCEPTS. ANYONE WHO IS INTERESTED IN BECOMING A PARTICIPANT IN THE BPQY PROOF OF CONCEPT CAN SEND AN EMAIL TO ERDES.BPQY.POC @ SSA.GOV. ANYONE WHO IS INTERESTED IN BECOMING A PARTICIPANT IN THE BPQY PROOF OF CONCEPT CAN SEND AN EMAIL TO ORDES.POC @ SSA.GOV.

ANYONE INTERESTED IN PARTICIPATING TO THE WAGE REPORTING PROOF OF CONCEPT CAN SEND IT TO ORDES.WAGE REPORTING.POC @ SSA.GOV. AND LASTLY, ANYONE WHO IS INTERESTED IN PARTICIPATING IN THE MARKETING PROOF OF CONCEPT PLEASE SEND AN EMAIL TO MARKETING.SUPPORTS AT SSA.GOV. THAT'S MARKETING.SUPPORTS @ SSA.GOV.

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>> I DID WANT TO ASK IF THERE ARE ANY OTHER QUESTIONS OR CONCERNS REGARDING ANY OF THESE THREE PROOFS OF CONCEPT?

>> AT THIS TIME IF YOU'D LIKE TO ASK A QUESTION THAT'S STAR 1. AND WE HAVE A QUESTION FROM FREDDY FLOYD.

>> HI, GOOD AFTERNOON. YES, I HAD A QUESTION THAT WENT BACK TO THE, LOOKING BACK AT MY NOTES, THAT HAD SOMETHING TO DO WITH THE APOR AND THAT MY QUESTION WAS, YOU KNOW, IF WE HAVE PEOPLE WHO ARE JUST DOING THE LABOR MARKET SURVEY AND FINDING OUT THE QUALIFICATION TO PERFORM A JOB I JUST WANTED TO KNOW ABOUT ERGONOMICS, ESPECIALLY TALKING ABOUT A VETERAN, IF THE EMPLOYER WANTS THE VETERAN OR OUR AGENCY TO PAY FOR THE ERGONOMICS FOR THAT PERSON TO DO A JOB, DO WE GET THAT FROM SSA, FROM THE SSA DEPARTMENT? OR DO WE HAVE TO PAY FOR IT?

>> DO YOU MEAN A REASONABLE ACCOMMODATION FOR A PERSON WITH DISABILITY?

>> THAT'S WHAT I MEANT, YES.

>> SSA WOULD NOT PAY FOR THAT.

>> SSA WILL PAY FOR THAT?

>> THIS IS ROB. MY QUESTION MIGHT BE, I DON'T KNOW IF IT WOULD CLASSIFY AS AN ERWE AND THEN POSSIBLY BE A WORK INCENTIVE

>> SHE'S SAYING, AND CORRECT ME. IF THE EMPLOYER IS SAYING I HAVE A PERSON WITH A DISABILITY AND NEEDS REASONABLE ACCOMMODATION BUT I WANT YOU, EN, TO PAY FOR THAT REASONABLE ACCOMMODATION AND SHE'S ASKING WOULD WE PAY FOR IT.

>> NOT THE TICKET PROGRAM, NO.

>> THAT'S LIKE A WORK STATION, FOR INSTANCE. A LOT OF EMPLOYERS ARE REQUIRED TO PROVIDE REASONABLE ACCOMMODATION BUT IF THERE'S SOME ERGONOMICS WHERE WE MAY HAVE TO BUILD A WORK STATION TO REACH THE COMPUTER AT ARM'S LENGTH THEN THE COMPANY REALLY DON'T HAVE TO PAY FOR IT. SO IF IT INVOLVES A VETERAN WOULD SSA PAY FOR THAT?

>> SO THIS IS ROB. WE THINK, BASED ON YOUR SCENARIO, THAT IT MAY FALL UNDER AN IMPAIRMENT-RELATED WORK SENSE WHICH IS ONE OF OUR WORK INCENTIVES. BUT WE WOULD PROBABLY REFER YOU TO OUR WORK INCENTIVES INFORMATION WHICH IS CONTAINED ON OUR CHOOSE WORK DOT NET WORK SITE. YOU CAN GOOGLE SOCIAL SECURITY WORK INCENTIVES RIGHT BELOW, IT WOULD BE INCLUDED THERE AS WELL IF YOU HAVE ANY ADDITIONAL -- ALSO IF YOU'D LIKE TO FOLLOW-UP WITH US WE CAN PERHAPS REFER YOU TO SOMEBODY, ONE OF OUR WORK INCENTIVE SPECIALISTS ON STAFF OR ON THE OTHER SIDE OF THE COMPONENT.

>> OKAY.

>> ROB, THIS IS CARA IF I CAN HELP REAL QUICK. JUST TO CLARIFY, WE DON'T PAY FOR THOSE KINDS OF ACCOMMODATIONS. WHAT AN IMPAIRMENT RELATED WORK EXPENSE IS, IS A WAY FOR A PERSON WITH A DISABILITY WHOS RECEIVING BENEFITS WHO SPENDS MONEY OUT OF POCKET TO PAY FOR SOMETHING THAT THEY NEED THAT'S RELATED TO THEIR DISABILITY, NECESSARY FOR WORK, PAID OUT OF POCKET, THEY CAN -- SOCIAL SECURITY WHEN THEY MAKE DETERMINATIONS ABOUT THE PERSON'S DISABILITY BENEFITS OR THEIR SSI CAN USE THAT EXPENSE TO REDUCE THE IMPACT OF THE EARNINGS ON THEIR BENEFITS. BUT WE DON'T MAKE OUT OF POCKET COSTS. IF THE PERSON IS A VETERAN YOU MIGHT WANT TO CHECK WITH THE VA TO SEE IF THERE IS A PROGRAM THAT WOULD HELP, BUT THAT'S OUTSIDE OUR BAILIWICK.

>> OKAY, BECAUSE I DID. I'M GOING TO GET BACK TO THE MARKETING, TOO, BUT ALSO AS FAR AS THE SUITABILITY, I RECEIVED A MESSAGE THAT ALL STAFF PEOPLE AT A PARTICULAR EN AGENCY MUST GO THROUGH THE SUITABILITY. WHAT ABOUT IF A STAFF PERSON ONLY DO NOT COME INTO CONTACT WITH THE BENEFICIARY, ONLY THING THAT THEY DO IS CONDUCT A LABOR MARKET SURVEY, TRY TO GET JOB OPENINGS FOR A BENEFICIARY THAT WE'RE WORKING WITH? ARE THEY REQUIRED TO GO THROUGH SUITABILITY ALTHOUGH THEY ARE JUST DOING PHONE CONTACTS WITH EMPLOYERS?

>> THIS IS ROB. THE RULE OF THUMB REGARDING SUITABILITY IS IF YOU HAVE STAFF WORKING WITH A BENEFICIARY AND PART OF THAT INTERACTION IS DISCUSSING THE BENEFICIARY'S PII AND PII IS VERY BROAD, YOU KNOW, IT CAN BE AN ADDRESS, IT CAN BE A NAME, TELEPHONE NUMBER, ET CETERA, ET CETERA, NOT JUST SOCIAL SECURITY NUMBER, THEN THAT PERSON IN YOUR ORGANIZATION SHOULD HAVE SUITABILITY. IN ADDITION TO -- SO THERE ARE WITHIN THOSE PARAMETERS THERE ARE, YOU KNOW, MILLIONS AND MILLIONS OF SUBSCENARIOS THAT DIFFERENT ORGANIZATIONS MAY HAVE.

WHAT I WOULD REFERENCE, WE DO HAVE SOMETHING ON OUR SERVICE PROVIDER WEB PAGE THAT'S A RESOURCE AS WELL UNDER YOUR TICKET TO WORK, WHICH IS THE EN SERVICE PROVIDER WEB SITE. IF YOU TYPE IN SUITABILITY THERE IS INFORMATION ON THAT PAGE, MORE SPECIFIC INFORMATION THAT WILL HELP GUIDE YOU AS FAR AS GIVING YOU INFORMATION PERTAINING TO YOUR SPECIFIC NEEDS OF YOUR ORGANIZATION. AND THEN AT THAT POINT IF YOU STILL HAVE QUESTIONS PLEASE REACH OUT TO THE EN HELP DESK AND THEY WILL WORK WITH YOU TO RESOLVE ANY ADDITIONAL QUESTIONS YOU HAVE. I HOPE THAT HELPS.

>> OH, YES, THAT WILL. AND THEN THE MARKETING, TOO, THAT'S ONE OF THE QUESTIONS TOO. AND I DID NOT GET ALL OF THAT, THERE WAS A LITTLE STATIC IN MY PHONE THAT WE'RE GOING TO BE WORKING GETTING RID OF, BUT AS FAR AS OUR MARKETING AND TRYING TO IDENTIFY BENEFICIARIES SHE GAVE ME, I THINK IT WAS LIKE -- COULD I GET THAT AGAIN PLEASE?

>> SO YOU WERE IN THE INITIAL ROUND OF THE EN MARKETING PROOF OF CONCEPT. IS THAT CORRECT?

>> YES, WE WOULD LIKE TO GET INVOLVED, RIGHT.

>> SO WE'RE GOING TO HAVE, I BELIEVE, WE'VE COMPLETED OUR FIRST ROUND OF FILES THAT WE SEND TO PARTICIPATING ORGANIZATIONS AND PATRICE, IF YOU'D LIKE TO WEIGH IN ON THIS, I BELIEVE WE'RE GOING TO HAVE A CALL WITH SERVICE PROVIDERS TO GO OVER THE FIRST ROUND OF FILES.

>> YES.

>> DO YOU WANT TO WEIGH IN ON THAT?

>> THANK YOU.

>> NO PROBLEM. THAT IS CORRECT, ROB. WE HAVE COMPLETED THE FIRST ROUND OF FILES TO ALL ORGANIZATIONS AND IN SEVERAL OF OUR UPDATES THAT WE'VE SENT OVER THE PAST COUPLE MONTHS WE DID SAY WE WERE GOING TO AT LEAST SEND THE FIRST ROUND OF DATA TO ALL OUR ORGANIZATIONS AND THEN START TO SEND THE SECOND ROUND, WHICH WE HOPE WILL BE A BIT MORE OF A QUICK PROCESS.

>> OKAY.

>> WE'RE GOING TO SCHEDULE A SUMMIT, THE TENTATIVE DATE RIGHT NOW IS MARCH 1ST. YOU WILL RECEIVE AN EMAIL INVITATION AND WE'RE ASKING FOR FEEDBACK AND BEST PRACTICES AND WE'RE ALSO AT THIS TIME GOING TO GIVE INFORMATION REGARDING WHEN WE CAN EXPECT TO START SENDING THE SECOND ROUND.

AT THIS POINT WE'RE PRETTY MUCH RAMPED UP TO DO SO BUT WE DID WANT TO GET FEEDBACK FROM ALL THE PARTICIPATING ORGANIZATIONS BEFORE WE STARTED SENDING THE SECOND ROUND. SO WE ANTICIPATE SHORTLY AFTER MARCH 1ST WE WILL BE STARTING WITH OUR SECOND ROUND OF DATA.

>> GREAT, THANK YOU .

>> THANK YOU.

>> AND WITH THAT I'LL TURN IT BACK OVER TO CARA

>> WE'RE GOING TO TURN IT OVERALITY THIS POINT TO JAIMIE PENDERGRASS.

>> I WANTED TO TALK TODAY ABOUT A COUPLE OF UPCOMING EVENTS AND SOME NEW RESOURCES. THERE IS A SLIDE ON YOUR SCREEN RIGHT NOW THAT PROVIDES A WHOLE BUNCH OF LINKS AND SOME RESOURCES AND CONTACT INFORMATION. EVERYTHING I TALK ABOUT IS LISTED ON THIS SLIDE TODAY.

OUR MAIN MONTHLY OUTREACH ACTIVITY, OUR CALL TO WORK INCENTIVE WEBINARS OR WISE WEBINARS, THESE ARE WEBINARS HELD ON THE FOURTH WEDNESDAY OF THE MONTH AND THEY PROVIDE INFORMATION ABOUT THE WORK INCENTIVES. EVERY MONTH WE TRY TO CHOOSE A TOPIC TO FOCUS ON. WE'LL BE TALKING ABOUT DIFFERENT TYPES OF SERVICE PROVIDERS, ON THIS SLIDE I HAVE LISTED OUR WEBINAR FLYER AND IF ANYONE IN THE AUDIENCE WOULD LIKE TO SHARE THIS FLYER, PLEASE FEEL FREE TO DO SO, WE'RE ALWAYS LOOKING FOR NEW PARTICIPANTS. AND ALONG THE SAME LINES WE'RE ALSO ALWAYS LOOKING FOR VOLUNTEER PRESENTERS. SO IF ANYONE WOULD BE INTERESTED IN JOINING US AS A PRESENTER PLEASE EMAIL WEBINARS @ CHOOSE WORK.NET.

I DID TALK ABOUT THE FEBRUARY THEME. IN MARCH WE'LL BE FOCUSING ON THE ABLE ACT, WHICH IS A NEW SUBJECT FOR US. SO WE'RE VERY EXCITED ABOUT THAT WEBINAR AS WELL AND HOPE YOU WILL ALL BE ABLE TO JOIN US AND AGAIN HELP US SPREAD THE WORD. AND IF ANYONE HAS QUESTIONS ABOUT HOW YOU CAN HELP US SPREAD INFORMATION ABOUT OUR WEBINARS YOU CAN ALSO EMAIL WEBINARS AT CHOOSE WORK.NET AND WE WILL GET BACK TO YOU.

WE ARE ALSO HAPPY TO ANNOUNCE A COUPLE NEW RESOURCES SINCE THE LAST ALL EN CALL WE HAVE PUBLISHED TWO NEW STORIES, AVAILABLE ON OUR SUCCESS STORIES SITE ON CHOOSE WORK.NET. SELENA'S STORY IS BRAND NEW AND WAS JUST PUBLISHED LAST WEEK.

WE ALSO HAVE FREQUENTLY ASKED QUESTIONS FOR PEOPLE WHO ARE BLIND. THIS DOCUMENT DETAILS INFORMATION ABOUT DIFFERENT WORK INCENTIVES AVAILABLE TO PEOPLE WHO ARE BLIND AND RECEIVE SSI OR SSDI AND IT IS ALSO A RELATIVELY NEW DOCUMENT AND AGAIN THE LINK IS ON THE SLIDE.

ANOTHER RESOURCE WE WERE ASKED TO SHARE IS FROM THE UNITED STATES DEPARTMENT OF EDUCATION AND IT'S CALLED A TRANSITION GUIDE TO POST-SECONDARY EDUCATION AND EMPLOYMENT. IT CAME OUT IN JANUARY AND IT WAS RELEASED BY THE OFFICE OF SPECIAL EDUCATION AND REHABILITATIVE SERVICES. THE GUIDE PROVIDES INFORMATION ABOUT EDUCATION, TRAINING SERVICES AND SERVICES AVAILABLE DURING THE TRANSITION TO ADULTHOOD AND WORK AND CONTAINS IMPORTANT THINGS TO CONSIDER AS PEOPLE DECIDE IF THEY'D LIKE TO GO TO COLLEGE, SEEK OTHER POST-SECONDARY EDUCATION AND JOB TRAINING OR GO STRAIGHT TO THE WORK FORCE. SO THIS GUIDE HAS A TON OF REALLY HELPFUL INFORMATION FOR YOUNG ADULTS WITH DISABILITIES AND ALSO PROVIDES SOME TIPS FOR SERVICE PROVIDERS WHO MAY BE WORKING WITH THEM.

FINALLY, WE'RE ALSO VERY HAPPY TO ANNOUNCE THAT WE WILL BE DOING SERVICE PROVIDERS MATERIAL DISTRIBUTION STARTING IN MARCH -- TICKET SERVICE PROVIDERS WILL HAVE THE OPPORTUNITY TO ORDER A VARIETY OF MATERIALS. THERE WILL BE AN ANNOUNCEMENT GOING OUT ON MARCH 6 AND YOU WILL HAVE UNTIL APRIL 5 TO SUBMIT YOUR ORDERS. THESE ORDERS ARE ON A FIRST COME, FIRST SERVE BASIS AND WE WILL RELEASE THAT ANNOUNCEMENT ON MARCH 6, ALL OF THE MATERIALS THAT ARE INCLUDED WILL BE LISTED IN THE ANNOUNCEMENT.

AND I BELIEVE THAT IS EVERYTHING I HAVE TO COVER TODAY SO I WILL TURN IT OVER FOR THE TRAINING UPDATE.

>> THANK YOU, JAIMIE, THIS IS ADELLE, TICKET PROGRAM MANAGER. I'M HERE TO SPEAK ABOUT TRAINING. FIRST OF ALL I WOULD LIKE TO THANK EVERYONE FOR JOINING US TODAY. THIS IS ALWAYS A GREAT OPPORTUNITY FOR ALL OF US TO GET TOGETHER AND NETWORK AND HELP EACH OTHER OUT SO THIS ALWAYS EXCITES ME WHEN WE CAN HAVE THIS OPPORTUNITY AND I WOULD ALSO LIKE TO THANK AND EXPRESS MY APPRECIATION FOR EVERYONE'S SUPPORT THROUGHOUT OUR LEARNING MANAGEMENT SYSTEM ENDEAVOR. I WOULD LIKE FOR EVERYONE TO KNOW THAT TPN TRAINING IS WORKING DILIGENTLY WITH SOCIAL SECURITY TO BUILD THE LEARNING MANAGEMENT SYSTEM CURRICULUM. SO PLEASE KEEP AN EYE OUT FOR UPDATES ON THAT AND ALL OF YOUR WORK, YOUR FEEDBACK, HAS HELPED US MAKE THIS ENDEAVOR JUST PHENOMENAL AS THIS IS PROOF RIGHT NOW USING THE COLLABORATE FOR BLACKBOARD, IT WAS A SEAMLESS TRANSITION AND WE HAVE ALL WORKED TOGETHER TO MAKE THIS AN OUTSTANDING PROJECT.

THE OTHER PIECE I HAVE FOR YOU IS EFFECTIVE PRACTICES. ON OUR WEB SITE AT YOUR TICKET TO WORK.COM, WHEN YOU GO THERE IF YOU CLICK ON INFORMATION CENTER AND ON THE LAST UNDER TRAINING THERE IS EFFECTIVE PRACTICES. WE HAVE JUST RECENTLY POSTED AN EXCITING DOCUMENT FOR YOU, IT'S MOVING TICKET HOLDERS TOWARDS FINANCIAL INDEPENDENCE USING FINANCIAL CAPABILITIES STRATEGIES. THIS IS OUR EFFORT TO HELP YOU TO BECOME MORE SUCCESSFUL IN WORKING WITH YOUR BENEFICIARIES. WITH THIS PARTICULAR TRAINING YOU CAN LEARN ABOUT SOUND FINANCIAL CAPABILITY STRATEGIES, CONNECTION BETWEEN EMPLOYMENT [KWR-UT/] COMES AND FINANCIAL STABILITY, AND THERE'S ALSO GOING TO BE VALUABLE SOURCES FOR TRAINING, TECHNICAL ASSISTANCE AND SUPPORT SERVICES. SO THANK YOU EVERYONE AGAIN FOR YOUR TIME. AGAIN, THIS WAS ADELLE FROM THE TRAINING MANAGEMENT AND I WILL GO AHEAD AND HAND IT OVER TO KATIE FOR SOME UPDATES.

>> HELLO, GOOD AFTERNOON, EVERYONE. I JUST WANTED TO GIVE YOU A COUPLE SYSTEMS UPDATES. THE FIRST IS E PAY. WE STARTED PROCESSING THE LATEST QUARTERLY E PAY FILE THIS PAST THURSDAY, JANUARY THE 26TH. THE CURRENT FILE CONTAINED OVER 16,000 SSN'S. YOU CAN ALWAYS CHECK THE ANNOUNCEMENTS SCREEN IN THE TICKET PORTAL FOR A STATUS ON THE CURRENT E PAY FILE SO AS SOON AS WE COMPLETE THIS FILE THERE WILL BE AN ANNOUNCEMENT LETTING YOU KNOW THE FILE IS COMPLETE.

JUST A REMINDER, THE E PAY FILE IS NOT AN AUTOMATIC PROCESS. A FILE CONTAINING POSSIBLE LEADS BASED ON THE CURRENT EARNINGS OF YOUR CURRENT LEADS IS EVALUATED BY OUR STAFF. WE RECENTLY SENT A GOV DELIVERY OUT ABOUT EXPIRED CCR SLASH SAM REGISTRATION. WE CANNOT MAKE PAYMENTS TO YOUR IN IF YOUR REGISTRATION HAS EXPIRED. AS A RESULT YOUR BENEFICIARIES WILL NOT BE INCLUDED ON THE E PAY FILE IF WE STARTED THE E PAY FILE AND YOU HAD EXPIRED.

TICKET ASSIGNMENTS. WE ARE CONTINUING TO INVESTIGATE AN ISSUE IN THE TICKET PORTAL THAT IS ALLOWING TICKET ASSIGNMENTS WHEN A BENEFICIARY IS NOT IN CURRENT PAY. AT THIS TIME THIS PROBLEM SEEMS TO BE ISOLATED TO VR'S AND NOT EN'S. OUR CURRENT RESEARCH DOES NOT INDICATE THIS ISSUE SHOULD AFFECT ANYONE ON THIS CALL BUT WE WANTED TO MAKE YOU AWARE OF THIS ISSUE. WE CURRENTLY HAVE A QA PROCESS IN PLACE TO VERIFY THE VALIDITY OF AN ASSIGNMENT BEFORE WE MAKE THE FIRST PAYMENT. I WANTED TO MAKE YOU AWARE WE ARE CURRENTLY RESEARCHING THE ISSUE AND WE DO NOT BELIEVE IT SHOULD BE AFFECTING YOU. FROM THERE I WILL OPEN UP TO QUESTIONS.

>> TO .

>> MY QUESTION IS, I THINK IT WAS AT THE LAST ALL EN CALL YOU MENTIONED SOMEONE NEW ON STAFF THAT CAME FROM FIELD OPERATIONS. I WAS WONDERING WHAT HE HAS BEEN DOING, WHAT HE PLANS TO DO, BECAUSE GETTING FIELD OFFICE COOPERATION IS STILL A PROBLEM. THIS MORNING WE SENT A CONSUMER OVER TO THE FIELD [O-FRS/] TO GET THEIR BENEFITS CLEARING AND THE PERSON AT THE OFFICE TOLD THEM SHE'S NOT ALLOWED TO HAVE IT AND SHE'S GOING TO FILE A COMPLAINT AGAINST THE EMPLOYMENT NETWORK FOR GIVING THEM MORE WORK TO DO.

>> SUSAN, THANKS FOR THE QUESTION. THE PERSON YOU ARE REFERENCING IS, I BELIEVE, HI HANNAHOSA WHO IS THE ASSISTANT COMMISSIONER IN THE SAN FRANCISCO REGION AND HE HAS AGREED TO SERVE AS OUR OPERATIONS LEAD EXECUTIVE FOR THE TICKET TO WORK PROGRAM AND ALL THINGS THAT ARE TICKET ISSUES. WHAT I WOULD SUGGEST IS GO AHEAD AND FORWARD ME YOUR SCENARIO.

WHAT WE DO WITH OPERATIONS, ANY KIND OF OPERATIONS ISSUE WE HAVE IS INTERNALLY WE TRY TO WORK THROUGH OUR OPERATIONS CONTACTS THAT WE HAVE ORGANIZATIONALLY TO RESOLVE THOSE ISSUES AT THE LOWEST LEVEL POSSIBLE BEFORE ELEVATING THOSE. WE'RE AWARE IN GENERAL THAT THERE ARE LIKELY DISCONNECTS IN DIFFERENT PARTS OF THE COUNTRY. OUR OPERATIONS COMPONENT IS STRAPPED RESOURCE WISE SO WE HEAR FROM TIME TO TIME THINGS LIKE THIS WILL COME UP, BUT, AGAIN, IF YOU FORWARD ME THAT I WILL REACH OUT TO OUR CONTACTS IN OPERATIONS TO SEE IF WE CAN GET SOME RESOLUTION.

>> OKAY. JUST LET ME MAKE ONE OTHER COMMENT, THEN. THERE WAS A NOTICE THAT WENT OUT SOME TIME BACK TO THE FIELD OFFICES, I DON'T KNOW WHO SENT IT OR WHAT BUT IT WAS EXPLAINING TO THEM A LITTLE BIT MORE ABOUT EMPLOYMENT NETWORKS AND WHAT WE DO. AND IT JUST SEEMS LIKE, OKAY, IT MAY BE TIME TO DO THAT AGAIN BECAUSE OF THIS INCIDENT THAT I JUST TOLD YOU ABOUT IS NOT ISOLATED AND IT'S BECOME A REAL PROBLEM. WE JUST FEEL LIKE WHAT ARE WE GONNA DO? I WILL EMAIL YOU AS YOU REQUESTED BUT I JUST THINK IT STILL IS A SYSTEMIC PROBLEM AND I THOUGHT WHEN YOU BROUGHT THAT GENTLEMAN INTO THE FRAY THAT HE WOULD BE REALLY FOCUSING ON THIS ISSUE.

>> YEAH, AGAIN, HI IS A GREAT RESOURCE FOR US. GOING BACK TO THE EFFORTS TO COMMUNICATE ABOUT THE PROGRAM, WE DID ENGAGE IN A VIDEO ON DEMAND TRAINING WITH THE AREA WORK INCENTER COORDINATORS IN THE DALLAS REGION ABOUT A YEAR AND A HALF AGO WHERE WE DEVELOPED A TRAINING TOOL FOR THE FIELD COMPONENTS, FOR THE FIELD OFFICES, ALONG WITH A COMPANION TWO-PART VIDEO TO SORT OF WALK THEM THROUGH AT A HIGH LEVEL WHAT THE TICKET TO WORK PROGRAM WAS, WHO THE SERVICE PROVIDERS WERE AND SO FORTH AND THE TOOL THAT WE GAVE THEM WAS ESSENTIALLY A DECISION TREE WHEN THEY WERE, WHEN THEY WOULD HAVE A BENEFICIARY WHO WAS INTERESTED IN RETURNING TO WORK SITTING IN FRONT OF THEM AT THE FIELD OFFICE. SO THAT DID GO OUT ABOUT A YEAR OR SO AGO.

AGAIN, THIS IS A CONTINUING EFFORT WE REALIZE TO CONSTANTLY PROMOTE AWARENESS OF TICKET TO WORK AS STAFF, THEIR STAFF TURN OVER IN THE FIELD OFFICES AND SO FORTH. THE SUGGESTION OF MAYBE SENDING OUT A REMINDER, PERHAPS SOMETHING ALONG THE LINES OF ADMINISTRATIVE MESSAGES IS I THINK A GOOD IDEA SO WE'LL LOOK INTO THAT AS WELL.

>> THANKS, ROB, I APPRECIATE IT. GOOD TALKING TO YOU.

>> THANKS.

>> AND YOUR NEXT QUESTION COMES FROM [OFF MIC] WOMACK

>> HELLO, I WAS INTERESTED IN THE CLASSES THAT Y'ALL WERE TALKING ABOUT EARLIER FOR THE BENEFITS PLANNING THAT WERE OFFERED THROUGH THE TWO UNIVERSITIES. IS THERE ANY WAY YOU COULD SEND OUT AN EMAIL OR POST SOMEWHERE, WHERE YOU CAN GET THE LINKS TO THOSE CLASSES? IS THIS GOING TO BE SOMETHING YOU CAN DO ON YOUR OWN OR IS IT GOING TO BE OFFERED AT A PARTICULAR TIME?

>> TERRY, DO YOU WANT TO TAKE THAT ONE?

>> NOT SURE IF TERRY IS STILL ON THE LINE. WE DO HAVE INFORMATION AVAILABLE THAT WE CAN FORWARD RELATIVE TO, I BELIEVE OUR TRAINING MATERIALS ARE ON THE INTERNET FOR THE VIRGINIA COMMONWEALTH.

>> THIS IS ADELLE, I WILL GO AHEAD AND SEND OUT SOMETHING TO YOU SO WE CAN FOLLOW-UP WITH YOU, OKAY? THIS IS ADELLE FROM TRAINING AND I WILL BE SURE TO FOLLOW-UP WITH YOU ON TUESDAY IF THAT'S OKAY.

>> DO YOU WANT ME TO PUT MY EMAIL ON THE CHAT BOX?

>> YES, PLEASE DO.

>> I'M SORRY, EVERYBODY.

>> NO, THAT'S WHAT WE'RE HERE FOR. THIS IS WHAT WE'RE ALL ABOUT.

>> AND YOUR NEXT QUESTION COMES FROM THE LINE OF TRIP CARTER.

>> HEY, EVERYBODY. I JUST WANTED TO KNOW IF THERE WERE ANY UPDATES ON TPR OR THE 2016 EN REPORT CARDS .

>> I WILL LET CARA HANDLE THAT, TRIP. THANKS FOR THE CALL.

>> HI, TRIP. TIMELY PROGRESS IS ON HOLD. WE ARE WORKING ON THINGS IN OUR SYSTEM FIRST, SO THERE IS STILL A MORATORIUM ON THAT RIGHT NOW. AS FAR AS THE REPORT CARDS GO, I THOUGHT A BLAST WENT OUT LAST WEEK SOMETIME. FELIX, ARE YOU ON? WASN'T THERE A BLAST LAST WEEK ABOUT THAT?

>> I AM ON, THIS IS FELIX. I DON'T REMEMBER THE BLAST LAST WEEK.

>> OKAY, I COULD BE WRONG. ANOTHER SUBJECT. I HONESTLY DON'T KNOW ABOUT THE REPORT CARD, TRIP, I WILL LOOK INTO THAT FOR YOU.

>> WE WERE JUST CURIOUS BUT THANK YOU.

>> THANK YOU, TRIP, WE WILL CIRCLE BACK.

>> ALL RIGHT, AN PROBLEM.

>> TO ASK A QUESTION THAT'S STAR 1. AND YOUR NEXT QUESTION COMES FROM PAUL.

>> HELLO, ROB, AND EVERYBODY ELSE. IT'S BEEN AN INTERESTING CALL.

WHAT I WAS CALLING ABOUT IS THE INTRODUCTION ON THE CHOOSE WORK WEB SITE. AS YOU PROBABLY KNOW THERE ARE A LOT OF ISSUES WITH THE DIRECTORY SHOWING MULTIPLE LISTINGS OF THE SAME EMPLOYMENT NETWORKS MANY TIMES AND THE BIG CONCERN THERE IS WITH BENEFICIARIES BECAUSE IF THEY GO TO A WEB SITE TO THE DIRECTORY ON THE CHOOSE WORK WEB SITE LOOKING FOR AN EMPLOYMENT NETWORK AND THEY SEE MULTIPLE LISTINGS FOR THE SAME EMPLOYMENT NETWORK, THIS IS FRUSTRATING AND CONFUSING AND I'M SURE MANY OF THEM GET DISCOURAGED ABOUT TRYING TO CONTACT AN EMPLOYMENT NETWORK WITH THAT SITUATION. I KNOW YOU'VE BEEN WORKING ON IT AND I WAS JUST CALLING TO SEE WHERE THAT STANDS IN TERMS OF GETTING THE EN DIRECTORY BETTER ORGANIZED AND MORE USER FRIENDLY, ESPECIALLY FOR BENEFICIARIES. THAT'S IT.

>> THANKS, PAUL. I APPRECIATE YOUR CALL.

I APPRECIATE THE FACT THAT YOU RAISED THE SUBJECT THAT IS ONE OF OUR BEHIND THE SCENES THINGS THAT WE HAVE GOING ON INTERNALLY. WE HAVE A LOT OF SPINNING PLATES. WE ARE AWARE OF THE ISSUE WITH THE FIND HELP TOOL, WE ARE ADDRESSING THIS RIGHT NOW. WE ARE GOING TO MAKE THIS TOOL BETTER AND WE ANTICIPATE HAVING A BETTER VERSION IN PLACE WITHIN THE NEXT I WOULD HOPEFULLY -- AND FELIX CAN CHIME IN ON THIS -- BUT I'M HOPING BY SUMMERTIME THAT WE'LL HAVE THIS CORRECTED.

>> YEAH, THIS IS FELIX. I THINK THAT SHOULD BE, THAT FITS THE TIMELINE WE'RE WORKING ON. I WILL ECHO ROB YOUR SENTIMENT, THANK YOU, PAUL, FOR BRINGING THAT UP. WE DO RECOGNIZE THAT IT'S A PRIORITY AND WE'VE GOT SOME IDEAS HOW TO CORRECT THAT AND WE HAVE WORKED WITH OUR SOCIAL SECURITY COLLEAGUES AND WE ARE TRYING TO -- WELL, DOING THE WORK BEHIND THE SCENES THAT WE NEED IN ORDER TO IMPLEMENT THOSE AND I THINK THE SUMMER TIME FRAME IS PRETTY REASONABLE.

>> AND, PAUL, I WANT TO ACKNOWLEDGE YOUR RETIREMENT AND WISH YOU ALL THE BEST.

>> WELL, THANK YOU VERY MUCH. I APPRECIATE THAT.

>> ALL RIGHT.

>> I THINK WE HAVE TIME FOR ONE MORE QUESTION, ROB, IF YOU WANT TO TAKE ONE MORE.

>> ONE MORE, OPERATOR.

>> STAR 1 TO ASK A QUESTION.

THERE ARE NO FURTHER QUESTIONS AT THIS TIME.

>> WELL, THANKS TO EVERYBODY WHO PARTICIPATED. I WANT TO WELCOME JAIMIE ON BOARD. WELCOME TO THE TEAM, JAIMIE PENDERGRAFF, ALSO CAROL IS OUR NEW ADDITION INTERNALLY. THANKS TO KATIE FOR HER FAST TYPING AND DOUBLE DUTIES HERE TODAY. THANKS TO OUR TEAM, TERRY AND EVERYONE ELSE, PATRICE, THANKS TO ALL AND TO OUR EN PARTNERS OUT THERE, THANKS FOR ALL THAT YOU DO WITH PROVIDING QUALITY SERVICE TO OUR BENEFICIARIES. WE GREATLY APPRECIATE IT AND THANKS FOR CALLING IN TODAY.

>> OUR NEXT CALL WILL BE MAY 18 SO THANK YOU EVERYBODY FOR JOINING US. HAVE A GREAT REST OF THE DAY.