* TODAY IS THURSDAY, 15 FEBRURY 2018. PLEASE STAND BY, YOUR WEBINAR WILL BEGIN IN APPROXIMATELY 15 MINUTES. WE APPRECIATE YOUR PATIENCE.
* .
* >> YOU ARE CURRENTLY ON HOLD FOR THE ALL EN CALL. AT THIS TIME WE ARE ASSEMBLING THE AUDIENCE AND PLAN TO BE UNDERWAY SHORTLY. THANK YOU FOR YOUR PATIENCE AND PLEASE REMAIN ON THE LINE.
* YOU ARE CURRENTLY ON HOLD FOR THE ALL EN CALL. AT THIS TIME WE ARE ASSEMBLING THE AUDIENCE AND PLAN TO BE UNDERWAY SHORTLY. WE APPRECIATE YOUR PAY SHEPB AND PLEASE REMAIN ON THE LINE.
* GOOD DAY AND WELCOME TO THE QUARTERLY ALL EN CALL. TODAY'S CALL IS BEING RECORDED. AT THIS TIME I WITH LIKE TO TURN THE CALL OVER TO ROB PFAFF. PLEASE GO AHEAD.
* >> GOOD AFTERNOON, EVERYBODY, AND THANK YOU FOR JOINING US TODAY ON THIS QUARTERLY ALL EN CALL. IT'S GREAT TO BE WITH YOU AGAIN AFTER MY SIX MONTHS AWAY. I WAS, AS SOME OF YOU MAY KNOW, I WAS DETAILED ASSIGNEE TO THE HOUSE WAYS AND MEANS SOCIAL SECURITY SUBCOMMITTEE WHERE I SPENT A LOT OF TIME GOING THROUGH POLICIES THAT I WAS COMPLETELY UNFAMILIAR WITH AND LEARNED A LOT OF POLICIES THAT I WAS UNFAMILIAR WITH AND IT WAS A GREAT EXPERIENCE. I'M NOT GOING TO TAKE A WHOLE LOT OF TIME, JUST WANT TO GO OVER A COUPLE THINGS RELATIVE TO SOCIAL SECURITY. AS YOU MAY BE AWARE, WE STILL DO NOT HAVE A COMMISSIONER NOMINEE. NANCY BERRY HILL IS STILL ACTING AS OUR ACTING COMMISSIONER. IN TERMS OF ORGANIZATIONALLY, YOU MAY BE AWARE BUT FOR THOSE WHO YOU WHO ARE NOT, MARK WASHARLSKY IS THE APPOINTED DEPUTY COMMISSION FOR THE OFFICE OF RETIREMENT DISABILITY PROGRAMS AND OUR ORGANIZATION IN ORDES FALLS UNDER HIS DOMAIN. MARK HAS BEEN WITH US SEVERAL MONTHS, KAI [INDISCERNIBLE] WORKING ON THE RESEARCH AND DEMONSTRATION SIDE. AS I INDICATED PREVIOUSLY, WE HAVE A GREAT AGENDA. WE'RE GOING TO TALK ABOUT SOME EXCITING STUFF, WE HAVE EN SUITABILITY, VERY CRITICAL TO ALL OF YOU AND SO I WOULD ENCOURAGE YOU TO PAY VERY CLOSE ATTENTION TO THAT PRESENTATION. WE HAVE A GREAT PROMOTING OPPORTUNITY DPUPB DEMONSTRATION BY OUR FOLKS HERE WHICH I THINK YOU WILL FIND OF INTEREST AND WE HAVE OUR COLLEAGUES FROM THE MARYLAND DORS WHICH ARE GOING TO PRESENT FULL CIRCLE EFFECTIVE PRACTICES. OUR OWN MAXIMUS TEAM TALKING ABOUT OUTREACH, CARA IS GOING TO TALK ABOUT IMPORTANT EN REMINDERS AND THEN WE'LL HAVE QUESTIONS.
* SO WITHOUT FURTHER ADO I'M GOING TO TURN OVER THE AGENDA TO OUR PRESENTERS FROM SSA, WHO ARE ROSITA ASAVITO AND VERNON COLLINS.
* >> I AM VERNON COLLINS AND WE ARE BOTH IN SUITABILITY, WE ARE EXCITED TO SHARE A NEW PROCESS WITH YOU. WE HOPE YOU WILL FIND THIS NEW WAY A LOT BETTER THAN WHAT WE HAVE IN THE PAST AS FAR AS WITH MAILINGS AND EVERYTHING. SO I'M JUST GOING TO GO OVER THE NEW PROCESS AND I WILL POINT OUT THE DIFFERENCES FROM HOW WE CURRENTLY HAVE DONE THINGS TO HOW WE'RE GOING TO DO THINGS NOW.
* IN THE PAST UP FRONT, IN ORDER TO GET THE PROCESS STARTED, THE POC FROM EACH EN WOULD FAX US IN AN EQUIP LISTING AND THEN THEY WOULD WAIT FOR THE EQUIP INVITE. THAT IS STILL HOW WE'RE GOING TO DO THINGS BUT NOW YOU WILL SUBMIT THE FORMS WE REQUIRE. WE WILL GET THE FAIR CREDIT REPORTING ACT FORM AND THEN ANY CREDIT AUTHORIZATION FOR ANYBODY BORN OUT OF THE COUNTRY, SO THOSE 3 DOCUMENTS WHICH YOU NORMALLY WOULD HAVE MAILED IN AT A LATER TIME, THOSE WILL BE SUBMITTED UP FRONT TO US ALONG WITH THE E QUIP APPLICANT LISTING.
* SO THE NEXT STEP WILL REMAIN THE SAME. YOU WAIT UNTIL YOU GET THE E QUIP INVITATION BY EMAIL AND HAVE THE APPLICANT COMPLETE THE E QUIP APPLICATION. THEN WE WANT TO HAVE THE FINGERPRINTS TAKEN BUT NOW WE HAVE THE ELECTRONIC OPTION. WE USUALLY HAVE THE HARD COPY, YOU WENT SOMEWHERE TO HAVE THAT DONE, NOW YOU HAVE THE ABILITY TO GET THOSE TAKEN ELECTRONICALLY.
* IN OUR NEW GUIDE THAT WE HAVE, OUR NEW PROCESS DOCUMENT, WE HAVE ALL THESE FORMS EMBEDDED IN THE DOCUMENT AND WE ALSO HAVE THE ELECTRONIC FINGERPRINTING, ALL THE INFORMATION ALSO EMBEDDED IN THE DOCUMENT. AND IT'S REALLY SIMPLE, JUST EACH APPLICANT WOULD GO TO THE WEB SITE AND THEY CAN FIND A LOCATION CLOSEST TO THEM WHERE, IF THEY WANTED TO MAKE IT CLOSER TO WHERE THEY WORK OR CLOSER TO WHERE THEY LIVE, THEY COULD. THERE'S MANY OF THESE LOCATIONS AROUND. AND THEY WOULD SCHEDULE AN APPOINTMENT SO IT WOULDN'T TAKE UP A HUGE CHUNK OF THEIR DAY. IT ONLY TAKES ABOUT 5 MINUTES ONCE YOU ARRIVE FOR YOUR APPOINTMENT TO BE ELECTRONICALLY FINGERPRINTED AND THEN WE ACTUALLY CAN ACCESS THOSE PRINTS, USUALLY WITHIN A HALF HOUR AFTER YOU HAVE FINISHED.
* SO WE'RE CUTTING A WHOLE LOT OF TIME OUT AS FAR AS THE MAILINGS. EN'S ARE ALSO GOING TO SAVE MONEY AS WELL BECAUSE THEY ARE NOT GOING TO HAVE TO PAY TO MAIL THESE PACKAGES TO US. BY GETTING EVERYTHING, ALL THE FORMS UP FRONT, THEN YOU HAVE THE APPLICANT COMPLETE E QUIP, IT'S GOING TO BE IMPORTANT YOU FOLLOW THESE STEPS, AS FAR AS HAVING THE E QUIP COMPLETED AND THE FINGERPRINTS COMPLETED. THE E QUIP HAS TO BE COMPLETED BEFORE THE INDIVIDUAL MAKES THEIR FINGERPRINT APPOINTMENT TO GET FINGERPRINTED. THE REASON WE ASK YOU TO DO IT THIS WAY IS BECAUSE THE FINGERPRINTS ARE GOING TO TRIGGER US THAT WE HAVE EVERYTHING ALREADY ON FILE FOR YOU. WE DON'T WANT YOU TO GET FINGERPRINTED THEN WHEN WE PULL THE FINGERPRINTS WE REALIZE, OH, THIS PERSON HASN'T DONE ANYTHING WITH E QUIP YET BECAUSE WE CAN'T DO ANYTHING WITH IT. THAT'S WHY IT'S IMPORTANT THAT THE E QUIP IS COMPLETED FIRST THEN THE ELECTRONIC FINGERPRINTS ARE COMPLETED. AT THAT POINT IN TIME WE HAVE EVERYTHING WE NEED TO PROCESS WITHOUT ANY MAIL BEING SENT. WE DO HAVE A NEW EMAIL BOX BECAUSE WE USED TO DO EVERYTHING BY FAX BUT WE LIKE TO HAVE A RECORD OF IT AND IT'S ALSO HELPFUL FOR THE EN'S AS WELL. BUT WE DO HAVE A SUITABILITY MAILBOX. I'LL TELL YOU WHAT THE MAILBOX NAME IS NOW, BUT THERE WILL ALSO BE, WE'LL SEND OUT DOCUMENTATION THAT WILL HAVE THIS LOCATOR BUT OUR EMAIL MAILBOX NAME IS DCHR, DAVID CHARLIE HARRY ROBERT DOT OPE, THAT'S OSCAR PAUL EDWARD, DOT SUITIBILITY AT SSA.GOV. IN LIEU OF FAXING WE REALLY RECOMMEND YOU EMAIL US THE E QUIP APPLICANT LIST, THE OF306, THE FAIR CREDIT AND WORK AUTHORIZATION, IF APPLICABLE, WITH A COPY TO THE EN SERVICE. THIS WILL ALLOW THE EN SERVICE TEAM WHO FOR MANY YEARS HAVE KIND OF BEEN IN THE DARK ABOUT WHAT WAS SUBMITTED AND WHEN IT WAS SUBMITTED. SO THIS WAY EVERYBODY WILL BE ON THE SAME PAGE ABOUT, YOU KNOW, WHEN A DOCUMENT OR WHEN A REQUEST WAS MADE AND EXACTLY WHEN IT WAS MADE. OKAY?
* SO WHAT WE'LL DO IS TAKE THOSE FORMS, IF THERE IS ANYTHING INCOMPLETE WE WILL RETURN THEM AND LET YOU KNOW WHAT IS INCOMPLETE AND WHAT NEEDS TO BE COMPLETED BEFORE WE PROCESS EVERYTHING.
* ALSO ALONG WITH THE ELECTRONIC FINGERPRINTING WE FOUND THAT OVER THE YEARS, DEPENDING ON WHICH AREA FOLKS LIVED IN, FINGERPRINTING CHARGES, WHAT THEY WERE BEING CHARGED WAS, IT DIFFERED FROM REGION BUT I'VE SEEN PEOPLE GET CHARGED $50 TO GET THEIR FINGERPRINTS TAKEN, $35. WE HAVE A FLAT FEE THAT WE HAVE NEGOTIATED WITH OUR FINGERPRINT SERVICE PROVIDER SO IT'S ONLY GOING TO BE $16.50. I KNOW BEFORE WE ALWAYS REQUIRED TWO FINGERPRINT CARDS SO ELECTRONICALLY THEY ARE ONLY GOING TO DO THE ONE ELECTRONIC SUBMISSION AND WE WILL BE ABLE TO HAVE THAT, WE WON'T HAVE TO DEAL WITH ILLEGIBLE FINGERPRINTS BECAUSE THE REJECTION RATE IS VERY LOW.
* JUST TO GO OVER THE NEW CHANGES, WE'RE ELIMINATING ANYTHING YOU HAVE TO MAIL. YOU SHOULDN'T HAVE TO MAIL ANYTHING TO US SO YOU ARE NOW GOING TO SUBMIT THE E QUIP APPLICANT LISTING UP FRONT AS YOU NORMALLY DO, BUT YOU ARE GOING TO DO IT BY EMAIL. YOU ARE GOING TO INCLUDE A OF306, FAIR CREDIT AND THE DOCUMENTS FOR ANYBODY BORN OUTSIDE THE U.S., GET THE E QUIP INITIATION INVITE BY EMAIL AS YOU NORMALLY WOULD. YOU HAVE THE APPLICANTS COMPLETE E QUIP AND ONLY AFTER THEY HAVE COMPLETED E QUIP WILL THEY THEN GO ON AND GET THEIR FINGERPRINTS ELECTRONICALLY TAKEN.
* ONCE THEY HAVE DONE THAT WE HAVE EVERYTHING WE NEED SO WE CAN BEGIN TO WORK ON THE CASE RIGHT THEN AND THERE SO THAT'S GOING TO CUT OUT A LOT OF TIME IN BETWEEN THAT WE NORMALLY HAD. SO IT'S JUST IMPORTANT THAT YOU INCLUDE EN SERVICE, EN SERVICE AT SSA.GOV EMAIL UP FRONT JUST SO THEY ALSO HAVE A RECORD OF IT AS WELL.
* AND JUST IN CASE YOU DIDN'T KNOW, WHENEVER WE DO GET E QUIP APPLICANT LISTINGS WE WILL VERIFY EVERY INDIVIDUAL UFR SUBMITTED TO US. SO WE VERIFY YOU GAVE US THE CORRECT SOCIAL SECURITY NUMBER, WE WILL VERIFY THAT THE NAME AND PLACE OF BIRTH IS SPELLED CORRECTLY AND WE WILL ALSO LOOK TO SEE IF THEY HAVE ANY INVESTIGATIONS ON FILE ALREADY WITH ANOTHER AGENCY THAT WE CAN USE FOR RECIPROCITY. IN THE PAST WHEN WE HAVE IDENTIFIED THOSE RECIPROCITY CANDIDATES WE WOULD REACH BACK OUT AND ASK FOR THE OF306 DOCUMENT, WHICH THAT WILL NO LONGER BE THE CASE BECAUSE WE WILL ALREADY HAVE IT. SO ANYBODY WHO YOU SUBMIT TO US THAT WE DEEM HAS AN APPROPRIATE INVESTIGATION ON FILE, YOU WOULD JUST GET A LETTER FOR THEM AND YOU WOULDN'T GET THE INVITE. SO THAT'S GOING TO SPEND UP THE RECIPROCITY PHASE OF OUR BACKGROUND AS WELL.
* NOW, WE ARE PUTTING IN A TIME FRAME LIMIT THAT WE WOULD LIKE TO HAVE ALL THIS COMPLETED, SINCE IT IS ALL ELECTRONIC, SO NOW WE HAVE 10 DAYS WHERE WE'D LIKE TO HAVE THE APPLICANT BOTH COMPLETE E QUIP AND GET ELECTRONICALLY FINGERPRINTED AFTER THE E QUIP INVITE HAS GONE OUT. GENERALLY THE E QUIP IN AND OF ITSELF, SIGNING INTO THE FORM PROBABLY TAKES THE LONGEST AS YOU HAVE TO CREATE GOLDEN QUESTIONS AND SUCH, BUT THE FORM ITSELF IS REALLY NOT THAT LONG. IT JUST ASKS FOR SOME EMPLOYMENT INFORMATION, SOME RESIDENCE INFORMATION, AND SOME PEOPLE WHO KNOW YOU WELL. SO COMPLETING THAT FORM AND THEN LIKE I SAY GETTING ELECTRONICALLY FINGERPRINTED, YOU CAN MAKE YOUR APPOINTMENT SOMETIMES THE SAME DAY AND AGAIN IT ONLY TAKES 5 MINUTES ONCE YOU GET THERE TO ACTUALLY HAVE YOUR FINGERPRINTS CAPTURED.
* ONCE WE GET THE ELECTRONIC FINGERPRINTS AND WE VERIFY THAT WE HAVE EVERYTHING ELSE WE NEED, THAT PACKAGE GOES ON TO THE NEXT PHASE WHERE WE HAVE THOSE THAT REVIEW THAT PACKAGE AND THEY ARE REVIEWING IT FOR COMPLETENESS. SO THERE WILL BE TIMES THAT WE HAVE TO REACH BACK OUT BECAUSE THE FORM WASN'T COMPLETED WITH ALL THE INFORMATION THAT WE NEED. SO WE MAY REQUEST SOME ADDITIONAL INFORMATION. WE MAY REJECT THE FORM BACK TO HAVE THE FORM COMPLETED BY THE APPLICANT, IN WHICH CASE WE WOULD PUT ALL THE INFORMATION IN THE BODY OF THE EMAIL THAT WE NEED. WE ALSO MAY REQUEST SOME ADDITIONAL DOCUMENTS AND I DO WANT TO GO OVER THAT BRIEFLY.
* ON THE OF306 FORM, THERE'S 7 QUESTIONS ON THAT FORM BUT THERE'S A COUPLE OF THEM THAT WE'RE INTERESTED IN RIGHT NOW IN REGARDS TO THIS CONVERSATION. SO THE FEDERAL TAX AND FEDERAL STUDENT LOAN QUESTION , IF THERE'S A YES ANSWER THERE'S CERTAIN OTHER INFORMATION YOU HAVE TO PROVIDE JUST TO AVOID ANY OTHER DELAYS OR SO YOU KNOW UP FRONT MORE THAN LIKELY WE'RE GOING TO COME BACK AND REQUEST PROOF OF A PAYMENT PLAN IF THE APPLICANT HAS STATED THAT A PAYMENT PLAN IS IN PLACE. AND IF THE APPLICANT DOES NOT STATE THAT A PAYMENT PLAN IS IN PLACE WE'RE GOING TO COME AND REQUEST THAT THEY GET A PAYMENT PLAN IN PLACE BEFORE WE CLEAR THEM. SO THAT DOCUMENT AS WELL WE'RE GOING TO INCLUDE TO YOU SO YOU KNOW WE NEED SUBMITTED, WE WANT TO MAKE THE PROCESS AS STREAMLINED AS POSSIBLE. SO THAT QUESTION AND A COUPLE OTHER QUESTIONS ON THOSE FORMS, WE'LL HAVE AN OF306 AMENDMENT DOCUMENT IN WHICH WE WILL TELL YOU WHAT YOU SHOULD SEND WITH YES ANSWERS ON THOSE FORMS JUST SO WE CAN MOVE EVERYTHING ALONG QUICKLY.
* AFTER WE GO THROUGH THE PHASE WHERE WE VERIFY ALL THE DOCUMENTS AND LOOK EVERYTHING OVER, WE MAKE A DETERMINATION. WE HAVE THREE DETERMINATIONS. WE HAVE A SUITABLE DETERMINATION, THAT MEANS THE APPLICANT IS ALLOWED TO WORK. WE HAVE AN UNSUITABLE DETERMINATION, WHICH MEANS THE APPLICANT IS NOT ALLOWED TO WORK, AND WE HAVE A PRESCREENED DENIAL. A PRESCREENED DENIAL LETTER MEANS WE NEED SOME ADDITIONAL INFORMATION AND EITHER THE APPLICANT DID NOT PROVIDE THAT INFORMATION WITHIN THE REQUIRED TIME FRAME, OR THE APPLICANT NEEDS MORE TIME TO GET THAT INFORMATION. SO THAT LETTER IS JUST REALLY A PLACE HOLDER TO LET THE EN KNOW AS WELL AS EN SERVICE KNOW THAT, YES, WE DO HAVE EVERYTHING WE NEED BUT THIS PERSON AS FAR AS A FINAL PACKAGE OF BEING ABLE TO WORK IT, THERE'S STILL SOME ADDITIONAL INFORMATION WE NEED BEFORE WE CAN MAKE A DETERMINATION. SO THOSE ARE THE 3 LETTERS YOU WILL SEE FROM US, SUITABLE, UNSUITABLE AND PRESCREENED DENIED.
* FOR THOSE FOUND SUITABLE WE WILL SEND THE PERSON ON TO THE OFFICE OF PERSONNEL MANAGEMENT, THEY WILL CONDUCT THE INVESTIGATION FOR US, USUALLY WITHIN TWO TO SIX MONTHS WE WILL GET THE INFORMATION BACK FROM THEM AND WE HAVE TO HAVE IT ADJUDICATED. OUR UP FRONT SUITABLE JUDGMENT IS NOT ALWAYS FINAL. THERE IS SOMETIMES SOME INFORMATION UNCOVERED BY US ON THE LATTER END OF THE PROCESS THAT WASN'T AVAILABLE TO US AND WE MAY HAVE TO REVERSE A DETERMINATION. IT DOESN'T HAPPEN OFTEN BECAUSE WE DO GET A LOT OF THE INFORMATION UP FRONT, BUT THAT ALSO IS A POSSIBILITY. A LOT OF TIMES WHEN WE REACH OUT LATER ON FOR ADDITIONAL INFORMATION FOLKS KIND OF QUESTION IT BECAUSE, HEY, I WAS ALREADY MADE SUITABLE. SO IF YOU READ THE WORDING ON THOSE SUITABLE LETTERS IT'S JUST AN UP FRONT DETERMINATION AND IT'S NOT FINAL UNTIL WE ACTUALLY ADJUDICATE IT ON THE BACK END.
* SO, WITH THAT BEING SAID, THAT'S PRETTY MUCH OUR NEW PROCESS, IN A NUTSHELL. LIKE I SAID AGAIN, IT'S ALL ELECTRONIC, NO MORE NEED TO MAIL ANYTHING, NO HARD COPY FINGERPRINTS. SOME OF YOU ONLINE HAVE ALREADY RECEIVED SOME DOCUMENTATION OR HOWEVER WE'RE GOING TO GO ABOUT THIS. WE HAVE UPDATED THAT DOCUMENTATION SO THEY WILL PROBABLY BLAST IT OUT TO ALL THE EN'S BUT ONE OF OUR, ONE OF THE NEW POINTS FOCUSES ON THE CORE. SO IF YOU SEE IN THE LANGUAGE THAT YOU SHOULD SEND YOUR INFORMATION TO THE CORS WE'VE AMENDED THAT SO YOU CAN JUST COPY EN SERVICE AND THAT WILL SETTLE THAT PART OF IT. I THINK ACTUALLY IN OUR E QUIP APPLICANT LISTING THAT WE'RE GOING TO SEND OUT, IT'S AN EXCEL FORMAT NOW, WE'VE ALREADY FORMATED THOSE FIELDS WITH EN SERVICE AND THE EN SERVICE EMAIL ADDRESS SO ALL YOU HAVE TO DO IS COPY THEM ON THE EMAIL.
* THAT'S BASICALLY IT FOR THE NEW PROCESS. I WILL OPEN IT UP TO QUESTIONS.
* >> VERNON, THANK YOU SO MUCH. THERE'S QUITE A BIT OF EXCITEMENT GOING ON IN THE CHAT ROOM. LEANN, WE ARE GOING TO OPEN THE LINES FOR QUESTIONS BUT BEFORE YOU QUEUE SOMEONE UP, WE WILL HAVE JOHN MILNIK, WE HAVE SOME QUESTIONS FROM THE CHAT, IF YOU CAN HELP US OUT WITH THOSE PLEASE.
* >> YES, OUR FIRST QUESTION CAME FROM LAURA BERRY, IT WAS THE MOST RECENT BUT I BELIEVE YOU JUST ANSWERED THIS. WILL YOU BE SENDING A DOCUMENT EXPLAINING THIS PROCESS?
* >> WE CAN SEND A BLAST I GUESS.
* >> WE WILL FIND A GOOD MEANS TO SEND THAT OUT, EITHER WE'RE SENDING IT OR POSTING IT SO STAY TUNED FOR THAT. WE CAN DO BOTH.
* >> OUR NEXT QUESTION COMES FROM PAM REDDING. WHAT IF WE RECENTLY SENT OUT THE PAPERWORK FOR AN EMPLOYEE?
* >> YES, SO -- I'M SORRY. FOR THOSE EMPLOYEES WHO HAVE SUBMITTED THE OLD WAY WE WILL HANDLE THOSE THE OLD WAY. SO YOU CAN SUBMIT THOSE AS YOU NORMALLY WOULD. IT'S JUST FOR EVERYBODY THAT YOU SUBMIT UNDER THE NEW PROCESS WHERE YOU ALSO GIVE US THE FORMS UP FRONT, THEY WILL FOLLOW THE NEW PROCESS, BUT ANYBODY THAT YOU SUBMITTED PREVIOUSLY, SO, FOR INSTANCE, IF YOU SUBMITTED AN APPLICANT LISTING AND GOT THE APPLICANT E QUIP INVITE BUT YOU HAVE YET TO SUBMIT THE FAIR CREDIT AND THE FINGERPRINTS YOU CAN GO AHEAD AND SEND THOSE TO US THE OLD WAY .
* >> ALL RIGHT, THEN OUR NEXT QUESTION, WE HAVE HAD SEVERAL DIFFERENT VARIATIONS OF THIS, ESSENTIALLY, FOR THOSE PEOPLE WHO ARE LIVING IN RURAL AREAS WHERE THEY MIGHT NOT HAVE EASY ACCESS TO E FINGERPRINTING THEY WERE WONDERING IF THERE'S ANY ALTERNATIVE.
* >> YES, SO EVEN THOUGH WE HIGHLY RECOMMEND THE ELECTRONIC PROCESS JUST FOR SPEED WE ALSO STILL DO HAVE THE HARD COPY FINGERPRINT OPTION AVAILABLE TO THOSE IN THESE SITUATIONS. SO IF A FINGERPRINTING SERVICE PROVIDER IS NOT CONVENIENT FOR YOU THEN, YES, YOU STILL CAN SUBMIT THE HARD COPY PRINTS. THE ONLY CHANGE IS IF YOUR HARD COPY PRINTS ARE ILLEGIBLE WE WILL REQUIRE NEW FINGERPRINT CARDS. JUST KEEP THAT IN MIND AS WE GO ALONG. JUST TO BE HONEST, A LOT OF TIMES WE GET FINGERPRINT CARDS THAT APPLICANTS TOOK THEMSELVES AND YOU CAN TELL REALLY RIGHT OFF THE BAT. SO FOR THOSE WHO DON'T CHOOSE TO USE ELECTRONIC OR THEY CAN'T, JUST MAKE SURE YOU ACTUALLY HAVE YOUR FINGERPRINTS TAKEN BY A LICENSED OR PROFESSIONAL BECAUSE WE WILL REACH OUT IF THEY ARE ILLEGIBLE TO HAVE THEM REDONE.
* >> ALL RIGHT. THEN OUR NEXT QUESTION COMES FROM STACEY CLARK, WHO WANTS TO KNOW HOW OFTEN DOES AN EN HAVE TO UPDATE FINGERPRINTS ON FILE?
* >> THAT'S ACTUALLY A PRETTY GOOD QUESTION. RIGHT NOW ONCE YOU ARE CLEARED WITH US WE DON'T HAVE ANYTHING IN PLACE WHERE YOU HAVE TO UPDATE YOUR FINGERPRINTS. SHOULD ANYTHING COME DOWN THE PIKE WHERE, YOU KNOW, THERE'S A NEW REGULATION IN PLACE WHERE WE NEED TO DO REINVESTIGATIONS WE'LL LET YOU ALL KNOW, BUT RIGHT NOW WE DON'T HAVE THAT IN PLACE .
* >> AND IT LOOKS LIKE WE HAVE HAD TWO MORE QUESTIONS THAT JUST POPPED UP IN THE CHAT. SUSAN B WANTS TO KNOW, DO YOU HAVE TO GO TO THE SSA OFFICE FOR THE FINGERPRINTING?
* >> NO. SO FOR THE ELECTRONIC FINGERPRINT THEY ARE GOING TO BE, ONCE YOU GO ONLINE THERE ARE GOING TO BE MULTIPLE LOCATIONS FOR MANY OF YOU TO CHOOSE FROM. THIS IS IN PUERTO RICO AND HAWAII AS WELL. YOU WON'T ACTUALLY GO TO AN SSA OFFICE, YOU WILL GO TO A LOCAL -- A LOT OF TIMES IT COULD BE A UPS STORE OR MAYBE A MOM AND POP SHOP BUT YOU WILL FIND THERE'S USUALLY A LOT OF OPTIONS AVAILABLE NO MATTER WHERE YOU ARE. YOU WILL SET UP THE APPOINTMENT AND GO IN THERE AND HAVE YAUR FINGERPRINTS ELECTRONICKALLY TAKEN.
* >> THANKS, VERNON
* >> I JUST HAVE A QUESTION FOR VERNON BECAUSE I KNOW PEOPLE ARE GOING TO ASK. YOU SENT IN THE E QUIP APPLICATION AND YOU SEND IN ALL THE OTHER FORMS ELECTRONICALLY. AFTER THAT IF E QUIP [INDISCERNIBLE] THEY WOULD HAVE TO GO IN AND FILE A NEW APPLICATION?
* >> THE E QUIP DOES TIME OUT. WE ARE TRYING TO ALLOW SOME WIGGLE ROOM IN THERE. YOU HAVE A LITTLE BIT MORE THAN 10 DAYS BUT WE WOULD LIKE TO, SINCE WE HAVE EVERYTHING OUT AND WE SENT OUT THE INITIAL IDENTIFICATION WE WOULD LIKE TO MOVE THE PROCESS ALONG AS QUICKLY AS POSSIBLE. TEN DAYS IS REALLY PLENTY TO GO IN AND COMPLETE THE E QUIP APPLICATION AND THEN GET YOUR FINGERPRINTS TAKEN ELECTRONICALLY.
* >> I JUST WANT TO REINFORCE THAT BECAUSE WE HAVE A LOT OF PEOPLE WHO DO THE E QUIP APPLICATION AND SAY I SENT IN MY STUFF 6 MONTHS AGO, BUT THEY NEVER FOLLOWED THROUGH AFTER THAT. SO TO BE CLEAR FOR THAT, YOU NEED TO DO THAT AND WITHIN 10 DAYS DO THE OTHER FORMS INCLUDING THE FINGERPRINT CARDS THAT ARE NECESSARY FOR YOUR CLEARANCE TO START PROCESSING.
* >> CORRECT. WITH THE NEW PROCESS WE SHOULDN'T HAVE ANY OF THOSE ISSUES. A LOT OF TIMES PEOPLE WOULD SEND IN THEIR FORMS AND FINGERPRINTS BEFORE THEY SENT IN THE E QUIP APPLICANT LISTING SO ONCE IT ARRIVES AT OUR OFFICE THERE'S NO LISTING IN OUR SYSTEM BECAUSE WE DIDN'T GET THE E QUIP APPLICATION UP FRONT. HOPEFULLY WE WILL ELIMINATE THAT SINCE EVERYBODY WILL HAVE A RECORD OF IT BY EMAIL, BOTH THE POC AND US BECAUSE WE DON'T DELETE ANYTHING.
* >> THANK YOU VERY MUCH FOR YOUR PRESENTATION, WHICH WAS EXCELLENT. THIS IS ROB SPEAKING. THIS ILLUSTRATES HOW THIS PROGRAM IS SO DEPENDENT ON OTHER ASPECTS OF SSA, OTHER COMPONENTS. AND IN THIS CASE A LOT OF THE EN'S THINK WE HANDLE OUR COMPONENT IN ORDES, SINCE WE ARE RESPONSIBLE FOR TICKET TO WORK THAT WE ALSO HANDLE SUITABILITY AND ALL THE OTHER THINGS ASSOCIATED. THIS IS A GOOD OPPORTUNITY FOR US TO CLARIFY. THIS IS HUMAN RESOURCES WHICH IS ANOTHER COMPONENT WITHIN SSA THAT YOU ARE ENGAGED IN DOING SUITABILITY FOR. ALL OTHERS ASPECTS OF TICKET TO WORK , NOT JUST SUITIBILITY, THAT'S IMPORTANT IN GIVING FOLK AN UNDERSTANDING IN ALL THE WORK YOU DO AND HOW CRITICAL THIS WORK IS BUT YOU ARE DOING THIS FOR CONTRACTORS.
* >> NATIONWIDE.
* >> THOUSANDS AND THOUSANDS OF PEOPLE NOT ASSOCIATED WITH TICKET TO WORK. THANK YOU VERY MUCH. I APPRECIATE THE PRESENTATION.
* >> YEAH, I DITTO THAT AND LOTS OF GREAT INFORMATION. WE DID PROMISE TO OPEN UP THE LINE FOR QUESTIONS SO LET'S SEE IF WE CAN SQUEEZE A QUESTION IN.
* >> IF YOU'D LIKE TO ASK A QUESTION OVER THE PHONE LINE PLEASE PRESS STAR 1 ON YOUR TELEPHONE KEY PAD. IF YOU ARE USING A SPEAKER PHONE PLEASE MAKE SURE YOUR MUTE FUNCTION IS TURNED OFF TO ALLOW YOUR SIGNAL TO REACH OUR EQUIPMENT.
* >> HI, SHELLY.
* >> HI. HI, VERNON WE'VE ACTUALLY TALKED A COUPLE OF TIMES. I'M DOING WELL. IN FACT, THAT LAST COMMENT ABOUT MAKING SURE THAT WE ARE ALL AWARE THEY COVER THE WHOLE ENTIRE UNITED STATES AND ALL THE OTHER ENTITIES AND THEY ARE NOT JUST FOR US IS PROBABLY DIRECTED AT ME.
* SO MY QUESTION, I'M ACTUALLY LOOKING AT AND IFTS LISTENING TO THE PROCESS YOU ARE TALKING ABOUT AND YOU GAVE THE ADDRESS, THE EMAIL ADDRESS, FOR THE DCE, AND WHEN I DISSECTED THIS WE PUT SEVERAL PEOPLE NOW ON THIS NEW APPLICANT LISTING AND WE WERE TOLD TO SEND IT TO THE EN SPECIALIST. IN THE INSTRUCTIONS IT SAID THEY THEN WILL SUBMIT TO THE DCH
* >> YES, I HAD MENTIONED EARLY IN THE CALL, I KNOW I SAID A LOT, BUT THAT'S KIND OF THE LANGUAGE THAT WE'RE SENDING OUT TO EVERYBODY. BUT WE'VE MET WITH OUR EN COUNTERPARTS AND WE HAVE CHANGED IT UP A LITTLE BIT, SO THE NEW LANGUAGE YOU ARE GOING TO GET INSTEAD OF SENDING IT TO ACTUAL CORE, AN ACTUAL PERSON, WE WANT TO COPY THE EN SERVICE ADDRESS WITH YOUR SUBMISSIONS.
* >> ALSO I THINK THE ANSWER TO YOUR QUESTION IS EN SERVICE IS NOT GOING TO SUBMIT IT TO THE OFFICE OF SUITABILITY. YOU HAVE TO SUBMIT IT TO THE OFFICE OF SUITABILITY AND CC EN SERVICE SO WE ARE AWARE OF IT. BUT WE ARE NOT --
* >> THAT'S DIFFERENT THAN WHAT I WAS INSTRUCTED SO I'M CALLING FOR CLARIFICATION ON THAT BECAUSE I SPECIFICALLY WAS TOLD TO SEND IT TO OUR EN SPECIALIST SANDRA.
* >> SANDRA, YES.
* >> SHE WASN'T INCORRECT IN THAT. THAT'S HOW WE STARTED OUT, BUT ONCE WE TALKED TO OUR EN COUNTERPARTS WE HAVE AMENDED THAT A LITTLE BIT SO, YES, YOU WILL SEND IT DIRECTLY TO US YOURSELF BUT YOU WILL COPY THEM SO THEY ARE AWARE AS WELL.
* >> AND THAT'S COPY EN SERVICE.
* >> CORRECT.
* >> GOOD.
* >> THEN THE OTHER --
* >> I WAS GOING TO SAY THAT COMMENT WASN'T MEANT FOR YOU, WE HAVE NO PROBLEM TRYING TO GET YOU ALL AWAY.SQUARED
* >> WE DEFINITELY NEED TO GET SQUARED AWAY.
* THE FINGERPRINTING REMOTELY, SOMEBODY ASKED ABOUT THE RURAL AREAS AND ONE OF THE THINGS WE DISCOVERED IS YOU WILL SIGN UP LIKE AN APPOINTMENT, THEY WILL SEND YOU OUT A PACKET, YOU TAKE IT TO YOUR LOCAL SHERIFF'S OFFICE OR WHEREVER YOUR FINGERPRINTING IS, THEN YOU HAVE THOSE PAPER COPIES YOU MADE BACK AND THE AGENCY WILL ELECTRONIC SUBMIT THEM TO YOU GUYS.
* >> YES, AND I'M GLAD YOU MENTIONED THAT. THAT JUST RECENTLY CAME UP TO US. WE CAN MAKE THAT FASTER AS WELL. MOST OF THE EN'S YOU HAVE THE HARD COPY FINGERPRINTS ON FILE AND YOU CAN STILL KEEP A STASH OF THOSE FOR THIS SITUATION BECAUSE IF YOU DO GO ON TO FIELD PRINT AND THEN THERE IS NO PLACE CLOSE TO HAVING IT ELECTRONICALLY DONE YOU DON'T HAVE TO WAIT ON THEM TO SEND YOU FINGERPRINT CARDS, YOU CAN STILL USE THE ONES UP BEEN USING IN THE PAST AND YOU CAN SKIP THAT STEP ALTOGETHER. IF SOMEBODY DOESN'T HAVE A PLACE TO GO TO, INSTEAD OF HAVING FIELD PRINT MAIL YOU THE FINGERPRINT CARDS, YOU CAN USE THE CURRENT FINGERPRINT CARDS YOU HAVE BEEN USING AND HAVE THE PERSON GO GET FINGERPRINTED. IT'S THE SAME THING.
* >> PERFECT. JUST TO LET EVERYBODY KNOW, THIS NEW PROCESS SO FAR HAS BEEN WORKING VERY SMOOTHLY.
* >> OH, MAN, THAT'S AWESOME.
* >> WONDERFUL. OKAY, THANK YOU FOR YOUR QUESTIONS, PARTICIPATING, THAT'S VERY HELPFUL.
* WHAT WE'RE GOING TO DO IS WE'LL HAVE MORE QUESTIONS AT THE END BUT WE'RE GOING TO MOVE ON TO OUR NEXT SECTION, WHICH IS A PRESENTATION FROM PROMOTING OPPORTUNITIES DEMONSTRATION AND I WILL HAND IT OVER TO JOHN JONES, WHICH IS A CONTRACTING OFFICER REPRESENTATIVE WITH THE POD CONTRACT.
* >> THIS IS JOHN JONES. I'M ACTUALLY ONE OF TWO CONTRACTING OFFICER REPRESENTATIVES. DESI ULNER IS THE OTHER ONE ON THIS CONTRACT BUT SHE'S NOT GOING TO BE ON THIS CONFERENCE CALL. I'VE BEEN TOLD I NEED TO GO THROUGH MY SLIDES FAIRLY QUICKLY BECAUSE THE AGENDA HAS GOTTEN PACKED. SO WHAT I'M GOING TO DO IS RUN THROUGH A QUICK DESCRIPTION OF THE DEMONSTRATION, TELL YOU HOW YOU CAN BE INVOLVED IN IT, THEN LEAVE YOU WITH CONTACT INFORMATION AT THE END ON THE VERY LAST SLIDE.
* SO I'M GOING ON TO SLIDE 5. CONGRESS ASKED THE SOCIAL SECURITY ADMINISTRATION -- ACTUALLY MANDATED -- THAT WE TEST A 2 FOR 1 BENEFIT OFFSET AND WE'RE DOING IT THROUGH A DEMONSTRATION OR AN EXPERIMENT AND IT'S GOING TO LAST UNTIL JUNE OF 2021, AT LEAST THE PARTICIPATION PERIOD OF BENEFICIARIES. NOW POD, LIKE I SAID, IS TESTING A 2 FOR 1 OFFSET AND IT WORKS LIKE THIS. IF A BENEFICIARY EARNS MORE THAN AN EARNINGS THRESHOLD, A CERTAIN AMOUNT OF EARNINGS, THAT EARNINGS LEVEL, BY THE WAY, FOR MOST BENEFICIARIES IS GOING TO BE $850, THAT'S THE TRIAL WORK PERIOD THRESHOLD. IF THEY WORK ABOVE THAT AND EARN MORE THAN 850 A MONTH, FOR EVERY $2 OF EARNINGS THEY MAKE ABOVE THAT AMOUNT, THEY ARE GOING TO REDUCE THEIR BENEFITS BY $1. SO FOR EVERY $2, THEY GET A $1 REDUCTION IN THEIR BENEFITS. SO THEY CAN WORK SO MUCH THAT THEY GRADUALLY REDUCE THEIR BENEFITS TO ZERO.
* NOW, THE REQUEST FROM CONGRESS, THEY HAD STIPULATIONS. FOR INSTANCE, THERE IS ANOTHER THRESHOLD THAT COULD BE USED INSTEAD OF THE $850, AND THAT WOULD BE THE IMPAIRMENT RELATED WORK EXPENSES. IF A BENEFICIARY HAS EXPENSES GREATER THAN 850 THAT CAN SERVE AS THE THRESHOLD WHEN THE BENEFIT OFFSET WOULD KICK IN. FOR MOST BENEFICIARIES $850 IS WHAT THE THRESHOLD WOULD TYPICALLY BE.
* ALSO, CONGRESS ASKED US TO TEST A TERMINATION ASPECT FOR THIS DEMONSTRATION. PART OF THIS DPUPB ADMINISTRATION IS ALSO A SIMPLIFICATION OF THE DI WORK INCENTIVE RULES. IT WILL NOT HAVE A TRIAL WORK PERIOD OR EXTENDED PERIOD OF ELIGIBILITY. NOW, I'LL TALK MORE ABOUT THAT IN JUST A MOMENT, BUT FOR NOW I'D LIKE TO GO TO SLIDE 6 AND JUST LET YOU KNOW THERE'S TWO CONTRACTORS THAT ARE INVOLVED IN POD. THERE'S APT ASSOCIATES WHO WILL BE ASSOCIATED IN THE IMPLEMENTATION ASPECT OF THE DEMONSTRATION. HE IS ESSENTIALLY THEY WILL BE COLLECTING ERWES INFORMATION AND TRANSFERRING THAT INFORMATION TO SSA SO SSA CAN EFFECTUATE THE BENEFIT OFFSET FOR THOSE INDIVIDUALS.
* THEY ARE ALSO COORDINATING THE COUNSELING SERVICES FOR BENEFICIARIES THAT ARE PARTICIPATING IN THE DEMONSTRATION SO THAT WOULD HELP THEM NAVIGATE THE RULES OF POD AND HOW TO USE THE BENEFIT OFFSET.
* THE OTHER CONTRACTOR THAT'S IN THE DEMONSTRATION IS MATHEMATICA POLICY RESEARCH. THEIR RESPONSIBILITY IS TO RECRUIT BENEFICIARIES INTO THE DPUPB ADMINISTRATION AND THEY ARE ALSO TASKED WITH EVALUATING THE DEMONSTRATION AND THEY WILL BE PROVIDING US WITH DELIVERABLES AND DOCUMENTS THAT IS TELLING US HOW THE EVALUATION IS GOING AND THEY WILL BE SUBMITTING THAT TO US THROUGHOUT THE YEAR.
* I AM MOVING ON TO SLIDE 7 NOW.
* NOW, THE PLAN IS THAT WE'RE GOING TO TRY TO RECRUIT 15,000 SSDI BENEFICIARIES TO VOLUNTEER INTO THE DEMONSTRATION. AND WE HAVE ONE YEAR TO RECRUIT THESE BENEFICIARIES.
* NOW, RECRUITMENT HAS STARTED JANUARY 2ND OF THIS YEAR AND IT WILL CONTINUE UNTIL DECEMBER OF THIS YEAR, 2018, AND THE PARTICIPATION PERIOD FOR THE BENEFICIARIES, AS I SAID BEFORE, AFTER RECRUITMENT IS DONE IN DECEMBER, THEY WILL STILL HAVE UNTIL JUNE, 2021 TO USE THE OFFSET.
* NOW, HERE'S SOME MORE INFORMATION. THIS IS HOW WE'RE GOING TO TRY TO EVALUATE THE DEMONSTRATION. ELIGIBLE BENEFICIARIES WILL BE RANDOMLY ASSIGNED TO TWO TREATMENT GROUPS AND ONE CONTROL GROUP. BENEFICIARIES THAT ARE ASSIGNED TO THE TWO TREATMENT GROUPS WILL BE ABLE TO USE THIS ONE FOR TWO BENEFIT OFFSET, BUT THOSE IN THE CONTROL GROUP WILL NOT. THE CONTROL GROUP WILL CONTINUE TO OPERATE UNDER THE NORMAL SSDI PROGRAM RULES. THERE WILL BE NO CHANGE FOR THEM.
* BUT FOR THE BENEFICIARIES IN THE TWO TREATMENT GROUPS THEY WILL BE ABLE TO USE THAT ONE FOR TWO OFFSET BUT THEY DIFFER IN ONES A SPECIAL AGENT. ONE OF THE TREATMENT GROUPS, IF THEY EARN ENOUGH TO REDUCE THEIR BENEFIT ALL THE WAY DOWN TO ZERO AND THEY REMAIN IN THAT STATE FOR 12 CONSECUTIVE MONTHS THEN THE BENEFICIARIES Y WILL BE TERMINATED. IF THEY'RE TERMINATED THEY WILL CONTINUE TO RECEIVE BENEFITS FOR 93 MONTHS UNLESS THEY ARE MEDICALLY IMPROVED.
* CURRENTLY WE HAVE 124 BENEFICIARIES ENROLLED IN POD. MY SLIDE SAYS 110, BUT THAT NUMBER IS CHANGING EVERY DAY AS BENEFICIARIES ARE VOLUNTEERING.
* I'M GOING ON TO SLIDE 8 NOW. LIKE I SAID, POD PARTICIPANTS WILL BE RANDOMLY ASSIGNED TO THESE 3 GROUPS AND THEY WILL BE RANDOMLY ASSIGNED IN EQUAL AMOUNTS, EQUAL NUMBERS. HOWEVER, I HAVE TO EMPHASIZE THAT POD IS A VOLUNTARY PROGRAM. BENEFICIARIES DO NOT HAVE TO VOLUNTEER, IT IS NOT MANDATORY. WE HAVE HAD BENEFICIARIES THAT CALL IN TO OUR 1-800 NUMBER ASKING IF IT'S A MANDATORY PROGRAM AND I THINK THEY ARE CONFUSED. IT IS NOT MANDATORY. WE'RE ADVERTISING IT AS VOLUNTARY BUT THE MESSAGE IS NOT GETTING OUT TO ALL THE BENEFICIARIES. IT IS NOT MANDATORY, IT IS A VOLUNTARY PROGRAM.
* NOT EVERY BENEFICIARY CAN ENROLL. WE WILL HAVE BENEFICIARIES WHO ARE PRIMARY WORKERS BETWEEN THE AGE OF 20 AND 62. ESSENTIALLY WE DON'T WANT CHILDREN AND WE DON'T WANT PEOPLE WHO ARE GOING TO RETIRE WHILE THEY ARE IN THE DEMONSTRATION. BUT BENEFICIARIES WHO ARE RECEIVING DI ONLY BENEFITS OR RECEIVING DI OR SSI BENEFITS TOGETHER, CONCURRENTLY, THEY ARE ELIGIBLE FOR THE PARTICIPATION INTO THE DEMONSTRATION.
* HOWEVER, WE DO NOT WANT DULY ENTITLED DI BENEFICIARIES, THAT IS WE DO NOT WANT SOMEONE IN THE PROGRAM WHO IS RECEIVING DI BENEFITS OFF SOMEONE ELSE'S RECORD. FOR EXAMPLE, A PARENT WHO WOULD BE A PRIMARY WORKING BENEFICIARY RECEIVING DI BENEFITS ON THEIR OWN BUT THEY MAY HAVE A CHILD WHO IS RECEIVING DI BENEFITS ON THEIR OWN RECORD BUT ALSO RECEIVING BENEFITS FROM THEIR RECORD, TOO. THAT WOULD BE A DULY ENTITLED BENEFICIARY. WE DON'T WANT THE CHILD IN THE DEMONSTRATION, WE WANT THE PARENT IN THE DEMONSTRATION. THAT'S WHY WE'RE SAYING NO DUAL ENTITLEMENTS.
* ALSO THE BENEFICIARY CANNOT HAVE AN OPEN CASE REVIEW IN THE PROCESS. THEY HAVE TO HAVE, THEY JUST CAN'T HAVE THAT OPEN. IF THEY DO HAVE ONE THAT WAS OPEN AND WAS SHOULD, THEY CANNOT HAVE A DECISION OF DETERMINATION DATED AT A TIME WHEN THEY WOULD BE IN THE DEMONSTRATION. SO THEY WILL NOT BE ELIGIBLE.
* AND ANYONE THAT'S TRYING TO REGAIN ELIGIBILITY FOR DI BENEFITS THROUGH EXPEDITED REINSTATEMENT, THEY WILL HAVE TO HAVE A REPORTED POSITIVE DECISION MADE BEFORE THEY CAN BE ELIGIBLE FOR A DEMONSTRATION. SO, IN OTHER WORDS, WE WANT CURRENT BENEFICIARIES WHO ARE RECEIVING BENEFITS BEFORE THEY ARE ACTUALLY ENROLLED IN THE DEMONSTRATION. ALSO WE ARE NOT GOING TO ALLOW BENEFICIARIES IN WHO PARTICIPATED IN A PREVIOUS DEMONSTRATION OR CURRENT DEMONSTRATION WE HAVE CONDUCTED.
* SLIDE 9, THIS IS A SLIDE THAT TELLS HOW YOU CAN BE INVOLVED IN DEMONSTRATION. FRANKLY, WE SEE YOU ALL, EN'S, AS CRITICAL STAKEHOLDERS WHO HOLD THE KEY TO SUCCESS OF THIS DEMONSTRATION. BENEFICIARIES ARE TYPICALLY SKEPTICAL WHEN HEARING ABOUT POD AND ARE APPREHENSIVE ABOUT VOLUNTEERING. HOWEVER, THE BENEFICIARIES VIEW YOU AS A TRUSTED SOURCE OF INFORMATION. IF THEY KNOW ABOUT POD THROUGH YOU, THROUGH YOUR DISCUSSIONS WITH THEM IT WOULD REINFORCE THE LEGITIMACY OF POD. YOU DON'T WANT BENEFICIARIES THINK IT IS A SCAM WHICH WE HAVE HAD SOME PEOPLE TELLING BENEFICIARIES THAT AND I THINK IT'S JUST BECAUSE THEY DIDN'T UNDERSTAND THAT POD IS A LEGITIMATE DEMONSTRATION.
* SO IF YOU COULD TELL THEM THAT POD IS LEGITIMATE, I THINK THAT GOES A LONG WAY TO HELP US RECRUIT.
* ALSO, IF YOU KNOW BENEFICIARIES THAT COULD POSSIBLY BENEFIT FROM ENROLLING IN THE DEMONSTRATION YOU CAN CONTACT MATHEMATICA POLICY RESEARCH AND ASK FOR A PACKET FOR THAT BENEFICIARY OR, IF YOU WANT, YOU COULD TAKE THEM AND SHOW THEM THE POD WEB SITE. I HAVE THIS INFORMATION LISTED ON THE VERY LAST SLIDE OF THE PRESENTATION. WE'LL LAEFRB THAT UP SO YOU CAN GET THE INFORMATION THERE. WE ALSO HAVE A 1-800 NUMBER YOU CAN CALL IF YOU WANTED TO GET MORE INFORMATION OR YOU CAN JUST PROVIDE THAT TO THE BENEFICIARY AND THE BENEFICIARY CAN CALL THAT NUMBER AND GET MORE INFORMATION ABOUT POD.
* FOR Y'ALL, IF PREPARATION FOR THIS INDIRECT OUTREACH, MATHEMATICA POLICY RESEARCH IS CONDUCTING WEBINARS. WE HAVE ALREADY HAD ONE IN NOVEMBER BUT THE NEWEST UPDATED WEBINAR IS GOING TO BE MARCH 22ND BETWEEN 2:00 AND 3:00 PM EASTERN TIME. MATHEMATICA IS GOING TO BE SENDING OUT EMAILS WITH THE INVITATION ATTACHED SO PLEASE KEEP YOUR EYES OUT FOR THAT EMAIL AND THEN REMEMBER THAT IT'S THE 22ND AT 2:00 TO 3:00 PM EASTERN TIME.
* SO NOW I'M MOVING ON TO SLIDE 10. THIS IS THE SLIDE THAT SHOWS OUR RECRUITMENT AREAS. NOW, THERE'S 8 STATES THAT ARE GOING TO BE INVOLVED IN THIS DEMONSTRATION. BENEFICIARIES LIVING IN THOSE 8 STATES ARE THE ONES THAT ARE GOING TO BE ELIGIBLE FOR, BENEFICIARIES OUTSIDE THOSE AREAS CANNOT BE RECRUITED.
* HOWEVER, NOT ALL OF THE STATES THAT WILL BE RECRUITED. THERE'S 3 STATES FROM WE WILL RECRUIT FROM THE ENTIRE STATE, BUT FOR THE REMAINING 5 WE'RE ONLY GOING TO BE RECRUITING FROM SPECIFIC COUNTIES AND THE COUNTIES ARE LISTED ON THE SCREEN ON SLIDE 10. WITHOUT FURTHER ADO I'D LIKE TO ADVANCE TO SLIDE 11 AND THEN SLIDE 11, THIS IS THE CONTACT INFORMATION. IT IS PROBABLY THE MOST IMPORTANT SLIDE FOR YOU. IT HAS THE EMAIL FORMAT MATT -- FORMAT MATT POLICY RESEARCH SO YOU CAN SEND IT TO YOUR CLIENTS AND THERE'S ALSO THE TOLL FREE NUMBER THAT BENEFICIARIES CAN CALL TO INQUIRE ABOUT POD AND ASK FOR DETAILED INFORMATION AND ALSO WE HAVE A POD WEB SITE AND THAT WEB SITE HAS ALL THE INFORMATION THAT YOU COULD ASK FOR ON POD AND IT ALSO HAS SOME TOOLS ON IT LIKE A CALCULATOR THAT HELPS BENEFICIARIES FIGURE OUT WHAT THEIR OFFSET PAYMENT COULD BE UNDER THE BENEFIT OFFSET AS A WAY OF TRYING TO CHECK TO SEE IF THIS DEMONSTRATION COULD BENEFIT THEM.
* SO, WITH THAT, I THINK THIS WOULD BE A GOOD TIME TO ASK QUESTIONS BUT IF THE MODERATOR WOULD LEAVE THE INFORMATION SLIDE UP ON THE SCREEN, I'D ALSO LIKE TO INTRODUCE YOU TO VINCE PELLEGRINI AND COUNSELMAN WILL ALSO BE JOINING IN THE PRESENTATION. IF YOU HEAR THEIR VOICES DON'T BE SURPRISED.
* >> WONDERFUL, THANK YOU SO MUCH, JOHN. LEEANN, WE ARE GOING TO OPEN UP FOR A FEW QUESTIONS BUT I THINK WE HAVE SOME QUESTIONS FROM THE CHAT .
* >> YES, WE ONLY HAVE ONE QUESTION AND THAT IS WILL THE POD PARTICIPATION BE ON THE BBQY'S LIKE THE BOG PARTICIPANTS WERE?
* >> CAN YOU CONFIRM THAT?
* >> HI, THIS IS VINCE PELLEGRINI. YES, IT SHOULD SHOW UP ON THE BBQY
* >> OKAY, GOOD, THANK YOU VERY MUCH. LEEANN, DO WE HAVE ANY QUESTIONS FROM OUR PARTICIPANTS?
* >> AS A QUICK REMINDER IT IS STAR 1 IF YOU'D LIKE TO ASK A QUESTION OVER THE PHONE LINE AND WE HAVE NO ONE IN THE QUEUE AT THIS TIME.
* >> OKAY, WELL, THANK YOU SO MUCH. JOHN, KAI AND VINCE AND DREW AND IF ANY QUESTIONS COME UP WE'LL BE SURE TO FORWARD THAT TO YOU. I'M GOING TO GO AHEAD AND HAND IT OVER TO JAMIE PENDERGRAFT.
* >> I AM THE BENEFICIARY OUTREACH MANAGER AT TPN AND TODAY WE ARE EXCITED TO SHARE ONE OF OUR NEWEST SUCCESS STORIES, WHICH IS ABOUT AMY. THE INFORMATION IS ON THE SLIDE WITH A LINK TO HER SUCCESS STORY AND IT CAN BE FOUND ON THE CHOOSE WORK WEB PAGE AS WELL. TODAY WE'RE GOING TO BE TALKING ABOUT AN EFFECTIVE PRACTICE WITH AMY'S EN AND VR AGENCY.
* AS A WAY OF INTRODUCTION, WE HAVE PERIODICALLY YOU MIGHT HEAR FROM A TPM MEMBER ASKING YOU WHETHER YOU HAVE A SUCCESS STORY TO SHARE, AND SHARING SUCCESS STORIES IS AN OPPORTUNITY TO SHOWCASE THE GREAT WORK YOU DO AND TO PUBLICLY CELEBRATE THE IMPACT YOUR WORK HAS ON THE LIVES OF OUR CLIENTS. HUMAN INTEREST AND TESTIMONIAL ARE VERY POWERFUL MARKETING TOOLS AND HUMAN INTEREST SUCCESS STORIES GET WIDE EXPOSURE. WE SHARE THEM ON THE WEB SITE, WE SHARE THEM ON OUR SOCIAL MEDIA SITES AND TO OTHER ORGANIZATIONS. WE ARE GOING TO HEAR FROM ERIC SCHMIDT FROM MARYLAND AND [INDISCERNIBLE] AFTER WE FOUND A JOB AND ERIC WE'RE VERY GRATEFUL FOR YOU TO JOIN US TODAY. ON THAT SLIDE ERIC AND KAREN LIST THEIR CONTACT INFORMATION IN CASE ANYONE HAS QUESTIONS SPECIFIC AS TO HOW AMY'S STORY ACTUALLY CAME ABOUT.
* ERIC, WE'RE GOING TO START WITH YOU. COULD YOU TELL US A LITTLE BIT ABOUT HOW THE VR COUNSELOR MET AMY AND THE KIND OF HELP AMY WAS LOOKING FOR.
* >> THANKS, JAMIE AND THANKS FOR THE OPPORTUNITY TO SPEND A FEW MINUTES ON THIS TODAY.
* AMY WAS ACTUALLY REFERRED TO DORS FROM A PARTNER AGENCY IN THE LOCAL COMMUNITY, A DDA PROVIDER, AND SHE WAS ABLE TO MEET REALLY QUICKLY WITH A DORS COUNSELOR AND WAS FOUND ELIGIBLE FOR SERVICES BASED ON HER DIAGNOSIS AND ALSO THE FACT THAT SHE RECEIVES DISABILITY BENEFITS SO WE WERE ABLE TO MOVE FOLKS QUICKLY ALONG IF THAT'S THE CASE. ON HER APPLICATION SHE EXPRESSED AN INTEREST IN LEARNING SOME JOB EMPLOYMENT SKILLS WITH A PARTICULAR INTEREST IN AN OFFICE SETTING. DEVELOP A CUSTOMIZED PLAN FOR EMPLOYMENT TO BRING IN ADDITIONAL TEAM MEMBERS FOR THAT GOAL.
* SO ONE OF THE FIRST THINGS THAT WAS DETERMINED WAS THAT JOB COACHING WAS GOING TO BE NECESSARY, ASSISTIVE TECHNOLOGY FOR HER TESTS AND SCHEDULES AND ALSO GIVEN THE FACT SHE WAS A DISABILITY BENEFICIARY, DEPENDING UPON THE OUTCOME THERE'S POTENTIAL FOR THE NEED FOR BENEFITS COUNSELING SERVICES WHICH WE REGARD AS NECESSARY FOR JUST ABOUT EVERYBODY.
* WHAT ACTUALLY HAPPENED ON THIS PARTICULAR CASE WAS PROJECT SEARCH IN MARYLAND HAS A NUMBER OF INTERNSHIP OPPORTUNITIES THROUGHOUT THE STATE WITH A VARIETY OF STATE AGENCIES AND ONE BECAME AVAILABLE IN MONTGOMERY COUNTY, MARYLAND, RELATIVELY NEAR TO AMY'S LOCATION, AND SHE ACTUALLY WAS ABLE TO APPLY FOR AND RECEIVE AN OPPORTUNITY TO DO THAT INTERNSHIP, WHICH WAS DESIGNED REALLY TO HELP JUST DEVELOP SKILLS AND WORK HABITS. BUT AMY DID SO WELL IN THE JOB THAT ACTUALLY AT THE END OF THE INTERNSHIP SHE WAS OFFERED A FULL-TIME POSITION. SO DORS HAD TO PROVIDE AMY WITH ATTIRE APPROPRIATE FOR WORK, THE ASSISTIVE TECHNOLOGY THAT I MENTIONED AND THEN ALSO SOME JOB COACHING ON-GOING SUPPORTS UNTIL THAT DORS CASE WAS GOING TO BE CLOSED. SHE CONTINUED TO RECEIVE THOSE JOB COACHING SUPPORTS AND IT WAS DETERMINEED D [INDISCERNIBLE] FULL CIRCLE.
* >> GREAT, THANK YOU. YOU ALREADY ANSWERED MY QUESTION ABOUT WHAT HAPPENED WHEN HER DORS CASE WAS CLOSED. CAN YOU TELL US A LITTLE BIT ABOUT THE PARTNERSHIP PLUS DORS HAD IN AMY'S CASE AND CAN YOU EXPLAIN THE ADVANTAGE INVOLVED IN COLLABORATING WITH EN'S TO BRING CLIENTS THE ON-GOING SUPPORT THEY NEED.
* >> LUCKILY IN MARYLAND WE RECOGNIZE BENEFITS COUNSELING AS A CRITICAL SERVICE AND WE HAVE ALMOST 40 PROVIDERS OF BENEFITS COUNSELING THAT WE USE WHILE A CASE IS OPEN, BUT THE GOOD CASE ABOUT THE SITUATION WE HAVE HERE IN MARYLAND IS THAT MANY OF THOSE BENEFITS COUNSELING PROVIDERS ARE ALSO CONNECTED WITH EMPLOYMENT NETWORKS AS WELL AND THAT WAS THE CASE HERE WITH FULL CIRCLE. SO THE TRANSITION TO POST-EMPLOYMENT WAS SUPER EASY BECAUSE THE SAME PROVIDER CAN CONTINUE TO WORK WITH AMY BOTH WHILE HER CASE WAS OPEN AND AFTER HER CASE WAS CLOSED. DORS WAS ABLE TO FACILITATE THAT, WE HAVE A NUMBER OF AGREEMENTS WITH OUR PARTNERSHIP PLUS AGENCY, WE HAVE ABOUT 15 PARTNERSHIP PLUS MEMORANDUM OF UNDERSTANDING THAT WE USE TO FACILITATE TICKET TO WORK COLLABORATION AND ALSO HAND OFF THOSE SERVICES WHEN THE DORS CASE IS GOING TO BE CLOSED.
* THERE'S A LOT OF ADVANTAGES TO THAT, I ALWAYS THINK OF IT AS A WIN-WIN-WIN CASE FOR EVERYONE INVOLVED. FOR AMY SHE WAS ABLE TO CONTINUE WORKING WITH THE SAME FOLKS SHE WAS USED TO WORKING WITH, SHE HAD FOLKS SHE KNEW AND TRUSTED AND SHE DIDN'T HAVE SOMEBODY NEW COME ON BOARD. DORS WAS ALSO ASSURED SHE HAD RECEIVED THOSE SUPPORTS AND WE KNEW BENEFITS COUNSELING WAS GOING TO BE CRITICAL FOR AMY BECAUSE SHE WAS WORKING FULL-TIME, CLEARLY GOING TO BE WORKING ABOVE SGA AND CLEARLY THAT WAS SOMETHING THAT WOULD BE IMPACTING HER DOWN THE ROAD. DORS WAS ABLE TO TRACK AMY'S PROGRESS THROUGH FULL CIRCLE, YOU KNOW, MAKE SURE WE GET THOSE WAGES BACK IN SO DORS COULD GET A COST REIMBURSEMENT WHEN THAT TIME CAME AND THAT WAS ABLE TO BE DONE THROUGH FULL CIRCLE AND GETING THOSE UPDATED WAGES FOR US.
* >> THAT'S GREAT. KEN, WE'RE GOING TO SWITCH GEARS A LITTLE BIT AND CHAT WITH YOU A MINUTE. CAN YOU TELL US ABOUT THE SERVICES YOU PROVIDED AFTER AMY'S VR CASE CLOSED?
* >> SURE, THANKS SO MUCH FOR THE INVITATION TODAY. AFTER AMY'S CASE CLOSED FULL CIRCLE WAS ABLE TO PROVIDE BENEFITS COUNSELING TO AMY AND HER FAMILY AND WE ALSO MONITORED HER CASH BENEFITS. AT THE TIME SHE WAS RECEIVING TWO DIFFERENT TYPES OF BENEFITS FROM SOCIAL SECURITY AND ALONG WITH THAT ALSO COMES HER HEALTH COVERAGE FOR BOTH MEDICARE AND MEDICAID.
* SO THAT WAS REALLY CRITICAL TO AMY AND HER FAMILY TO MAKING SURE THAT THEY UNDERSTOOD WHAT HAPPENS AS AMY'S EMPLOYMENT CONTINUED SUCCESSFULLY. ALSO SHE ALSO, WE ALSO MADE SURE TO REVIEW THE REPORTING REQUIREMENTS FOR SOCIAL SECURITY, BOTH WHEN SOMEBODY RECEIVES THE TITLE II AND THE TITLE 16 BENEFITS AND HOW IS THAT EARNED INCOME RELAYED BACK TO SOCIAL SECURITY TO REALLY TRY TO AVOID ANY TYPE OF OVERPAYMENT.
* WE ALSO HAD A PARTNER, PROVIDER PARTNER, SEEK, AND THEY ALSO PROVIDED JOB COACHING SUPPORT IN ADDITION TO WHAT WE WERE PROVIDING AS BENEFITS COUNSELORS. SO THEY REALLY HELPED SUPPORT AMY IN HAVING HER ACHIEVE SOME FLEXIBILITY BOTH IN HER PROFESSIONAL AND PERSONAL LIFE, HELPED TO REALLY REDUCE THE STRESS AND ANXIETY AND THE JOB COACHING PART FROM SEEK REALLY ASSISTED HER THAT WAY.
* >> THANKS SO MUCH, KAREN. COULD YOU TELL ME A LITTLE MORE ABOUT ANY CONCERNS AMY OR HER FAMILY MIGHT HAVE HAD ABOUT HER GOING TO WORK AND HOW IT MIGHT AFFECT HER BENEFITS?
* >> SURE. I THINK ONE OF THE LARGEST PIECES IS REALLY WHEN SOMEBODY RECEIVES THAT CASH BENEFIT AND MAKING SURE THAT AMY'S CASH BENEFIT WAS STOPPED OR SUSPENDED AT THE CORRECT TIME. SO I THINK ANYBODY WORKING IN THE FIELD, SOMETIMES SOCIAL SECURITY WILL CONTINUE TO OVERPAY, NOT INTENTIONALLY BUT WHEN A FAMILY AND ESPECIALLY WHEN AMY KNOWS THAT SHE IS NOT ENTITLED TO THAT CASH PAYMENT WE WERE REALLY ABLE TO ASSIST THEM IN UNDERSTANDING WHEN THAT CASH PAYMENT ON BOTH SIDES EITHER SHOULD HAVE BEEN REDUCED OR STOPPED.
* IN ADDITION TO THAT, AMY ALSO WAS IN NEED OF LONG-TERM SUPPORT SERVICES SO MAKING SURE THAT HER FAMILY REALLY UNDERSTOOD THE CONCERNS ABOUT THE MEDICAID, THE CONTINUING OF THE MEDICAID COVERAGE AS HER SSI BENEFIT STOPPED AS WELL.
* SO WE DID HELP THEM MONITOR AND UNDERSTAND THAT HEALTH INSURANCE COVERAGE SIDE, WHICH WAS VERY HELPFUL TO THEM AND REALLY PUT THEM AT EASE AS AMY CONTINUED TO WORK.
* >> THANKS, KAREN. AND AMY HAS BEEN SUCCESSFUL AT WORK FOR A WHILE NOW. HOW WOULD YOU DESCRIBE THE EFFECT THAT WORK HAD ON HER LIFE?
* >> SO IT'S BEEN A REALLY POSITIVE EXPERIENCE FOR AMY. SHE CONTINUES TO BUILD ON COMMUNICATION SKILLS, SOCIAL CUES, AND REALLY TEAMWORK HAS BEEN REALLY POSITIVE FOR AMY. SHE CONTINUES TO APPLY THESE SOFT SKILLS EVEN OUTSIDE OF HER WORK ENVIRONMENT SO EVEN OBVIOUSLY IN HER SOCIALIZATION WITH FRIENDS AND FAMILY EVENTS. SHE REALLY DOES LOOK FORWARD TO GOING TO WORK EVERY DAY, SHE HAS A GREAT RELATIONSHIP WITH HER COWORKERS AND THAT HAS CONTINUED AS WELL .
* >> THANKS, KAREN. MY LAST QUESTION SPECIFICALLY FOR YOU IS WHY DID FULL CIRCLE DECIDE TO SUBMIT AMY'S STORY?
* >> SO WE HAD THOUGHT THAT AMY'S STORY SHOWED A GREAT PARTNERSHIP BETWEEN THE STATE VR AGENCY AND A PARTNERSHIP PLUS EN AND SO, YOU KNOW, ALSO IT SHOWS THAT, AS ERICA MENTIONED BEFORE, AMY WAS ALSO PART OF A SUCCESSFUL INTERNSHIP PROJECT SEARCH PROGRAM, WHICH LED HER TO THAT PATHWAY TO PERMANENT EMPLOYMENT WHICH SHE HAS OBVIOUSLY BEEN VERY SUCCESSFUL AT.
* SO THESE REAL LIFE TESTIMONIES SHOW AND PUT FORTH OUR BEST EFFORT IN SERVICES WE PROVIDE UNDER OUR EMPLOYMENT NETWORK SO WE REALLY HOPE THAT EVERY INDIVIDUAL LIKE AMY REALLY HAS THAT SEAMLESS TRANSITION FROM VR TO WORKING WITH AN EMPLOYMENT NETWORK.
* >> GREAT. THANK YOU SO MUCH, KAREN. AND ERIC THE NEXT ONE IS FOR YOU. WHAT DO YOU THINK SUCCESS STORIES AND OTHER HUMAN INTEREST TESTIMONIAL CAN DO FOR YOUR ORGANIZATION'S IMAGE?
* >> I THINK THAT'S A REALLY GOOD QUESTION FOR US. AS A GOVERNMENT AGENCY A LOT OF TIMES WE'RE KIND OF LOOKED AT AS THE CHECKBOOK OR THE FACILITATOR, JUST TO LINK SERVICES TOGETHER. BUT WE RECOGNIZE THAT IT'S REALLY IMPORTANT TO ENGAGE WITH THE PUBLIC TOO. WE HAVE A VERY ROBUST PUBLIC MISSION STATEMENT AND STORY-TELLING FOR US IS A BIG WAY TO HELP OVERCOME SOME OF THE MISCONCEPTION ABOUT GOVERNMENT AGENCIES OR OUR ROLE. AND WHEN WE DO WORK ON SUCCESS STORIES LIKE THIS WE ALSO UNDERSTAND IT'S REALLY IMPORTANT TO JUST, YOU GOT TO, IN ORDER TO GET THAT STORY OUT THERE, IT HAS TO BE MORE THAN JUST THE WRITTEN STORY. WE TRY TO ENGAGE WITH THE PERSON THAT WAS THE HEART OF THAT STORY, WE WORK WITH OUR CONSUMERS TO MAKE THEM A PART OF THAT PROCESS. ONE OF THE NEATEST THINGS FOR US IS A LOT OF OUR COUNSELORS WHO WORK WITH OUR FOLKS DIRECTLY SAY WHEN THEY ARE SUCCESSFUL THEY HAVE A CONVERSATION WITH THAT INDIVIDUAL AND THAT INDIVIDUAL WANTS TO KNOW HOW CAN I GIVE BACK? FOR US SUCCESS STORIES IS ONE OF THE BEST WAYS FOR THAT INDIVIDUAL TO GIVE BACK BECAUSE IT HELPS DORS TO BE ABLE TO PUT A GOOD FACE AND A GOOD MESSAGE OUT THERE.
* >> WITH REGARD TO TICKET TO WORK AND PARTNERSHIP PLUS IN PARTICULAR THESE ARE MY FAVORITE SUCCESS STORIES BECAUSE IT REALLY IS JOINING TOGETHER A LOT OF DIFFERENT SERVICE PROVIDERS, A LOT OF DIFFERENT SUPPORTS WE ARE ABLE TO PUT TOGETHER AS A TEAM THAT ALL COME TOGETHER TO HELP A PERSON WITH A DISABILITY FIND AND MAINTAIN A JOB. THEY GO IN MOST CASES FROM NEVER HAVING BEEN EMPLOYED OR NOT HAVING BEEN EMPLOYED RECENTLY TO BEING ACTIVE TAXPAYERS AND OBVIOUSLY THERE'S A BIG ROLE THAT CAN PLAY WITH OUR SERVICES MOVING FORWARD. THE MOST CRITICAL THING IS TO DEMONSTRATE HOW FOLKS ARE IMPACTED BY OUR SERVICES AND THE BEST WAY TO DO THAT IS TO LINK WITH THOSE INDIVIDUALS, HELP THEM TELL THEIR OWN STORY AND SHOW THE VALUE OF THE SERVICES WE CAN PROVIDE AS A AGENCY.
* >> THANKS, ERIC. CAN YOU ALSO TELL US A LITTLE BIT ABOUT HOW YOU SHARED AMY'S SUCCESS STORY?
* >> WE HAVE A PUBLIC WEB SITE AND SOCIAL MEDIA AND SO THE FIRST THING WE DID WAS WE ACTUALLY WORKED WITH OUR PR PERSON AND REVIEWED THE CHOOSE WORK WEB SITES STORY. SHE'S ACTUALLY GOING TO GO OUT AND REACH BACK OUT WITH AMY TO PUT OUR OWN LITTLE SPIN ON THAT SPECIFIC TO SOME DORS QUESTIONS AND ANSWERS. REALLY FOR US WE WANT TO HAVE THAT PERSONAL TOUCH WHEN WE DO A SUCCESS STORY AND THE CRITICAL PIECE THERE IS GETTING INVOLVED WITH THE INDIVIDUAL.
* ONE OTHER BIG THING WE LIKE TO DO IS WE WORK WITH OUR PARTNER AGENCIES, OUR PARTNER EN'S LOCALLY WITH OUR LOCAL FIELD OFFICES AND I WILL GO AROUND WITH THOSE PARTNER EN'S ON AN INDIVIDUAL OFFICE TO OFFICE LEVEL MEETING WITH THE STAFF THERE TO ADDRESS QUESTIONS ON HOW WE CAN ENGAGE AND FACILITATE LINKAGE BETWEEN DORS AND A PARTNER EMPLOYMENT NETWORK SO WE CAN CONTINUE THOSE PROCESSES. REALLY IT'S A KIND OF LARGE GLOBAL SCALE AND REACH OUT TO OUR STAFF AND PROVIDE SOME SUPPORT SO THEY UNDERSTAND HOW CRITICAL THESE KIND OF PROCESSES ARE.
* >> THAT'S REALLY GREAT TO HEAR. KAREN, CAN YOU SHARE A LITTLE BUILT HOW YOU SHARED AMY'S STORY.
* >> WE ALSO SHARED AMY'S STORY ON OUR SOCIAL MEDIA AND WORKED WITH OUR PARTNER ACCOUNTS. OBVIOUSLY WE SENT IT OUT TO ALL OF OUR STAFF AS WELL.
* >> THAT'S GREAT. THANK YOU BOTH SO MUCH FOR JOINING AND SHARING THE PROCESS OF OUR SUCCESS STORY PROCESS WITH THE AUDIENCE.
* THANK YOU SO MUCH, KAREN AND ERIC , AND I DID JUST WANT TO ADD A BIT OF A CONCLUSION HERE TO PUT OUT A BIT OF PROMOTION FOR SUBMITTING SUCCESS STORIES. WE PROMOTE SUCCESS STORIES THROUGH OUR SOCIAL MEDIAS THE TICKET WOULD WORK BLOG, EMAILS AND OTHER DISTRIBUTION CHANNELS .D THAT CAN BE A NEWS LETTER, A SOCIAL MEDIA POST, A VARIETY OF DIFFERENT WAYS. THESE STORIES CAN BE USED TO HELP YOU PROMOTE YOUR ORGANIZATION AND THE GREAT WORK YOU DO TO HELP PEOPLE FIND THEIR PATH TO EMPLOYMENT. SO THANK YOU ERIC AND KAREN TODAY. IF YOU HAVE ONE OR MORE CLIENTS WHO HAVE FOUND WORK AND FOUND THEIR WAY OFF BENEFITS IN PART BECAUSE OF THE WORK YOU HAVE DONE PLEASE DO LET US KNOW. THE ADDRESS IS STORIES AT CHOOSE WORK AT SSA.GOV. ERIC AND KAREN, I WANT TO THANK YOU FOR SHARING YOUR EXPERIENCE WITH US TODAY FOR AMY AND THE REST OF YOUR CLIENTS.
* >> OKAY, I AM GOING TO CONTINUE ON NOW WITH OUR OUTREACH PRESENTATION. AND I AM GOING TO DO THIS VERY QUICKLY BECAUSE I KNOW I WENT A BIT OVER TIME WITH THE INTERVIEW. WE'D LIKE TO ANNOUNCE THAT THE SERVICE PROVIDER OUTREACH TOOL KIT HAS MOVED. IT IS NOW ON YOUR TICKET TO WORK.SSA.GOV UNDER RELATED RESOURCES. AS A REMINDER THAT TOOL KIT CONTAINS FACT SHEETS AND OTHER MATERIALS YOU CAN SHARE AND USE ON SOCIAL MEDIA OR TO HAND OUT AT YOUR OFRS. IT ALSO HAS PROGRAM BRANDING MATERIALS AND MANY OTHER RESOURCES SO I ENCOURAGE YOU TO GO CHECK OUT THAT SERVICE PROVIDER OUTREACH TOOL KIT.
* WE DO ALWAYS HAVE VOLUNTEER OPPORTUNITIES IN ADDITION TO SUBMITTING SUCCESS STORY LEADS. WE ALSO ARE ALWAYS LOOKING FOR GUEST BLOGGERS FOR OUR CHOOSE WORK BLOG OR PRESENTERS FOR OUR NATIONAL WORK INCENTIVE SEMINAR EVENT OR WISE WEBINAR AS YOU MIGHT HEAR THEM REFERRED TO MORE WITH ARE FREQUENTLY, AND IF YOU WOULD LIKE TO DO EITHER OF THOSE YOU CAN CONTACT SOCIAL MEDIA AT CHOOSE WORK.SSA.GOV AND WE'RE ALWAYS LOOKING FOR BLOGGERS AND PRESENTERS.
* I HAVE PROVIDED A LIST OF ALL OF OUR CHOOSE WORK SOCIAL MEDIA ACCOUNTS. WE ARE ON FACEBOOK, TWITTER, YOU TUBE AND LINKED IN. I WOULD ALSO ENCOURAGE YOU TO NOT ONLY FOLLOW THESE ACCOUNTS BUT ALSO TO BE SURE THAT YOU ARE CHECKING OUT THE NEW RESOURCES THAT WE DO PROMOTE AND IF YOU WOULD BE ABLE TO LIKE AND SHARE THOSE POSTS THAT WOULD BE GREAT AS WELL AND IF YOU EVER HAVE IDEAS FOR ANYTHING YOU WOULD LIKE TO SEE ON OUR SOCIAL MEDIA, TO LET US KNOW AS WELL.
* WE DO ALSO HAVE TWO ACCOUNTS SPECIFIC TO SERVICE PROVIDERS. WE HAVE A FACEBOOK PAGE FOR YOUR TICKET TO WORK AND WE ALSO HAVE A TWITTER PAGE FOR THAT TICKET TO WORK AS WELL. THAT'S WHERE YOU ARE GOING TO SEE SOME PROGRAM ANNOUNCEMENTS, YOU WILL SEE ANNOUNCEMENTS ASKING YOU TO SHARE INFORMATION ABOUT THE WISE WEBINARS, AND WE DO WANT YOU TO ENCOURAGE YOU TO TRY TO ENGAGE ON THOSE PAGES AS WELL.
* I'M GOING TO GO AHEAD AND TURN IT OVER TO CARA CAPLAN FROM SOCIAL SECURITY FOR SOME EN UPDATES.
* >> GOOD AFTERNOON, EVERYBODY, I JUST HAVE A COUPLE QUICK UPDATES FOR YOU GUYS. I JUST WANT TO REMIND YOU THAT THE ANNUAL PERFORMANCE OUTCOME REPORT, THE APOR, IS DUE FEBRUARY 28TH. ALL QUESTIONS SHOULD BE SENT TO SSAENAPOR AT YOUR TICKET TO WORK.SSA.GOV. AND THERE ARE SOME ENTITIES THAT ARE EXEMPT FROM THE APOR, THOSE ARE ANY ONES WITH AN AGREEMENT IN 2017, AJC'S WORK FORCES ARE EXEMPT AND VR'S ARE EXEMPT AND I JUST WANT TO REMIND YOU TO PLEASE DO THIS TIMELY BECAUSE EVERY YEAR WE TERMINATE A DECENT AMOUNT OF EN'S FOR NOT SENDING IN THEIR APOR AFTER FEBRUARY 28 IF WE DON'T RECEIVE IT YOUR AGREEMENT MAY BE TERMINATED.
* ALSO ALONG WITH THAT THE SECURITY AWARENESS TRAINING, IT'S REALLY JUST A FORM THAT YOU GUYS FILL OUT -- IS DUE ON THE 28TH. ALL STAFF MUST SIGN THE SSA222 AND KEEP IT ON FILE AND THEN A REPRESENTATIVE FROM YOUR EN, EITHER THE SIGNATORY AUTHORITY OR THE SECURITY CONTACT PERSON CAN SEND IN THE ADDENDUM LISTING WITH THEIR SIGNATURE ON IT AND ALL STAFF WHO HAVE COMPLETED THE FORM. IF YOU ARE A ONE PERSON ENTITY YOU WOULD JUST SEND IN YOUR 222.
* WE HAVE ALSO UPDATED THE CHANGE FORM, IT IS POSTED ON YOUR TICKET TO WORK.SSA.GOV, IT'S AVAILABLE IN THE FORMS SECTION OF THE INFORMATION CENTER PAGE. YOU USE IT TO UPDATE YOUR CONTACT, SERVICES YOU PROVIDE, ANY UPDATES TO YOUR AGREEMENT AND EN'S ARE RESPONSIBLE FOR LETTING US KNOW. OFTEN OUR -- YOUR SOCIAL SECURITY SPECIALIST WILL CALL YOU AND WE WILL HEAR THAT PERSON IS NO LONGER HERE OR THAT'S NOT OUR ADDRESS. YOU SHOULD BE INFORMING US OF THOSE IMMEDIATELY WHEN THOSE CHANGES OCCUR.
* THE CERTIFICATION OF SERVICES DOCUMENTATION RESPONSIBILITY, I KNOW THIS IS A NEWER PROCEDURE AND A LOT OF EN'S ARE A LITTLE CONFUSED ABOUT IT. IT IS ALSO A REQUIREMENT OF YOUR TPA RESPONSES TO SERVICES AND SUPPORTS REQUESTS ARE MANDATORY. IF YOU ARE NOT ABLE TO MEET THE DEADLINE ALTERNATE DATES CAN BE AGREED UPON, BUT JUST CONTACT THEM. THERE ARE CONSEQUENCES FOR NO ONE RESPONSIVENESS, WE SENT OUT SEVERAL CURE NOTICES FOR THIS, THERE WILL BE HOLDS ON YOUR PAYMENTS AND YOUR TICKET ASSIGNMENTS WHILE YOU ARE IN NONCOMPLIANT STATUS.
* ALSO DOCUMENTATION, EITHER CASE NOTES, TRACKING SYSTEM, COST FORM, THAT STUFF IS IMPORTANT. IT'S KEY TO PROVIDING PROOF OF YOUR MANDATORY QUARTERLY CONTACT WITH TICKET HOLDERS. SERVICES AND SUPPORTS BEING PROVIDED AND WHAT'S LISTED IN YOUR SIGNED IWP
* AND THAT IS ALL. I WILL SEND IT OFF TO ANNA NOW.
* >> THANK YOU, KAREN. GOOD AFTERNOON, EVERYBODY. I JUST HAVE A QUICK REMINDER ABOUT THE FOUNDATION PROVIDER TRAINING THAT WE HAVE AVAILABLE FOR ALL OF YOU. IT IS MANDATORY FOR NEW POINT OF CONTACTS AT EACH ORGANIZATION, ESPECIALLY WHEN THEY CHANGE. THE EN CONTACTS RESPONSIBLE FOR THE TPA TICKET HOLDERS, PAYMENTS AND TPA INQUIRIES AND OF COURSE THE BRAND NEW ENS WILL RECEIVE THIS TRAINING IS TO BE COMPLETED WITHIN 60 DAYS OF THE TPA AGREEMENT. ANYBODY THAT WOULD LIKE TO REQUEST THIS TRAINING THEY CAN EMAIL EN SERVICE AT SSA.GOV AND THEY WILL SEND A REQUEST TO EN DEVELOPMENT DEPARTMENT AND WE WILL SCHEDULE THE TRAININGS AT YOUR CONVENIENCE. FOR MORE INFORMATION YOU CAN GO TO YOUR TICKET TO WORK.SSA WEB SITE, SO FAR WE HAVE 14 MODULES AVAILABLE FOR YOU TO TAKE ADVANTAGE OF FOR YOUR STAFF.
* WITH THAT I WILL SEND IT BACK TO ADELLE TO OPEN IT UP FOR QUESTIONS.
* >> THANK YOU VERY MUCH, ANNA, YES, WE WILL OPEN UP FOR QUESTIONS BUT WE DO HAVE A FEW FROM THE CHAT. YOU CAN HELP ME OUT WITH THAT, JOHN.
* >> HI, YES, WE HAVE TWO QUESTIONS. I JUST ANSWERED ONE FROM MELISSA BUT I'M GOING TO READ IT OVER THE PHONE BECAUSE I'M SURE OTHER PEOPLE WILL BENEFIT FROM IT. WE TURNED IN OUR OLD SECURITY FORM ACCORDING TO THEIR OLD SCHEDULE IN JANUARY. SHE WANTED TO KNOW IF THEY NEEDED TO RESUBMIT.
* >> YOU TURNED IT IN IN JANUARY?
* >> CORRECT.
* >> I MEAN TECHNICALLY, YES, YOU SHOULD RESUBMIT BUT PROBABLY IF YOU TURNED IT IN THIS YEAR WE WILL ACCEPT THAT .
* >> ALL RIGHT. AND THEN OUR NEXT QUESTION COMES FROM PAMELA CROSS, WHO ASKS WHAT ARE THE DEADLINE DATES FOR THE CERTIFICATION OF SERVICES?
* >> THERE'S NOT A DEADLINE DATE. WHEN MAXIMUS REACHES OUT TO YOU AND MAXIMUS IS REPRESENTING SOCIAL SECURITY WHEN THEY REACH OUT TO YOU THAT THEY NEED A COS OR AN IWP FROM YOU OR AGENCY, YOU HAVE 9 BUSINESS DAYS TO FOLLOW UP WITH THEM.
* >> OKAY, VERY GOOD. JOHN, ANYTHING ELSE FROM THE CHAT? I DON'T THINK I SAW TOO MUCH GOING ON THERE.
* >> NO.
* >> OKAY, LEEANN, IF YOU CAN SEE IF THERE ARE ANY QUESTIONS FROM OUR PARTICIPANTS.
* >> AS A REMINDER IF YOU WOULD LIKE TO ASK A QUESTION OVER THE PHONE LINE PLEASE PRESS STAR 1 ON YOUR TELEPHONE KEY PAD. IF YOU ARE USING A SPEAKER PHONE PLEASE MAKE SURE YOU TURN OFF YOUR MUTE TO IT ALLOW YOUR SIGNAL TO REACH OUR EQUIPMENT. IT IS STAR 1 IF YOU HAVE A QUESTION .
* AND WE HAVE HAD A QUESTION QUEUE UP. OUR NEXT QUESTION COMES FROM MARJA REED WITH MELWOOD.
* >> HI, GOOD AFTERNOON, EVERYONE. I HAVE A QUESTION ABOUT THE ADDENDUM PAGE, THE SSA222 ADDENDUM. SO EVERY PERSON, SO THERE'S, LIKE, MYSELF AND 12 STAFF MEMBERS -- ON THAT FORM WE NEED TO LIST EVERY STAFF MEMBER AND INDIVIDUALLY THEY NEED TO SIGN THE SSA222 AND PLACE IT IN OUR SECURITY OFFICE.
* >> RIGHT, YOU WOULD PUT THE NAME DOWN OF EVERY PERSON IN YOUR OFFICE THAT WORKS ON THE TICKET PROGRAM AND YOU WOULD KEEP THEIR 222'S ON FILE. IT'S NOT TO SAY WE WOULDN'T ASK FOR THEM AT SOME POINT OR WE DO A SITE VISIT WE MAY ASK FOR THEM, BUT, YEAH, WE'RE TRYING TO MAKE IT A LITTLE EASIER ON YOU GUYS SO YOU WOULD JUST SEND IN THAT FORM WITH THEIR NAMES AND KEEP THE 222'S ON FILE.
* >> ALL RIGHT, THANK YOU.
* >> AND ALSO JUST TO CLARIFY THE WITH THE SECURITY CONTACT OR THE SIGNATORY AUTHORITY SIGNING IT, THEY ARE CERTIFYING THAT THEY HAVE ALL OF THOSE ON FILE .
* >> OKAY, AND IT SHOULD BE SENT TO EN SERVICE AT SSA.GOV.
* >> YES.
* >> THANK YOU.
* >> YOU'RE WELCOME.
* >> WE DO HAVE ANOTHER QUESTION OVER THE PHONE LINE. THE NEXT QUESTION COMES FROM SHERRY MCDONALD WITH REACH.
* >> HOW DO I CHANGE THE STAFF MEMBERS ON THE EN WHO ARE NO LONGER WITH US OR NO LONGER WORKING ON THE EN IS THERE A CHANGE FORM OR DO I HAVE TO SUBMIT A FORM 1374 AND PUT THAT INFORMATION IN THERE?
* >> THE 1374 IS THE CHANGE FORM.
* >> FOR STAFF AND EVERYTHING SO YOU JUST FILL THAT ALL OUT?
* >> YES. I WOULD DO THAT, YOU CAN ALSO SEND AN EMAIL TO EN SERVICE OR YOUR EN SERVICE SPECIALIST. YOU DON'T NECESSARILY HAVE TO USE THE FORM, THE FORM JUST MAKES IT A LITTLE BIT EASIER ON US.
* >> ROGER THAT.
* >> THANKS.
* >> AND OUR NEXT QUESTION COMES FROM ODELL TILLER WITH ORANGE GROVE CENTER.
* >> THANK YOU, HI. I'D FIRST LIKE TO THANK VERNON COLLINS FOR CALLING ME AND GETTING ME ON THE RIGHT TRACK FOR SUITABILITY. I REALLY APPRECIATE ALL THE EFFORT HE GAVE ME.
* MY QUESTION IS THE STAFF HAS GONE THROUGH SUITABILITY, ARE THEY PERMITTED TO ASSIST THE STAFF THAT HAVE CLEARANCE ALREADY AND WORK WITH THE BENEFICIARIES?
* >> THE STAFF THAT HAS SUITABILITY CLEARANCE ARE GOOD TO GO.
* >> UH-HUH. OKAY. SO --
* >> PEOPLE WHO HAVE NOT BEEN CLEARED SHOULD NOT BE WORKING WITH THE BENEFICIARIES.
* >> OKAY, ALL RIGHT, THANK YOU MUCH. ALL RIGHT, THANK YOU.
* >> YOU'RE WELCOME .
* >> AS A REMINDER, THAT IS STAR 1 TO ASK A QUESTION. AND WE DO HAVE A QUESTION FROM PAMELA CROSS WITH CENTRAL ARKANSAS DISABILITY SERVICES.
* >> GOOD EVENING, EVERYONE. I DID PUT IT IN THE CHAT BUT I THOUGHT I PROBABLY NEEDED TO SAY IT. WE HAVE PROBABLY ABOUT 15 PEOPLE THAT WORK IN OUR OFFICE BUT MAYBE 3 INDIVIDUALS WORK ON THE TICKET TO WORK WHO'S BEEN THOROUGHLY TRAINED. HOWEVER, WE HAVE LOST FILES AND SOMETIMES THOSE FILES MAY HAVE SOMETHING ELSE IN IT. I THOUGHT IT WAS BEST THAT I WOULD DO A, HAVE THEM DO THE TRAINING FOR SECURITY SUITABILITY, ALLOW THEM TO ALL GO THROUGH THE TRAINING AND DO THE SUITABILITY APPLICATION SO IF YOU COME ACROSS THAT FILE, EVEN THOUGH YOU DON'T WORK ON IT, IT WOULD STILL GIVE US THAT CLEARANCE. DO YOU HAVE A PROBLEM OR SEE A PROBLEM WITH THAT?
* >> NO, ACTUALLY I THOUGHT THAT WAS REALLY GOOD. BETTER SAFE THAN SORRY.
* >> EXACTLY. OKAY, I JUST WANTED TO MAKE SURE I'M NOT DOING OVERKILL HERE.
* >> NEVER TOO MUCH.
* >> OKAY, THANK YOU.
* >> AND OUR NEXT QUESTION COMES FROM ANN AUSTIN WITH LARADON
* >> HI, EVERYBODY. MY QUESTION IS ABOUT THE NEW SUITABILITY PROCESS. WHEN I SEND AN EMAIL TO EN AT SSA.GOV I CAN PASSWORD PROTECT MY EMPLOYEES' PERSONAL INFORMATION BECAUSE THOSE EMAILS CONTAIN A LOT OF THE PII FOR EMPLOYEES. IS THERE A WAY TO PASSWORD PROTECT THE DOCUMENTS GOING TO -- I FORGET THE EMAIL -- FOR SUITABILITY.
* >> THE SUITABILITY OFFICE?
* >> YES.
* >> I DON'T KNOW. THEY HAVE ACTUALLY LEFT THE ROOM BUT THEY NEVER SAID ANYTHING ABOUT IT BEING PASSWORD PROTECTED. THAT IS A GOOD POINT.
* >> OKAY, WE CAN TAKE THAT QUESTION, ANN, AND I WILL ASK THEM AND GET BACK TO EVERYONE WITH THAT QUESTION BY POSTING IT WITH ALL THE OTHER INFORMATION.
* >> BUT JUST, YOU KNOW, ANYTHING THAT HAS PII THAT'S COMING INTO THE AGENCY OR JUST ANYTHING YOU SEND REALLY SHOULD BE PROTECTED. I MEAN --
* >> EXACTLY. I'M WONDERING HOW TO DO IT WITH THE OTHER AGENCY.
* >> WELL, YOU CAN SEND THEM IN A SEPARATE EMAIL THE PASSWORD.
* >> OKAY, I JUST DIDN'T WANT THEM TO GET ALL --
* >> WE WILL GET IT CLARIFIED BUT THAT WOULD BE MY ADVICE BUT I DON'T WORK IN THAT OFFICE.
* >> OKAY, THANK YOU.
* >> AND AS A QUICK REMINDER THAT IS STAR 1 TO ASK A QUESTION.
* .
* >> JOHN, DID YOU HAVE ANYTHING COME UP IN THE CHAT?
* >> IT LOOKS LIKE WE'VE ANSWERED ALL OF THE QUESTIONS THAT HAVE COME UP IN THE CHAT.
* >> AWESOME. LEEANN, I'M SORRY, I THINK YOU SAID WE HAD SOMEONE QUEUED UP.
* >> THE NEXT QUESTION COMES FROM WANDITA
* >> HI, I'M TRYING TO GET CLARITY REGARDING CHANGES IN THE SUITABILITY WITH THE PROCESS ON THE FINGERPRINTS. DID YOU SAY AN EMAIL BLAST WILL GO OUT.
* >> YES, AN EMAIL BLAST WILL GO OUT.
* >> ALL RIGHT, JUST WANTED TO MAKE SURE. THANK YOU.
* >> THAT IS STAR 1 TO ASK A QUESTION.
* AND WE'VE NO FURTHER QUESTIONS IN THE QUEUE AT THIS TIME.
* >> OKAY, WELL, THANK YOU EVERYONE FOR JOINING US TODAY AND FOR YOUR PARTICIPATION. THIS IS A REMINDER, OUR NEXT CALL WILL BE ON MAY 17TH, SAME TIME, 3:00 TO 4.30. THANKS AGAIN AND HAVE A GREAT REST OF THE DAY.
* >> THAT DOES CONCLUDE TODAY'S CONFERENCE. THANK YOU FOR YOUR PARTICIPATION. YOU MAY NOW DISCONNECT.

[END OF WEBINAR].